



**THE NEW INDIA ASSURANCE COMPANY LIMITED**

**Request for Quotation (RFQ) for Supply, Installation and Annual Maintenance Contract (AMC) of Hardware for New CORE system from Vendors in Thailand.**

The New India Assurance Co., Ltd. Thailand Branch, one of the General Insurer in Thailand

Quotation required for:

Item	Descriptions	QTY
1.	<ul style="list-style-type: none"><li>• Server<ul style="list-style-type: none"><li>.CPU 1xIntel Xeon Silver,2.3G, 20C/40T,10.4GT/s</li><li>.Memory 128 Gb ECC</li><li>.Hard Disk 6*960GB SSD SATA Hot-plug</li><li>. Support Raid 0,1,5,6,10,50,60</li><li>.8x DVD Rom, USB External</li><li>.Power Supply Dual Hot-plug, Redundant(1+1), 800W</li><li>.iDRC9 Datacenter 15G with Open Manage Enterprise Advanced</li><li>.Warranty 5Years Onsite Service (24*7)4-Hrs Response</li></ul></li></ul>	1
2.	<ul style="list-style-type: none"><li>• Server (For DR site)<ul style="list-style-type: none"><li>.Intel Xeon 6, 3.5G, 4C/8T 12M</li><li>.Memory 32 Gb ECC</li><li>.Hard Disk 2*480GB SSD + 4TB SATA 7200rpm 3.5in</li><li>.Support Raid 0, 1, 10</li><li>.Broadcom 5720 Dual Port 1GB On-Board</li><li>.Keyboard + Mouse</li><li>. 300Watts Power Supply</li><li>.Warranty 3Yrs Onsite Service</li></ul></li><li>• UPS 1000VA แบบ True-online</li></ul>	1 1
3	<ul style="list-style-type: none"><li>. Windows Server 2025 Std. (For Server)</li><li>. Widows Server CAL</li></ul>	2 10

Proposal Submission Starting Date: 07/01/2026

Proposal Submission Closing Date: 16/01/2026

*PAthik on*  
06/01/2026

**Chief Operating Officer**

The New India Assurance Co., Ltd.

Thailand Branch

Date: 06/01/2026



RFQ for Invitation of Tenders for Supply,  
Installation and Annual Maintenance of Hardware  
for Implementation of New CORE System from  
vendors in Thailand

TO

THE NEW INDIA ASSURANCE COMPANY LIMITED  
THAILAND

January 2026

Submission Timeline

**Submissions open from: 07.01.2026, 10:00 A.M. (local time in Thailand)**

**Submissions close from: 16.01.2026, 04:00 P.M. (local time in Thailand)**

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# 1 Introduction

The New India Assurance Co. Ltd. (NIACL), Thailand, is seeking to procure quotations from eligible and experienced vendors for the **supply, installation, testing, commissioning, and Annual Maintenance Contract (AMC)** of hardware required for the implementation of a new software system. The selected vendor shall be responsible for end-to-end delivery, including procurement of hardware, onsite installation, integration support with the proposed software system, and comprehensive maintenance services during the AMC period.

## 2 Background of New India Assurance Company Limited, Thailand

The New India Assurance Company Limited is India's largest Public Sector General Insurance Company with a network of over 1650 offices in India. The Company also has presence in 25 countries across the globe in the form of 3 Subsidiaries, 2 Associate companies, branches and agencies.

NIACL is a Government of India Company and governed by an independent board.

The Bangkok Branch of the company is in operation in Thailand since 1948 and registered as Foreign Branch of General Insurance with OIC.

## 3 Tender Instructions

### 3.1 Outsourcing policy

NIACL has an outsourcing policy which includes IT support. The Tenderer must comply with the requirements of this Tender request. If any Tenderer fails to comply with the requirements of this Tender Document, the failure may be taken into account by NIACL when considering this or any subsequent Tender by the Tenderer and may result in the Tenderer being passed over.

### 3.2 Confidentiality

This Tender Document, together with any information already distributed or yet to be provided in future discussions or in response to specific requests is confidential and has been or will be produced only for the purposes of preparing a proposal for the provision of providing new core software to the company. Tenderers will be required to sign an NDA before further information about existing systems, requirements etc. are discussed.

