

दि न्यू इंडिया एश्योरेंस कंपनी लिमिटेड
चंडीगढ़ क्षेत्रीय कार्यालय (350000)
36-37, सेक्टर 17 ए, चंडीगढ़-160017
दूरभाष क्रमांक: 0172-2703155 / 2702806 / 2703972
सी.आई.एन. क्रमांक: L66000MH1919GOI000526
वेबसाइट: www.newindia.co.in



The New India Assurance Co. Ltd.
Chandigarh Regional Office (350000)
S.C.O. 36 - 37, Sector 17A, Chandigarh-160017
Phone No.: 0172-2703155 / 2702806 / 2703972
CIN Number: L66000MH1919GOI000526
Website: www.newindia.co.in

eTender for Annual Maintenance Contract of Computer Hardware & Peripherals
For the Period: 01/12/2024 to 30/11/2025

Tender Ref. No: CRO/ITD/AMC-FMS/2024-2025/01

The New India Assurance Co. Ltd. (NIACL) invites online bids under a Two Bid System (Technical and Commercial) from eligible and interested vendors for the Annual Maintenance Contract (AMC) of Computer Hardware and Peripherals. These systems are installed at various offices under the Chandigarh Regional Office, and the contract will cover the period from **01/12/2024 to 30/11/2025**.

Eligibility criteria and other relevant details are provided in the tender form, available for download at <https://www.newindia.co.in/tender-notice>. Vendors must submit their bids online through the eProcurement Portal at www.tenderwizard.com/NIAEPROC.

Key Dates:

- **Tender Start Date:** 01/11/2024 at 05:00 PM
- **Last date for bid submission:** 17/11/2024 at 11:59 PM
- **Technical bid opening:** 18/11/2024

NIACL reserves the right to accept or reject any or all bids without assigning any reasons.

Regional Manager (IT)
The New India Assurance Co. Ltd.
Chandigarh Regional Office



Sauhard
01/11/2024





Tender Summary

Sl. No.	Description	Details
1	Tender Type	eTender with Two Bid System (Technical Bid & Commercial Bid)
2	Tender Fees	Rs. 2500 + 18% GST (Non-Refundable)
3	Earnest Money Deposit (E.M.D.)	Rs. 50,000.00 (Refundable). Refer to Annexure C for EMD submission details.
4	Tender eBid Submission Start Date	01 November 2024, 05:00 PM
5	Tender Closing Date	17 November 2024, 11:59 PM
6	Technical Bid Opening	18 November 2024
7	Commercial Bid Opening	Date to be intimated after Technical Bid evaluation
8	Tender Validity	180 (One Hundred Eighty) Days
9	Tender Location	The New India Assurance Company Limited, Chandigarh Regional Office, SCO: 36-37, Sector 17 A, Chandigarh-160047
10	Contact Information	<p>For e-Tendering Support: M/s. Antares Systems Ltd lokesh.hr@etenderwizard.com Tel: 080-40482100; +91 9731468511</p> <p>For Tender Queries: Email: bss35@newindia.co.in or call: +91-172-2705372 / +91 9996556615</p>

AMC Costing: The final AMC cost will be determined based on the verified inventory of functioning IT assets and peripherals, following the vendor's initial asset tagging and inventory process, which has to be completed within 45 days of issuing the PO.





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Section I: Instructions to Bidders

1. Online Submission

- i) The online bids under the two-bid system (Technical Bid and Commercial Bid) must be submitted on the website <https://tenderwizard.in/NIAEPROC> on or before **17 November 2024, 11:59 PM**.
- ii) **Documents required for the Technical Bid:**
 - a) Receipt of Tender Fees
 - b) Earnest Money Deposit (Refer to **Annexure C**)
 - c) Power of Attorney
 - d) Company Registration Documents (Certificate of Incorporation/ Registration of Firm Certificate/ Memorandum and Articles of Association/ Partnership Deed/ Proprietorship Deed/ Declaration of Proprietorship etc. as the case may be)
 - e) Income Tax Return/CA Certificate for the last three Financial Years
 - f) PAN Copy
 - g) Undertaking Regarding Non-Blacklisting (Refer to **Annexure N**)
 - h) Any other supporting documents as per the tender requirement

2. Offline Submission

- i) The following documents must be submitted physically to the Regional Manager, The New India Assurance Company Limited, Chandigarh Regional Office, SCO: 36-37, Sector 17 A, Chandigarh-160047, in a sealed envelope:
 - a) Original DD/Bank Guarantee for Tender Fees.
 - b) Original DD/Bank Guarantee for Earnest Money Deposit (EMD).
 - c) Power of Attorney.
 - d) Any other supporting documents as required.
- ii) The details of the DD etc. and any other requisite instrument/documents, physically submitted, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the submitted bid will not be accepted.
- iii) If the last date for submission of tender happens to be a holiday due to some unforeseen circumstances, then the offline documents can be submitted by 11:00 a.m. on the next working day.

iv) Tender Offer

This invitation to Tender is for Maintenance of Desktops, Laptops, Scanners etc. & other peripherals of different makes, which are being used by The New India Assurance Company Limited in the offices located





across states/UT of Chandigarh, Haryana, Punjab, Himachal Pradesh, Jammu & Kashmir and Ladakh, under Chandigarh Regional Office, for the period **01/12/2024 to 30/11/2025**. The contract may be extended for 2 (1+1) more years, subject to the satisfactory performance of the L1 Vendor.

v) **Eligibility Criteria: The Bidders**

Kindly refer **Annexure Q**.

vi) **Technical Bid Opening:**

- The Technical Bid will be opened electronically, and physical documents will be opened by the company's appointed committee. In case the offline document cover does not contain Pay Order/Demand Draft/BG towards tender document fees and EMD, the bid would be rejected.
- Each and every aspect in the Eligibility Criteria and Technical Bid including deviations, if any, would be discussed by the Committee.

vii) **Commercial Bid Opening:**

- The commercial bids of only technically qualified bidders will be opened.
- 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).
- The commercial bids will be scrutinized and Lowest Commercial Bid (L1 Price) and accordingly the L1 vendor will be identified. This procedure is subject to changes, if any, and the procedure adopted by the Company for opening the tender shall be final and binding on all the parties.
- 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.
- The L1 (lowest price) bidder will be identified and considered for contract award.
- Successful bidder should sign agreement and Non-Disclosure Agreement as per annexures.

4. Earnest Money Deposit (E.M.D.): Refer Annexure C for Format of EMD

- Bidders must submit an **Earnest Money Deposit** of Rs. 50,000 in the form of a Demand Draft, payable to "The New India Assurance Co. Ltd." at Chandigarh.
- The scanned copy of the EMD must be uploaded online, while the original must be sent to the office address in the offline submission.
- The EMD will not carry any interest and must be valid for 180 days from the last date of submission of bids.

5. Forfeiture of E.M.D.

The EMD will be forfeited under the following conditions:

- The bidder qualifies as L1 and backs out of the L1 quotes/tender specification/tender terms & conditions.





- ii) The bidder signs the Agreement and furnishes the Security Deposit but backs out of his tender bid.
- iii) The bidder withdraws his tender after acceptance.
- iv) The bidder withdraws his tender before the expiry of the validity period of the tender.
- v) The bidder violates any of the provisions of the terms and conditions of this tender specification.

6. Refund of E.M.D.

- i) In case of unsuccessful bidders, the EMD Bank Guarantees will be returned to them after finalization of the L1 vendor.
- ii) The EMD Bank Guarantee will be returned to the L1 bidder, only after signing of the contract and submission of Security Deposit, completion of formality etc. in all respects to the satisfaction of the Company

7. Company Rights: The company reserves the right to:

- i) Accept / reject any of the tenders.
- ii) Revise the quantities at the time of placing the order.
- iii) Add, modify, relax, waive or alter any of the conditions stipulated in the tender specification wherever deemed necessary.
- iv) Reject any or all the tenders if --
 - a) The bid is not signed by the duly authorized person or
 - b) The bid submitted is unsigned or partially unsigned or
 - c) The bid is not in conformity with the instructions mentioned herein or
 - d) The bid is not properly signed by the bidder or
 - e) The bid is received after the expiry of the due date and time or
 - f) The bid is evasive or in complete including non-furnishing the required documents or
 - g) The bid is quoted for period less than the validity of tender or
 - h) The bid is received from any blacklisted bidder or whose past experience is not satisfactory or
 - i) The technical Bid doesn't fulfil the requirement.

8. Validity of Bids

- i) All bids must be valid for **180 days** from the last date of submission. Any bid with lesser validity will be rejected.
- ii) The company may request an extension of the bid validity period. Bidders can refuse without forfeiting their EMD.





9. Clarifications / Queries

- Any bidder requiring clarification on the tender document may submit queries via email to bss35@newindia.co.in. No queries will be accepted on telephone or through any means other than e-mail.
- Queries should be submitted in **.xls/.xlsx format** (Refer to **Annexure G** for format). No other format shall be accepted.
- Any clarification issued by the Company 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.
- The queries received via any mode other than email and on email id other than mentioned above will not be entertained.
- The Company 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.

10. Addendum / Corrigendum / General Terms

- Any addendum or corrigendum will be posted on the company's website <https://www.newindia.co.in/tender-notice> and the eProcurement portal <https://tenderwizard.in/NIAEPROC>.
- It is the bidder's responsibility to monitor these websites for updates.
- NIA reserves the right to cancel the RFP at any time without incurring any penalty or financial obligation to any bidder or potential bidder.
- 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 rejected.

11. Price

- The vendor must quote the base price excluding GST for each item or service as per the scope of work.
- Applicable taxes, including GST, will be paid based on the actuals.
- The price shall be all inclusive of labour 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 made, except applicable taxes including GST, which will be paid based on actuals.
- 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 and before the agreement should be passed on to the Company.
- The final payable cost of the AMC will be determined after the Vendor completes the **QR Code based Asset Tagging and Inventory digitization process**, as specified in **Annexure E**.





- vi) The Vendor must maintain & provide us a **digital inventory of all IT assets**. This inventory must be updated in real-time with any changes in asset status or movement across locations. The final AMC pricing will be based on the **working assets inventory**. The details are specified in **Annexure E**.

12. Dispute Resolution

- i) Any disputes shall be resolved first through mutual negotiation. If unresolved, it will be referred to arbitration in accordance with the **Arbitration and Conciliation Act, 1996**.
- ii) The arbitration will take place in **Chandigarh**, and the language of the proceedings will be **English**.





Section II: Contractual Obligations

13. Performance Guarantee

- The successful bidder must provide a **Performance Guarantee** equal to **10% of the total contract value**.
- The Performance Guarantee must be submitted in the form of a **Bank Guarantee** from a nationalized or scheduled bank within **15 days** of receiving the Letter of Award (LoA).
- The guarantee must remain valid for the entire contract period plus **90 days** beyond the expiry of the contract.
- Failure to submit the Performance Guarantee may result in the cancellation of the contract and forfeiture of the EMD.
- Refer to **Annexure D** for the Performance Guarantee format.

14. Service Level Agreement (SLA):

Refer **Annexure F**

15. Royalties and Patents

- The vendor is responsible for ensuring that any part of the service provided does not infringe on patents, trademarks, or copyrights.
- The vendor agrees to indemnify the company against any claims related to intellectual property infringement.
- Any royalties or licensing fees for software or hardware required to execute the contract will be borne by the vendor.

16. Force Majeure

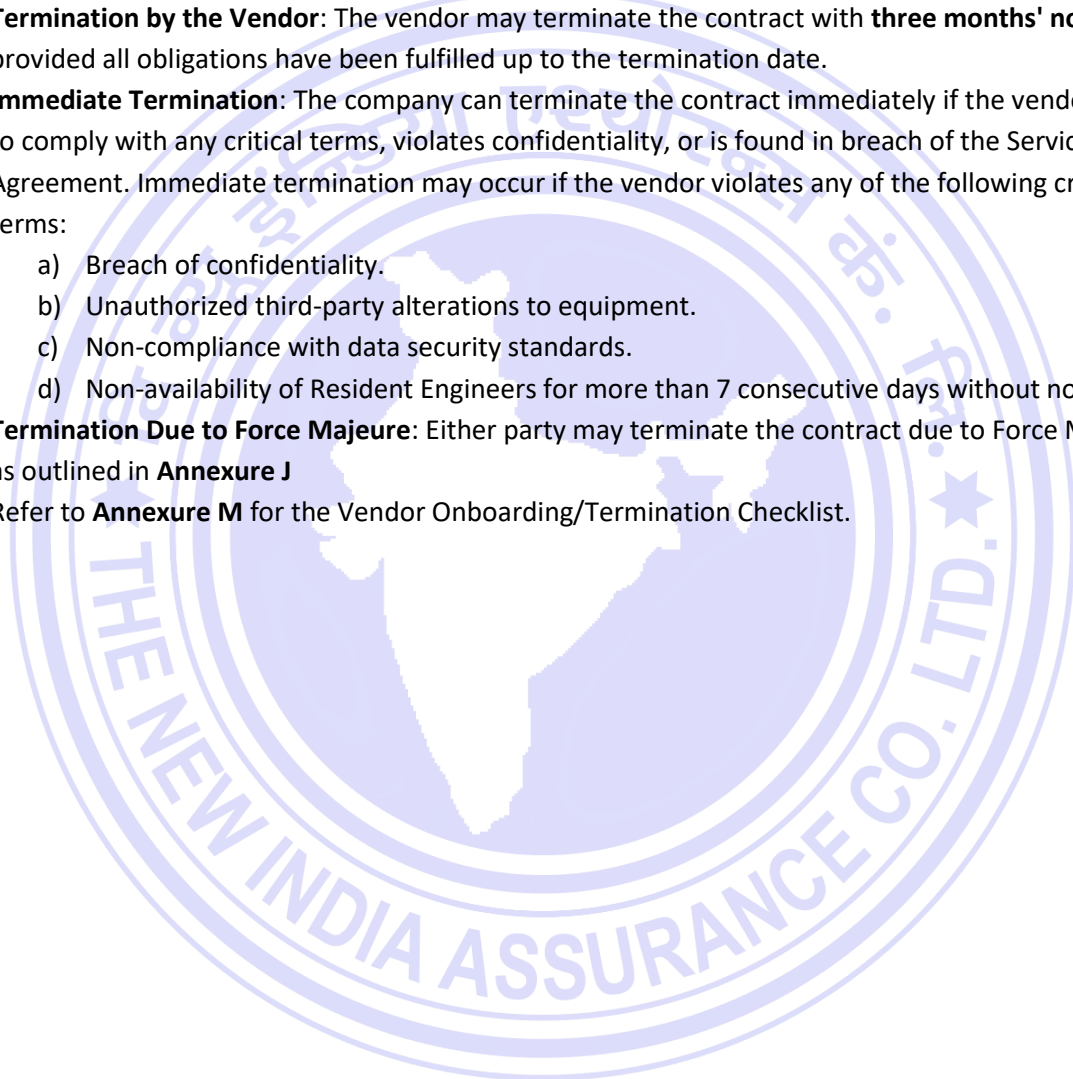
- Neither party shall be liable for any failure to perform due to circumstances beyond their control, such as natural disasters, war, strikes, or government actions.
- If a **Force Majeure** event occurs, the affected party must notify the other party in writing within **7 days** of the event, providing details and an estimate of its impact on the contract.
- If the Force Majeure event continues for more than **30 days**, either party may terminate the contract with written notice.
- Implications of Force Majeure on penalties and performance guarantees are detailed in **Annexure J**.





