




दि न्यू इंडिया एश्योरन्स कंपनी लिमिटेड
THE NEW INDIA ASSURANCE COMPANY LTD.,
(A Govt. of India Undertaking)
MADURAI REGIONAL OFFICE - 730000
CMTS Bhavan (Ellis Nagar Telephone Exchange)
70 Feet Road, Ellis Nagar, Madurai 625 016.
Phone 0452-230 2171, 230 2172.

07.09.2023

**ADDENDUM IN TENDER NOTICE FOR
AMC/ FMS FOR COMPUTER HARDWARE & IT PERIPHERALS**

This has reference to our Tender document "Tender for AMC/FMS for computer hardware & IT peripherals – Madurai RO" Vide tender ref No: NIACL/Madurai/IT/2023-24/01 dated 21.08.2023. We have made the following changes in the tender document.

| PARAMETERS | EXISTING | REVISED |
|--|-----------------------|-----------------------|
| Last Date and Time for Bid Submission | 05/09/2023 - 04:00 PM | 14/09/2023 - 04:00 PM |
| Date and Time of Technical Bid Opening | 06/09/2023 - 12:00 PM | 15/09/2023 - 12:00 PM |


7/9/2023.
CHIEF REGIONAL MANAGER



**TENDER NOTICE FOR
AMC/ FMS FOR COMPUTER HARDWARE & IT PERIPHERALS**

Applications are invited from experienced, prominent and reputed vendors for providing AMC and FMS services for Computer Hardware and IT Peripherals installed in 59 offices falling under the jurisdiction of Madurai Regional Office [Code: 730000]. The offices are spread across various Districts of Tamil Nadu (excluding Metro city of Chennai and Northern Districts of Tamil Nadu).

| | |
|--|--------------------------------|
| Date of publishing of tender | 21/08/2023 |
| Last Date and Time for Bid Submission | 05/09/2023 - 04:00 PM |
| Date and Time of Technical Bid Opening | 06/09/2023 - 12:00 PM |
| Date and Time of Financial Bid Opening | After Technical Bid Evaluation |
| EMD (Refundable) | Rs.20,000/- |
| Tender Fee (Non-Refundable) | Rs.2,000/- + 18% GST |

A separate Demand Draft for EMD and Tender Fee should be drawn in favour of "**The New India Assurance Co. Ltd.**", payable at Madurai.

Tendering process shall be of 2 bid system – Technical Bid and Price Bid. The vendors may visit our website www.newindia.co.in and <https://www.tenderwizard.com/NIAEPROC>. The Tender documents can be downloaded from <https://www.tenderwizard.com/NIAEPROC>.

Tender shall be submitted only through <https://www.tenderwizard.com/NIAEPROC> and NO other mode shall be considered.

The company reserves the right to accept or reject any/all the tenders without assigning any reasons thereof. The company also reserves the right to deviate/delete any or all conditions.



Mr. J. J. B. Balsingh
CHIEF REGIONAL MANAGER



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| TABLE OF CONTENTS | |
|---|-----------------|
| Description | Page No. |
| Section - I Terms and Conditions | 3 |
| Format for Agreement (Annexure - A) | 8 |
| Scope of Service (Annexure B) | 15 |
| List of offices (Annexure C) | 20 |
| Eligibility Criteria for Technical Bid (Annexure D-I) | 28 |
| Technical Bid (Annexure D-II & D-III) | 30 |
| Price Bid - List of Hardware under AMC (Annexure E-I) | 32 |
| Price Bid - List of Hardware under FMS (Annexure E-II) | 34 |
| Non-Blacklisting Undertaking Document (Annexure-F) | 36 |
| Online Bid Submission Instructions (Annexure G) | 37 |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

SECTION- I

TERMS AND CONDITIONS

1. THIS INVITATION TO TENDER IS FOR:

Comprehensive maintenance of Desktops, Laptops, Printers, Scanners, LAN Components and other peripherals of different makes, which are being used by **The New India Assurance Company Limited** in offices under **Madurai Region** spread across **59** locations under various Districts of Tamil Nadu (excluding Metro city of Chennai, Northern Districts of Tamil Nadu).

2. THE TENDER OFFER:

The tender offer (Technical Bid & Commercial Bid) should be submitted online through e-procurement Portal at URL <https://www.tenderwizard.com/NIAEPROC> (refer Annexure 'G' for instructions).

PART -A: TECHNICAL BID

The following documents are required to be submitted offline to

The Chief Regional Manager
The New India Assurance Co. Ltd.,
Madurai Regional Office
70 feet road , Ellis nagar
Madurai-625016

on or **before 04:00 PM, 05th September 2023**, in one sealed envelope super-scribed as **"Offline Document Submission for AMC-FMS of Computer Hardware and Peripherals"** failing which the bidder may be disqualified and their tender may not be opened,

- a) Eligibility Criteria: **Annexure 'D-I'**
- b) DD/Pay Order for EMD Amount Rs 20,000/- (Rupees Twenty Thousand only) (**Refundable**). The EMD will not carry any interest.
- c) DD/Pay Order for Tender Fee of Rs. 2,000/ + 18% GST(**Non -Refundable**)



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

- d) DD/Pay Order should be drawn in favour of **“The New India Assurance Company Limited”** payable at **Madurai** Duly filled and stamped Technical Bid as given in **Annexure 'D-II& D-III'**
- e) Duly Signed and Stamped Undertaking regarding Non-Blacklisting as per format given in **Annexure 'F'**
- f) Scanned copy of Demand Draft/ Pay Order should be uploaded while submitting the tender on website <https://www.tenderwizard.com/NIAEPROC>.
- g) Any other supporting documents as per the tender requirement

Note: The details of the DD/Pay Order, should tally with the details available in the scanned copy and the data entered during bid submission time else bid shall be rejected.

PART – B: COMMERCIAL BID

The tender offer (Commercial Bid) should be submitted online through e-procurement Portal at URL <https://www.tenderwizard.com/NIAEPROC>. Rates quoted in the Price bid should be net of all Taxes and Discounts. Incomplete commercial bid will be rejected. If amount is not mentioned it will be considered as Rs 0/- (Rupees Zero).

3. FORFEITURE OF EMD:

The EMD made by the bidder will be forfeited if –

- a) The bidder withdraws his tender after acceptance;
- b) The bidder withdraws his tender before the expiry of the validity period of the tender;
- c) The bidder fails to submit the Contract Agreement within 30 days and Bank Guarantee from Nationalized/Scheduled Bank within 45 days from date of confirmation of order.
- d) The bidder violates any of the provisions of the terms and conditions of this tender.
- e) The bidder qualifies as L1 and backs out of the L1 quotes/tender specification/tender terms & conditions.
- f) The bidder signs the agreement and furnishes the Security Deposit but backs out of his tender.



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

4. REFUND OF EMD:

- a) In case of unsuccessful bidders, the EMD will be refunded to them after intimation is sent to them about rejection of their tenders.
- b) EMD 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.

5. THE COMPANY RESERVES THE RIGHT TO:

- a) Accept/Reject any of the Tender/s.
- b) Upward /Downward Revision in quantities at the time of placing the order.
- c) Add new locations / Offices as and when they are opened.
- d) Exclude any of the item in full, though rates have been called for in the tender.
- e) Add, modify, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- f) Award contracts to one or more bidders for the item/s covered by this tender.
- g) Accept or Reject any clarification submitted or additional information sought during the Tendering Procedure.
- h) The Price bids will be scrutinized for the Lowest Commercial Bid (L1 Price) and accordingly the L1 vendor will be identified. This procedure is subject to change, if any, and the procedure adopted by the Company for opening the tender shall be final and binding on all the parties.

