



दि न्यु इंडिया एश्योरन्स कंपनी लिमिटेड  
(भारत सरकार का एक उपक्रम)  
**THE NEW INDIA ASSURANCE COMPANY LIMITED**  
(A Govt. of India Undertaking)  
CIN No. L66000 MH1919 GOI000526

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17<sup>th</sup> February, 2025

Tender No. KRO/ITD/AMC/2025/001

**CORRIGENDUM**

**Re: Corrigendum to E-Tender for AMC Of Computer Hardware & Peripherals**

This refers to the tender published on our website and on [www.tenderwizard.com/NIAEPROC](http://www.tenderwizard.com/NIAEPROC) dated 13th February, 2025 for the captioned subject.

Corrigendum containing following changes are incorporated in the said tender document-

1. The following part(in italics) under Clause 13(Page 11)and Clause 6(Page 31) stands omitted from the Tender document:

*"The bidder has to deploy one Desktop Engineer at RO Premises from 10:00 AM to 2:00 PM from Monday to Friday. The Engineer shall work for the same duration and time on holidays if required at no extra cost."*

SEVERITY LEVEL	RESPONSE TIME	RESOLUTION TIME
LEVEL 1	3 working Hours	Same Business Day

2. The following part(in italics) under Clause 14(a)(Page 12) and Clause 7(c)(Page 32) stands omitted from the Tender document:

*"Absence / Late attendance of the Resident Engineer Rs. 500/- per day."*

3. The following part(in italics) is modified as per Technical Bid-Eligibility Criteria for Bidders Clause 8(Page 16):


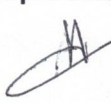
*"The bidder should have ISO 20000 certification or higher."*



(Regional Manager)

दीपक मालिक / Deepak Malik  
क्षेत्रीय प्रबंधक / Regional Manager  
दि न्यू इंडिया एश्योरन्स कंपनी लिमिटेड  
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BSS Department



S. Chandra