### 3.3 Submissions

All submissions to be sent via email including any supporting documentation to:  
COO Thailand – [coo@newindia-bkk.com](mailto:coo@newindia-bkk.com)

COO Thailand – [piyali.adhikari@newindia.co.in](mailto:piyali.adhikari@newindia.co.in)

Secretary – [secretary@newindia-bkk.com](mailto:secretary@newindia-bkk.com)

IT Co-ordinator – [wannakorn@newindia-bkk.com](mailto:wannakorn@newindia-bkk.com)

### **3.4 Submission Deadline**

**Submissions open from: 07.01.2026, 10:00 A.M. (local time in Thailand)**

**Submissions close from: 16.01.2026, 04:00 P.M. (local time in Thailand)**

### **3.5 Tender Evaluation Committee**

Tenderers may be required to attend a meeting with the Tender evaluation committee (if required).

### **3.6 Addenda**

NIACL makes no warranty that the data within this Tender Document is the total of all information that is or may be required by Tenderer in order that they might fix their terms.

Tenderer may ask for clarification on any matter in the Tender Document.

Should NIACL require the Tender document to be amended an addendum will be issued.

### **3.7 Supporting Material Provided by Tenderer**

Supporting material is material additional to the Tender which elaborates or clarifies the Tender.

Supporting material must be provided by any Tenderer at any time at the request to NIACL.

Unsolicited supporting material must be received on or before the day set for submission of Tender.

### **3.8 Extension of Submission Deadline**

The deadline set for submission of Tenders may be extended only by written notice via email from NIACL.

## **4 Tender Conditions**

### **4.1 Assessment of Tender**

The Tenderer is directed specifically to the requirements of the Services (set out in section 5 and 6 of this Tender Document) and must clearly demonstrate the capability and resources of the Tenderer and of any subcontractors the Tenderer expects will join the Tenderer in carrying out the Services.

Assessment of Tenders will be based on but not limited to the information supplied by each Tenderer in relation to the Services.

The specific performance and selection criteria for the proposed Tender are set out in section 8.

All information provided by any Tenderer in response to the Tender will be kept confidential.

### **4.2 Acceptance of Tender**

NIACL specifically reserves to itself the right to accept no Tenders, or any Tenders whether those Tenders are the lowest Tenders or not, whether conforming or not and it further reserves the right that, after the Tender closing date, it may negotiate with any one or more Tenderer with a view to modifying the terms, conditions, prices and other matters applicable to any contract that may be subsequently entered into.

### **4.3 Informal Tenders**

Except as provided for in clause 4.2 above, any Tender may be rejected by NIACL if it does not comply with the requirements of, or contains provisions not required by, this Tender Document and, without limiting the generality of the foregoing, section 6 of this Tender Document.

### **4.4 Tenderer to Become Fully Informed**

The Tenderer shall be deemed to be fully informed of all conditions affecting the Tender. If there is any doubt as to the meaning of any part of the Tender Document or any Addendum, clarification may be requested from NIACL which clarification shall be valid only if provided in writing.

Any clarification given pursuant to this clause may also be given to persons invited to tender.

### **4.5 Collusive Tendering**

The Tenderer shall not enter into any agreement with any other Tenderer or any industry association concerning the preparation of this Tender and in particular, but without limitation to the foregoing, shall not include in the pricing of the Tender any amount to be paid to an unsuccessful Tenderer or any trade or industry association. The Tenderer shall not seek to obtain knowledge of the Tender of any other Tenderer and shall not reveal the terms of the Tender including pricing of any other Tenderer at any time prior to the acceptance of a Tender by NIACL. Evidence of collusive tendering or any of these practices may lead to the rejection of all Tenders and Tenderers involved in such practices and may be barred from tendering for further contracts with NIACL for a period to be determined by NIACL.

### **4.6 Terms of Contracts**

4.6.1 The contract will be for vendors to supply, install, test, commission, and provide Annual Maintenance Contract (AMC) of hardware required for the implementation of a new software system. The selected vendor shall be responsible for end-to-end delivery, including procurement of hardware, onsite installation, integration support with the proposed software system, and comprehensive maintenance services during the AMC period;

4.6.2 NIACL, reserves the right to cancel the contract in the event of performance by the successful Tenderer which is, in the opinion of NIACL unsatisfactory, upon the giving of thirty (30) days written notice;

4.6.3 The successful Tenderer shall provide professional advice, as and when requested by NIACL;

4.6.4 The successful Tenderer shall maintain a high standard of service during the contract period.

### **4.7 Indemnity**

The successful Tenderer will be required to indemnify NIACL in respect of all losses, damages, and/or misappropriation suffered by NIACL and which arise from any error or negligent act or omission of the Tenderer and/or the Tenderer's staff or agents.

### **4.8 Withdrawal of Invitation to Tender**

NIACL reserves the right, without further negotiation and at its discretion, to withdraw any or all invitations to tender.

