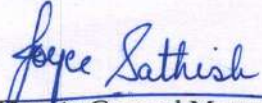


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Tender Description	E- TENDER FOR AMC- FMS OF COMPUTER HARDWARE NIA/ERO/AMC-25-26/01
Date of publishing of tender	03-SEP-2025
Last Date and Time for Bid Submission	24/SEP/2025, 04:00 PM
Date of Opening the Bids	25/SEP/2025 @ 12.00 PM, Date of opening is subject to the availability of all tender committee members and it may change.
Address for Communication	The New India Assurance Co. Ltd. 36/707, Kandamkulathy Towers, III Floor M.G. Road, Kochi-682011, Kerala
Tender Fees (Non Refundable)	Rs. 1000/-+ GST (18%)
EMD (Refundable)	Rs 15,000/-
Last date for Queries	15/ SEP/2025 @ 5:00 PM
Contact Email Id and Phone No.	bss76@newindia.co.in, 0484 2384577


Deputy General Manager
Ernakulam Regional Office
जॉयस सतीश
JOYCE SATHISH
उप महाप्रबन्धक
Deputy General Manager



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To,

E- TENDER FOR AMC- FMS OF COMPUTER HARDWARE
For the Period 01/10/2025 to 30/09/2026
(Tender Ref. No: ERO/ITD/Hardware-AMC/eTender-2025-26)

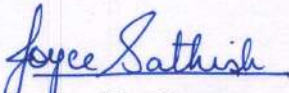
The New India Assurance Co. Ltd. invites online offers in TWO Bid system (Technical and Commercial bids) from interested and eligible vendors for Annual Maintenance Contract/FMS of Computer Hardware for a period of 1 (One) year which may be extended for another 1 (One) year subject to satisfactory performance at the end of contract and with the approval of competent authority.

The hardware covered under this AMC- FMS contract is installed at different locations as mentioned below in **Annexure F**.

The tender documents will be available on official web-site of NIA (<http://www.tenderwizard.com/NIAEPROC>) as well as <https://www.newindia.co.in>.

The bidder has to use the portal <https://www.tenderwizard.com/NIAEPROC> for participating in the tender. **Refer Annexure G- for e-tendering instruction.**

Downloading of tender document from <https://www.tenderwizard.com/NIAEPROC> portal is mandatory for tender participation.


Regional In-charge

Date: जॉयस सतीश
JOYCE SATHISH
उप महाप्रबन्धक
Deputy General Manager



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E- TENDER FOR AMC- FMS OF COMPUTER HARDWARE

- This Online Bids are invited from Bidders for AMC-FMS of Desktops in the offices under Ernakulam Regional Office.
- The online bids as well as documents submitted offline will be opened by a Committee constituted by the company in the presence of those bidders who wish to remain present at the above mentioned address. The bid may be rejected in case the technical bid does not contain tender fee, EMD, and other relevant documents as mentioned.
- The online commercial bid of **only** the **technically qualified bidders** would be opened by the Committee. The time and date would be intimated to the bidders. In case, the date happens to be a holiday, then the tenders would be opened on a subsequent date, which will be intimated.
- 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 for the 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 that the support infrastructure, services, reputation and image of the bidder/vendor in the industry is poor.

A. Eligibility criteria: The bidders

- I. Should have **average annual turnover for AMC contracts for computer hardware** for past three financial years (i.e. 2024-25,2023-24,2022-23) of Rs. 40 lakhs or more.
- II. Should have posted net profit for at least two of the past three financial years i.e 2024-25,2023-24,2022-23
- III. Should have servicing experience of 3 years preferably in Kerala state.
- IV. Should have entered into at least 2 AMC-FMS contract for desktop hardware for Rs.8 lakhs or more in the previous three years, other than NIA. The orders should not be before 2021 and should have been executed for organizations spread in the State of Kerala. The contracts should be preferably with public sector institutions (State / Central Govt / PSU / Banks / Insurance Cos). Reputed Private Organizations may also be considered.