17. Termination (Cancellation) of AMC

- i) **Termination for Unsatisfactory Performance/breach of contract:** If the Company finds the Vendor's services to be unsatisfactory or in breach of the contract., the Company may terminate the contract by providing **1 (one) month's** advance notice. In cases of **serious performance** issues, termination may be **immediate**. AMC charges will be paid on a pro rata basis.
- ii) **Termination by Mutual Agreement:** Either party may terminate the contract before its expiration by providing **3 (three) months'** advance notice, provided all obligations have been fulfilled up to the termination date. AMC charges will be settled on a pro rata basis.
- iii) **Termination by the Vendor:** The vendor may terminate the contract with **three months' notice**, provided all obligations have been fulfilled up to the termination date.
- iv) **Immediate Termination:** The company can terminate the contract immediately if the vendor fails to comply with any critical terms, violates confidentiality, or is found in breach of the Service Level Agreement. Immediate termination may occur if the vendor violates any of the following critical terms:
 - a) Breach of confidentiality.
 - b) Unauthorized third-party alterations to equipment.
 - c) Non-compliance with data security standards.
 - d) Non-availability of Resident Engineers for more than 7 consecutive days without notice.
- v) **Termination Due to Force Majeure:** Either party may terminate the contract due to Force Majeure, as outlined in **Annexure J**
- vi) Refer to **Annexure M** for the Vendor Onboarding/Termination Checklist.





Section III: Scope of Work and Penalties

18. Scope of Work (SOW)

Scope of Work further detailed in Annexure E.

19. Exclusions Under AMC

The following items are excluded from the scope of the AMC:

- Consumables:** Printer toners, ink cartridges, ribbons, and similar consumables are not covered under the AMC.
- External Damage:** Damage caused by fire, water, electrical surges, or other external factors is excluded.
- Alterations by Third Parties:** If any unauthorized third-party attempts to alter or repair the equipment, the AMC for that specific equipment will be void.

20. Relocation of Systems

- During the AMC period, the Company may relocate equipment. The Vendor will assist with reinstallation and reconfiguration.
- Transportation costs and incidental expenses related to relocation will be borne by the Company.

21. Replacement of Parts

- Replacement of Faulty Parts:**
 - The vendor shall replace any faulty parts with new parts of the same or better configuration.
- Ownership of Replaced Parts:**
 - The new parts become the company's property & faulty parts becomes vendor's property (except unless otherwise agreed upon). For HDD, vendor has to provide data disposal certificate.
- Warranty on Replaced Parts:**
 - All replaced parts must carry a warranty of at least one year.

22. Penalties

Penalties are further detailed in Annexure J.





Section IV: Payment Terms and Audit

23. Payment Terms

- i) **Quarterly Payments:**
 - a) Payments for the AMC services will be made on a **quarterly basis in arrears**, subject to the satisfactory performance of the vendor and after deducting any applicable penalties.
- ii) **No Advance Payment:**
 - a) No advance payments will be made for AMC services under any circumstances.
- iii) **Invoice Submission:**
 - a) The vendor must submit a detailed invoice at the end of each quarter, along with the **performance report** and **preventive maintenance reports** for the relevant period.
 - b) The invoice must detail the work completed, along with any supporting documents for the maintenance services provided.
- iv) **Penalty Deductions:**
 - a) Any penalties incurred by the vendor due to non-performance or non-compliance with the SLA will be deducted from the quarterly payment.
 - b) The penalties are outlined in **Annexure J**.
- v) **No Additional Charges:**
 - a) The vendor is not entitled to claim any additional charges for transportation, movement of engineers, or spare parts outside of what is specified in the contract.

24. Non-Submission of Reports

- i) **Non-Submission Penalty:** Refer **Annexure J** for more details.
 - a) A penalty of **5% of the quarterly payment** will be deducted if the following reports are not submitted within the specified deadlines:
 - I. **Inventory Report:** To be submitted quarterly by the 10th of the month following each quarter.
 - II. **Preventive Maintenance Report:** To be submitted quarterly along with the Performance Report.
 - III. **Performance Report:** To be submitted quarterly detailing SLA compliance and equipment uptime.
 - b) The deadlines for report submission are specified in the SLA (**Annexure F**).

25. Liabilities & Indemnities

- i) **Vendor Liability:**
 - a) The vendor is fully liable for any damage caused to the company's equipment, data, or property due to negligence or improper handling by the vendor's personnel.
- ii) **Indemnification:**
 - a) The vendor agrees to indemnify and hold harmless the company from any claims, damages, losses, or legal proceedings arising out of:





- The vendor's failure to meet the terms of the contract.
- Any third-party claims related to intellectual property (e.g., patent infringement).

iii) **Limitation of Liability:**

- a) The vendor's liability under this contract is limited to the total contract value. However, this limitation does not apply to claims arising from fraud, wilful misconduct, or gross negligence.

26. Inspection & Audit

i) **Inspection Rights:**

- a) The company reserves the right to conduct periodic inspections of the vendor's performance and compliance with the contract.
- b) The vendor must cooperate with the company's auditors or representatives during these inspections.

ii) **Audit Reports:**

- a) The vendor must maintain proper records of all maintenance activities, services provided, and parts replaced, which must be made available for inspection by the company.

iii) **Consequences of Non-Compliance:**

- a) If any non-compliance or breach of contract is discovered during the audit, the company reserves the right to impose penalties, terminate the contract, or take corrective measures as outlined in **Annexure J**.





Section V: Legal Terms and Conditions

27. Force Majeure:

Refer **Annexure J**

28. Dispute Resolution and Arbitration:

Refer **Annexure J**

29. Liabilities & Indemnities

i) Vendor Liability:

- a) The vendor is liable for any damage or loss caused to the company's property, equipment, or data due to the vendor's negligence or failure to comply with the contract.

ii) Indemnification:

- a) The vendor agrees to indemnify and hold harmless the company from any claims, damages, losses, or legal proceedings arising from:
 - I. Breach of contract by the vendor.
 - II. Any third-party claims related to the vendor's performance under this contract, including intellectual property infringements.
 - III. Any injury or damage caused to the company's employees or property as a result of the vendor's negligence.

iii) Limitation of Liability:

- a) The vendor's liability under this contract is limited to the total contract value. However, this limitation does not apply to claims of fraud, wilful misconduct, or gross negligence.

30. Confidentiality & NDA

i) Confidential Information:

- a) Both parties acknowledge that all materials, documents, and information shared during the course of the contract are confidential and proprietary.

ii) Non-Disclosure:

- a) The vendor agrees not to disclose or use any confidential information for purposes other than executing the contract without the prior written consent of the company.

iii) Breach of Confidentiality:

- a) Any breach of confidentiality will result in immediate termination of the contract, and the vendor will be liable for any damages resulting from the breach.

iv) Non-Disclosure Agreement (NDA):

- a) The successful bidder will be required to sign a **Non-Disclosure Agreement** as per the format provided in **Annexure I**.





Section VI: Performance Review and Monitoring

31. Performance Monitoring & Reporting Mechanism

i) Quarterly Performance Reviews:

- a) The company will conduct **quarterly reviews** of the vendor's performance based on the **Service Level Agreement (SLA)** defined in **Annexure F**.
- b) These reviews will assess the following:
 - I. Equipment uptime and downtime.
 - II. Response and resolution times.
 - III. Quality of preventive maintenance.
 - IV. Any penalties imposed for SLA breaches.

ii) Reporting Requirements:

- a) The vendor is required to submit the following reports at the end of each quarter:
 - I. **Performance Report:** Detailing the services rendered, response/resolution times, and compliance with the SLA.
 - II. **Preventive Maintenance Report:** Documenting preventive maintenance conducted on all equipment.
 - III. **Inventory Report:** An updated list of equipment maintained under the AMC, including any parts replaced or repaired.
- b) Failure to submit these reports will result in penalties as outlined in **Annexure J**.

iii) Monitoring Metrics:

- a) The following metrics will be used to monitor the vendor's performance:
 - I. **Equipment Uptime:** Minimum uptime of **95%** as per the SLA.
 - II. **Response Time:** Defined by the severity of the issue (Level 1, 2, or 3).
 - III. **Resolution Time:** Adherence to the resolution times as per the SLA.
 - IV. **Preventive Maintenance Compliance:** Whether preventive maintenance is carried out on time.

iv) Non-Compliance:

- a) In the event of any non-compliance or breach of the SLA, the company reserves the right to:
 - I. Impose penalties.
 - II. Request corrective actions.
 - III. Conduct additional performance reviews.
 - IV. Terminate the contract if the vendor's performance is consistently below acceptable standards.

32. Inspection Rights

i) Company's Right to Inspect:

- a) The company reserves the right to inspect the vendor's performance at any time during the contract period. This may include reviewing maintenance logs, equipment status, and spare parts inventory.





ii) **Inspection by Auditors:**

- a) The vendor must provide full access to the company's appointed auditors for any required inspections. This includes access to:
- Maintenance logs.
 - Performance data.
 - Spare parts used for repairs and replacements.

iii) **Audit Reports:**

- a) The vendor must submit any requested documents, reports, and maintenance logs for auditing purposes. Any discrepancies found during the audit may result in penalties, as outlined in **Annexure J**.

33. Review of Vendor's Performance and Audit Rights

i) **Periodic Review:**

- a) The company will conduct periodic reviews of the vendor's compliance with the terms of the contract and the SLA. These reviews will assess:
- Timeliness and quality of maintenance services.
 - Availability and professionalism of engineers.
 - Compliance with preventive maintenance schedules.

ii) **Audit of Spare Parts and Inventory:**

- a) The vendor must maintain a sufficient stock of spare parts, and the company reserves the right to audit the vendor's inventory periodically to ensure compliance.

iii) **Consequences of Audit Non-Compliance:**

- a) If the vendor fails to meet the audit requirements, the company may:
- Impose penalties.
 - Request corrective measures.
 - Terminate the contract for persistent non-compliance.





Section VII:

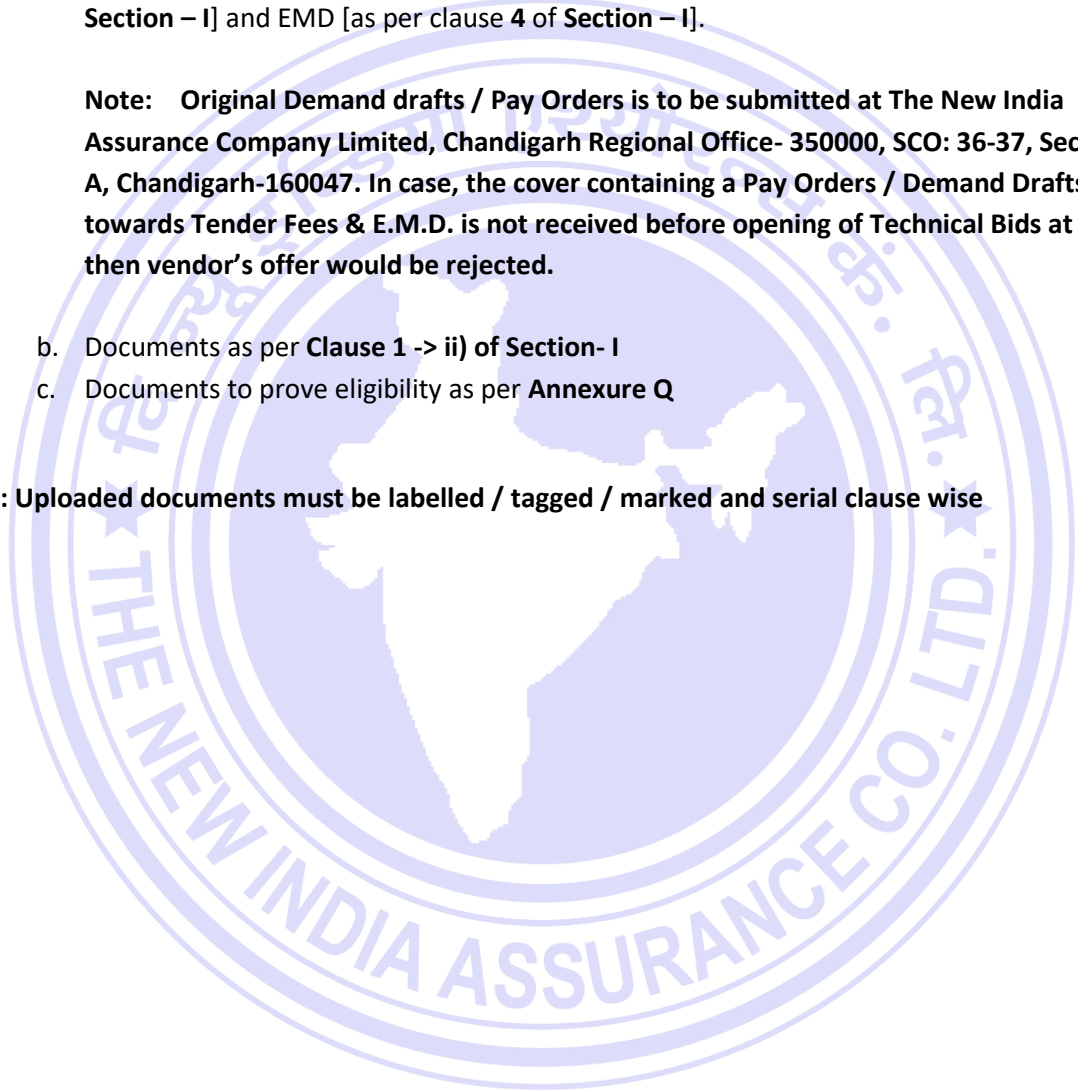
Part- 'A' - Technical BID

1. The bidders have to submit Technical Bids online, through eProcurement Portal at URL www.tenderwizard.com/NIAEPROC on or before tender closing date.
2. **Following documents to be uploaded (in pdf / zip / rar format) under "TECHNICAL BID"**
 - a. Scanned copy of Demand drafts / Pay Orders towards Tender Fees [as per clause 2 of Section – I] and EMD [as per clause 4 of Section – I].

Note: Original Demand drafts / Pay Orders is to be submitted at The New India Assurance Company Limited, Chandigarh Regional Office- 350000, SCO: 36-37, Sector 17 A, Chandigarh-160047. In case, the cover containing a Pay Orders / Demand Drafts towards Tender Fees & E.M.D. is not received before opening of Technical Bids at ePortal, then vendor's offer would be rejected.