In this event NIACL assures Tenderer that if, within the ensuing twelve (12) months the same or substantially the same work is again offered, they will have the opportunity to re-register their interest.

#### **4.9 Bid Term**

All prices and Tender conditions from all Tenderers must remain unchanged for a term of one hundred and Eighty (180) days from the closing date for the receipt of Tenders stated in clause 3.4 or such longer period agreed between any Tenderer and NIACL.

#### **4.10 Further Negotiations**

Notwithstanding the terms of clause 4.9 following review of the Tender NIACL reserve the right to negotiate further with each preferred Tenderer on any detail(s) relating to their Tender.

#### **4.11 Additional Expenses**

NIACL shall neither accept nor be liable for any amounts in addition to those set out in the Tender except as may be specifically agreed in writing.

#### **4.12 Material Change**

In the event of a materially adverse change to the financial position or the constitution of NIACL, NIACL agrees to enter into negotiations with the successful Tenderer to establish the terms for the continuing provision of services which are just and equitable to each party having regard to the terms of the contract.

In the event of a material change to the successful Tenderer during the tender or contract periods NIACL reserves the right to terminate the contract upon the giving of ninety (90) days' notice in writing to the successful Tenderer.

#### **4.13 Declaration of Interests**

Tenderer shall provide details of any pecuniary or other relevant interests in relation to any matter affecting their Tender or advice to be provided to NIACL.

#### **4.14 Materials remain the property of NIACL**

4.14.1 Where, during the term of the contract, the successful Tenderer is provided with material of any kind, including but not limited to material such as copies of statutes, manuals, training documents, standard forms, sample documents, evaluation questionnaires or guidelines, such material shall be treated as confidential and shall remain the property of NIACL and shall not be copied nor released to any person whatsoever without the prior written approval of NIACL unless it is already in the public domain or comes into the public domain for reasons other than

\* a breach by you of this clause; or

A disclosure, copying or release is made by a third party who has no right to make that disclosure.

Until returned to NIACL any and all such material shall be securely stored by the successful Tenderer.

4.14.2 All software manuals and other supporting papers are the property of NIACL. Originals are to be provided to NIACL at the completion of the services of each component identified under Clause 5.1.

## 5 Scope of Tender

- 5.1 Supply of new, unused, and original hardware as per technical specifications;
- 5.2 Compliance with OEM standards and certifications;
- 5.3 Physical installation, configuration, and commissioning at designated locations;
- 5.4 Power-up, connectivity, and initial performance testing;
- 5.5 Ensuring hardware compatibility with the new software system;
- 5.6 Coordination with the software implementation team, if required;
- 5.7 Submission of installation reports, warranty certificates, and manuals;
- 5.8 Basic operational briefing to designated personnel (if applicable);
- 5.9 Comprehensive OEM warranty during the warranty period;
- 5.10 Replacement/repair as per warranty terms;
- 5.11 Preventive and corrective maintenance during AMC period;
- 5.12 Defined response and resolution timelines;
- 5.13 Onsite and/or remote support as specified;
- 5.14 Escalation matrix and service reporting.

## 6 Vendor Eligibility

- 6.1. Tenderers must read carefully the minimum conditions of eligibility criteria provided herein. Proposals of only those Tenderers who satisfy these conditions will be considered for evaluation process. To be eligible for evaluation of its proposal, the Tenderer shall fulfill the eligibility criteria as below and provide documents, declarations and certifications:
  1. The Tenderer must be a **registered legal entity** with a minimum of **5 years of experience** in supply, installation, and maintenance of IT hardware and operating from Thailand;
  2. The Tenderer should have **prior experience** in executing similar projects involving hardware supply, installation, and AMC for enterprise or institutional clients;
  3. The Tenderer be **authorized by the OEM** for the quoted hardware or provide valid authorization/support letters where applicable;
  4. The Tenderer should have adequate **technical manpower and service infrastructure** to provide onsite support during the AMC period;
  5. The Tenderer must be **financially sound** and should not have been blacklisted or debarred by any government or private organization;
- 6.2 A Tenderer should have, during the last three years, neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or a judicial pronouncement or arbitration awarded against the Tenderer or its Affiliates, nor been expelled from any project or agreement nor had any agreement terminated for breach by such Tenderer or its Affiliates.
- 6.3 The proposal must include the name, address and legal status of:
  - 6.3.1 If a company, give full name of company, state/territory of incorporation and registered office.
  - 6.3.2 If a partnership, include full name and address of partner authorized to enter into contracts.
  - 6.3.3 If operating under a business name, insert name, address as above of company, partner or individuals, and add “trading as”(insert business name).