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- V. Should obtain at least 5 letters of “Satisfactory performance” of support provided during the last 3 years other than NIA preferably PSU’s of similar structure. At least 3 letters should be from the largest executed order. (Documentary proof with contact details to be submitted).
- VI. Should have arrangement with OEM vendors, manufacturers of hardware or their channel partners for supply of spares for different brands of hardware.
- VII. **The vendor should have their offices in Ernakulam, Trivandrum and Calicut.** Should have established offices in multiple locations and should have provided service across the Region/State. Should have qualified engineers on their payroll. We have our offices in Kavaratti (Lakshadweep) and Mahe (UT) too. The vendor should provide service support in these areas too.
- B. The tender offer (Technical Bid & Commercial Bid) should be submitted online through e-Procurement Portal at URL <https://www.tenderwizard.com/NIAEPROC> (refer Annexure ‘G’ for instructions)
- C. Technical Bid Documents to be uploaded (in **pdf / zip / rar** format):
- (a) Documents to prove eligibility as per clause A (I) to A (VII) above.
 - (b) Copy of audited balance sheets for the previous three financial years (i.e. 2024-25, 2023-24, 2022-23).
 - (c) Details of service network including service personnel employed across the region/state.
 - (d) Certificate of Incorporation / Registration.
 - (e) Office address and contact details of all the branches across the state of Kerala.
 - (f) PAN Card, GST certificate & TAN details.
 - (g) Undertaking of Non-Blacklisting.
 - (h) Scanned copy of Demand drafts / Pay Orders towards Tender Fees and EMD (Original Demand drafts / Pay Orders is to be submitted at The New India Assurance Co. Ltd., Ernakulam Regional Office, I.T. Department, 3rd Floor, Kandamkulathy Towers, M G Road, Kochi-682011 (Kerala) before last date of submission of bids).
- Note: Uploaded documents must be labeled / tagged / marked and serial clause wise.**
- D. All Bidders will have to deposit a Demand Draft / Pay order Draft of **Rs. 1000/- (Rs. One thousand only) plus GST (18%)**, non-refundable towards **Tender Fees** in favour of **The New India Assurance Co. Ltd, payable at Ernakulam.**



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E. EARNEST MONEY DEPOSIT (E.M.D):

- a) The intending online bidders should pay an Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty Five Thousand only).
- b) The EMD shall be in the form of Demand Draft in favour of "The New India Assurance Co. Ltd.", payable at Ernakulam.
- c) A scanned copy of EMD is to be uploaded online at the time of bid submission. However, the original should be posted/couriered/given in person to the Company, so as to reach within the bid submission due date & time for the tender.
- d) The EMD will not carry any interest.
- e) EMD exemption granted only to MSME firms with valid NSIC certification for the respective category of the tender.

F. FORFEITURE OF E.M.D.

The EMD submitted by the bidder will be forfeited, if –

- The bidder qualifies as L1 and backs out of the L1 quotes/tender specification/tender terms & conditions.
- The bidder signs the Agreement and furnishes the Security Deposit but backs out of his tender bid.
- The bidder withdraws his tender after acceptance.
- The bidder withdraws his tender before the expiry of the validity period of the tender.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.

G. REFUND OF E.M.D.

- In case of unsuccessful bidders, the EMD will be refunded to them after finalization of the L1 vendor.
- The EMD will be refunded to the L1 bidder, only after signing of the contract and submission of Security Deposit(PBG), completion of formality etc. in all respects to the satisfaction of the Purchaser / Company.

H. The company reserves the right to:

- a) Accept/Reject any of the Tender/s if not complying to the terms and conditions of RFP
- b) Revise the quantities at the time of placing the order.



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- c) Add, modify, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.

I. REJECTION OF TENDERS

The tender is liable to be rejected *inter alia*:

- i) If it is not in conformity with the instructions mentioned herein.
- ii) If it is not accompanied by the requisite Tender Fees and EMD.
- iii) If it is received by Email.
- iv) If it is filled after the expiry of the due date and time.
- iv) If it is evasive or incomplete including non-furnishing of the required documents.
- v) The bid is not signed by the duly authorized person or
- vi) The bid submitted is unsigned or partially unsigned or
- vii) The bid is not in conformity with the instructions mentioned herein or
- viii) The bid is received after the expiry of the due date and time or
- ix) The bid is quoted for period less than the validity of tender or
- x) The bid is received from any blacklisted bidder or whose past experience is not-Satisfactory or
- xi) The technical Bid doesn't fulfill the requirement.

11. VALIDITY OF TENDERS

The bid should be valid for acceptance for a period of at least **180 days** from the last date of submission. The offers with lesser validity period would be rejected.

12. PERFORMANCE GUARANTEE

The successful bidder will have to furnish a Security Deposit to the tune of **3% of the value of the Contract** for proper fulfillment of the contract in the form of a Bank Guarantee obtained from a nationalized/scheduled bank. This Bank Guarantee shall be returned one month after expiry of the AMC-FMS period.

13. SCOPE OF WORK (SOW):

1. The vendor will have to take AMC/FMS on comprehensive basis of Desktops of different makes (i.e. Dell, HP, Acer, HCL, Wipro). The vendor has to take care of all the machines at



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offices mentioned in **Annexure 'F'**. If any parts / components become faulty / unserviceable, the vendor shall replace the same at his own cost except the **exclusions of cmos batteries in PCs.**

In case part of the computer is not immediately repairable and the machine becomes non-functional, then vendor should arrange for the standby computer (of same configuration / equivalent make) till the original equipment is repaired.

2. The scheduled preventive maintenance shall have to be carried out Quarterly as per a mutually agreed schedule to reduce down time. The vendor needs to submit the Preventive Maintenance report for verification before releasing the quarterly payment.
3. 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. In case, the same brand and quality is not available, the vendor shall have to submit documentary proof procured from the representatives of manufacturer in this regard and only in such cases the equivalent part/component replacement would be allowed. The vendor shall maintain an inventory of frequently required spares/components at a mutually agreed site.