- b. Documents as per Clause 1 -> ii) of Section- I
- c. Documents to prove eligibility as per Annexure Q

Note: Uploaded documents must be labelled / tagged / marked and serial clause wise





Part- 'B' – COMMERCIAL BID

The bidders have to submit Commercial Bids online, through eProcurement Portal at URL www.tenderwizard.com/NIAEPROC on or before tender closing date, as per illustrative format given under:

Sr. No .	Office	Hardware Type	Make / Model / Item Type	*No. of Units (Approx.)	Unit AMC Rate (Rs.) [without GST]	Total AMC Rate (Rs.) [without GST]
1	Various as per Annexure – ‘B’	Personal Computers	Complete Set of Desktops of Various Make as per Annexure A i.e. HP, Acer, etc., including Monitor, Keyboard and Mouse (Comprehensive AMC)	793		
3	Various as per Annexure – ‘B’	Laptops	Laptops of various Make as per Annexure A i.e. HP, Dell, Acer, Apple etc. (Comprehensive AMC)	27		
4	Various as per Annexure – ‘B’	Laptops	Laptops of various Make as per Annexure A i.e. HP, Dell, Acer, Apple etc. (Non-Comprehensive AMC i.e. only Software Support)	8		
4	Various as per Annexure – ‘B’	MFP	Kyocera ECOSYS M2040DN & ECOSYS M2640idw (Comprehensive AMC)	40		
	Various as per Annexure – ‘B’	Printer/Scanners/MFP	Printer/Scanners/MFP of various Make i.e. HP, Canon, Ricoh, Kyocera, Brother etc. (Comprehensive AMC)	335		
5	Chandigarh RO	Projector	Epson EH-TW650 (Comprehensive AMC)	1		
6	Two Resident Engineers will be deployed exclusively at the Chandigarh Regional Office of the Company from 09:30 AM to 05:30 PM on all working days, and on any holiday as required by the NIA Chandigarh RO Management, to attend to calls at the Regional Office and monitor calls reported and pending from other offices under the Chandigarh Regional Office. The engineers must have experience in the repair and servicing of desktops, laptops, printers, multifunctional printers, scanners, Local Area Network, domain configurations, and all OS (Windows/MacOS). Strict adherence to these conditions will be required.			2		
TOTAL [without G.S.T.]						

Note: *Quantities mentioned here are approximate. The Company reserves the right to increase /



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decrease the quantity during the contract period. In case it is found that some machines are added/removed, then the applicable AMC rate will be added /reduced accordingly. The final AMC cost will be determined based on the verified inventory of functioning IT assets and peripherals, following the vendor's initial asset tagging and inventory process, which has to be completed within 45 days of issuing the PO





Annexures

Annexure A – List of Computer Hardware Installed at Various Offices

S. No.	Equipment	Make / Model (If any)	Quantity*	Warranty Status / Expiry Date	Location
1	Desktop Computers (with Monitor, Keyboard, Mouse)	HP Desktop Pro A G2	573	Expired	Various Offices
		Acer Veriton M2610 2014	70	Expired	Various Offices
		Acer Veriton M6620G 2018	125	Expired	Various Offices
		HP 280 G1 Microtower PC	25	Expired	Various Offices
2	Laptops	Dell Vostro 15 3530	5	03/03/2027	Various Offices
		HP ProBook 450 G10	2	31/10/2026	Chandigarh Regional Office
		Apple MacBook Air M2 (15-inch)	1	Expired	Chandigarh Regional Office
		Dell Latitude 3520	20	Expired	Various Offices
		Dell Latitude 3510	6	Expired	Various Offices
		Apple MacBook Air M2 (13-Inch)	1	24/10/2025	Chandigarh Regional Office
3	Printers/ Scanners/ MFP	Kyocera ECOSYS M2640idw	5	Expired	Chandigarh Regional Office
		Kyocera ECOSYS M2040DN	35	Expired	Various Offices
		Various Models of HP, Canon, Brother, Epson, Samsung, others	335	Expired	Various Offices
4	Projectors	Epson EH-TW650	1	Expired	Chandigarh Regional Office

Note: *Quantities mentioned here are approximate. The Company reserves the right to increase / decrease the quantity during the contract period. In case it is found that some machines are added/removed, then the applicable AMC rate will be added /reduced accordingly. The final AMC cost will be determined based on the verified inventory of functioning IT assets and peripherals, following the vendor's initial asset tagging and inventory process, which has to be completed within 45 days of issuing the PO.



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Annexure B – List of Office Locations Covered Under AMC

S. No	Office Code	Office Name/City	*Address	State	Office Type	Incharge Name	Mobil e
1	350000	Chandigarh Regional Office	Chandigarh RO, S.C.O 36-37, Sec. 17-A, Chandigarh	Chandigarh	RO	MS KIRAN JACOB	99965 56615
2	353000	AUTO TIE UP HUB CHANDIGARH	Manimajra DO, SCO - 804, NAC, Manimajra, Chandigarh	Chandigarh	ATHO	NITU KUMAR	89012 35466
3	350100	CHANDIGARH DO I	Do-I, Chandigarh S.C.O. 37-38, Sector-17-C, Chandigarh	Chandigarh	LOO	SANDIP KUMAR GUPTA	98880 84140
4	353300	CHANDIGARH IV DO	Divisional Office-IV, S.C.O. 58, Sector 26-C, Chandigarh	Chandigarh	LOO	JAGMOHAN SINGH	98888 73119
5	350101	CHANDIGARH SEC 35 BO	Sector 32-C, First Floor, Sco 69, Chandigarh	Chandigarh	MOO	SHYAM SINGH	94162 00570
6	350102	CHANDIGARH SEC 22 BO	Sector 22 BO, First Floor, Sco 2939-40, Sec. 22-C, Chandigarh	Chandigarh	MOO	CHARANDEE P SINGH	98156 55421
7	350105	CHANDIGARH SEC 34 DAB	Sector 20 DAB, First Floor Sco 12, Sec 20 D Chandigarh	Chandigarh	MOO	PRADEEP KUMAR	76660 21988
8	353301	CHANDIGARH SEC 30 BO	Sector 30, Bo S.C.O. 75, Sector - 30 c, Chandigarh	Chandigarh	MOO	TRIBHUWAN SINGH	87620 36189
9	350107	NAYAGAON MO	Nayagaon MO, Left Side Of Shiv Mandir Road Opp. Button House Bazaar Nayagaon	Chandigarh	SOO	JEET BHUMBLA	98761 15985
10	353400	HISSAR AUTO TIE UP HUB	Hisar DO, SCO 182-183, Red Square Market, Hisar	Haryana	ATHO	SUBHASH CHANDER MEHRA	94783 65576
11	353501	AMBALA Auto tie up HUB	Ambala Cantt BO, 2Nd Floor, Shree Complex, 5406. Cross Road No. 3, Punjabi Mohalla, Ambala Cantt	Haryana	ATHO	VARINDER PAL SINGH	98151 42411
12	354500	KALKA AUTO HUB	Near Indian Oil Petrol Pump, Opp. Truck Union, Ram Nagar, Kalka	Haryana	ATHO	D.K. MANGLA	98147 13251
13	353500	AMBALA DO	Ambala Divisional Office Ist Floor, 172-C, Sb Road, Opp. Northern Motors, Rai Market, Ambala Cantt	Haryana	LOO	MONA BAGGA	72062 78921
14	353600	KARNAL DO	Karnal DO, Gagan Bldg, Gt Road, Karnal Karnal	Haryana	LOO	MANOJ HANDA	98683 62047



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S. No	Office Code	Office Name/City	*Address	State	Office Type	Incharge Name	Mobil e
15	353700	SIRSA DO	Sirsa DO, Near Main Bus StandHissar RoadSirsa	Haryana	LOO	SORABH SINGLA	86990 20405
16	353800	ROHTAK DO	Rohtak DO, 313, Delhi Road, Model TownRohtak	Haryana	LOO	SUMER SINGH	92156 16100
17	353804	REWARI BRANCH	Rewari BO, 1652-D, Kath Mandi, Above Sbbj, Rewari	Haryana	LOO	SANDEEP YADAV	99508 92767
18	353900	PANIPAT DO	Panipat DO, Near S.D. College, Gt Road, Panipat	Haryana	LOO	ANIL KUMAR	81788 50920
19	354200	SONEPAT DO	Sonepat DO, Vardhman Plaza, 1st Floor, Opp. Civil Hospital, Delhi Road, Sonepat	Haryana	LOO	MITALI SAHU	98739 04824
20	353302	KALKA BO	Kalka BO, Near Indian Oil Petrol Pump, Opp. Truck Union, Ram Nagar, Kalka	Haryana	MOO	VIVEK LAMBA	99923 05353
21	353402	JIND BO	Jind Branch23-24, 3Rd Floor, Lic Building, Huda Ground, Jind	Haryana	MOO	RAKESH GEHLOT	97020 23413
22	353502	AMBALA CITY BO	Ambala City BO, Civil Lines, Near Arya Chowk, Above Obc Bank, Ambala City	Haryana	MOO	SURINDER AGGARWAL	94660 25010
23	353503	YAMUNANAGAR BRANCH	Yamunanagar BO, 1st Floor, Near Bikano Restaurant, Govindpuri Road, Yamunanagar	Haryana	MOO	MEERA SHARMA	99875 60456
24	353602	KURUKSHETRA. BO	Kurkshetra BO, Near Dr. Sawhney Nursing Home, Pipli RoadKurkshetra	Haryana	MOO	VINNIE TANEJA	83770 69467
25	353603	SHAHBAD BO	Shahbad BO, Gt Road, Shahbad Markanda, Shahbad	Haryana	MOO	PROMILA GOEL	62843 20060
26	353701	FATEHABAD BO	Fatehabad BO, Near Arorwansh Dharamshala, Dharamshala Road, Fatehabad	Haryana	MOO	PRADEEP KUMAR	94169 24218
27	353801	BHIWANI BO	Bhiwani B.O.Circular Road, Opp. Civil HospitalBhiwani	Haryana	MOO	DARSHAN LAL	94268 63500
28	353802	BAHADURGARH BO	Bahadurgarh BO, Near Sadar Police Station, Delhi RoadBahadurgarh	Haryana	MOO	ANURADHA	80108 58095
29	353806	SAMPLA BO	Sampla BO, 1st Floor, Ward No. 7, Sampla	Haryana	MOO	BINDU	94664 59674



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S. No	Office Code	Office Name/City	*Address	State	Office Type	Incharge Name	Mobil e
30	354203	GOHANA BO	FIRST FLOOR, ABOVE SHINING STAR NURSING INSTITUTE, PANIPAT ROAD, NEAR SONIPAT MOR, GOHANA (SONIPAT), HARYANA- 131301	Haryana	MOO	ASHOK KUMAR	98139 68232
31	350110	SEC_20_PANCHKULA	SCO 294 1ST FLOOR SEC20 PANCHKULA, HARYANA -134112	Haryana	SOO	POONAM DOGRA	99888 44210
32	353303	PANCHKULA MO SEC 10	M O , SECTOR 10, Panchkula	Haryana	SOO	VIRENDER SINGH	94663 42220
33	353404	TOHANA MO	Tohana BO, Chandigarh Road Tohana	Haryana	SOO	KULDEEP SINGH	99966 79115
34	353406	NARWANA MO	Narwana MO , Bus Stand, Railway Road Narwana	Haryana	SOO	MUKESH	97284 66867
35	353407	SIWANI MO	Siwani MO , Main Road, Ward No 3, Near Hdfc Bank, Siwani	Haryana	SOO	RAJESH KATARIA	94168 93311
36	353408	BARWALA MO	Barwala MO , Ward No. 17, Near Old Bus Stand Barwala	Haryana	SOO	PRAVESH KUMAR	89500 09082
37	353409	JAKHAL MO	Jakhal MO, Chandigarh Road, Opp Singla Petrol Pump, Jakhal, Hisar	Haryana	SOO	KRISHAN CHANDRA	94162 42389
38	353410	HANSI MO	Hansi MO, 41-42, Gandhi market,	Haryana	SOO	YOGESH KUMAR	98137 06563
39	353507	BARWALA MO	Barwala Mo Vpo-Raipur Rani, Barwala	Haryana	SOO	HEMANT SAINI	87083 68884
40	353606	NILOKHERI MO	Nilokheri MO , E – 75, Hospital area, Nilokheri	Haryana	SOO	H C MEHTA	98960 88256
41	353702	DABWALI MO	Dabwali BO, 1St Floor, Chautala Road, Dabwali	Haryana	SOO	SURESH GUPTA (o)	94162 53750
42	353703	RANIA MO	Rania MO, Old Bus Stand, Opp Nagar Palika Office Rania	Haryana	SOO	SURAJ BHAN	94166 45811
43	353704	ELLENABAD MO	Ellenabad MO, Opp Pwd Rest House Sirsa Road, Ellenabad	Haryana	SOO	SUNIT SHARMA	94684 20168
44	353809	KOSLI MO	TEHSIL ROAD, OPP. POWER HOUSE. KOSLI DISTT- REWARI, HARYANA- 123302	Haryana	SOO	PARVEEN KUMAR	98962 94060



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45	353902	GHARAUNDA MO	Gharaunda MO, Df 29, Patel Market, Gt Road, Gharaunda	Haryana	SOO	CHOUDHARY SUDHIR SINGH	81160 74687
46	353904	BABARPUR MANDI MO	ABOVE VISHWAKARMA SHUTTERING STORE, NEAR NIRANKARI SATSANG BHAWAN, BABARPUR MANDI (PANIPAT), HARYANA- 132103	Haryana	SOO	DES RAJ	98132 08010
47	354202	KUNDLI MO	Kundli M.O. Khatri Market, Gt Road, Kundli	Haryana	SOO	RAJESH KUMAR	98138 37511
48	354401	ASSANDH MO	Assandh M.O. Tractor Market, Kaithal Road, Assandh	Haryana	SOO	MOHIT .	94678 76865
49	351400	SHIMLA DO Auto Tieup Hub OO	Shimla DO, 3Rd Floor, Block-7, Sda Complex, Shimla	Himachal Pradesh	ATHO	VINOD KUMAR	89880 38769
50	352402	PALAMPUR Auto Tieup Hub OO	Palampur B.O. Main Bazaar, Palampur	Himachal Pradesh	ATHO	NITIN RAWAT	97027 16888
51	352400	MANDI DO	Mandi DO, Hospital Road, Mandi (Himachal Pradesh)	Himachal Pradesh	LOO	VIRENDER SINGH	94598 60373
52	354300	HAMIRPUR DO	Hamirpur D.O.1St Floor, Above Corporation Bank, Partap Nagar, Hamirpur	Himachal Pradesh	LOO	ARUN KAPOOR	97369 00699
53	354400	KAITHAL DO	Kaithal D.O.1St Floor, Above Vijaya Bank, Ambala Road, Kaithal	Himachal Pradesh	LOO	PUNIT GARG	92129 72600
54	351401	SHIMLA CITY BO	Shimla BO, Bhagra Nivas, The Mall, Shimla	Himachal Pradesh	MOO	RADHEY SHYAM	98134 81756
55	351409	BILASPUR BO	Bilaspur BO, Main Bazaar, Bilaspur	Himachal Pradesh	MOO	KAPIL KASHYAP	94189 82207
56	352401	KULLU BO	Kullu B.O.Gaud Shopping Complex, Near Monaz Cafe, Dhalpur	Himachal Pradesh	MOO	SATYEM RAWAL	97364 01680
57	352405	DHARAMSHALA BO	Dharamshala Bo Kotwali Bazaar, Dharamshala	Himachal Pradesh	MOO	AMAR JEET	73049 73870
58	352406	SUNDERNAGAR BO	Sunder Nagar BO, National Highway Sunder Nagar	Himachal Pradesh	MOO	RAJESH KUMAR	70181 99931
59	350111	BADDI MO	SHOWROOM NO.2 1ST FLOOR NEAR TOLL BARRIER BADDI	Himachal Pradesh	SOO	SANJEEV KUMAR	98573 25142