6. REJECTION OF TENDERS:

The tender is liable to be rejected inter alia –

- a) If it is not in conformity with the instructions mentioned herein
- b) If it is not accompanied by the requisite EMD and Tender Fees.
- c) If it is not properly signed by the bidder.
- d) If undertaking for Blacklisting is not provided.
- e) If it is received after the expiry of the due date and time
- f) If it is evasive or incomplete including non-furnishing the required documents.
- g) If it is quoted for period less than the validity of tender.
- h) If it is received from any blacklisted vendor
- i) If it is received from any vendor whose had litigation with NIA.
- j) The technical bid doesn't fulfil the requirement



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

- k) Reject the vendor without assigning any reasons if it feels that the support infrastructure, services, reputation and image of the bidder/vendor in the industry is poor

7. VALIDITY OF BID:

The bid should be valid for acceptance for a period of 180 days from the last date for submission of bids. Offers with lesser validity period would be rejected.

8. PERFORMANCE GUARANTEE:

The successful bidder/s will have to furnish a performance guarantee to the tune of 15% of the value of the Contract for proper fulfilment of the contract in the form of a Bank Guarantee obtained from a Nationalized/Scheduled Bank. It shall be submitted within 45 days from the date of issue of Order. This Bank Guarantee shall be released on the expiry of the AMC period.

9. PRICE:

- a) The vendors should quote the base unit price. All applicable taxes will be paid at actual.
- b) There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed should be passed on to the Purchaser /Company.
- c) The Warranty equipment's will be covered under AMC on pro-rata basis after the warranty expires.
- d) **No extra payment/compensation will be paid from New India Assurance to Manpower/Engineer working on behalf of successful Bidder. Bidder should quote unit price accordingly**

10. PAYMENT TERMS:

- a) Payment will be released on quarterly basis on satisfactory performance and after deduction of penalty, if any.
- b) No advance payment will be made in any case



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

11. DEVIATION FROM SPECIFICATION:

If the bidder wishes to depart from any terms and conditions of the tender in any respect, he shall draw the attention to such points of departure explaining fully the reasons thereof. Unless this is done, the requirements of the eligibility criteria will be deemed to have been accepted in every respect. The Company reserves the right to accept/reject any or all the deviations shown by the bidder.

12. AGREEMENT:

The successful bidder will have to enter into a contract with the Company as per Annexure 'A' for a period of one year, with an option with the Company (NIA) to extend the contract, for a further period of 1 + 1 year in total 3 years, subject to agreement on the same terms and conditions. There shall be no deviations (additions/deletions) whatsoever in the wordings of the Agreement.

PROCEDURE FOR PROCESSING THE TENDER DOCUMENT:

- a) The committee would open Technical bid first.
- b) Explanation if required, would be sought on points which require clarification.
- c) The company's representatives have the right to inspect the vendor's premises/service centers at any time/date for the purpose of inspecting service center/ helpdesk /spare parts stock.
- d) Only the Price bids of the vendors fulfilling the eligibility criteria & who have qualified in the technical bid would be considered.
- e) The committee will open Price bid of the short-listed bidders thereafter and the lowest Price bid will be identified.
- f) 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.



ANNEXURE 'A'

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- II& III'**, at location mentioned in **Annexure 'C'** of this agreement

2. TERMS AND CONDITIONS

OBLIGATIONS OF THE VENDOR

- a) The vendor shall provide service as per document - Scope of service (ANNEXURE 'B' enclosed) to keep the equipment in good working condition. The conditions forming part of the scope of service shall be deemed to be part of this contract.
- b) The vendor shall carry out scheduled preventive maintenance, as per mutually agreed time schedule as detailed in the scope of agreement
- c) 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.
- d) The system maintenance does not include the cost of consumables like printer heads, ribbons, cartridges, magnetic tapes, CDs/DVDs, sprockets, levers and knobs, plastic parts and battery.
- e) The vendor shall attend and resolve the calls as per "CALL SEVERITY" mentioned in this agreement.
- f) 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.
- g) If the machines supplied are not attended for repair or problems are not rectified within the time frame mentioned in Annual Maintenance Contract, the company would get such defective machines repaired by some third party, and the amount spent for such repairs would be billed to the vendor.
- h) The vendor shall submit consolidated report furnishing the details of all calls reported, breakdown calls attended and its status on a Quarterly basis. Hardcopy need not be



submitted if generated through Web-portal and sent to the company periodically. However, No-call pending certificate, certified by the respective office is mandatory.

- i) The reports are to be submitted on /before Quarterly meeting, which is to be conducted on a fixed week day, before 10th of the month. Requests for change in day should be in writing and approved by the company.
- j) The minutes of meetings shall be recorded and signed by the representatives of company and the vendor. The agreed issues are deemed to be forming part of the contract. Violations / non-conformity shall result in appropriate action as decided by the company.
- k) One senior engineer, well qualified in hardware technology, and certified in Microsoft and having enough experience in handling calls SHOULD BE PLACED at Madurai Regional office as Resident Engineer to act as a single point of contact for all calls reported by Regional Office and operating units.
- l) The vendor shall provide a substitute in case the Resident Engineer is not available.
- m) The vendor shall identify THREE Executives at Madurai as contact points (PRIMARY contact and SECONDARY) for coordinating and providing services to the offices. All calls to be reported to Single point of contact.
- n) L-1 & L-2 escalations. L-1 to be available for weekly review. L-2 for monthly meeting and review and Support location engineers for quarterly review.
- o) The vendor shall make AMC services available on all days as and when requested by the Company.
- p) Vendor shall instruct its engineers to refrain from copying any data from any of company's PC &/OR servers under any circumstances.
- q) No charges will be payable for carrying the spares/equipment from site to vendor's work and back.

3. CALL SEVERITY

| SEVERITY LEVEL | RESPONSE TIME | RESOLUTION TIME |
|---------------------------------|----------------------|------------------------|
| *LEVEL1 – MO | 2 Hours | 4 Hours |
| LEVEL2 – BO, DO & RO | 1 Hour | 24 Hours |

*Micro-Office, manned by single person provided with a computer and a printer.

Type of Offices:

- Regional Office [RO]
- Divisional Office [DO]
- Branch Office [BO]
- Micro Office [MO]



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

4. OBLIGATIONS OF THE COMPANY

- a) The company will pay Annual Maintenance Charges as mentioned in **Annexure 'E' (I & II)**. The maintenance charges are payable quarterly in arrears (at the end of quarter) after statutory deductions, if any.
- b) The company would intimate to the vendor, if any additional attachments, features or devices are to be directly or indirectly, connected to the equipment's.
- c) The company would ensure that rats, insects etc., do not invade the site and damage the systems, especially cables etc.

5. ENHANCEMENT/UPGRADATION OF EQUIPMENT-ADDITION/DELETION OF ITEMS

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- II & III', of this agreement by mutual written consent of both parties, provided always that such consent is not unreasonably withheld. In the event that individual items of equipment are added to Annexure 'D- II & III', it may involve additional maintenance charges. In the event that individual items of equipment are withdrawn from Annexure 'D- II & III', as described herein, then any amount prepaid on such equipment shall be held to the credit of the Company's account. In the above said both cases the maintenance charges to be levied/refunded shall take effect from the date of the letter for such request and the amount payable/refundable shall be worked out on pro-rata basis from the date of the letter.