Repair and Maintenance Services (Hardware):

The vendor shall maintain the equipments (as detailed above) in good working condition. The details of the equipments are provided in the technical bid. The vendor has to provide the following services-

- I. The vendor shall correct any faults / failures in any equipment during the office hours i.e. from 10.00 AM to 06.00 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/FMS is meant for various items as mentioned below: -
- III. Desktop: - Comprehensive AMC excluding CMOS battery only.
 - i. Comprehensive maintenance of the hardware and system software shall include installation, up-gradation, repairing, reloading and restoration of Operating Systems, Windows 8/10/11 or higher, Antivirus, other software and office productivity software (Microsoft Office 2000/2007/2010/2013/2016/2019/O365, Forticlient (VPN), adobe reader, Browsers and open office) and basic networking work for desktops; taking back-up during reloading of operating systems. Periodical application of system software patches /service packs /upgrades etc. shall also be a part of comprehensive maintenance. All other softwares required for smooth running of business. Resolving OS related issues including re-installation of OS for what-so-ever



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reason.

- ii. Installation of antivirus software provided by the Company. All calls related to virus scanning and cleaning should be attended and rectified.
 - iii. Repair or Replacement of all parts of Desktops as well as components of Desktops.
 - iv. Basic troubleshooting and fixing up of issues related to Local Area Network (LAN).
 - v. This list is not exhaustive.
- b. FMS support for Warranty Desktops.
- i. System software shall include installation, up-gradation, repairing, reloading and restoration of Operating Systems, Windows 8/10/11, Antivirus, other software and office productivity software (Microsoft Office 2000/2007/2010/2013/2016/2019/O365, Forticlient (VPN), adobe reader, Browsers and open office) and basic networking work for desktops; taking back-up during reloading of operating systems. Periodical application of system software patches /service packs /upgrades etc. shall also be a part of comprehensive maintenance. All other software required for smooth running of business. Resolving OS related issues including re-installation of OS for what-so-ever reason.
 - ii. Installation of antivirus software provided by the Company. All calls related to virus scanning and cleaning should be attended and rectified.
 - iii. Support to offices for call logging of hardware related issue with OEM vendor or support personals.

IV. Resident Engineers (FMS) (as per following table) The vendor shall name one Engineer, with a mobile phone facility at vendor cost, as a single point contact on all days, who will be responsible for coordinating and providing services to the offices as per Annexure 'F'. In case of the above engineer's non-availability, vendor will provide back-up engineer arrangement.

Engineer has to be allotted and stationed at our Regional Office during working hours (10 AM to 6 PM and if required on Saturdays and Sundays also) to attend problems at Regional Office and surrounding offices within 10 KM.

For certain critical cases the vendor will be required to provide specialist to repair / diagnose at no extra cost to the company. The vendor shall provide a substitute engineer of the same calibre, in case of non-availability/absence of the resident Engineers. Absence of



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dedicated engineer would entitle invoking of Penalty Clause. No Transport Facility will be provided.

S N	Description	Qty
1	L1 engineer for Helpdesk for Call logging, Asset Management & Vendor management, attending calls for Computer hardware and peripherals, troubleshooting of Local Area Network, Printer installation & configuration, DMS, Domain Join, VPN & Antivirus Maintenance	1

- The service engineers of various locations will be required to travel to provide services to the locations mentioned in the tender document at their own cost. No payment will be borne by the Company on local conveyance.
- The vendor has to keep spare parts/systems like SMPS, RAM, Motherboard, Hard Disk, Keyboard, Mouse, monitors, processor and other spares at BSS dept. Regional Office Ernakulam or with FMS.
- The vendor shall ensure the originality of the parts/components in the machines. In case of replacement, the vendor shall replace the items with same or better configuration.
- The vendor shall perform preventive maintenance on quarterly basis. Preventive maintenance shall include cleaning of Keyboard, Monitor and CPU using blower and the report has to be submitted.
- The vendor shall attend all calls related to IT Hardware, Installation, upgradation, repairing and reloading of operating systems, formatting desktops, taking backup and installing antivirus, software like Microsoft Office, open office, adobe, browsers etc. The vendor shall assist in the recovery of data backup to the extent possible in case of Hard disk crash or any other problem.
- The vendor may be required to install the new hardware procured by NIA. The vendor shall do data transfer, data backup as instructed by NIA.
- On expiry/termination of the contract, the contractor shall handover all equipment under the contract in good working condition, before the release of that quarter's payment.
- The standby will be allowed for maximum 5 working days. If any equipment not repaired/unattended for more than 5 working days, penalty will be deducted @ Rs 750/- per day and the company reserves the right to get repaired from other repairer and cost incurred for repair will be deducted from the vendor payment.
- **IT inventory for all locations covering AMC-FMS is to be completed within 30 days from the date of Purchase Order and also regular updating of inventory is to be maintained and produced before the release of that quarter's payment.**
- **Calls reported by all NIA Offices should be attended with 24 hours. Call report**



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register should be maintained and shared monthly or when requested.

- Items will be Added/Removed in Quarterly basis which will be intimated.