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60	351407	SOLAN MO	Solan MO, 1st Floor Mall Road, Opp. Rishi Medical Centre Solan	Himachal Pradesh	SOO	CHANDER SHEKHAR	83698 72812
61	351408	RAMPUR BUSHAR MO	Rampur MO, Gf, Raghu Nath Bada Akhara Mandir Complex, Rampur Mo	Himachal Pradesh	SOO	VIRENDER SHARMA	94186 02862
62	352407	JOGINDER NAGAR MO	Joginder Nagar MO, 1st Floor Main Bazaar Joginder Nagar	Himachal Pradesh	SOO	VIRENDER KUMAR	98170 74892
63	352408	NAGROTA BAGWAN MO	Nagrota Bagwan Mo, 1st Floor Vpo Siyund Nagrota Bagwan	Himachal Pradesh	SOO	TILAK RAJ	94184 13373
64	352409	MANALI MO	Manali MO, # 195, Ward No. 7 Model Town Manali	Himachal Pradesh	SOO	DORJE RIGZIN	94183 01527
65	352410	KEYLANG MO	Keylong MO, Near Police Station Vpo Upper Keylong, Kelang	Himachal Pradesh	SOO	DORJE RIGZIN	94183 01527
66	352412	KANGRA MO	Kangra MO, National highway, under Mandi DO	Himachal Pradesh	SOO	SHAKTI CHAND	98163 88774
67	353504	PONTA SAHIB MO	Paonta Sahib Micro Office, 1st Floor Nh-72, Shamsheerpur, Near Sumit Motors, Paonta Sahib	Himachal Pradesh	SOO	SHIVANK SHARMA	98179 00201
68	354301	JAHU MO	OPP.RANA SHUTTERING STORE, P.O JAHU, TEHSIL BHORANJ, JAHU, HIMACHAL PRADESH-176048	Himachal Pradesh	SOO	DESH RAJ PATIAL	98162 77007
69	354302	BARSAR MO	OPPOSITE SDM OFFICE, GARLI CHOWK, MEHRE, DISTT. HAMIRPUR, HIMACHAL PRADESH- 174313	Himachal Pradesh	SOO	MUNISH KUMAR	99152 92351
70	354303	JAWALAMUKHI MO	Jwalamukhi MO, Near Police Station Jwalamukhi	Himachal Pradesh	SOO	AKHIL CHOUDHARY	94187 34852
71	354304	NADAUN MO	Nadoun MO, Above PNB, Hamirpur road	Himachal Pradesh	SOO	SUNIL KUMAR	99087 27121
72	354305	SUJANPUR MO	NEAR PNB, SUJANPUR TIHRA, DISTT-HAMIRPUR, HIMACHAL PRADESH- 176110	Himachal Pradesh	SOO	MANDEEP KUMAR	99927 61067
73	351200	SRINAGAR Auto Tieup Hub OO	Srinagar D.O, Second Floor, M.S. Mall, Residency Road, Srinagar	Jammu & Kashmir	ATHO	HAKIM MASOOD HUSSIAN	99065 24874
74	352500	JAMMU II DO auto Tieup Hub OO	Jammu D.O II, Aquaf Complex, A-Block, 2nd Floor, Gandhi Nagar, Jammu	Jammu & Kashmir	ATHO	GEETA BHARDWAJ	94191 97500



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75	350707	KATHUA BO	BO Kathua, College Road, Kathua	Jammu & Kashmir	MOO	SOURAV JANDIAL	91499 01669
76	351201	SRINAGAR CITY BO	2nd Floor, M S Mall, Residency Road, Srinagar- 190001	Jammu & Kashmir	MOO	SUSHEEL TIKKO MALLA	94191 91555
77	351203	SOPORE BO	BO Sopore, Dumnoo Building, Opp. Bus Stand Sopore	Jammu & Kashmir	MOO	MOHD. SHAFI BHAT	99065 24876
78	351204	ANANTNAG BO	BO Anantnag, Dugga Building /Lic Building, Nai Basti, Anantnag	Jammu & Kashmir	MOO	SUNANDAN BANATHIA	70064 41457
79	352501	BARI BO	Bari Brahamana B.O National Highway Bari Brahmna Bari Brahamana	Jammu & Kashmir	MOO	TEG BAHADUR SINGH SUDAN	94191 53130
80	352502	SATWARI BO	Satwari B.O, Satwari Chowk, Satwari, Jammu Cantt	Jammu & Kashmir	MOO	RAVINDER KUMAR RAINA	94194 49337
81	352503	UDHAMPUR BO	Udhampur B.O., Slathia Chowk, Near Court Complex, Udhampur	Jammu & Kashmir	MOO	SUNIL BHAT	94193 09798
82	350710	R S PURA MO	MO R.S. Pura, 1st Floor Opp. College Of Vet. Sciences, R.S.Pora	Jammu & Kashmir	SOO	YASH PAUL	94699 13827
83	350711	AKHNOOR MO	MO Akhnoor Near Sungal Morh Akhnoor	Jammu & Kashmir	SOO	RAKESH SHARMA	90860 93025
84	351205	DURU-VERINAG MO	Doru MO, Main Mkt. Court RoadDoru	Jammu & Kashmir	SOO	MOHD SHAFI RATHER	98583 54748
85	351208	TRAL MO	Tral MO, Opp. Central Co-Op BankMain Road Tral	Jammu & Kashmir	SOO	GH. RASOOL DAR	94190 01711
86	352504	KATRA MO	Katra M.O Kundorian Khasra No. 202Kalka NagarKatra	Jammu & Kashmir	SOO	KARUN BOVARIA	70069 05005
87	352505	SAMBA MO	Samba M.O 1st Floor Chack Manga, Nh Opp. Lic, Samba	Jammu & Kashmir	SOO	BALDEV RAJ	90860 69271
88	352506	VIJAYPUR MO	Vijaypur MO, Opp J&K Bank, Distt Samba	Jammu & Kashmir	SOO	SANJAY KUMAR GUPTA	72981 44444
89	351209	LEH MO	Leh MO, Gula Chamber Old Road Leh	Ladakh	SOO	AHMED ALI	94692 80776
90	352300	MOHALI DO	Mohali DO, S.C.O. 46 - 47, Phase- Ii, Sas Nagar Mohali	Punjab	LOO	SURESH KUMAR	94636 89324
91	352301	ROPAR BO	Ropar BO, Nangal Chowk, Ropar	Punjab	MOO	NAVTEJ SINGH	73598 14621



दि न्यू इंडिया एश्योरेंस कंपनी लिमिटेड

चंडीगढ़ क्षेत्रीय कार्यालय (350000)

36-37, सेक्टर 17 ए, चंडीगढ़-160017

दूरभाष क्रमांक: 0172-2703155 / 2702806 / 2703972

सी.आई.एन. क्रमांक: L66000MH1919GOI000526

वेबसाइट: www.newindia.co.in



The New India Assurance Co. Ltd.

Chandigarh Regional Office (350000)

S.C.O. 36 - 37, Sector 17A, Chandigarh-160017

Phone No.: 0172-2703155 / 2702806 / 2703972

CIN Number: L66000MH1919GOI000526

Website: www.newindia.co.in

S. No	Office Code	Office Name/City	*Address	State	Office Type	Incharge Name	Mobil e
92	350109	KUMBRA MOHALI MO	Kumbra MO, Cabin 107, hotel grand, sec 68, Mohali	Punjab	SOO	GULSHAN KUMAR	98761 77563
93	352302	KHARAR MICRO OFFICE	Kharar MO, Above Hdfc Bank, Landran Road, Kharar	Punjab	SOO	MALKIAT SINGH	94177 76060
94	352304	MO_DERABASSI MICRO OFFICE	Derrabasi MO, 1st Floor, Chopra Tower, CHANDIGARH-Amb Highway Derrabasi	Punjab	SOO	SATVINDER SINGH	98783 55222
95	352305	MO_ZIRAKPUR MICRO OFFICE	Zirakpur MO, 1st Floor, 4, Green Enclave, Lohgarh Road, Patiala Highway Zirakpur	Punjab	SOO	DHARAMDEE P SINGH	98558 83331

*Address may not be correct for some offices. L1 Vendor can verify from the concerned Incharge or Chandigarh RO, before visiting the office.

Summary:

State/UT	Total Offices
Chandigarh	9
Haryana	39
Himachal Pradesh	24
Jammu & Kashmir	16
Ladakh	1
Punjab	6
Total Offices	95

Office Type	Total Offices
Regional Office (RO)	1
Large Operating Office (LOO)	13
Auto Hub (ATHO)	8
Medium Operating Office (MOO)	28
Small Operating Office (SOO)	45
Total Offices	95





Annexure C – Format for Earnest Money Deposit (EMD)

[To be submitted on the bidder's letterhead]

Date: _____

To,
Regional Manager (IT),
The New India Assurance Co. Ltd.,
Chandigarh Regional Office,
SCO: 36-37, Sector 17 A, Chandigarh-160047.

Subject: **Earnest Money Deposit (EMD) Submission**

Dear Sir/Madam,

We, [Bidder's Name], hereby submit the Earnest Money Deposit (EMD) amount of Rs. 50,000 (Rupees Fifty Thousand Only) in the form of [Demand Draft/Pay Order/Bank Guarantee], drawn in favor of "The New India Assurance Co. Ltd." payable at Chandigarh.

Details of EMD:

1. **Demand Draft/Pay Order/Bank Guarantee No.:**
2. **Date of Issue:**
3. **Issuing Bank:**

Thank you for considering our submission.

Sincerely,

[Authorized Signatory]

[Bidder's Name & Contact Details]





Annexure D – Performance Guarantee Format

[To be provided by the successful bidder on a non-judicial stamp paper of appropriate value]

PERFORMANCE BANK GUARANTEE

This Deed of Guarantee is made on this ____ day of _____ (Month) ____ (Year) by [Name of the Bank], having its registered office at [Address of Bank] (hereinafter referred to as “the Guarantor”) in favor of The New India Assurance Co. Ltd., having its office at SCO: 36-37, Sector 17 A, Chandigarh-160047 (hereinafter referred to as “the Company”).

Whereas [Name of the Vendor], having its registered office at [Address of Vendor], (hereinafter referred to as “the Vendor”), has been awarded the Annual Maintenance Contract (AMC) for the maintenance of computer hardware and peripherals at the offices of The New India Assurance Co. Ltd., Chandigarh.

In consideration of the Company entering into the AMC with the Vendor, the Guarantor hereby irrevocably guarantees and undertakes to pay the Company, without any protest, contest, or demur, the sum of Rs. _____ (10% of the contract value) in case of failure of the Vendor to perform its obligations under the contract.

This Guarantee is valid for the entire duration of the AMC period, i.e., from _____ to _____ and will expire on _____.

Signed and sealed by:
[Authorized Signatory of the Bank]

Signed and sealed by:
[Authorized Signatory of the Bank]





Annexure E – Hardware Maintenance Agreement (Including Scope of Work, Exclusions, etc.)

Scope of Agreement:

This agreement is made on this _____ day of _____ between [Vendor Name] (hereinafter referred to as the "Vendor") and **The New India Assurance Co. Ltd., Chandigarh Regional Office** (hereinafter referred to as the "Company"). This agreement sets forth the terms and conditions for the maintenance of hardware equipment specified in **Annexure A**, at the locations mentioned in **Annexure B**.

Terms and Conditions:

Obligations of the Vendor & Scope of Work (SOW):

The Vendor shall provide **Comprehensive Annual Maintenance Contract (AMC) and Facility Management Services (FMS)** for desktops, laptops, printers, scanners, projectors, Local Area Network (LAN), and other IT peripherals of different makes, installed in the offices located across the states/UTs of Chandigarh, Haryana, Punjab, Himachal Pradesh, Jammu & Kashmir, and Ladakh under the Chandigarh Regional Office.

1. Repair and Maintenance Services (Hardware):

- i) The Vendor shall maintain all equipment (Desktops, Laptops, Printers, Scanners, Projectors, etc.) in proper working condition. The Vendor must correct any faults or failures in any equipment during office hours, i.e., from **9:30 AM to 5:30 PM** on all working days. The Vendor shall also work after office hours and on holidays if required by the Company at no extra cost.
- ii) The AMC for various items includes:
 - a) **Printers and All-in-One Printers:** Comprehensive AMC **excluding** toner, ribbon, and cartridge.
 - b) **Laptops and Desktops:** Comprehensive AMC **excluding** CMOS battery and laptop battery.
 - c) **Scanners:** Comprehensive AMC.
 - d) **Projectors:** Comprehensive AMC **excluding** the lamp.
 - e) For repairs or replacements related to excluded components, the Vendor will inform the Company, which will be responsible for procuring the necessary parts. The Vendor will install these parts at no additional cost.
- iii) **Comprehensive Maintenance** of hardware and system software shall include:
 - a) Installation, upgradation, repairing, reloading, and restoration of operating systems (Windows/MacOS), other software, and office productivity software (Microsoft Office, Open Office).
 - b) Basic networking work for laptops, network printers, and desktops.
 - c) Taking backups during reloading of operating systems and resolving OS-related issues, including reinstallation for any reason.
 - d) The Vendor shall assist in taking backups before reloading operating systems and shall help with **data recovery** to the extent possible in case of hard disk crashes or other issues.
 - e) Installation of antivirus software provided by the Company. All tasks related to virus scanning and cleaning should be attended to and rectified.