6. 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 necessary repairs to the installed equipment. **The vendor shall also work after regular office hours and on holidays if required by the company at no extra cost.**



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

7. 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.

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.

8. PENALTY CLAUSE

If the vendor does not attend to each breakdown and malfunction of equipment (including operating systems and compilers) supplied within the time specified in clause (3) of the agreement and make all efforts to rectify the same and get the system in proper working condition, penalty as follows will be imposed and such amounts will be deducted from the quarterly payment payable to the vendor:

| | |
|---|--|
| LEVEL 1 Calls - MO | Rs. 1000/- per day PER UNIT |
| LEVEL 2 Calls - BO/DO/RO | Rs. 500/- per day PER UNIT |
| Non-submission of monthly reports | 10% of quarterly payment |
| Successive non-submission | 50% of quarterly payment |
| Third Successive non-submission | Full payment of the quarter |
| Absence/Late attendance of dedicated engineer | Upto Rs.2,000/- per working day |
| Delayed Submission | Rs.1000/- per office (or) upto 10% of Quarterly payment. |
| Delayed meetings | Upto 1% per working day |
| Absence of meetings | Upto the proportionate AMC payment for the month. |
| Violation of any other norms considered detrimental to functioning of offices (Show-Stoppers) | As decided by the Company. |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

**** Waiver or reduction of penalty shall be done only by the Chief Regional Manager / Regional Manager of the Company, if the Company is satisfied with the genuinity of the case.**

9. 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 accidents, fire, lightning, transportation, cost of repair or replacement due to these factors will be charged for labour as well as parts.
- c) Furnishing platens, accessories, paintings or refinishing the machines or furnishing the materials thereof, making specific changes.
- d) 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)
- e) Any work external to the equipment such as maintenance of non-vendor attachments, accessories etc.

10. VALIDITY OF AGREEMENT

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

11. CANCELLATION

The Company has the right to terminate the agreement giving a notice of ONE month in advance. The vendor, if he desires to terminate the agreement should give a notice in writing, THREE months in advance prior to the expiry of the contract period.

12. 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 **Madurai** shall have jurisdiction in all matters arising out



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

of or connected with this agreement. Further, this agreement is subject to laws of India only.

13. 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.

14. 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.

15. 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 hereof 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.



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

16. VIOLATIONS BY VENDOR

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

IN WITNESS WHEREOF THE PARTIES HERE TO have set 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 _____



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

ANNEXURE – B

SCOPE OF SERVICE

The New India Assurance Co. Ltd, Madurai Regional office intends to enter into a comprehensive AMC for Desktops, Laptops, Printers, Scanners, LAN Components, Modems and other peripherals of different makes, installed in 59 locations (subject to increase) under Madurai Regional office.

NIA's initiative towards Better Control and Use of Desktops

With the successful roll out of DMS (Desktop Management System) during 2014 in NIA, all the Desktops are brought under a uniform platform (Windows 7/ Windows 10) and the Image provided by NIA-HO, takes care of OS and all Applications required for NIA and periodical updates is centrally done at our Corporate Office, Mumbai. All Micro Offices are kept out of the scope of DMS. The vendor for DMS is HCL and the helpdesk team is located at our Corporate Office. With the advent of DMS the CD drive and Pen Drive Access has been withdrawn thereby drastically reducing the Software related calls.

The scope of the work is defined further in this Section and would be broadly classified into two categories:

For hardware under warranty : (Mentioned in Annexure – D- III)

- Maintaining of DMS software and installation of updates when required, reinstallation of DMS wherever required, installing and updating any other applications as required by NIA, coordinating with DMS helpdesk, Mumbai for resolving issues relating to DMS, installing and maintaining of company owned and procured software (except for application s/w – CWISS) from time to time, installation of office-suite, configuring/trouble shooting issues relating to internet.
- For application Software – CWISS, service is restricted to files copying & loading of packages/applications as per write-up provided by the company and minimal troubleshooting like printing. Maintenance and management of the software is Out of the Scope of the vendor.
- **HARDWARE** : Coordinating with the vendors who have supplied hardware (under warranty vendors) and their service providers, registering calls with them and resolving hardware issues escalating to various levels (as mentioned in AMC cover details given in the next section below).



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

- Maintaining a separate track and control of calls registered / generation and submission of status reports – office wise, hardware wise at any point of time.

For hardware NOT under warranty : (Mentioned in Annexure D – II)

The AMC cover is comprehensive AMC, details as mentioned below:-

- Printer & All in one printer – Comprehensive maintenance and repair excluding only toner, ribbon and cartridge.
 - Desktop – Comprehensive maintenance and repair.
 - Laptop – Comprehensive maintenance and repair excluding only Battery and adapter.
 - Scanner (Flat bed and ADF) – Comprehensive maintenance and repair
-
- a) Comprehensive Maintenance of Desktops, Laptops, Printers, Scanners and other IT peripherals as well as components/parts of desktops, laptops and other peripherals
 - b) Repair or replacement of parts of desktops, laptops, printers, scanners and all other peripherals as well as components/parts of desktops, printers, scanners and all other peripherals
 - c) Installation, upgradation, repairing, reloading and restoration of operation systems Windows 98/2000/XP/Vista/7/8/10, Windows server 2003/2008 and office productivity software (Microsoft Office & Open Office), oracle installation and basic networking work for laptops, network printers and desktop. Taking backup during reloading of operating systems.
 - d) Installation of any application software / antivirus software provided by NIA and periodical updation. All calls related to virus scanning and cleaning should be attended and rectified.
 - e) Comprehensive maintenance of the hardware and systems software shall include - maintenance of the system as per the company's policy, reloading of operating systems and other application software, when required or in the event of system crashes / malfunctioning, corruption of data etc. Periodical application of system software patches / service packs / upgrades etc. shall also be part of comprehensive maintenance
 - f) Resolving DMS/OS related issues including re-installation of DMS/OS due to any reason what-so-ever.

The Scope of AMC is further detailed below :

Single Point of Contact

The vendor shall name TWO senior executives at Madurai, as a single point contact on all days, who will be responsible for coordinating and providing services to the offices as per



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

Annexure 'C'. One of the two executives would be nominated as the PRIMARY contact and the other as SECONDARY. The named executives should be easily accessible by mobile / phone & mail.

Web-based Call Registration & Tracking software (HELPDESK)

The vendor should possess a Web-based call registration / tracking / monitoring software. The person handling call registration should be competent and be made known to all the offices to enable the users to register tickets through him/her.

The software should have exclusive log-in facility for various offices to log-in and register complaints. Access for monitoring the calls should be provided by the company's representatives at Regional Office and select nominated persons at other offices. Reports/queries should be made available to the company in the format desired.

The Vendor shall issue Call Nos. /Complaint Nos. immediately over phone. Periodically (Quarterly) the vendor should submit the report on status of such calls/complaints (registered/solved/pending). This will also form part of requirement for making payments. The report should be submitted in the format required by the company.

Mandatory scheduled visits / Preventive maintenance:

The vendor should make one mandatory visit every quarter for Preventive maintenance and for updation of any application requested from time to time. The dust cleaning during preventive maintenance should be done using blower for accessories and peripherals wherever necessary.

In any case, a quarterly report from each and every office certifying proper functioning of all hardware has to be submitted and would form part of payment of the respective quarter.

Dedicated engineer at RO:

One senior engineer, well qualified in hardware technology, and certified in Microsoft and having enough experience in handling NIA calls SHOULD BE PLACED at Madurai Regional office as a Resident Engineer and shall be responsible for all calls at Regional Office and also shall manage calls reported by the Operating offices as Listed in Annexure-C.