FMS (Facility Management Services) Support comprises of

- a) HELP DESK MANAGEMENT
- b) VENDOR MANAGEMENT
- c) DESKTOP MANAGEMENT
- d) ASSET MANAGEMENT
- e) ANTI-VIRUS MANAGEMENT
- f) OFFICE(PREMISES) SHIFTING
- g) VPN RELATED ISSUES

a) HELP DESK MANAGEMENT:

The Help desk management services should undertake the following responsibilities-

- Logging user calls and issuing a trouble ticket. This includes logging a call for hardware assets which are in warranty also.
- **Bidder should have a call logging mechanism which includes an exclusive contact number and E mail ID. Escalation matrix has to be submitted by the bidder.**
- The Vendor shall issue Call Nos./Complaint Nos. immediately over phone. Periodically (monthly) the vendor should submit the report on status of such calls/complaints (registered/solved/pending). This will also form part of requirement for making payments. The report should be submitted in the format required by the company
- Tracking each call up to resolution.
- Escalating calls, if necessary.
- First level hardware support for the equipment. Should have overall working knowledge of Microsoft Windows for their installation, configuration and troubleshooting, virus prevention and cleaning in desktops.
- Updating records for “Install, Move, Add or Change (IMAC)” at the client level as per requirement.
- Develop good working relationship with users.
- Generating call reports. Analyzing the call statistics.

b) VENDOR MANAGEMENT:



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Co-ordination with external vendors for upkeep of equipment installed in NIA, Liaison with various vendors/OEM for all system related works and services associated with the Company.

Activity Description:

- Maintaining database of various vendors and service providers including vendors for hardware under warranty with details like contact person, telephone numbers, escalation matrix, response time and resolution time etc.
- Logging calls with vendors and service providers and maintaining SLAs.
- Escalation & coordination with the vendors and service providers to get the problems resolved.
- Keep track of the hardware & software maintenance contracts entered into by NIA with various vendors.
- Analyzing performance of different vendors.
- Maintaining vendor contacts details.

c) **DESKTOP MANAGEMENT:**

Brief Background: - A Full-fledged Desktop Management Solution (named as Project "Utkarsh") has been deployed at NIA office in order to bring all desktops under a secured and standard operating environment. The solution comprises of Microsoft Active Directory, Microsoft SCCM Patch Management Solution, Trend Micro Antivirus Solution and Centralized Helpdesk for support. All systems of NIA are under domain except micro office desktops.

It comprises of moving, adding, configuring, loading of software, standardization and optimization of configuration. The DVDs comprising Operating System, Drivers, Antivirus will be given to the bidder by NIA

Activity Description:

- Installation and configuration of Operating System, desktop client application software, office packages, antivirus etc. as and when required as per the customized image of Operating System under DMS (Desktop Management Solution).
- To bring Desktops which are not in Desktop Management System into DMS as per the instructions of the company. The systems have to be joined in Domain except micro offices.
- Providing services such as relocation of desktops and IT peripherals.
- Maintaining record of all new machines installed, configuration of machines changes in the configuration and movement of machines within the site.
- Configuration of printers and solving all printing problems (Software) of users.
- Configuration of scanners and any other peripheral if required.
- Loading of drivers of desktops and other peripherals. Downloading and arranging the



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device drivers of equipments as & when required.

- Installing, configuring, reloading, reconfiguring of any desktop, office automation software, Printers, browsers, email clients, applications etc. as and when required.
- Configuration and reconfiguration of client machines to ensure optimum network connectivity and application service availability for users.
- Re-establishing the network connectivity and application availability after any hardware & software failure.
- Arrangement to update all software bug fixes, patches, upgrades etc.
- Making all possible attempts to retrieve the data in case of any disk failure.
- Install, Move, Add or change Monthly reports.

d) **ASSET MANAGEMENT:**

Managing and updating asset record for all the locations as mentioned in the tender and tallying the same with DMS asset record reports.

Activity Description:

- Maintaining of inventory record register entry and softcopy of all computer hardware and peripherals and software and updation to be done.
- Updating record.
- Maintaining and keeping records of AMC & warranty details for all the computer hardware and peripherals.
- Monthly report to be submitted.

e) **ANTI-VIRUS MANAGEMENT:**

To provide an effective control mechanism for virus control on the Desktop.

Activity Description:

- Loading of antivirus as provided by the Company in desktops.
- Diagnosing and rectifying any virus problems. Escalating the problem to antivirus support.

f) **OFFICE (PREMISES) SHIFTING**

- The AMC vendor should assist in setting up the Systems, configuring printers when any Office is shifted or relocated.

g) **VPN RELATED ISSUES**

- Configuration of VPN token softwares in Desktops at Micro offices.



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Troubleshooting/technical telephone support to Micro Offices or using Remote Support.

13. AMC AGREEMENT

The successful bidder will have to enter into a contract with the Company as per Annexure 'A' for a period of one year, with an option with the Company (NIACL) to extend the contract, for a further period of one year or less, on the same terms and conditions.