- f) Repair or replacement of parts of desktops, laptops, printers, scanners, projectors, and all other peripherals, as well as components/parts (non-consumables) of desktops, printers, scanners, and other peripherals.
- g) Maintenance and management of the **Local Area Network (LAN)** for hardware equipment.
- iv) The Vendor is required to provide a total of **95% uptime** for all the equipment covered under the contract. Failure to meet this uptime will result in a penalty of **Rs. 500 per day** for each day the uptime is below **95%**.
- v) The Vendor shall ensure the originality of the parts/components in the machines. In case of replacement, the Vendor shall replace the items with original/genuine parts/components of the same brand and quality. If the same brand and quality are not available, the Vendor shall submit documentary proof procured from the representative of the manufacturer in this regard, and only in such cases will equivalent parts/components replacement be allowed. The Vendor shall maintain at least **5 units** of frequently required items/components at the Company's Regional Office.
- vi) The Vendor shall perform **preventive maintenance** on a **quarterly basis** to reduce possible downtime due to non-maintenance of the equipment. All preventive maintenance activities, including checking the health of hardware and software components, must be documented in the maintenance report.
- vii) The Vendor shall attend all calls related to IT hardware, including installation, upgradation, repairing, reloading of operating systems, formatting desktops, taking backups, installing antivirus, and software like Microsoft Office, Open Office, Adobe Reader, etc.
- viii) The Vendor shall assist in the recovery of data backup to the extent possible in case of hard disk crashes or any other problems.
- ix) The Vendor may be required to install new hardware procured by the Company. The Vendor shall perform data transfer and data backup as instructed by the Company.
- x) On expiry or termination of the contract, the Vendor shall hand over all equipment under the contract in good working condition before the release of that quarter's payment.
- xi) Standby equipment will be allowed for a maximum of **7 days**. If any equipment is not repaired/unattended for more than 7 days, penalties will be deducted as per the SLA, and the Company reserves the right to get the equipment repaired by other repairers. The cost incurred for repair will be deducted from the Vendor's payment.
- xii) An **IT inventory** for all locations covered under the AMC is to be completed within **45 days** from the date of the Purchase Order. Regular updating of the inventory is to be maintained.
- xiii) The Vendor shall ensure that their engineers do not install any unlicensed software on any of the Company's computers. Only licensed software is to be installed, with media obtained from the respective offices or the Regional Office.
- xiv) The Vendor shall instruct their engineers not to copy any data from any of the Company's desktops and/or servers under any circumstances.
- xv) The Vendor shall submit consolidated reports furnishing details of breakdown calls attended and their status on a **monthly basis**.
- xvi) The Vendor shall not sub-contract or permit any third-party personnel other than the Vendor's engineers/personnel to perform any work, service, or other activities required by the Company without prior permission.
- xvii) The Vendor must maintain confidentiality of the data stored on the computer systems. No engineer/staff of the Vendor shall carry any personal storage devices (e.g., USB drives, blank CDs) inside the Company's premises.





2. Facility Management Services (FMS) Support

FMS Support comprises:

i) Help Desk Management:

- Logging user calls and issuing trouble tickets with time stamps.
- Tracking each call to resolution, escalating if necessary.
- Assigning criticality to each call and tracking to closure.
- Providing first-level hardware support for the equipment.
- Having overall knowledge of Microsoft products, and subsequent installation, configuration, and troubleshooting, virus prevention, and cleaning in desktops.
- Updating records for Install, Move, Add, or Changes (IMAC) at the client level.
- Developing good working relations with users.
- Generating call reports, analysing call statistics.
- Providing daily reports with complete call details and quarterly call reports, including downtime, call trends, and call resolution details.
- Helping in conducting VCs, Virtual online Meetings
- Any other IT related task, as instructed by the management/IT Team.

ii) Desktop Management:

- Installation and configuration of operating systems, desktop client application software, office packages, antivirus, etc., as and when required.
- Providing services while relocation of desktops and IT peripherals. The Vendor will assist with reinstallation and reconfiguration. Transportation costs and incidental expenses related to relocation will be borne by the Company.
- Maintaining records of all new machines installed, configuration changes, movement of machines within the site.
- Performing any IMAC activities at the client level.
- Configuration of printers and solving all printing problems of users.
- Configuration of scanners, CD writers, and any other peripherals as required.
- Loading drivers for desktops and other peripherals, downloading, and arranging device drivers as needed.
- Installing, configuring, reloading, and reconfiguring any desktop, office automation software, browsers, email clients, applications, etc., as required.
- Configuration and reconfiguration of client machines to ensure optimum network connectivity and application service availability.
- Re-establishing network connectivity and application availability after any hardware or software failure.
- Arranging to update all software bug fixes, patches, upgrades, etc.
- Attempting to retrieve data in case of disk failure.
- Submitting monthly IMAC reports.

iii) Asset Management:

- Managing and updating asset records for all locations as mentioned in the tender.
- Maintaining manual register entries and soft copies of all computer hardware, peripherals, and software.
- Maintaining and keeping registry records of all application software licenses.
- Asset movement tracking, media tracking.
- Updating records.





- f) Maintaining records of AMC and warranty details for all computer hardware and peripherals.
- g) Submitting monthly asset inventory reports.
- iv) **Anti-Virus Management:**
 - a) Loading antivirus software provided by the Company on desktops and laptops.
 - b) Providing an effective control mechanism for virus control on servers, desktops, and the network.
- v) **Local Area Network (LAN) Management:**
 - a) Basic troubleshooting of PCs, IP phones, wireless access points, and switches (checking power and connectivity).
 - b) Network configuration of IP phones and PCs (configuring IP, DNS, subnet, proxy, gateway, etc.).
 - c) Maintaining records of IP addresses of all equipment and providing IP addresses to newly installed equipment as per the IP schema in consultation with the Company's Network Team.
 - d) Requirement analysis and site surveys for new network port requirements.
 - e) Coordinating with cabling vendors/Company Network Team for new or repair of network points, cabling, and switches.
 - f) Creation of network patch cords as per Company requirements.
- vi) **Printer Management:**
 - a) Perform regular preventive maintenance for all printers, including cleaning, lubrication, and parts inspection, to ensure optimal performance and reduce downtime.
 - b) Address any issues with printers promptly, covering all necessary repairs and replacements of faulty components such as rollers, drums, fusers, and print heads.
 - c) Maintain a stock of essential spare parts for immediate repair needs.
 - d) Ensure all network-connected printers are accessible to authorized personnel and troubleshoot network connectivity issues.
 - e) At User End: Configure required printer drivers, scanning software, and shared folder settings for each user to ensure seamless access to networked printers. Provide troubleshooting support for user-end software issues.
 - f) At Printer Level: Configure advanced printer settings, including network settings, permissions, and security configurations for centralized printer management.
 - g) Install and update drivers, printer firmware, and any required printer management software.
 - h) Provide training for users on basic troubleshooting and printer functionality, especially for multifunctional printers.
 - i) Set up and maintain the address book of all office employees in high-end multifunction printers (MFPs) that support this feature, allowing users to easily access scan-to-email, Scan to Folder, and other document distribution functionalities.
 - j) Update the address book regularly to reflect changes in employee status in each such printer of the respective office, ensuring data accuracy and ease of access.

3. Service Level Agreement (SLA):

Refer Annexure F





4. Resident Engineers and Field Engineers:

- i) The Vendor must deploy **two Resident Engineers** at the Chandigarh Regional Office during business hours from **9:00 AM to 5:30 PM** on all working days and on any public holiday as decided by the Company's management.
 - a) **Qualifications and Experience:**
 - I. **L1 Engineer for Helpdesk:** B.Tech/BE/MCA with at least 1 year of experience in the relevant area, or Diploma in IT or related field with 2 years of experience, or Graduate with 3 years of experience in IT or related field with excellent communication skills.
 - II. Experience in repairs and servicing of desktops, laptops, printers, multifunctional printers, scanners, LAN, domain, all MS Windows versions, antivirus management, and troubleshooting.
- ii) The Vendor shall provide a substitute engineer in case the Resident Engineer is not available.
- iii) The Vendor shall ensure the availability of Resident Engineers at the Company's Regional Office as and when asked for in advance, even in case of holidays in exceptional cases without any additional charges.
- iv) The Vendor shall name one Engineer (preferably the Resident Engineer) with a mobile phone facility at the Vendor's cost, as a single point of contact on all days, who will be responsible for coordinating and providing services to all the offices under the Chandigarh Regional Office as per **Annexure B**.
- v) **Field Engineers** are to be provided to attend calls at all offices across different states. Field engineers attending calls for residences of executives should be readily available to work on extended hours (after normal business hours) and on holidays if required at no extra cost.
- vi) The Resident Engineers or field engineers will be required to travel to provide services to all Company office locations at their own cost. No payment will be borne by the Company for local conveyance.

5. Asset Management and Inventory Digitization:

As part of the Annual Maintenance Contract (AMC), the Vendor is required to conduct a thorough **Asset Management and Inventory Digitization** across all offices within **45 Days** of the issuance of the Purchase Order. This process will include smart QR Code-based asset tagging, inventory creation, and network configuration, ensuring accurate data for ongoing management and accurate AMC cost calculation.

- i) **Smart QR Code-Based Asset Tagging of IT Assets:**
 - a) The Vendor must visit all designated Company locations, including **multiple branch offices**, within **45 Days** of the Purchase Order release to complete **the smart QR code-based asset tagging** of all IT assets and peripherals.
 - b) The tagging must cover **all in-use and in-stock IT assets & peripherals of working conditions**.
 - c) Each asset and peripheral must be tagged using a label that includes both:
 - I. A **smart QR code** that can be scanned to access the asset's digital information. After the Purchase Order (PO) release, the Company will provide the Vendor with the specific data required for the digital information, which can be embedded in the QR codes.





- II. The **Asset Number** printed on the label, following the **Company's Asset Nomenclature** standard.
- d) The printed QR codes and labels must be durable, scannable, and resistant to wear and tear to ensure they remain legible and functional over time. The vendor must use a **labelling machine** for this purpose.
- e) The **cost of procuring, implementing, and maintaining** a suitable **QR code-based asset management system or related software**, including any required hardware (e.g., machines) and **printing materials**, will be borne solely by the Vendor.
- f) The QR codes must be designed so that scanning them with a **standard phone camera** reveals the required asset information without the need for a separate application.
- g) Access to the information via QR code must remain **free and available**, even after the contract has ended, ensuring that the Company retains access to the tagged asset data without any additional costs or application requirements.
- ii) **Creation of a Digital Inventory:**
- a) The Vendor must create and maintain a **digital inventory** of all IT assets & peripherals (**both in-use and in-stock, whether they are in working or non-working condition**) across all Company offices within **45 days** after the release of the Purchase Order (PO), ensuring the following:
- Real-time updates for any changes or movement of assets.
 - A separate inventory for **non-working assets**, to be used by the Company for future scrapping or disposal decisions.
 - The Vendor may propose the use of software to facilitate the digital inventory creation process. If the proposed software needs to be installed on the Company's computers, it must first receive written approval from the Company's HO IT Team and Information Security Team to ensure compliance with internal security policies. Implementation can only proceed after receiving this written approval.
 - The cost of procuring and using any approved software (for installation on the Company's computers) will be borne solely by the Vendor. If the vendor's proposed software for asset tagging and inventory digitization is not approved within 15 days by the HO IT Team, the vendor must proceed with manual inventory creation or use the Company's existing systems. The delay in approval will not be grounds for extension of the 45-day completion deadline.
- b) The digital inventory must be created in a format provided by the Company and should be accessible and updatable by both the Vendor and the Company's IT team.
- iii) **Hostname and IP Address Configuration:**
- a) The Vendor must ensure that **the hostname of each desktop** aligns with its respective **IP address**, following the Company's predefined **IP Schema**. For example:





For the IP address 10.35.1.120, the hostname must be NIA350000DT120, ensuring consistency between IP addresses and hostnames.

- b) In all offices, the Vendor must audit and reconfigure IP addresses and hostnames to ensure **that IP addresses start from the beginning of the subnet** and are properly aligned with hostnames. Specifically:
- IP addresses must start from 10.35.1.2**, as **10.35.1.1** is reserved for the gateway. All subsequent IPs must be allocated sequentially with no gaps.
 - For any desktop where the IP address or hostname does not follow this sequence, the Vendor must:
 - Reconfigure the IP address** to ensure sequential allocation.
 - Rename the hostname** to match the new IP address in accordance with the Company's schema.
 - Rejoin the desktop to the domain** after the IP and hostname are updated.
 - This activity must be completed for all desktops where inconsistent IP and hostname configurations are found, ensuring that the entire network conforms to the Company's IP and hostname policies.
- iv) **Verification of Working IT Assets for AMC Cost Calculation:**
- Since the Company's existing inventory count is **approximate**, the Vendor must verify the list of **working IT assets** during the initial inventory process.
 - The **final AMC cost** will be based on this verified inventory of **working IT assets**, ensuring that only functional equipment is included in the contract.
- v) **UPS and Battery Inventory:**
- In addition to IT assets, the Vendor must create a **digital inventory** and conduct **smart QR code-based asset tagging** for all **UPS units and battery banks** across the Company's **RO, Auto Hubs, Large and Medium operating offices only** (Small Operating Offices have not been provided with UPS facility). This inventory must include both:
 - In-use and in-stock UPS units and battery banks**, regardless of whether they are **working or non-working**.
 - The format for this inventory and the list of offices, will be provided by the Company and must be maintained and updated regularly by the Vendor.
 - This task also has to be completed within 45 days of the Purchase Order release.

6. Replacement of Spare Parts and Standby Equipment:

- The Vendor must keep spare parts/systems like SMPS, RAM, motherboard, hard disk, keyboard, mouse, and other spares at the Company's storehouse and with the Resident Engineer at RO premises. The standby equipment provided should be of the same or better configuration.
- The Vendor shall arrange for spares inventory of major equipment/components for desktops, etc., at the Company's Regional Office for immediate availability of spares.
- No charges will be payable for carrying spares or equipment from the site to the Vendor's workshop and back.





- iv) 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.

7. Relocation of Systems:

- i) During the AMC period, the Company may relocate equipment. The Vendor will assist with reinstallation and reconfiguration. Transportation costs and incidental expenses related to relocation will be borne by the Company.

8. Exclusions Under AMC:

The maintenance agreement does not include/cover:

- Electrical work external to the equipment or maintenance of accessories, attachments machines or other devices.
- The cost of consumables like printer cartridges, ribbons, magnetic tapes, etc.
- Damage resulting from accidents, fire, lightning, transportation, cost of repair or replacement due to these factors.
- Furnishing patients, accessories, paintings or refinishing the machines or furnishing the materials thereof, making specific changes.
- 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)
- Any work external to the equipment such as maintenance of non-vendor attachments, accessories etc.

9. Penalties and Liquidated Damages:

Penalties are detailed in **Annexure J**.