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

In the engineer's absence, vendor should depute another engineer of equal calibre to be present at Regional office premises. *Absence/Late attendance of dedicated engineer would entitle invoking of Penalty Clause.*

Micro Offices:

Micro offices are functioning with one PC and one printer only, a malfunction would be a complete shutdown. For Micro Offices the Call Severity is classified under Level - 1 and down time shall not exceed 4 hours.

If the company is not satisfied with the performance/quality/calibre of the engineers, the vendor should immediately replace the engineer with a better qualified engineer.

Other requisites:

- a) 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. The vendor should carry out periodic up gradation and installation of new applications as and when intimated along with or apart from Preventive Maintenance visits.
- b) The vendor shall assist in the recovery of data up to the extent possible in case of Hard disk crash / other problems. Wherever Formatting of hard disks is necessitated, it should be followed by reloading of appropriate O/s, antivirus s/w & copying of application related files to restore the system to working condition.
- c) The vendor would be given time of 10 to 15 days (before AMC commencement) for inspecting & creating a database of the hardware at all offices. Faulty hardware would be repaired by the previous vendor. If the stock-taking and checking crosses the stipulated time, the hardware should be taken on As-is-where-is condition and the selected vendor would be responsible for repairing/restoring the hardware.
- d) 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-II & D-III'**. If any parts/components becomes 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 PCs. In case part of the computer/printer is not immediately repairable and the machine becomes non-functional, then vendor should arrange for standby printer/computer (of same configuration/equivalent make) till the original equipment is repaired.
- e) 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 NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

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. The vendor shall maintain an inventory of frequently required spares/components atleast at THREE mutually agreed sites. The Vendor shall also maintain spare parts, including Mother Boards, for at least 5 nodes of each make mentioned in the Annexure – D- II & D- III. The vendor shall also maintain 5 Nos. of LASER printers to give as standby.

- f) If at any point of time, the services of vendor are not found to be satisfactory the contract will be terminated, giving ONE month notice in advance.
- g) The AMC payment shall be made on completion of each quarter on the basis of rates agreed. Proportionate payment would be made calculating the downtime of each equipment.
- h) Payment would be effected after deduction of penalty, as mentioned in the penalty clause. Waiver / reduction of penalty shall be done only by the Competent Authority / Signatory.
- i) No charges will be payable for the movement of engineer from one location to another for attending to service calls.
- j) No charges will be payable for carrying the spares/equipments from site to vendor's works and back.
- k) No revision in rates would be applicable till the expiry of the contract.
- l) The VENDOR will provide Insurance cover to its workmen/engineers in the New India Assurance Company Limited. It is sole responsibility of the VENDOR to indemnify the workmen/engineers or their legal heirs in case workmen/engineers suffer any loss or damage to their life or person or property while working in any of the Office premises.
- m) New India reserves the right to claim as damages from the VENDOR to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the VENDOR, damage has been caused to the computer system covered by the AMC.
- n) The VENDOR shall certify that the repairs and maintenance services / products 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 shall indemnify the New India Assurance Company Limited from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

If Selected, the Vendor has to execute an agreement on a Stamp paper of required value as per Annexure – 'A'