Note:

1. This Tender Document is not transferable.

11. CLARIFICATION /QUERIES:

- a) The queries, if any, can be made through email only on **bss76@newindia.co.in** on or before **15/September/2025 @ 4:00 PM** in .xls/ .xlsx format as given in **Annexure-C**.
- b) The queries received via any mode other than email and on email id other than mentioned above will not be entertained.
- c) 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.
- d) The clarifications (if any) issued at any time before the due date of submission of the bid will become a part of the tender document and would be notified on the official website of the Company as well as online e-tender portal.

12. ADDENDUM/CORRIGENDUM:

The vendors are advised to regularly check the NIA website (<http://newindia.co.in/tender.aspx>) as well as online portal for addendum/corrigendum, if any, to be published only on these websites.

8. SERVICE LEVEL AGREEMENT (SLA):

The vendor should provide on-site AMC-FMS support from 10:00AM to 06.00 PM on all working days. The vendor shall also work on holidays if required by the company.

LOCATIONS:

We have offices in the state of Kerala also at Mahe (UT) and Kavaratti (Lakshadweep Islands) [Office list is as per **Annexure F**].

9. PENALTY CLAUSE:



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- a) Absent / Late attendance of engineer/helpdesk Rs. 500/- per day.
b) AMC-FMS: - Vendor has to provide reports as mentioned in FMS for the calculation of penalty.

Sr no.	Reason	Penalty
1	If standby is not give within 3 days	Rs 200/- per day
2	If call not resolved within 5 days	Rs 500/- Per day from date of call raised.
3	Absence of dedicated engineer	Rs 500/- Per day
4	Non submission of call reports by the vendor duly sealed signed by Office In-Charge	5% of quarterly payment
5	Non submission of Quarterly Updated Asset report	5% of quarterly payment

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

EXCLUSIONS:

The maintenance agreement does not include:

- a) Electrical work external to the equipment or maintenance of accessories, attachments, machines or other devices.
b) Damage resulting from fire, lightning, transportation, cost of repair or replacement due to these factors.
c) Furnishing platens, accessories, and paintings or refinishing the machines or furnishing the materials thereof, making specific changes.



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SECTION II

TECHNICAL BID & COMMERCIAL BID

1. ONLINE SUBMISSION:

The online bids under two envelope cover system comprising of (1) The technical bid and (2) commercial bid should be submitted online on website <https://www.tenderwizard.com/NIAEPROC> on or before 12:00 PM, 24th September, 2025.

The technical bid, apart from the online template filling up, should contain the scanned copies of following documents. The documents shall be arranged in the same order as mentioned below-

- I. Technical Bid Documents to be uploaded (in **pdf / zip / rar** format):
 - (a) Documents to prove eligibility as per clause A (I) to A(VII).
 - (b) Copy of audited balance sheets for the previous three financial years (i.e. 2024-25, 2023-24, 2022-23)
 - (c) Details of service network including service personnel employed across the region/state.
 - (d) Certificate of Incorporation / Registration.
 - (e) PAN Card, GST certificate & TAN details.
 - (f) Undertaking of Non-Blacklisting.
 - (g) Scanned copy of Demand drafts / Pay Orders towards Tender Fees and EMD (Original Demand drafts / Pay Orders is to be submitted at The New India Assurance Co. Ltd., Ernakulam Regional Office, I.T. Department, 3rd Floor, Kandamkulathy Towers, M G Road, Kochi-682011 (Kerala) before last date of submission of bids).

2. OFFLINE SUBMISSION IN HARD/PHYSICAL COPIES:

The following documents are required to be submitted offline to The New India Assurance Co. Ltd, BSS dept. 3rd Floor, Kandomkulathy towers, MG road, Ernakulam-682011 on or before **3:00 PM, 20th June 2021** in one sealed envelope super-scribed as **"Offline Document Submission for AMC-FMS of Computer Hardware 2025-26"** failing which the bidder may be disqualified and their tender may not be opened:

- a) **Tender Fees of Rs 1000/- (Rupees One thousand only)**
- b) **EMD for Rs. 15,000/- (Rs. Fifteen Thousand only)**



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The details of the DD/any other accepted instrument, physically sent, 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 acceptable

If the last date for submission of offline documents happens to be a holiday due to some unforeseen circumstances, then the Offline documents can be submitted by 11 a.m. on the next working day.

At any time prior to the last date of receipt of bids, the Company may, for any reason, whether at its own initiative or in response to clarifications requested by the prospective bidders, modify the tender document by clarifications.

The clarifications, if any, issued by the Company at any time before the due date of submission of the bid will become part of the tender document and would be notified on the official web-site of NIA (<http://www.tenderwizard.com/NIAEPROC>) as well as at <https://www.newindia.co.in>.

The bidders have to submit commercial bids. The incomplete commercial bid will be rejected. If, the amount is not mentioned, it will be considered as Rs 0/- (Rupees Zero).