10. Payment Terms:

- The AMC payment will be made QUARTERLY in arrears (at the end of quarter) after statutory deductions, if any. Payment will be made on basis of satisfactory performance and after deduction of penalty as per **Annexure J**, if any.
- Advance payment of AMC charges will not be done in any case.
- No charges will be payable for the movement of engineer from one location to another for attending to service calls.
- No charges will be payable for carrying the spares / equipments from site to vendor's works and back.
- Any penalties incurred due to non-compliance with the SLA will be deducted from the quarterly payment.
- The AMC payment shall be made on completion of each quarter





11. Data Security:

- The Vendor must maintain confidentiality of the data stored on the computer systems. No engineer/staff of the Vendor shall carry any personal storage devices (e.g., USB drives, blank CDs) inside the Company's premises.
- The Vendor shall instruct their engineers not to copy any data from any of the Company's desktops and/or servers under any circumstances.
- The Vendor will not sub-contract or permit any personnel other than vendor's engineers to perform any service or other activities required by NIA without prior permission from NIA.

12. Miscellaneous Terms:

- The Vendor shall not sub-contract or permit any third-party personnel other than the Vendor's engineers/personnel to perform any work, service, or other activities required by the Company without prior permission.
- No charges will be payable for the movement of engineers from one location to another for attending service calls.
- The Vendor shall provide required tools for their engineers, such as multimeters, soldering kits, pliers, screwdrivers, crimping tools, etc.
- The Vendor shall ensure that their Resident Engineers and field engineers do not install any unlicensed software on any of the Company's computers.
- The Vendor shall submit consolidated reports furnishing details of breakdown calls attended and their status on a monthly basis.

13. Compliance with Company Policies:

The Vendor shall ensure adherence to the Company's policies and guidelines, including security policies, data protection policies, and any other policies communicated by the Company from time to time.

14. Enhancement / Upgradation of equipment:

The company shall have the right to make changes or attachments to the equipment 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 – 'A'**, 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 – 'A'**, it may involve additional maintenance charges. In the event that individual items of equipment are withdrawn from **Annexure – 'A'**, as described herein, then any amount prepaid on such equipment shall be held to the credit of the Company's account.

15. Working hours

The maintenance services shall be rendered on all days subject to the company's requirement to





keep the equipment in good working condition and order. The service consists of corrective and preventive maintenance and includes carrying out of necessary repairs to the installed equipment.

16. Extension of Maintenance Period

If the vendor does not attend to each breakdown and malfunction of equipment (including operating systems and compilers) supplied within the time specified in **Annexure F & Annexure J** of the agreement and make all efforts to rectify the same and get the system in proper working condition within seven days thereafter, the maintenance period shall be extended by a period equal to number of days taken to set right the system.

17. Validity of Agreement

This agreement is valid for the period from **01/12/2024** to **30/11/2025** with an option with the company (NIACL) to extend the contract for a further period of two year or less, on the same price and terms and conditions on reviewing the performance every year.

18. Cancellation / Termination

More details are in **Annexure M**.

19. 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 Chandigarh shall have jurisdiction in all matters arising out of or connected with this agreement. Further, this agreement is subject to laws of India only. More details in **Annexure J**

20. Force Majeure

Neither party shall be liable for any failure to perform due to circumstances beyond their control such as natural disasters, war, strikes, or government actions. In case of a Force Majeure event, the affected party must notify the other in writing within 7 days, and both parties will make efforts to resume normal operations. If the event continues for more than 30 days, either party may terminate the contract with written notice. During Force Majeure, penalties and performance guarantees will be suspended. More Details in **Annexure J**

21. 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.

22. Confidentiality

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

23. Obligations of The Company (NIACL)

- The company will pay Annual Maintenance Charges for the equipment specified in **Annexure – 'A'**. The maintenance charges are payable quarterly in arrears (at the end of quarter) after statutory deductions, if any.
- The company is to ensure that as far as possible, power source, air conditioning and dust free environment are provided to sites where systems are installed (only for Server Network).
- The company would intimate to the vendor, if any additional attachments, features or devices are to be directly or indirectly, connected to the equipment.
- The company would ensure that rats, insects etc., do not invade the site and damage the systems, especially cables etc.
- Company will provide sufficient working place, communication system (only Direct line at RO premises) for the vendor without any extra cost.

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

b) Signed sealed & delivered by the
within named (vendor)

By the hands of

By the hands of

In the presence of

In the presence of

Witnesses: 1 _____

Witnesses: 2 _____

Witnesses: 1 _____

Witnesses: 2 _____





Annexure F – Service Level Agreement (SLA)

- i) **Uptime Commitment:**
a) Minimum uptime of **95%** for all equipment.
- ii) **Severity Levels and Response/Resolution Times:**

Severity Level	Response Time	Resolution Time	Description
Level 1 (Critical Issues)	15 minutes	2 hours	Problems related to hardware of DGM, Regional Managers, and Managers.
Level 2 (High Priority Issues)	1 hour	24 hours (end of next working day)	Problems related to all desktops, printers, scanners, projectors, and other IT peripherals at Regional Office, Operating Offices.
Level 3 (Medium Priority Issues)	2 hours	48 hours (end of next two working days)	Problems related to all IMAC (Install, Move, Add, and Change) activities, desktops, printers, scanners, and other IT peripherals at Regional Office, Operating Offices.

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

Resolution Time: Time taken to resolve a problem or escalate it to the respective vendor or to provide standby equipment.

- iii) **Standby Equipment:** The vendor must provide standby equipment of similar or higher configuration within **24 hours** if any repair exceeds the stipulated resolution time. Standby equipment will be allowed for a maximum of 7 days. If any equipment is not repaired/unattended for more than 7 days, penalties will be deducted as per the SLA, and the Company reserves the right to get the equipment repaired by other repairers. The cost incurred for repair will be deducted from the Vendor's payment.
- iv) The Vendor shall provide on-site AMC-FMS support from **9:30 AM to 5:30 PM** on all working days. The Vendor shall also work on holidays if required by the Company at the Regional Office and other sites listed in **Annexure B**.
- v) The Vendor must maintain a **digital inventory** of all **digital inventory of all IT assets, including UPS units and battery banks** at designated offices, including both working and non-working assets. This inventory will be updated regularly and reported as part of the preventive maintenance plan.
- vi) Regular **preventive maintenance** must be carried out quarterly to ensure optimal performance of the systems.
- vii) **Resident Engineer Performance:** The Vendor is responsible for ensuring that the Resident Engineers meet the Company's performance standards. If the Resident Engineer fails to perform adequately, the Company reserves the right to **terminate their services immediately**. The Vendor must provide a replacement within **10 days** following the termination.
- viii) **Penalties** for not meeting SLA commitments are detailed in **Annexure J**.



दि न्यू इंडिया एश्योरेंस कंपनी लिमिटेड
चंडीगढ़ क्षेत्रीय कार्यालय (350000)
36-37, सेक्टर 17 ए, चंडीगढ़-160017
दूरभाष क्रमांक: 0172-2703155 / 2702806 / 2703972
सी.आई.एन. क्रमांक: L66000MH1919GOI000526
वेबसाइट: www.newindia.co.in



The New India Assurance Co. Ltd.
Chandigarh Regional Office (350000)
S.C.O. 36 - 37, Sector 17A, Chandigarh-160017
Phone No.: 0172-2703155 / 2702806 / 2703972
CIN Number: L66000MH1919GOI000526
Website: www.newindia.co.in

Annexure G – Format for Queries/Clarifications Submission

[To be submitted in .xls/.xlsx format]

Sl. No.	Section & Page	Clause/Point	Query	Proposed Change (if any)
1				
2				





Annexure H – Deviations Format

If the bidder wishes to depart from any terms and conditions of the tender in any respect, it shall draw the attention to such points of departure explaining fully the reasons thereof and furnish separately adopting the form given in Annexure-V. 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 of the deviations shown by the bidder.

Sr. No.	Section & Page	Clause/Point	Deviation	Justification for Deviation
1				





Annexure I – Non-Disclosure Agreement (NDA) Format

(Should be on Rs.100/-stamp paper)

This confidentiality and non-disclosure agreement is made on the.....day of.....,20....
BETWEEN (Bidder), (hereinafter to be referred to as “-----”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns a company incorporated under the Companies Act, 1956 and having its principal office at(address).

AND THE NEW INDIA ASSURANCE COMPANY LIMITED (hereinafter to be called “NIACL”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns having its Registered Office at (address) on the following terms and conditions:

WHEREAS, in the course of the business relationship between the aforesaid parties, both the parties acknowledge that either party may have access to or have disclosed any information, which is of a confidential nature, through any mode and recognize that there is a need to disclose to one another such confidential information, of each party to be used only for the Business Purpose and to protect such confidential information from unauthorized use and disclosure;

NOW THEREFORE, in consideration of the mutual promises contained herein, the adequacy and sufficiency of which consideration is hereby acknowledged and agreed, the parties hereby agree as follows: —

This Agreement shall apply to all confidential and proprietary information disclosed by one party to the other party, including information included in the caption ‘Definitions’ of this Agreement and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party (“Confidential Information”). Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, electronically or through visual observation or by any other means to one party (the receiving party) by the other party (the disclosing party) provided any information which has been disclosed in an intangible form shall reduce to writing within fifteen (15) business days for such information to be deemed as Confidential Information

1) DEFINITIONS

- a) CONFIDENTIAL INFORMATION means all the information of the Disclosing Party which is disclosed to the Receiving party pursuant to the business arrangement whether oral or written or through visual observation or in electronic mode and shall include but is not limited to trade secrets, know-how, inventions, techniques, processes, plans, algorithms, software programs, source code, semiconductor designs, schematic designs, business methods, customer lists, contacts, financial information, sales and marketing plans techniques, schematics, designs, contracts, financial information, sales and marketing plans, business plans, clients, client data, business affairs, operations, strategies, inventions, methodologies, technologies, employees, subcontractors, the contents of any and all agreements, subscription lists, customer lists, photo files, advertising materials, contract quotations, charity contracts, documents, passwords,





codes, computer programs, tapes, books, records, files and tax returns, data, statistics, facts, figures, numbers, records, professionals employed, correspondence carried out with and received from professionals such as Advocates, Solicitors, Barristers, Attorneys, Chartered Accountants, Company Secretaries, Doctors, Auditors, Surveyors, Loss Assessors, Investigators, Forensic experts, Scientists, Opinions, Reports, all matters coming within the purview of Privileged Communications as contemplated under Indian Evidence Act, 1872, legal notices sent and received, Claim files, Insurance policies, their rates, advantages, terms, conditions, exclusions, charges, correspondence from and with clients/ customers or their representatives,, Proposal Forms, Claim-forms, Complaints, Suits, testimonies, matters related to any enquiry, claim-notes, defences taken before a Court of Law, Judicial For a, Quasi-judicial bodies, or any Authority, Commission, pricing, service proposals, methods of operations, procedures, products and/ or services and business information of the Disclosing Party. The above definition of Confidential Information applies to both parties equally; however, in addition, without limitation, where the Disclosing Party is the NIACL, no information that is exempted from disclosure under section 8 or any other provision of Right to Information Act, 2005 shall at any time be disclosed by the Receiving Party to any third party.

- b) MATERIALS mean including without limitation, documents, drawings, models, apparatus, sketches, designs and lists furnished to the Receiving Party by the Disclosing Party and any tangible embodiments of the Disclosing Party's Confidential Information created by the Receiving Party.

2) COVENANT NOT TO DISCLOSE

The Receiving Party will use the Disclosing Party's Confidential Information solely to fulfill its obligations as part of and in furtherance of the actual or potential business relationship with the Disclosing Party. The Receiving Party shall not use the Confidential Information in any way that is directly or indirectly detrimental to the Disclosing Party or its subsidiaries or affiliates, and shall not disclose the Confidential Information to any unauthorized third party. The Receiving Party shall not disclose any Confidential Information to any person except to its employees, authorized agents, consultants and contractors on a need to know basis, who have prior to the disclosure of or access to any such Confidential Information agreed in writing to receive it under terms at least as restrictive as those specified in this Agreement.

In this regard, the agreement entered into between the Receiving Party and any such person/s shall be forwarded to the Disclosing Party promptly thereafter. Prior to disclosing any Confidential Information to such person/s, the Receiving Party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. The Receiving party shall use at least the same degree of care in safeguarding the Confidential Information as it uses or would use in safeguarding its own Confidential Information and shall take all steps necessary to protect the Confidential Information from any unauthorized or inadvertent use. In no event, shall the Receiving Party take all reasonable measures that are lesser than the measures it uses for its own information of similar type. The Receiving Party and its Representatives will immediately notify the Disclosing Party of any use or disclosure of the Confidential Information that is not authorized by this Agreement. In particular, the Receiving Party





will immediately give notice in writing to the Disclosing Party of any unauthorized use or disclosure of the Confidential Information and agrees to assist the Disclosing Party in remedying such unauthorized use or disclosure of the Confidential Information. The Receiving Party and its Representatives shall not disclose to any person including, without limitation any corporation, sovereign, partnership, company, Association of Persons, entity or individual

- the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties,
- that it has requested or received Confidential Information, or
- any of the terms, conditions or any other fact about the actual or potential business relationship.

This confidentiality obligation shall not apply only to the extent that the Receiving Party can demonstrate that:

- The Confidential Information of the Disclosing Party is, or properly became, at the time of disclosure, part of the public domain, by publication or otherwise, except by breach of the provisions of this Agreement; or
- was rightfully acquired by the Receiving Party or its Representatives prior to disclosure by the Disclosing Party.
- was independently developed by the Receiving Party or its Representatives without reference to the Confidential Information; or
- the Confidential Information of the Disclosing Party is required to be disclosed by a Government agency, is the subject of a subpoena or other legal or demand for disclosure; provided, however, that the receiving party has given the disclosing party prompt written notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order prior to such disclosure.
- is disclosed with the prior consent of or was duly authorized in writing by the disclosing party.

3) RETURN OF THE MATERIALS

Upon the disclosing party's request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided, however, that an archival copy of the Information may be retained in the files of the receiving party's counsel, solely for the purpose of proving the contents of the Information.

4) OWNERSHIP OF CONFIDENTIAL INFORMATION

The Disclosing Party shall be deemed the owner of all Confidential Information disclosed by it or its agents to the Receiving Party hereunder, including without limitation all patents, copyright, trademark, service mark, trade secret and other proprietary rights and interests therein, and Receiving Party acknowledges and agrees that nothing contained in this Agreement shall be construed as granting any rights to the Receiving Party, by license or otherwise in or to any Confidential Information. Confidential Information is





provided "as is" with all faults. By disclosing Information or executing this Agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right.

In no event, shall the Disclosing Party be liable for the accuracy or completeness of the Confidential Information. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this Agreement and the disclosure of Information pursuant to this Agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional agreement of any kind.