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

ANNEXURE – C

LIST OF OFFICES

| SL NO | OFFICE CODE | OFFICE NAME | TYPE | ADDRESS OF THE OFFICE |
|-------|-------------|-------------------------------|------|---|
| 1 | 730000 | MADURAI R.O. | RO | MADURAI R.O. |
| | | | | CMTS Bhavan, |
| | | | | (Ellis nagar BSNL Telephone exchange) |
| | | | | 70 feet road, Ellis Nagar ,Madurai - 625016 |
| | | | | Email: nia[dot]730000(at)newindia[dot]co[dot]in |
| 2 | 730100 | MADURAI KEY BUSINESS OFFICE | DO | MADURAI KEY BUSINESS OFFICE |
| | | | | 248-B, Kamarajar Salai, |
| | | | | Rekha Towers,MADURAI - 625009 |
| | | | | Email: nia[dot]730100(at)newindia[dot]co[dot]in |
| 3 | 730101 | RAMNAD BUSINESS OFFICE | BO | RAMNAD BUSINESS OFFICE |
| | | | | Old No:147,New No : 186, 1st Floor,Salai Street, |
| | | | | High Sports Bldg., Ramnad - 623501 |
| | | | | Email: nia[dot]730101@newindia[dot]co[dot]in |
| 4 | 730102 | VILANGUDI BUSINESS OFFICE | BO | VILANGUDI BUSINESS OFFICE |
| | | | | Parvathy plaza, Ground Floor,No.12 70 feet Road, Ellis Nagar, |
| | | | | Madurai -625010 |
| | | | | Email: nia[dot]730102(at)newindia[dot]co[dot]in |
| 5 | 730104 | MUTHUKULATHUR BUSINESS OFFICE | MO | MUTHUKULATHUR BUSINESS OFFICE |
| | | | | Door No.4/243 Main Bazaar, |
| | | | | Muthukulathur - 623 704 |
| | | | | Email: nia[dot]730104(at)newindia[dot]co[dot]in |
| 6 | 730203 | MELAMADAI AUTO OO | BO | MELAMADAI AUTO OO |
| | | | | Plot No.196, 1st floor, |
| | | | | Vaigai Colony, Anna Nagar,80 Feet Road, |
| | | | | Madurai – 625 020 |
| | | | | Email: nia[dot]730203(at)newindia[dot]co[dot]in |
| 7 | 730300 | MADURAI BUSINESS OFFICE III | DO | MADURAI BUSINESS OFFICE III |
| | | | | 161-A, Sharon Bldg., East Veli Street, |
| | | | | Madurai - 625 009. |
| | | | | Email:nia[dot]730300(at)newindia[dot]co[dot]in |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| | | | | |
|----|--------|---|----|--|
| 8 | 730301 | CHINNA ANNUPANADY BUSINESS OFFICE | MO | CHINNA ANNUPANADY BUSINESS OFFICE |
| | | | | Door no : 91, First Floor, |
| | | | | Aruppukottai main road, Ganapathy nagar, Villapuram, Madurai - 625012 |
| | | | | Email: nia[dot]730301(at)newindia[dot]co[dot]in |
| 9 | 730400 | VIRUDHUNAGAR BUSINESS OFFICE | DO | VIRUDHUNAGAR BUSINESS OFFICE |
| | | | | 104/1 ,1st Floor,Madurai Road, |
| | | | | VIRUDHUNAGAR - 626 001. |
| | | | | Email: nia[dot]730400(at)newindia[dot]co[dot]in |
| 10 | 730401 | SATTUR BUSINESS OFFICE | BO | SATTUR BUSINESS OFFICE |
| | | | | Door No.67, First Floor, |
| | | | | Ethel Harvey Road, Sattur - 626 203. |
| | | | | Email: nia[dot]730401(at)newindia[dot]co[dot]in |
| 11 | 730403 | ARUPPUKOTTAI BUSINESS OFFICE | MO | ARUPPUKOTTAI BUSINESS OFFICE |
| | | | | Room No.51-A/8, Shree Towers, |
| | | | | Pandalkudi Road, Aruppukottai - 626 101. |
| | | | | Virudhunagar Dist. |
| 12 | 730500 | TIRUNELVELI AUTO OO | DO | TIRUNELVELI AUTO OO |
| | | | | P.B.No 47, Palayamkottai, |
| | | | | Tirunelveli - 627 002 |
| | | | | Email: nia[dot]730500(at)newindia[dot]co[dot]in |
| 13 | 730501 | TIRUNELVELI BUSINESS OFFICE | BO | TIRUNELVELI BUSINESS OFFICE |
| | | | | 182/22-L High Road, |
| | | | | Tirunelveli - 627 001. |
| | | | | Email: nia[dot]730501(at)newindia[dot]co[dot]in |
| 14 | 730503 | NARANAMMALPURAM BUSINESS OFFICE | MO | NARANAMMALPURAM BUSINESS OFFICE |
| | | | | 1C/4 Ukkiran nagar, Madurai Road, |
| | | | | Naranammalpuram Panchayat, |
| | | | | Sankar Nagar, Tirunelveli-627357. |
| 15 | 730504 | MANIMUTHARU BUSINESS OFFICE | MO | MANIMUTHARU BUSINESS OFFICE |
| | | | | 34, Thondamaratheru, Ward 14, |
| | | | | Keela Armalpuram, |
| | | | | Manimutharu Post, Tirunelveli - 627 421 |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| | | | | |
|----|--------|-----------------------------|----|---|
| | | | | Email: nia[dot]730504(at)newindia[dot]co[dot]in |
| 16 | 730507 | TENKASI BUSINESS OFFICE | BO | TENKASI BUSINESS OFFICE |
| | | | | 26/6 , FIRST FLOOR , PERUMAL KOIL STREET, TIRUNELVELI MAIN ROAD |
| | | | | TENKASI - 627811 |
| | | | | Email: nia[dot]730507(at)newindia[dot]co[dot]in |
| 17 | 730600 | SIVAKASI BUSINESS OFFICE I | DO | SIVAKASI BUSINESS OFFICE I |
| | | | | SARATHI BHAVAN, |
| | | | | 58, POLICE STATION ROAD, |
| | | | | Sivakasi - 626 123. |
| | | | | Email: nia[dot]730600(at)newindia[dot]co[dot]in |
| 18 | 730602 | RAJAPALAYAM BUSINESS OFFICE | BO | RAJAPALAYAM BUSINESS OFFICE |
| | | | | 402/1449 Tenkasi Road, |
| | | | | Rajapalayam - 626 117. |
| | | | | Email: nia[dot]730602(at)newindia[dot]co[dot]in |
| 19 | 730603 | TIRUTHANGAL BUSINESS OFFICE | BO | TIRUTHANGAL BUSINESS OFFICE |
| | | | | 584, Sivakasi |
| | | | | Virudhunagar -Main Road, |
| | | | | Tiruthangal - 626 130. |
| | | | | Email: nia[dot]730603(at)newindia[dot]co[dot]in |
| 20 | 730700 | TUTICORIN BUSINESS OFFICE | DO | TUTICORIN BUSINESS OFFICE |
| | | | | 41-B VICTORIA STREET, |
| | | | | TUTICORIN - 628001 |
| | | | | Email: nia.730700(at)newindia[dot]co[dot]in |
| 21 | 730701 | KOVILPATTI BUSINESS OFFICE | BO | KOVILPATTI BUSINESS OFFICE |
| | | | | Catholic Centre, |
| | | | | 913, Main Rd., Kovilpatti - 627 701. |
| | | | | Email: nia[dot]730701(at)newindia[dot]co[dot]in |
| 22 | 730703 | SAYARPURAM BUSINESS OFFICE | MO | SAYARPURAM BUSINESS OFFICE |
| | | | | 10/57, Main Road, Sawyerpuram, Tuticorin |
| | | | | Dist. - 628 251 |
| | | | | Email: nia[dot]730703(at)newindia[dot]co[dot]in |
| 23 | 730800 | NAGERCOIL BUSINESS OFFICE | DO | NAGERCOIL BUSINESS OFFICE |
| | | | | Balamore Road, Opp. Anna Stadium, |
| | | | | Nagarcoil - 629 001. Email: nia[dot]730800(at)newindia[dot]co[dot]in |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| | | | | |
|----|--------|------------------------------------|----|--|
| 24 | 730801 | MARTHANDAM BUSINESS OFFICE | MO | MARTHANDAM BUSINESS OFFICE |
| | | | | 13-136/3,Piramankattu Vilai, |
| | | | | Kanjiracode post, Marthandam, Kanyakumari district-629155 |
| | | | | Email: nia[dot]730801(at)newindia[dot]co[dot]in |
| 25 | 730802 | VALLIYUR BUSINESS OFFICE | MO | VALLIYUR BUSINESS OFFICE |
| | | | | NO 173-A2,FIRST FLOOR,NAGERCOIL MAIN ROAD, VALLIOOR-627117.TIRUNELVELI DT |
| | | | | Email: nia[dot]730802(at)newindia[dot]co[dot]in |
| 26 | 730807 | KARUNGAL BUSINESS OFFICE | MO | KARUNGAL BUSINESS OFFICE |
| | | | | 18/17-A7 |
| | | | | Ward No.7, Opp. To State Bank of India, |
| | | | | Karungal - 629157 |
| | | | | Email: nia[dot]730807(at)newindia[dot]co[dot]in |
| 27 | 730808 | KILLIYUR BUSINESS OFFICE | MO | KILLIYUR BUSINESS OFFICE |
| | | | | D.No.5/99K, |
| | | | | I Floor, Opp to Kurusadi Junction, KANYAKUMARI DISTRICT |
| | | | | PUTHUKADAI - 629171 |
| | | | | Email: nia[dot]730808(at)newindia[dot]co[dot]in |
| 28 | 730809 | THIRUVITHANCODE BUSINESS OFFICE | MO | THIRUVITHANCODE BUSINESS OFFICE |
| | | | | D.No.79, Ist Floor, Thiruvithancode Road, |
| | | | | Azhagiamandapam Post - 629 174 |
| | | | | Email: nia[dot]730809(at)newindia[dot]co[dot]in |
| 29 | 730900 | TRICHY AUTO OO | DO | TRICHY AUTO OO |
| | | | | JEROME BUILDING, II FLOOR, |
| | | | | Fort, Station Road, |
| | | | | Trichy - 620 002. |
| | | | | Email: nia[dot]730900(at)newindia[dot]co[dot]in |
| 30 | 730901 | TRICHY BUSINESS OFFICE | BO | TRICHY BUSINESS OFFICE |
| | | | | Juman Centre, |
| | | | | 43 -A /2,PROMANADE ROAD, |
| | | | | CANTONMENT,Trichy - 620 001. |
| | | | | Email: nia[dot]730901(at)newindia[dot]co[dot]in |
| 31 | 730902 | PERAMBALUR BUSINESS OFFICE | BO | PERAMBALUR BUSINESS OFFICE |