Note: For more details regarding e-Tendering process please refer Annexure-G (Special Instructions for bidders)

SECTION III

1. PROCEDURE FOR PROCESSING THE TENDER DOCUMENT:

- 1) The Committee constituted by the Company will open the online bids as well as offline documents as per schedule.
- 2) The commercial bids of only technically qualified bidders will be opened by the Committee in the presence of all the bidders who wish to be present and the lowest commercial bid (L1) would be identified.
- 3) Any commercial bid incomplete in any respect would not be considered.
- 4) 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.
- 5) Every page of the off-line document submitted by the bidder should be stamped and signed by the Authorized Signatory of the bidder.

2. ENCLOSURES:

Annexure - 'A: HARDWARE MAINTENANCE AGREEMENT

Annexure - 'B': Illustrative Format for Quotations for AMC of Hardware - NIACL

Annexure-C: QUERIES FORMAT

Annexure-D: DEVIATIONS FORMAT



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Annexure-E: Undertaking Regarding Non-Blacklisting

Annexure-F: LIST OF LOCATIONS

Annexure-G: SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

Eligibility Criteria

S N	Particulars	Compliance (Yes/No)
1	The bidder should be of reputed background and well established in IT Hardware support business in India, for the last 5 years on 1 st December 2021. <i>(The bidder has to submit the Registration number of the firm along with the CST/VAT number and PAN number).</i>	
2	The bidder should have a minimum Annual Turnover of Rs 50 lakhs or more in AMC- FMS business for the last 3 financial years with positive Net Worth. It should be of individual company and not of group of companies. <i>(Purchase Order and Audited Balance Sheets & Chartered Accountant Certificates to be submitted)</i>	
3	The bidder should be an Authorized Service Partner for major OEMs of Computer Hardware and peripherals such as HP, Dell, Acer etc <i>(Documentary proof to be submitted. Minimum 3 such certificates/letters to be submitted)</i>	
4	The bidder should have arrangements with the OEM / Authorized Service Partners of Hardware for the supply of spares. <i>(Documentary proof to be submitted)</i>	
5	The bidder should have engineers on payroll having expertise in desktops (HP/Acer/Dell), and Operating Systems like Windows 7,8,10,11 <i>(The bidder should specify the details of engineers and submit undertaking).</i>	
6	The bidder should have ISO 20000 certification for IT supports services. <i>(Documentary proof/Affidavit to be Submitted)</i>	
7	The bidder should not have been blacklisted or de-paneled for whatsoever reason by any Central/State Government Department/Public Sector Banks/Financial Institutions in India during the period from June, 2016 till last date of this tender <i>(Undertaking to be submitted Annexure E).</i>	



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S N	Particulars			Compliance (Yes/No)
8	The bidder should have a full-fledged service center in Ernakulam, Trivandrum and Calicut with adequate stocks of spares in Ernakulam and sufficient number of qualified service engineers in different districts of Kerala. <i>(Documentary proof to be Submitted)</i>			
9	The bidder should have executed minimum 5 nos. of AMC-FMS contract of similar nature for a value not less than Rs 8 Lacs/ annum during the last 2 years (2024-25,2023-24,2022-23). Atleast 1 orders should be from Government/PSU/reputed private organization in Ernakulam region (excluding NIA) <i>(Documentary proof to be submitted)</i>			
	Name of the Customer & Contact Person	Location, Address & Phone No	P.O. No. & Date	Amount Rs. in lacs)
1				
2				
3				
10	Bidder should have entered into a single AMC-FMS contract of hardware (at least one) for Rs 8 lakhs or more in the previous three years. <i>(Documentary proof to be submitted)</i>			
11	Bidder should have one full-fledged office in Ernakulam, Calicut, Trivandrum.			
S. N.	Name of Office / Branch	Address	LL Number Contact	Dt. And letter of establishment
1				
12	The bidder should have received 3 letters of satisfactory performance of similar support services in the last 3 years (2024-25,2023-24,2022-23). At least 2 letters should be from the largest executed orders. <i>(Documentary proof to be submitted)</i>			
S. N.	Name of the Customer	Address	Contact person	Dt. of letter issuance
1				
2				
3				

Authorised Signatory

(Name & Designation, seal of the firm)



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Note:-

- 1. Additional information to be attached in additional sheet.**
- 2. Incomplete and non-submission of documentary proof bids will be rejected.**
- 3. All documents should be signed by authorized representative with company seal.**



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Annexure – 'A'

HARDWARE MAINTENANCE AGREEMENT

1. SCOPE OF AGREEMENT

This agreement made on this _____ day of _____ 2025 between _____ hereinafter called the "VENDOR" and THE NEW INDIA ASSURANCE CO. LTD., hereinafter called "THE COMPANY" sets forth the terms and conditions for the maintenance of AMC- FMS OF COMPUTER HARDWARE & PERIPHERALS for the items as specified in Annexure-B, which are installed at Regional Office, Ernakulam and locations mentioned in Annexure F.

Period: 1st Oct 2025 to 30th Sep 2026.

1. TENDER OFFER & PERIOD OF AGREEMENT:

- a. This Agreement is valid for minimum 1 year. However, the period of Agreement may be extended by the Company on satisfactory service/support and if the contract is extended for one more year on renewal by mutual consent of competent authority.
- b. That the vendor hereby agrees to affect the AMC and FMS services as specified in the tender document.