5) REMEDIES FOR BREACH OF CONFIDENTIALITY

- a) The Receiving Party agrees and acknowledges that Confidential Information is owned solely by the disclosing party (or its licensors) and that any unauthorized disclosure of any Confidential Information prohibited herein or any breach of the provisions herein may result in an irreparable harm and significant injury and damage to the Disclosing Party which may be difficult to ascertain and not be adequately compensable in terms of monetary damages. The Disclosing Party will have no adequate remedy at law thereof, and that the Disclosing Party may, in addition to all other remedies available to it at law or in equity, be entitled to obtain timely preliminary, temporary or permanent mandatory or restraining injunctions, orders or decrees as may be necessary to protect the Disclosing Party against, or on account of, any breach by the Receiving Party of the provisions contained herein, and the Receiving Party agrees to reimburse the reasonable legal fees and other costs incurred by Disclosing Party in enforcing the provisions of this Agreement apart from paying damages with interest at the market rate prevalent on the date of breach to the Disclosing Party.
- b) The Receiving Party agrees and acknowledges that any disclosure, misappropriation, conversion or dishonest use of the said Confidential Information shall, in addition to the remedies mentioned above, make the Receiving Party criminally liable for Breach of Trust under section 405 of the Indian Penal Code.

6) TERM

This Agreement shall be effective on the first date written above and shall continue in full force and effect for the term of the assignment and for a period of two years thereafter. This Agreement shall however apply to Confidential Information disclosed by the Disclosing Party to the Receiving Party prior to, as well as after the effective date hereof. The Receiving Party acknowledges and agrees that the termination of any agreement and relationship with the Disclosing Party shall not in any way affect the obligations of the Receiving Party in not disclosing of Confidential Information of the Disclosing Party set forth herein. The





obligation of non-disclosure of Confidential Information shall bind both parties, and also their successors, nominees and assignees for the term of the assignment and for a period of two years thereafter.

7) GOVERNING LAW & JURISDICTION

This Agreement shall be governed by and construed with solely in accordance with the laws of India in every particular, including formation and interpretation without regard to its conflicts of law provisions. Any proceedings arising out of or in connection with this Agreement shall be brought only before the Courts of competent jurisdiction in Mumbai.

8) ENTIRE AGREEMENT

This Agreement sets forth the entire agreement and understanding between the parties as to the subject-matter of this Agreement and supersedes all prior or simultaneous representations, discussions, and negotiations whether oral or written or electronic. This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.

9) WAIVER

No term or provision hereof will be considered waived by either party and no breach excused by the Disclosing Party, unless such waiver or consent is in writing signed by or on behalf of duly Constituted Attorney of the Disclosing Party. No consent or waiver whether express or implied of a breach by the Disclosing Party will constitute consent to the waiver of or excuse of any other or different or subsequent breach by the Receiving Party.

10) SEVERABILITY

If any provision of this Agreement is found invalid or unenforceable, that part will be amended to achieve as nearly as possible the same economic or legal effect as the original provision and the remainder of this Agreement will remain in full force.

11) NOTICES

Any notice provided for or permitted under this Agreement will be treated as having been given when (a) delivered personally, or (b) sent by confirmed telecopy, or (c) sent by commercial overnight courier with written verification of receipt, or (d) mailed postage prepaid by certified or registered mail, return receipt requested, or (e) by electronic mail, to the party to be notified, at the address set forth below or at such other place of which the other party has been notified in accordance with the provisions of this clause.



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वेबसाइट: www.newindia.co.in



The New India Assurance Co. Ltd.
Chandigarh Regional Office (350000)
S.C.O. 36 - 37, Sector 17A, Chandigarh-160017
Phone No.: 0172-2703155 / 2702806 / 2703972
CIN Number: L66000MH1919GOI000526
Website: www.newindia.co.in

Such notice will be treated as having been received upon actual receipt or five days after posting. Provided always that notices to the NIACL shall be served on the Information Technology Department of the Company's Head Office at Mumbai and a CC thereof be earmarked to the concerned Branch, Divisional or Regional Office as the case may be by RPAD & email.

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**

**b) SIGNED, SEALED & DELIVERED BY THE WITHIN
NAMED BIDDER**

Regional Manager

In the presence of

Witnesses: 1 _____

Witnesses: 2 _____

In the presence of

Witnesses: 1 _____

Witnesses: 2 _____





Annexure J – Penalties & Liquidated Damages (Detailed Penalties, Dispute Resolution Mechanisms, Force Majeure Implications)

This annexure outlines penalties for service delays, non-performance, non-submission of reports, and non-compliance with the SLA. It also details dispute resolution mechanisms and implications of Force Majeure events.

1. Penalties for Service Delays, Non-Performance & SLA Non-Compliance

Sr. No.	Service Requirement	Penalty Amount	Remarks
1	Non- Submission of Initial 1 st Inventory Verification Report & QR code based asset Tagging.	Rs. 750 per day	The verification of all the IT Assets and the initial digital inventory report along with the QR code based Asset Tagging is to be completed within 45 days releasing the PO.
2	Absence of Resident Engineer	Rs. 500 per day	For each day of absence without a suitable replacement.
3	Failure to meet SLA Level 1	Rs. 1,500 per day	For each missed response or resolution time, per the SLA (Annexure F).
4	Failure to meet SLA Level 2	Rs. 500 per day	For each missed response or resolution time, per the SLA (Annexure F).
5	Failure to meet SLA Level 3	Rs. 250 per day	For each missed response or resolution time, per the SLA (Annexure F).
6	Non-Submission of Quarterly Inventory Reports	5% of quarterly payment	To be submitted quarterly by the 10th of the month following each quarter.
7	Non-Submission of Preventive Maintenance Report:	5% of quarterly payment	To be submitted quarterly along with the Performance Report.
8	Non- Submission of Performance Report	5% of quarterly payment	To be submitted quarterly detailing SLA compliance and equipment uptime.
9	Preventive Maintenance Delays	Rs. 10,000 per missed PM Cycle	For each failure to complete Quarterly Preventive Maintenance on schedule.
10	Uptime Failure	Rs. 500 per day	For each day the uptime is below 95%.





2. Penalties for Escalation Failures (Refer Annexure L)

The following penalties will apply if the Vendor fails to resolve issues within the defined SLA escalation matrix:

Level	Penalty Per Day (beyond SLA)
Level 1	Rs. 500 per incident
Level 2	Rs. 1000 per incident
Level 3	Rs. 2000 per incident
Level 4	Rs. 5000 per incident + risk of contract termination

3. Audit Discrepancies:

Failure to provide requested audit documents or discrepancies found during audits may result in penalties and corrective actions, including potential contract termination.

4. Standby Equipment:

The vendor must provide standby equipment of similar or higher configuration within **24 hours** if any repair exceeds the stipulated resolution time. Standby equipment will be allowed for a maximum of **7 days**. If any equipment is not repaired/unattended for more than 7 days, penalties will be deducted as per the SLA, and the Company reserves the right to get the equipment repaired by other repairers. The cost incurred for repair will be deducted from the Vendor's payment.

5. Failure to Repair:

If the Vendor fails to repair defective equipment within the stipulated time, the Company reserves the right to have the equipment repaired by a third party. The cost incurred for repair will be deducted from the Vendor's quarterly payment.

6. Financial Reconciliation and Penalty Deductions

i) Penalty Deductions:

Penalties incurred by the Vendor for non-compliance, delayed performance, or SLA breaches will be deducted from the **quarterly payment**.

ii) Final Payment Reconciliation:

All payments due at the end of the quarter must account for any **deductible penalties**.





7. Force Majeure Implications

i) Definition:

Neither party shall be liable for failure or delay in the performance of its obligations under this contract due to unforeseen events, such as natural disasters, war, strikes, or other events beyond the control of the affected party.

ii) Notification:

If a Force Majeure event occurs, the affected party must notify the other party in writing within **3 days**, providing full details of the event and an estimate of its impact on the contract.

iii) Resumption of Work:

Both parties will make every effort to resume normal operations as soon as possible. If the Force Majeure event continues for more than **30 days**, either party may terminate the contract by giving written notice to the other party.

iv) Consequences of Force Majeure & Waiver of Penalties:

Penalties for non-performance during a **Force Majeure** event will be **waived**, provided the Vendor notifies the Company within the required time.

8. Dispute Resolution Mechanisms

i) Resolution by Negotiation:

Any disputes arising between the parties related to this contract shall first be resolved through mutual negotiation between the parties.

ii) Arbitration:

- If a resolution is not reached through negotiation within **30 days**, the dispute shall be referred to arbitration in accordance with the provisions of the **Arbitration and Conciliation Act, 1996**, or any amendments thereto.
- The arbitrator shall be mutually appointed by both parties. If no consensus is reached, the company will have the right to appoint the arbitrator.

iii) Venue and Language:

The arbitration proceedings shall be conducted in **Chandigarh**, and the language of the proceedings shall be **English**.

iv) Penalties During Dispute:

Penalties as outlined will continue to apply while the dispute is being resolved.

v) Binding Decision:

The decision of the arbitrator shall be final and binding on both parties, and the cost of arbitration shall be borne equally by both parties.





Annexure K – Performance Monitoring & Reporting Mechanism

A summary of the performance monitoring system, including quarterly reviews and compliance with the Service Level Agreement (SLA).

1. Overview

This annexure outlines the mechanism for monitoring the performance of the vendor throughout the contract period and the reporting requirements for ensuring compliance with the terms of the Annual Maintenance Contract (AMC).

The vendor must comply with the Service Level Agreement (SLA) and report regularly on their performance, service delivery, and adherence to contractual obligations. The performance will be evaluated against predefined Key Performance Indicators (KPIs), including equipment uptime, response and resolution times, preventive maintenance schedules, and customer satisfaction levels.

2. Performance Evaluation Criteria

The following metrics will be used to assess the vendor's performance on a **quarterly basis**:

i) Equipment Uptime:

- The vendor must ensure a minimum of **95% uptime** for all equipment covered under the AMC.
- Uptime refers to the total operational time of the equipment without any faults or breakdowns.

ii) Response and Resolution Time:

- Response Time:** The time taken to respond to a service call after a fault has been reported.
- Resolution Time:** The time taken to fully resolve the issue after the fault has been reported.
- Level 1 Issues** (Critical): 15 minutes response, 2 hours resolution.
- Level 2 Issues** (High Priority): 1 hour response, 24 hours resolution.
- Level 3 Issues** (Medium Priority): 2 hours response, 48 hours resolution.

iii) Preventive Maintenance:

- The Vendor is required to maintain an accurate **digital inventory of all IT assets** across all offices, which must be updated in real-time as changes occur. Failure to update this inventory promptly may result in penalties as outlined in **Annexure J**.
- The Vendor must ensure that all **hostname and IP configurations** adhere to the Company's IP schema as detailed in **Annexure E**. Any misconfigurations must be corrected and reported to the Company's IT team within the agreed timeline.
- The vendor is required to perform **quarterly preventive maintenance** on all equipment, ensuring its optimal performance and reducing the likelihood of unexpected breakdowns.





- d) The Vendor is required to maintain an accurate **digital inventory of UPS units and batteries** and include this in the quarterly preventive maintenance reports. Any discrepancies or non-working assets must be reported to the Company immediately.
- e) Failure to conduct preventive maintenance on time will lead to penalties, as detailed in **Annexure J**.
- iv) **Customer Satisfaction:**
 - a) The vendor must maintain a **satisfactory service level**, as measured through feedback from the Company's staff at the offices listed in **Annexure B**.

3. Reporting Requirements

The vendor must submit the following reports as part of the performance monitoring mechanism:

- i) **Quarterly Performance Report:**
 - a) A comprehensive report summarizing the vendor's performance for the quarter, including details of all service calls, response times, resolution times, preventive maintenance activities, and any issues encountered.
- ii) **Preventive Maintenance Report:**
 - a) A detailed report documenting the preventive maintenance performed for each piece of equipment, including the date of maintenance, the condition of the equipment, and any actions taken.
- iii) **Inventory Report:**
 - a) An updated list of all equipment covered under the AMC, including any parts that were repaired or replaced during the quarter.
- iv) **Incident Reports** (if applicable):
 - a) A report detailing any major incidents or equipment failures that occurred during the quarter, including root cause analysis and steps taken to prevent recurrence.
- v) **Monthly Monitoring Report** (if requested):
 - a) A brief report providing a snapshot of performance metrics on a monthly basis to ensure ongoing compliance.

4. Penalties for Non-Compliance

The vendor will be penalized for failing to meet the performance standards outlined in this annexure. The penalties include:

- i) **Delayed Response/Resolution:**
 - a) Failure to respond or resolve issues within the defined time limits will result in penalties, as detailed in **Annexure J**.
- ii) **Missed Preventive Maintenance:**
 - a) A penalty of **5% of the quarterly payment** will be deducted if preventive maintenance is not completed on time for all equipment.
- iii) **Non-Submission of Reports:**
 - a) A penalty of **5% of the quarterly payment** will be deducted if the following reports are not submitted within the specified deadlines:





- I. **Inventory Report:** To be submitted quarterly by the 10th of the month following each quarter.
- II. **Preventive Maintenance Report:** To be submitted quarterly along with the Performance Report.
- III. **Performance Report:** To be submitted quarterly detailing SLA compliance and equipment uptime.

5. Performance Review Process

i) Quarterly Reviews:

- a) The company's IT team will conduct quarterly reviews of the vendor's performance based on the submitted reports. These reviews will assess compliance with the SLA, service quality, and overall performance.

ii) Audit Rights:

- a) The company reserves the right to audit the vendor's performance at any time, reviewing service logs, preventive maintenance activities, and inventory records.

iii) Corrective Actions:

- a) If the vendor's performance is found to be below acceptable levels, the company may request corrective actions. Continued non-compliance may result in the termination of the contract, as outlined in Annexure J.

6. Dispute Resolution

Any disputes arising from the performance review process will be resolved in accordance with the **Dispute Resolution and Arbitration** clause outlined in **Section J** of the tender document.





Annexure L – Support & Escalation Matrix

Provide the escalation matrix for resolving issues if the vendor fails to meet response or resolution times.

1. Overview

This annexure defines the support process and escalation matrix to ensure prompt resolution of issues under the Annual Maintenance Contract (AMC). The escalation matrix provides multiple levels of escalation to resolve any service delays or unresolved issues within the stipulated timelines as defined in the **Service Level Agreement (SLA)**.

2. Helpdesk Structure

The Vendor is required to operate a centralized helpdesk that will serve as the first point of contact for all service requests and incidents reported by the Company's staff. The key responsibilities of the helpdesk are as follows:

- Logging Requests:** Each request or issue will be logged, and a **unique ticket number** will be generated for tracking.
- Tracking and Monitoring:** The helpdesk will monitor the progress of each ticket, ensuring that all service requests adhere to the SLA.
- Initial Response:** The helpdesk team will aim to provide immediate assistance and resolve minor issues. If unresolved, they will escalate the ticket as per the escalation matrix.

