

# NIACL Response to Pre Bid Queries received against E-Tender For AMC-FMS Of Computer Hardware & Peripherals

(Tender Ref no. KRO/ITD/AMC-FMS/2026/001)

Note: This response is against the queries received till 16<sup>th</sup> March, 2026 5:00 PM.

  
17-03-2026  
आनन्द गुप्त / ANAND GUPTA  
क्षेत्रीय प्रबंधक / Regional Manager  
दि न्यू इंडिया एश्योरन्स कंपनी लिमिटेड  
THE NEW INDIA ASSURANCE CO. LTD.  
कोलकाता क्षेत्रीय कार्यालय / Kolkata Regional Office  
4, Mango Lane, Kolkata - 700 001

**Regional Manager**

**B.S.S. Department**

S. Chandra  

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SI No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NIACL Response
1	RFP	4	OFFLINE SUBMISSION IN HARD/PHYSICAL COPIES	<p>The following documents are required to be submitted offline to the following address:</p> <p>Manager, I.T./BSS Department, 2nd floor, The New India Assurance Co. Ltd., Kolkata Regional Office, 4 Mangoe Lane, Kolkata 700001</p> <p>by 03:00 PM, 23rd March, 2026 in one sealed envelope super-scribed as "Offline Document Submission for AMC OF COMPUTER</p>	<p>The BID-specific ATC mentions a tender cost of money of Rs1000 to be paid, but while uploading the tender, there is no such link available through which the payment of the tender document fee can be made.</p>	<p>As per RFP, • Tender document Fees is required to be submitted offline</p>
2	RFP	8	SECTION-I Point 8 (Repair and Maintenance Services (Hardware))	<p>The bidder has to deploy one Desktop Engineer at RO Premises from 10:00 AM to 5:00 PM from Monday to Friday</p>	<p>Kindly also mention how many total engineers/support technicians are to be deployed for this total project, as in your bid only one R.E. is required for the regional office, but for Kolkata Zone's other branches, North Bengal, and South Bengal branches, the number of engineers is not clear. Because based on the number of employees / technical staff, the price will automatically vary bidder-wise.</p>	<p>As per RFP, The bidder has to deploy one Desktop Engineer at RO Premises only</p>
3	RFP				<p>Whether, as per GEM specification, the MSME vendor will get an exemption from EMD payment ?</p>	<p>NIA to follow Amendment to the rule 170(i) of General Financial Rules(GFR),2017</p>

S.Chanda