2. PRICE:

- a. The vendors should quote the base unit price for desktops under Comprehensive AMC and FMS. All applicable taxes will be paid as actuals.
- b. 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 excluding GST. No other charges shall be made.
- c. 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 be passed on to the Company.

3. PAYMENT TERMS:

- a. The payment will be released on quarterly basis on satisfactory performance and after deduction of penalty, if any.



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b. No advance payment will be made in any case.

13. SCOPE OF WORK (SOW):

Comprehensive AMC-FMS for Desktops of different makes, installed at various Operating Offices under Ernakulam Regional Office. Kindly refer technical section for the list of hardware to be covered under AMC and FMS.

We have mentioned 720 systems which requires both AMC and FMS while 29 systems require only FMS service as they are currently under OEM warranty. These numbers can vary during the course of the agreement and the AMC-FMS charges for the period would change according to the unit addition/deletion.

Repair and Maintenance Services (Hardware):

The vendor shall maintain the equipment's (as detailed above) in good working condition. The vendor has to provide the following services-

- V. The vendor shall correct any faults / failures in any equipment during the office hours i.e. from 10.00 AM to 06.00 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.
- VI. The AMC is meant for various items as mentioned below: -
- VII. Desktop: - Comprehensive AMC excluding CMOS battery.
 - i. Comprehensive maintenance of the hardware and system software shall include installation, up-gradation, repairing, reloading and restoration of Operating Systems, Windows 8/10/11, Antivirus, other software and office productivity software (Microsoft Office 2000/2007/2010/2013/2016/2019/O365, Forticlient (VPN), adobe reader, Browsers and open office) and basic networking work for desktops; taking back-up during reloading of operating systems. Periodical application of system software patches /service packs /upgrades etc. shall also be a part of comprehensive maintenance. All other softwares required for smooth running of business. Resolving OS related issues including re-installation of OS for what-so-ever reason.
 - ii. Installation of antivirus software provided by the Company. All calls related to virus scanning and cleaning should be attended and rectified.
 - iii. Repair or Replacement of parts of Desktops as well as components/parts of Desktops.
 - iv. Basic troubleshooting and fixing up of issues related to Local Area Network (LAN).
- b. FMS support for Warranty Desktops.



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- i. System software shall include installation, up-gradation, repairing, reloading and restoration of Operating Systems, Windows 8/10/11, Antivirus, other software and office productivity software (Microsoft Office 2000/2007/2010/2013/2016/2019/O365, Forticlient (VPN), adobe reader, Browsers and open office) and basic networking work for desktops; taking back-up during reloading of operating systems. Periodical application of system software patches /service packs /upgrades etc. shall also be a part of comprehensive maintenance. All other softwares required for smooth running of business. Resolving OS related issues including re-installation of OS for what-so-ever reason.
- ii. Installation of antivirus software provided by the Company. All calls related to virus scanning and cleaning should be attended and rectified.
- iii. Support to offices for call logging of hardware related issue with OEM vendor or support personals.

VIII. Resident Engineers (FMS) (as per following table) has to be allotted and stationed at our Regional Office during working hours (10 AM to 6 PM and if required on Saturdays and Sundays also) to attend problems at Regional Office and surrounding offices within 5 KM.

For certain critical cases the vendor will be required to provide specialist to repair / diagnose at no extra cost to the company. The vendor shall provide a substitute engineer of the same caliber, in case of non-availability/absence of the resident Engineers. Absence of dedicated engineer would entitle invoking of Penalty Clause. No Transport Facility will be provided.

S N	Description	Qty
1	L1 engineer for Helpdesk for Call logging, Asset Management & Vendor management, attending calls for Computer hardware and peripherals, troubleshooting of Local Area Network, Printer installation & configuration, DMS, Domain Join, VPN & Antivirus Maintenance	1

I. The service engineers of various locations will be required to travel to provide services to the locations mentioned in the tender document at their own cost. No payment will be borne by the Company on local conveyance.

II. The vendor has to keep spare parts/systems like SMPS, RAM, Motherboard, Hard Disk, Keyboard, Mouse and other spares at BSS dept. Regional Office Ernakulam or with FMS.



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- III. The vendor shall ensure the originality of the parts/components in the machines. In case of replacement, the vendor shall replace the items with same or better configuration. The vendor shall maintain at least 5 nos. of spares for each of frequently required items/components at the Company's Office.
- IV. The vendor shall perform preventive maintenance on quarterly basis. Preventive maintenance shall include cleaning of Keyboard, Monitor and CPU using blower and the report has to be submitted.
- V. The vendor shall attend all calls related to IT Hardware, Installation, upgradation, repairing and reloading of operating systems, formatting desktops, taking backup and installing antivirus, software like Microsoft Office, open office, adobe etc. The vendor shall assist in the recovery of data backup to the extent possible in case of Hard disk crash or any other problem.
- VI. The vendor may be required to install the new hardware procured by NIA. The vendor shall do data transfer, data backup as instructed by NIA.
- VII. On expiry/termination of the contract, the contractor shall handover all equipment under the contract in good working condition, before the release of that quarter's payment.
- VIII. The standby will be allowed for maximum 7 days. If any equipment not repaired/unattended for more than 7 days, penalty will be deducted @ Rs 500/- per day and the company reserves the right to get repaired from other repairer and cost incurred for repair will be deducted from the vendor payment.
- IX. IT inventory for all locations covering AMC is to be completed within 30 days from the date of Purchase Order and also regular updating of inventory is to be maintained and to be produced before quarterly payment.
- X. Calls reported by Office & Claims Hub should be attended within 24 hours.
- XI. Items will be Added/Removed in Quarterly basis which will be intimated.