| | | | | No.99/C-3, Opp. New Bus Stand, |
| | | | | Perambalur - 621 212. |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| | | | | |
|----|--------|-------------------------------|----|--|
| | | | | Email: nia[dot]730902(at)newindia[dot]co[dot]in |
| 32 | 730904 | SRIRANGAM BUSINESS OFFICE | MO | SRIRANGAM BUSINESS OFFICE |
| | | | | Shop No:4 Basement of M/s Suba Complex, |
| | | | | 81/1,Amma Mandapam Road, |
| | | | | Near Rajagopuram, Srirangam, |
| | | | | Trichy – 620006 |
| | | | | Email : nia[dot]730904(at)newindia[dot]co[dot]in |
| 33 | 730906 | ARIYALUR BUSINESS OFFICE | MO | ARIYALUR BUSINESS OFFICE |
| | | | | DOOR NO : 23A , 1 ST FLOOR , SARAVANA PRESS , |
| | | | | RAMALINGA MUDALIYAR ST , PERAMBALUR MAIN ROAD , |
| | | | | ARIYALUR - 621704 |
| 34 | 731100 | TANJORE BUSINESS OFFICE | DO | TANJORE BUSINESS OFFICE |
| | | | | Sethu Amirtham Towers, 1st floor, |
| | | | | No. 2885, Srinivasampillai Road, |
| | | | | Thanjavur 613001 |
| | | | | Email: nia[dot]731100(at)newindia[dot]co[dot]in |
| 35 | 731101 | KUMBAKONAM BUSINESS OFFICE | BO | KUMBAKONAM BUSINESS OFFICE |
| | | | | 20/21, |
| | | | | Thirunarayanapuram, Srinagar colony, Railway station road, |
| | | | | KUMBAKKONAM 612 001 |
| | | | | Email: nia[dot]731101(at)newindia[dot]co[dot]in |
| 36 | 731102 | MAYILADUDURAI BUSINESS OFFICE | MO | MAYILADUDURAI BUSINESS OFFICE |
| | | | | Shop No:14, David Nadar Complex, |
| | | | | 23, Road Koranadu,MAYILADUTHURAI, |
| | | | | Nagapattinam Dist - 609 001 |
| | | | | Email: nia[dot]731102(at)newindia[dot]co[dot]in |
| 37 | 731103 | NANJIKOTTAI BUSINESS OFFICE | BO | NANJIKOTTAI BUSINESS OFFICE |
| | | | | 42/1A, First Floor, Bishop Sundaram Complex, |
| | | | | Pudukkottai Road, Thanjavur 613005 |
| | | | | Email: nia[dot]731103(at)newindia[dot]co[dot]in |
| 38 | 731104 | NILAGIRI BUSINESS OFFICE | MO | NILAGIRI BUSINESS OFFICE |
| | | | | 11, Plot no.107, Ist street, |
| | | | | Mangalapuram, Medical College Road, |
| | | | | Neelagiri village,Thanjavur - 613 007 |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| | | | | |
|----|--------|-----------------------------------|----|--|
| | | | | Email:nia[dot]731104(at)newindia[dot]co[dot]in |
| 39 | 731200 | NAGAPATTINAM BUSINESS OFFICE | DO | NAGAPATTINAM BUSINESS OFFICE |
| | | | | LRJ Complex, 1st Floor, 14, Naduvar Kovil East Street, |
| | | | | NAGAPATTINAM 611001 |
| | | | | Email:nia[dot]731200(at)newindia[dot]co[dot]in |
| 40 | 731201 | KARAIKKAL BUSINESS OFFICE | BO | KARAIKKAL BUSINESS OFFICE |
| | | | | I ST FLOOR, M A J |
| | | | | APARTMENTS, |
| | | | | 149, BARATHIAR ROAD, |
| | | | | KARAIKKAL - 609 602 |
| | | | | Email:nia[dot]731201(at)newindia[dot]co[dot]in |
| 41 | 731203 | MADUKKUR BUSINESS OFFICE | MO | MADUKKUR BUSINESS OFFICE |
| | | | | D.No.772/9, 1st flr, Bhajanai Mada St., |
| | | | | Near Bus stand, Madukkur, |
| | | | | Pattukotai Taluk - 641 903, Thanjavur Dist |
| 42 | 731205 | THIRUVARUR BUSINESS OFFICE | MO | THIRUVARUR BUSINESS OFFICE |
| | | | | A/24A, Bharath Towers(TVS), |
| | | | | Bye-Pass Road, Thiruvapur - 610 001 |
| | | | | Email: nia[dot]731205(at)newindia[dot]co[dot]in |
| 43 | 731300 | DINDIGUL BUSINESS OFFICE | DO | DINDIGUL BUSINESS OFFICE |
| | | | | 2nd Main Road, I Floor, |
| | | | | DINDIGUL - 624 001 |
| | | | | Email:nia[dot]731300(at)newindia[dot]co[dot]in |
| 44 | 731301 | THENI BUSINESS OFFICE | BO | THENI BUSINESS OFFICE, 674, |
| | | | | Periakulam Road, Theni - 626 531. |
| | | | | Email:nia[dot]731301(at)newindia[dot]co[dot]in |
| 45 | 731302 | PALANI BUSINESS OFFICE | BO | PALANI BUSINESS OFFICE |
| | | | | 82, New Dharapuram Road, |
| | | | | Thirumalai Plaza Upstairs, |
| | | | | Palani - 642602 |
| | | | | Email: nia[dot]731302(at)newindia[dot]co[dot]in |
| 46 | 731304 | ODDANCHATHIRAM BUSINESS OFFICE | MO | ODDANCHATHIRAM BUSINESS OFFICE |
| | | | | Chitra Complex, Opp.Karthick Theater, |
| | | | | Dharapuram Road, Oddanchathiram, |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| | | | | |
|----|--------|----------------------------------|----|---|
| | | | | Dindigul Dist - 624619 |
| | | | | Email: nia[dot]731304(at)newindia[dot]co[dot]in |
| 47 | 731305 | BATLAGUNDU BUSINESS OFFICE | MO | BATLAGUNDU BUSINESS OFFICE |
| | | | | D No:5-1-180-A/12, |
| | | | | St.Thomas Church Building, |
| | | | | First Floor,Madurai Road, |
| | | | | Batlagundu, Theni Dist |
| | | | | Email: nia[dot]731305(at)newindia[dot]co[dot]in |
| 48 | 731306 | CHINNALAPATTI BUSINESS OFFICE | MO | CHINNALAPATTI BUSINESS OFFICE |
| | | | | 8-3-20E. Bus Stand Road, |
| | | | | Poonjolai, Chinnalapatti, |
| | | | | Dindigul - 624 301 |
| | | | | Email:nia.731306(at)newindia[dot]co[dot]in |
| 49 | 731307 | BALAKRISHNAPURAM BUSINESS OFFICE | MO | BALAKRISHNAPURAM BUSINESS OFFICE |
| | | | | 8,VOC Colony, Roundroad pudur, |
| | | | | Balakrishnapuram PO, Dindigul - 624 005 |
| | | | | Email:nia[dot]731307(at)newindia[dot]co[dot]in |
| 50 | 731309 | CHINNAMANUR BUSINESS OFFICE | MO | CHINNAMANUR BUSINESS OFFICE |
| | | | | 187/2, 1ST FLOOR, CUMBUM MAIN ROAD, |
| | | | | CHINNAMANUR 625 515 |
| | | | | Email:nia[dot]731309(at)newindia[dot]co[dot]in |
| 51 | 731311 | AMMAIYANAICKANUR BUSINESS OFFICE | MO | AMMAIYANAICKANUR BUSINESS OFFICE |
| | | | | P.V.R. Mahal, Ist Floor, |
| | | | | Kodairoad, Ammaiyanaiakanur 624201 |
| | | | | Email:nia[dot]731311(at)newindia[dot]co[dot]in |
| 52 | 731400 | KARAIKUDI BUSINESS OFFICE | DO | KARAIKUDI BUSINESS OFFICE |
| | | | | 480, Sekkalai Road, |
| | | | | Karaikudi - 623 001. |
| | | | | Email:nia[dot]731400(at)newindia[dot]co[dot]in |
| 53 | 731401 | PUDUKOTTAI BUSINESS OFFICE | BO | PUDUKOTTAI BUSINESS OFFICE |
| | | | | TS: 3548/2,3549/2, |
| | | | | South Main St,P.P.K. Complex, |
| | | | | First Floor, Pudukottai - 622 001. |
| | | | | Email: nia[dot]731401(at)newindia[dot]co[dot]in |
| 54 | 731402 | THIRUPPATHUR BUSINESS OFFICE | BO | THIRUPPATHUR BUSINESS OFFICE |
| | | | | 13/1/8 H 11 - 1st Floor, |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| | | | | |
|----|--------|----------------------------------|----|--|
| | | | | Madurai Main road, Thirupathur, |
| | | | | Sivagangai Dist- 630 211 |
| | | | | Email: nia[dot]731402(at)newindia[dot]co[dot]in |
| 55 | 731407 | ARANTHANGI BUSINESS OFFICE | MO | ARANTHANGI BUSINESS OFFICE |
| | | | | 194/6, 1st floor, Sripathy Towers, |
| | | | | Agraharam street ,Aranthangi, |
| | | | | Pudukottai – 614616 |
| | | | | Email: nia[dot]731407(at)newindia[dot]co[dot]in |
| 56 | 731500 | SIVAKASI BUSINESS OFFICE II | DO | SIVAKASI BUSINESS OFFICE II |
| | | | | 75-77, Sivan Mada Veethi, |
| | | | | Sivakasi - 626 123. |
| | | | | Email: nia[dot]731500(at)newindia[dot]co[dot]in |
| 57 | 731502 | CHETTIARPATTI BUSINESS OFFICE | MO | CHETTIARPATTI BUSINESS OFFICE |
| | | | | 1st floor, D.NO.47/2, |
| | | | | Mangamma salai, Near Arasaradi Bus stop |
| | | | | Chettiarpatti, Rajapalayam Taluk - 626 122 |
| | | | | Email: nia.731502@newindia.co.in |
| 58 | 731505 | SIVAGIRI BUSINESS OFFICE | MO | SIVAGIRI BUSINESS OFFICE |
| | | | | No.96B, Rajapalayam Main Road, |
| | | | | North Side Sivagiri, |
| | | | | Tirunelveli Dist - 627 757 |
| | | | | Email: nia[dot]731505(at)newindia[dot]co[dot]in |
| 59 | 731600 | TALLAKULAM BUSINESS OFFICE | DO | TALLAKULAM BUSINESS OFFICE |
| | | | | 34, Alagar Koil Road, |
| | | | | Tallakulam, Madurai |
| | | | | Email: nia[dot]731600(at)newindia[dot]co[dot]in |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