3. Escalation Process

If an issue remains unresolved within the SLA's response or resolution timeframes, it will be escalated through the following levels to ensure timely resolution:

- Level 1: Resident Engineer**
 - Responsibility:** Onsite Resident Engineer
 - Response Time:** Immediate (within 15 minutes)
 - Action:** The Resident Engineer will attempt to resolve the issue on-site within the defined SLA timeframes. If the issue cannot be resolved at this level, it will be escalated to Level 2.
- Level 2: Senior Field Engineer**
 - Responsibility:** Senior Engineer or Specialist from the Vendor's team
 - Response Time:** Within 1 hour of escalation
 - Action:** The Senior Engineer will troubleshoot the issue remotely or dispatch additional resources for on-site support. If the issue persists, the escalation will move to Level 3.
- Level 3: Regional IT Manager (Vendor)**
 - Responsibility:** Regional IT Manager overseeing the Vendor's support operations
 - Response Time:** Within 2 hours for critical issues, 24 hours for others of escalation
 - Action:** The Regional Manager will assign more resources or escalate the issue to higher management. If the problem is not resolved, the issue escalates to Level 4.
- Level 4: Senior Management (Vendor)**
 - Responsibility:** Senior Management or Director (Technical Support)





- b) Response Time: Immediate escalation once Level 3 fails
- c) **Action:** The Vendor's Senior Management must resolve the issue urgently and ensure it does not recur. Failure to resolve at this stage may result in penalties or contract termination.

4. Contact Details for Escalation

The Vendor must provide the Company with a list of contact persons at each escalation level, including:

- **Name**
- **Designation**
- **Phone Number**
- **Email Address**

Sample Contact Matrix:

Level	Name	Designation	Contact	Email
Level 1				
Level 2				
Level 3				
Level 4				

5. SLA Severity Levels

Issues are categorized by severity, and the response and resolution times for each category are defined as follows:

- i) **Level 1 (Critical Issues):**
 - a) Response Time: 15 minutes
 - b) **Resolution Time:** 2 hours
 - c) **Example:** Complete system or network failure affecting core operations.
- ii) **Level 2 (High Priority Issues):**
 - a) Response Time: 1 hour
 - b) **Resolution Time:** 24 hours
 - c) **Example:** Major hardware issues affecting multiple users or departments.
- iii) **Level 3 (Medium Priority Issues):**
 - a) Response Time: 2 hours for critical issues, 24 hours for others
 - b) **Resolution Time:** 48 hours
 - c) **Example:** Problems related to all IMAC (Install, Move, Add, and Change) activities, Minor faults in individual systems or peripherals.

6. Penalties for Escalation Failures

The following penalties will apply if the Vendor fails to resolve issues within the defined SLA escalation matrix:





Level	Penalty Per Day (beyond SLA)
Level 1	Rs. 500 per incident
Level 2	Rs. 1000 per incident
Level 3	Rs. 2000 per incident
Level 4	Rs. 5000 per incident + risk of contract termination

7. Reporting

Escalation and service reports must be submitted by the Vendor monthly and quarterly. These reports should include:

- Number of escalated incidents.
- Resolution timelines and actions taken.
- Root cause analysis for delayed resolutions.
- Corrective actions for recurring issues.





Annexure M – Vendor Onboarding/Termination Checklist

A step-by-step process for onboarding and termination, ensuring proper documentation and handover.

1. Vendor Onboarding Process

The Vendor onboarding process ensures that the necessary personnel, systems, and documentation are in place for the smooth execution of the Annual Maintenance Contract (AMC). The onboarding process must be completed within **30 days** of contract signing.

1.1 Documentation and Compliance

- i) **Submission of Legal Documents:**
 - a) Valid Company Registration Certificate.
 - b) GST Registration Certificate.
 - c) PAN Card.
 - d) ISO Certification.
- ii) **Contractual Documentation:**
 - a) Signed AMC Contract Agreement.
 - b) Non-Disclosure Agreement (Annexure I).
 - c) Performance Guarantee (Annexure D).

1.2 Selection & Approval of Resident Engineers & Deployment of Field Engineers

- i) **Resident Engineer Placement:**
 - a) The Vendor is required to provide **two qualified Resident Engineers** to support the Company's IT infrastructure at our Chandigarh RO under the AMC. Each engineer must meet the Company's defined qualifications, which include relevant experience in system maintenance, network management, and IT troubleshooting.
 - b) Verify the deployment of **Resident Engineers** at the Chandigarh Regional Office, as outlined in the contract.
 - c) Ensure **Field Engineers** are available to cover all other offices listed in **Annexure B**.
- ii) **Selection and Approval:**
 - a) The Vendor will propose Resident Engineers, but they will only be deployed after successfully completing an **interview** conducted by the Company. Only engineers who pass the interview process and receive **written approval** from the Company will be allowed to commence work.
 - b) If a proposed engineer is not approved, the Vendor must provide an alternate candidate within 5 working days for consideration.
- iii) **Personnel Qualifications:**
 - a) Ensure all engineers meet the specified qualifications and submit certifications where applicable. (Refer **Annexure E** for required qualifications)

1.3 Infrastructure and Setup

- i) **Helpdesk Setup:**





- a) Implement the **centralized helpdesk** to handle ticketing, issue tracking, and escalations. Confirm integration with the Company's systems.
- ii) **Spare Parts Inventory:**
 - a) Stock commonly used spare parts (e.g., **SMPS, RAM, Motherboards, Keyboards, Mouse, etc**) in the designated Company storehouse to ensure prompt repairs.
- iii) **Standby Equipment:**
 - a) Verify the availability of standby equipment for critical components, ensuring compliance with the SLA regarding downtime.

1.4 Reporting and System Integration

- i) **Initial System Inspection:**
 - a) Conduct an initial inspection of all equipment covered under the AMC, documenting the current state of each device as listed in **Annexure A**.
- ii) **Reporting Mechanisms:**
 - a) Set up reporting schedules for:
 - I. **Preventive Maintenance Reports.**
 - II. **Performance Reports.**
 - III. **Incident Reports** as per Annexure K.

2. Vendor Termination Process

Termination of the AMC can occur due to a breach of contract, consistent SLA failures, or by mutual agreement.

- i) **Termination for Unsatisfactory Performance:** If the Company finds the Vendor's services to be unsatisfactory, the Company may terminate the contract by providing **1 (one) month's** advance notice. In cases of **serious performance** issues, termination may be **immediate**. AMC charges will be paid on a pro rata basis.
- ii) **Termination by Mutual Agreement:** Either party may terminate the contract before its expiration by providing **3 (three) months'** advance notice. AMC charges will be settled on a pro rata basis.

The Vendor must ensure a smooth exit by following this checklist to protect both parties' interests.

2.1 Notice of Termination

- i) **Issuance of Notice:**
 - a) The company shall provide the Vendor with a formal **Notice of Termination**, specifying the reason for termination, including **non-performance, service failures**, or mutual agreement.
- ii) **Vendor Acknowledgement:**
 - a) The Vendor must acknowledge receipt of the termination notice within **5 working days**.

2.2 Handover of Assets and Documentation

- i) **Return of Company Equipment:**





- a) Ensure all **standby equipment**, spare parts, and other assets belonging to the Company are returned in good working condition.
- ii) **Service and Data Records:**
 - a) Ensure all data (including **service logs**, reports, and incident logs) is returned and any copies in the Vendor's possession are securely deleted, following the **Non-Disclosure Agreement (Annexure I)**.

2.3 Final Performance Review

- i) **Final Review:**
 - a) Conduct a review of all outstanding tickets, service logs, and maintenance activities to ensure that no unresolved issues remain at the time of termination.
- ii) **Inventory Reconciliation:**
 - a) Confirm the status of the hardware inventory, ensuring all repaired and replaced parts during the AMC have been properly documented.

2.4 Termination of Resident Engineer's Service

- i) The Company reserves the right to end the service of a Resident Engineer under the following conditions:
 - a) **Planned Termination:** If the Company no longer requires the services of the Resident Engineer, it may provide a **1-month notice** to the Vendor to end the engineer's service.
 - b) **Immediate Termination:** In the event of a **lapse in service quality, breach of performance standards**, or any serious issue, the Company reserves the right to terminate the service of the Resident Engineer **instantly** without prior notice. Repeated lapses may result in penalties and possible contract termination for non-compliance.
- ii) **Replacement Upon Termination:**
 - a) The Vendor must provide a suitable replacement for any terminated Resident Engineer within **10 days**. The replacement candidate will undergo the same selection and approval process as the original engineer.

2.5 Financial Reconciliation and Contract Closure

- i) **Payment Reconciliation:**
 - a) Finalize all pending payments for services rendered, deducting any applicable penalties (as outlined in **Annexure J**).
 - b) Issue final payment after completion of all outstanding work and reconciliation of equipment handover.
- ii) **Release of Performance Guarantee:**
 - a) Upon successful completion of the termination process and resolution of all outstanding issues, the Vendor's **Performance Bank Guarantee** will be released as per **Annexure D**.
- iii) **Final Exit Meeting:**
 - a) Hold a **final exit meeting** with the Vendor to formally close the contract, issuing a **Certificate of Completion** if all contractual obligations have been met.



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चंडीगढ़ क्षेत्रीय कार्यालय (350000)
36-37, सेक्टर 17 ए, चंडीगढ़-160017
दूरभाष क्रमांक: 0172-2703155 / 2702806 / 2703972
सी.आई.एन. क्रमांक: L66000MH1919GOI000526
वेबसाइट: www.newindia.co.in



The New India Assurance Co. Ltd.
Chandigarh Regional Office (350000)
S.C.O. 36 - 37, Sector 17A, Chandigarh-160017
Phone No.: 0172-2703155 / 2702806 / 2703972
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Website: www.newindia.co.in

Annexure N – Undertaking Regarding Non-Blacklisting

Tender Ref: CRO/ITD/AMC-FMS/2024-2025/01

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

Dated at _____ this _____ day of _____ 20_____

Signature of the Company Secretary

Name:

Designation:

Name & Address of the company:

Seal of the Company





Annexure O – 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 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.
 - f. 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; +91 9731468511 lokesh.hr@etenderwizard.com
2	For Tender related Queries	IT/BSS Department, The New India Assurance Co. Ltd, Chandigarh RO	0172-2705372 / +91 9996556615 bss35@newindia.co.in





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

After the award of the tender and delivery of the desired services as per the terms of the tender document, the due amount shall be paid through e-banking.

Note: Please attach a cancelled cheque of the bank.

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





Annexure Q – Eligibility Criteria for Bidders

S. No.	Particulars	Compliance (Yes/No)
1	The bidder should be of reputed background and well-established in IT hardware support business in India for at least 5 years . (Proof of registration, CST/LST No, PAN card, and Income Tax certificate to be attached).	
2	The bidder should have an average annual turnover of Rs. 5 Crore or more in AMC-FMS business for the last 3 financial years (2021-22, 2022-23 & 2023-24) with positive net worth. (Audited Balance Sheets and Chartered Accountant Certificates to be submitted).	
	Turnover for 2021-2022 (in Crores)	
	Turnover for 2022-2023 (in Crores)	
	Turnover for 2023-2024 (in Crores)	
3	The bidder should have made net profit after tax in at least 2 out of the last 3 financial years . (Proof to be attached).	
	Net Profit for 2021-2022 (in Crores)	
	Net Profit for 2022-2023 (in Crores)	
	Net Profit for 2023-2024 (in Crores)	
4	The bidder should be an Authorized Service Partner for major OEMs of computer hardware and peripherals such as HP, Dell, Acer, Apple, Lenovo, HCL, Samsung, Kyocera, Ricoh, Canon, Epson, etc. (At least 3 certificates or letters of authorization to be submitted).	
5	The bidder should have back-to-back arrangements with OEM/Authorized Service Partners of hardware for the supply of spares . (Documentary proof to be attached).	
6	The bidder should have ISO 20000 certification for IT support services. (Documentary proof to be submitted).	
7	The bidder should not have been blacklisted, de-paneled, or had any contracts terminated by any Central/State Government Department, Public Sector Banks, Financial Institutions, or PSU in India in the last 3 years (from April 2021 till the last date of this tender). (Affidavit/Undertaking to be submitted as per Annexure – 'N').	
8	The bidder should have a full-fledged service center/office in the Chandigarh city , with adequate stocks of spares and sufficient qualified service engineers to cater the requirements in states/UT of Chandigarh, Haryana, Punjab, Himachal Pradesh, Jammu & Kashmir and Ladakh. (Documentary proof to be submitted).	
	Name of Office/Branch	Address
	Contact Details	Date & Letter of Establishment





9	The bidder should have executed at least 3 AMC-FMS contracts of a similar nature, with a minimum value of Rs. 5 Lakhs per annum during the last 2 years (2022-23, 2023-24), with at least 2 orders from Government organizations. (Documentary proof to be submitted).				
	S. No.	Name of the Customer & Contact Person	Location, Address & Phone No	P.O. No. & Date	Amount Rs. in lacs)
	i)				
	ii)				
	iii)				
10	The bidder should have received at least 3 letters of satisfactory performance for similar support services in the last 2 years (2022-23, 2023-24). At least 2 letters should be from the largest executed orders. (Documentary proof to be submitted).				
	S. No.	Name of the Customer	Address	Contact person	Dt. of letter issuance
	i)				
	ii)				
	iii)				
11	The bidder should in a position to provide support at multiple locations mentioned in Annexure – 'B' having a network of engineers on payroll with expertise in desktops (HP/Dell/Acer/Lenovo), printers (HP, Samsung, Canon, Kyocera), all-in-one printers, scanners, laptops, projectors, LAN management, and operating systems like Windows & MacOS. (The bidder must submit an undertaking specifying the engineers' qualifications and certifications, etc.). Details of Engineers' SPOC for each State/UT must be provided on the letterhead of the vendor as per below format:				
	S. No.	State/UT	Local Address of Office/SPOC	Name of Engineer	Mobile No. of Engineer
	i)	Chandigarh			
	ii)	Punjab			
	iii)	Haryana			
	iv)	Himachal Pradesh			
	v)	Jammu & Kashmir			



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	vi)	Ladakh				
12	The bidder should have the capability to offer Integrated Call Centre Management. (Attach documentary proof).					
13	The Vendor shall depute Two Resident Engineers exclusively at The New India Assurance Company Limited, Chandigarh Regional Office- 350000, SCO: 36-37, Sector 17 A, Chandigarh-160047, from 09:30 AM to 05:30 PM on all working days and on any Public Holiday as decided by NIA Chandigarh RO Management to attend the calls at Regional Office and to monitor the calls reported and pending for other offices under Chandigarh Regional Office.					

Authorised Signatory

(Name & Designation, seal of the firm)

Note:-

1. Additional information to be attached in additional sheet.
2. Incomplete and non-submission of documentary proof bids will be rejected.

All documents should be signed by authorized representative with company seal