- 6.4 The proposal shall outline the Tenderer's commitment to maintaining continuity of personnel assigned to the task of providing solutions and support to **NIACL for a minimum of three years**.
- 6.5 The proposal should also outline familiarization requirements and all other information which Tenderer might consider relevant.
- 6.6 Tenderer shall nominate their credit terms and the frequency of invoicing within their tenders and shall advise what discounts (if any) are available for early payment.
- 6.7 Tenderer will be required to enter in to a service agreement with NIACL. The service agreement will address:
- The scope of the arrangement and services to be supplied;
  - Review and monitoring provisions;
  - Pricing and fee structure;
  - Service levels and performance requirements (e.g. consider content, frequency, format, timelines, benchmarks, etc);
- 6.8 Sub-contracting and off-shoring will not be permitted; Vendor should be based in Thailand.**

## **7 General**

- 7.1 If the services of a specialist or expert outside the field of the tenderer's expertise are required, they should not be engaged without permission of NIACL.
- 7.2 The successful Tenderer will be expected to have a full understanding of regulatory requirements. At all times, the tenderer must comply with industry standards and meet NIACL's Fit and Proper policy. From time to time, the tenderer may be required to liaise with IT Auditor, Statutory Auditor and the Actuary.
- 7.3 The successful Tenderer shall provide the services as per scope of the tender and carry out those services with all reasonableness skill and care.
- 7.4 The successful Tenderer shall, in consultation with the Management, finalize a detailed implementation schedule specifying the delivery timelines, installation, testing, and commissioning dates for the hardware as per the scope of the tender. The schedule shall include milestone dates and timelines for submission of all required reports and documentation. Any changes to the approved schedule shall require prior written approval of the Management.
- 7.5 The successful Tenderer shall notify the management in writing as soon as possible and within seven (7) days of becoming aware that he/she will be unable to meet an agreed completion or submission date.
- 7.6 The successful Tenderer shall report to the COO Thailand on the conduct of the services as per scope of tender. The tenderer will have access to all NIACL Thailand's people, business lines and support functions, etc.
- 7.7 All cost & fees shall be in Thai Bahts and shall include all applicable taxes, stamp duties, consultancy fees and all other costs and expenses.
- 7.8 NIACL shall neither accept nor be liable for any amounts in addition to those set out in the Tender except as may be specifically agreed in writing.
- 7.9 Prices will be fixed for the contract period.
- 7.10 If a contract is cancelled, the contractor shall have no claim nor shall they make any claims against NIACL for any losses which they have incurred as a result of the cancellation of the contract.
- 7.11 Invoicing shall be as per applicable regulations prevalent in Thailand.

7.12 All content of tender documents will form the contract conditions.

### 7.13 Claims and Disputes

Should the successful tenderer dispute any order given by the COO in connection with the Work, or considers that he/she has a claim for any extra payment from NIACL, the successful tenderer shall give notice in writing to the COO accordingly within ten (10) days of the occurrence of the events or circumstances giving rise to such dispute or claim. Such notice shall define the claim and/or issue in dispute, and the grounds upon which it is made.

Failure by the successful tenderer to give such notice within the time limit specified shall invalidate such claim or dispute unless otherwise so ruled by the COO.

If the successful tenderer is dissatisfied with any determination made by the COO, he/she may give written notice to NIACL within twenty-eight (28) days of the date of the determination requiring that the issue be referred to arbitration, by a single arbitrator agreed upon in writing by both NIACL and successful tenderer within one (1) month, or failing such agreement, by an arbitrator appointed in accordance with the Laws of arbitration of the Thailand.

## 8 Selection Criteria

8.1 Selection of the successful tenderer will be based on:

- Meeting the **Scope of the Tender (Para 5) & Eligibility Criteria (Para 6)**;
- Price;
- Cost and Benefit analysis.

## 9 Provision of Supplementary Information

9.1 NIACL makes no warranty that the data within this Tender is the total of all information that is or may be required by tenders in order that they might fix their terms.

If supplementary data is desired, all inquiries in this regard should be initially directed via email to the addresses below:

COO Thailand – [coo@newindia-bkk.com](mailto:coo@newindia-bkk.com)

COO Thailand – [piyali.adhikari@newindia.co.in](mailto:piyali.adhikari@newindia.co.in)

Secretary – [secretary@newindia-bkk.com](mailto:secretary@newindia-bkk.com)

IT Co-ordinator – [wannakorn@newindia-bkk.com](mailto:wannakorn@newindia-bkk.com)

9.2 It is expected that the Tenderer will conduct their own research into NIACL, so that they familiarize themselves with the structure, operations, obligation and liabilities.