ANNEXURE – D - I

ELIGIBILITY CRITERIA FOR TECHNICAL QUALIFICATION

| Sl. No. | Particulars | | | Compliance (Yes/No) |
|---------|---|--------------------|-----------------|----------------------|
| 1 | Vendor should have an average annual turnover for AMC-FMS contracts for hardware (as described in Sec 1 (i) above) for immediately past three financial years of Rs.15 Crores or more. | | | |
| 2 | Vendor should have posted net profit for atleast two of the immediately preceding three financial years | | | |
| 3 | Vendor should be established in IT hardware support in India, for not less than 10 years (Proof of registration to be attached) | | | |
| 4 | Qualification of resident engineer - Technically Qualified Diploma/Degree Holder-Min. 2 in numbers. Vendor should have engineers on their payroll qualified in Windows / Linux | | | |
| 5 | GSTIN No: (Proof to be attached) PAN Card Number :(Proof to be attached) IT RETURNS : (Proof to be attached) | | | |
| 6 | Vendor should attach Audited Balance sheets and Chartered Accountant Certificates for the past 3 financial years. 2022-2023 (Turn Over) 2021-2022 (Turn Over) 2020-2021 (Turn Over) | | | |
| 7 | Vendor should have entered into atleast THREE AMC-FMS contract for hardware of which one contract should not be less than Rs.10 lakhs and the other 2 should be more than 5 lakhs each in the previous three years, other than New India Assurance - “NIA”. The orders should not be before 2020 and should have been executed for organizations spread in the State of Tamilnadu. The contracts should be preferably with public sector institutions (State / Central Govt. / PSU / Banks / Insurance Cos). (Documentary proof should be attached). | | | |
| 7a. | Name of the Customer & Contact Person Location | Address & Phone No | P.O. No. & Date | Amount Rs. (in lacs) |
| (a) | | | | |
| (b) | | | | |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| | | | | |
|-----|--|--|--|--|
| (c) | | | | |
|-----|--|--|--|--|

| | |
|----|---|
| 8 | Should obtain atleast 3 letters of “Satisfactory performance” of support provided during the last 3 years other than NIA preferably PSU’s of similar structure. Atleast 2 letters should be from the largest executed order. (Documentary proof to be Submitted) |
| 9 | Vendor should have one full-fledged service centre in Madurai Region and should have established offices in multiple locations and should have provided service across the Region/State. Major cities like Madurai, Tiruchirapalli and Tirunelveli should have established offices. Other locations like Virudhunagar, Dindigul, Nagapattinam, Sivakasi /Rajapalayam and Tuticorin should have separate offices / vendor representative offices and should have sufficient number of qualified service engineers in their organization (proof to be submitted). |
| 10 | Vendor should not have history of disqualification /blacklisting / de-panelled by any Central/State Government Dept./Public Sector Financial Institutions in India including NIA during the Last 4 years starting from April 2019. |
| 11 | Vendor should have arrangement with OEM vendors, manufacturers of hardware or their channel partners for supply of spares for different brands of hardware as per Annexure ‘D-II & D-III’. |

Yours faithfully,

Authorised Signatory

(Name & Designation, seal of the firm)

Incomplete and non-submission of documentary proof bids will be rejected. All documents should be signed by authorized representative with company seal. Right to accept or reject any tender solely rests with the Company. Company reserves the right for rejection of any tender without assigning any reason.



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

ANNEXURE – D – II

COMPLIANCE AGREEMENT FOR LIST OF EQUIPMENTS TO BE COVERED UNDER AMC

| MAKE | MODEL | DESKTOP | PRINTER | SCANNER | LAPTOP | GRAND TOTAL |
|-------|----------------------|---------|---------|---------|--------|-------------|
| ACER | ACER M200 H61 | 51 | | | | 51 |
| | ACER VERTITION 2640G | 35 | | | | 35 |
| | ACER TRAVELMATE P245 | | | | 23 | 22 |
| CANON | LBP 151DW | | 4 | | | 4 |
| | CANON LBP 2900B | | 4 | | | 4 |
| | CANON LIDE 120 | | | 5 | | 5 |
| | CANON LBP 6018B | | 20 | | | 20 |
| | CANON LBP 6300B | | 19 | | | 19 |
| | CANON LIDE110 | | | 4 | | 4 |
| HP | HP 280G1 | 83 | | | | 83 |
| | COMPAQ DX7400 | 2 | | | | 2 |
| | HP LJ 1020PLUS | | 53 | | | 53 |
| | HP LJ 1022 | | 17 | | | 17 |
| | HP LJ P1007 | | 15 | | | 15 |
| | HP LJ P1108 | | 11 | | | 11 |
| | HP LJ P1505N | | 35 | | | 35 |
| | HP LJ M 1005 | | 2 | | | 2 |
| | HP LJ P1606DN | | 1 | | | 1 |
| | HP LJ PROM202DW | | 103 | | | 103 |
| | HP LJ 1536 MFP | | 1 | | | 1 |
| | HP LJ PRO MFP M126NW | | 3 | | | 3 |
| | HP LJ PRO MFP M226DN | | 1 | | | 1 |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| | | | | | | |
|----------------|-----------------------|-----|-----|----|----|-----|
| | LASER MFP 138FNW | | 2 | | | 2 |
| | MFP M 429FDW | | 2 | | | 2 |
| | HP SJ 200 | | 1 | 7 | | 8 |
| | OFFICEJET PRO 6830 | | 1 | | | 1 |
| | HP SJ 2500 F1 | | | 1 | | 1 |
| | HP SJ 5590 | | | 23 | | 23 |
| | SCANJET PRO 3000S4 | | | 40 | | 40 |
| | HP 250 G7 Notebook PC | | | | 6 | 6 |
| HCL | INFINITI BL1280 | 3 | | | | 3 |
| | INFINITI BL1350 | 16 | | | | 16 |
| BROTHER | BROTHER MFP 7360 | | 2 | | | 2 |
| DELL | DELL Vostro | | | | 4 | 4 |
| | Grand Total | 190 | 297 | 80 | 33 | 600 |

ANNEXURE – D – III

COMPLIANCE AGREEMENT FOR LIST OF EQUIPMENTS TO BE COVERED UNDER FMS

| MAKE | MODEL | DESKTOP | PRINTER | LAPTOP | GRAND TOTAL |
|-------------|--------------------|----------------|----------------|---------------|--------------------|
| ACER | ACER M200-B350 | 261 | | | 261 |
| DELL | DELL vostro | | | 8 | 8 |
| | Grand Total | 261 | | 8 | 269 |

Signature and Seal of the bidder



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

ANNEXURE – E – I

COMPREHENSIVE COMMERCIAL BID FOR HARDWARE UNDER AMC

During the AMC period there is likely chance of increase/decrease of each of the above-mentioned items by 10%. While quoting the price the same has also to be taken into account.

| Sl. No | Category | Item Description | No. of Units | Unit price (EXCL. Of taxes and any other charges) | Total Amount (EXCL. Of taxes and any other charges) |
|----------|-----------------|-----------------------|--------------|---|---|
| 1 | DESKTOPS | ACER M200 H61 | 51 | | |
| | | ACER VERTITION 2640G | 35 | | |
| | | HP 280G1 | 83 | | |
| | | COMPAQ DX7400 | 2 | | |
| | | INFINITI BL1280 | 3 | | |
| | | INFINITI BL1350 | 16 | | |
| 2 | SCANNER | CANON LIDE 120 | 5 | | |
| | | CANON LIDE110 | 4 | | |
| | | HP SJ 200 | 7 | | |
| | | HP SJ 2500 F1 | 1 | | |
| | | HP SJ 5590 | 23 | | |
| | | SCANJET PRO 3000S4 | 40 | | |
| 3 | LAPTOP | ACER TRAVELMATE P245 | 23 | | |
| | | HP 250 G7 Notebook PC | 6 | | |
| | | DELL vostro | 4 | | |
| 4 | PRINTERS | LBP 151DW | 4 | | |
| | | CANON LBP 2900B | 4 | | |
| | | CANON LBP 6018B | 20 | | |
| | | CANON LBP 6300B | 19 | | |
| | | HP LJ 1020PLUS | 53 | | |
| | | HP LJ 1022 | 17 | | |



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| | | | | |
|--|----------------------|-----|--|--|
| | HP LJ P1007 | 15 | | |
| | HP LJ P1108 | 11 | | |
| | HP LJ P1505N | 35 | | |
| | HP LJ M 1005 | 2 | | |
| | HP LJ P1606DN | 1 | | |
| | HP LJ PROM202DW | 103 | | |
| | HP LJ 1536 MFP | 1 | | |
| | HP LJ PRO MFP M126NW | 3 | | |
| | HP LJ PRO MFP M226DN | 1 | | |
| | LASER MFP 138FNW | 2 | | |
| | MFP M 429FDW | 2 | | |
| | HP SJ 200 | 1 | | |
| | OFFICEJET PRO 6830 | 1 | | |
| | BROTHER MFP 7360 | 2 | | |
| | Total | 600 | | |

TOTAL AMC AMOUNT RS _____



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

ANNEXURE – E – II

COMPREHENSIVE COMMERCIAL BID FOR HARDWARE UNDER FMS

| S.No | Category | Item Description | No.of Units | Unit price (EXCL. Of taxes and any other charges) | Total Amount (EXCL. Of taxes and any other charges) |
|------|----------|------------------|-------------|---|---|
| 1 | DESKTOP | ACER M200-B350 | 261 | | |
| 2 | LAPTOP | DELL vostro | 8 | | |

COMPREHENSIVE COMMERCIAL BID FOR TENTATIVE PURCHASES - FMS

| S. No | Category | No. of Units | Unit price (EXCL. Of taxes and any other charges) | Total Amount (EXCL. Of taxes and any other charges) |
|-------|----------|--------------|---|---|
| 1 | DESKTOP | 0 | | |
| 2 | PRINTER | 10 | | |
| 3 | SCANNER | 0 | | |
| 4 | LAPTOP | 5 | | |

TOTAL FMS AMOUNT RS _____

BIDDING NET AMOUNT (AMC +FMS) RS _____

BIDDING NET AMOUNT (AMC +FMS) IN WORDS _____



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

NOTE:

- Vendor should note that price of AMC as mentioned above should be exclusive of all taxes and any other charges and the price will remain the same throughout the period of AMC.
- In case it is found that the machine in the List is not there at the place specified, then the same will be excluded from the AMC and AMC charges adjusted accordingly unless the Co. has notified re-location of the machine to the vendor.
- Cables/Connectors connected with the machine are covered under AMC.
- In case it is found that the make of machine is different, then the same shall be corrected at the time of giving/awarding the contract.
- 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.
- **Vendor should note that price of AMC as mentioned above should be inclusive of Manpower/Engineer wages/Compensations. New India Assurance will not pay any wage/compensation to Engineer/Manpower working on behalf of Successful bidder throughout the contract period of AMC.**

(Signature and Seal of the bidder)



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

ANNEXURE 'F'

Undertaking Regarding Non-Backlisting

We M/s _____ participating in the bid, confirm that we have not been disqualified/ blacklisted/ de-panelled by any Central/State Government Dept/Public Sector Financial Institutions in India including NIA during the Last 4 years starting from April, 2019 till last date of submission of this tender.

Dated at _____ this _____ day of _____ 2023.

Signature of the Company Secretary

Signature:

Name:

Designation:

Name and address of company:

Seal of Company:



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

ANNEXURE 'G'

Special Instructions to Bidders for e-Tendering

1. Tender document with detailed terms and conditions is available on our Website <https://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 <https://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.
3. Corrigendum / amendment, if any, shall be notified on the site <https://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 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:
 - i. Vendors are advised to log on to the website (<https://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.



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

- 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.
9. 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.
10. 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.
11. In case of any clarification pertaining to e-Procurement process, the vendor may contact the following agencies / personnel:



THE NEW INDIA ASSURANCE COMPANY LIMITED
Madurai Regional Office
Contact No: 0452-260581 / 2302175
Email ID: bss73@newindia.co.in

| S.No. | Particulars | Company Name | Contact Details |
|-------|----------------------------|---|---|
| 1 | For e-tendering Support | M/s. Antares Systems Ltd. | 9731468511 (Sushant) lokesh.hr@etenderwizard.com |
| 2 | For Tender related queries | The New India Assurance Co. Ltd. Madurai Regional Office | 0452-260851/2302175 bss73@newindia.co.in Mobile No:8610122399 , 9626230262 |