ii. FMS (Facility Management Services) Support comprises of

- c) HELP DESK MANAGEMENT**
- d) VENDOR MANAGEMENT**
- e) DESKTOP MANAGEMENT**
- f) ASSET MANAGEMENT**
- g) ANTI-VIRUS MANAGEMENT**
- h) OFFICE(PREMISES) SHIFTING**
- i) VPN RELATED ISSUES**

a) HELP DESK MANAGEMENT:

The Help desk management services should undertake the following responsibilities-



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- Logging user calls and issuing a trouble ticket. This includes logging a call for hardware assets which are in warranty also.
- **Bidder should have a call logging mechanism which includes an exclusive contact number and E mail ID. Escalation matrix has to be submitted by the bidder.**
- The Vendor shall issue Call Nos./Complaint Nos. immediately over phone. Periodically (monthly) the vendor should submit the report on status of such calls/complaints (registered/solved/pending). This will also form part of requirement for making payments. The report should be submitted in the format required by the company
- Tracking each call up to resolution.
- Escalating calls, if necessary.
- First level hardware support for the equipment. Should have overall working knowledge of Microsoft Windows for their installation, configuration and troubleshooting, virus prevention and cleaning in desktops.
- Updating records for “Install, Move, Add or Change (IMAC)” at the client level as per requirement.
- Develop good working relationship with users.
- Generating call reports. Analyzing the call statistics.

b) VENDOR MANAGEMENT:

Co-ordination with external vendors for upkeep of equipment installed in NIA, Liaison with various vendors/OEM for all system related works and services associated with the Company.

Activity Description:

- Maintaining database of various vendors and service providers including vendors for hardware under warranty with details like contact person, telephone numbers, escalation matrix, response time and resolution time etc.
- Logging calls with vendors and service providers and maintaining SLAs.
- Escalation & coordination with the vendors and service providers to get the problems resolved.
- Keep track of the hardware & software maintenance contracts entered into by NIA with various vendors.
- Analyzing performance of different vendors.
- Maintaining vendor contacts details.

a) DESKTOP MANAGEMENT:

Brief Background: - A full-fledged Desktop Management Solution (named as Project “Utkarsh”) has been deployed at NIA office in order to bring all desktops under a



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secured and standard operating environment. The solution comprises of Microsoft Active Directory, Microsoft SCCM Patch Management Solution, Trend Micro Antivirus Solution and Centralized Helpdesk for support. All systems of NIA are under domain.

It comprises of moving, adding, configuring, loading of software, standardization and optimization of configuration. The DVDs comprising Operating System, Drivers, Antivirus will be given to the bidder by NIA

Activity Description:

- Installation and configuration of Operating System, desktop client application software, office packages, antivirus etc. as and when required as per the customized image of Operating System under DMS (Desktop Management Solution).
- To bring Desktops which are not in Desktop Management System into DMS as per the instructions of the company. The systems have to be joined in Domain
- Providing services such as relocation of desktops and IT peripherals.
- Maintaining record of all new machines installed, configuration of machines changes in the configuration and movement of machines within the site.
- Performing any Install, Move, Add or Change (IMAC) at client level.
- Configuration of printers and solving all printing problems of users.
- Configuration of scanners, CD writers and any other peripheral if required.
- Loading of drivers of desktops and other peripherals. Downloading and arranging the device drivers of equipments as & when required.
- Installing, configuring, reloading, reconfiguring of any desktop, office automation software, Printers, browsers, email clients, applications etc. as and when required.
- Configuration and reconfiguration of client machines to ensure optimum network connectivity and application service availability for users.
- Re-establishing the network connectivity and application availability after any hardware & software failure.
- Arrangement to update all software bug fixes, patches, upgrades etc.
- Making all possible attempts to retrieve the data in case of any disk failure.
- Install, Move, Add or change (IMAC) Monthly reports.

b) ASSET MANAGEMENT:

Managing and updating asset record for all the locations as mentioned in the tender and tallying the same with DMS asset record reports.

Activity Description:

- Maintaining of inventory record register entry and softcopy of all computer hardware and peripherals and software and updations to be done.
- Asset Movement Tracking, Media Tracking.
- Updating record.



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- Maintaining and keeping records of AMC & warranty details for all the computer hardware and peripherals.
- Monthly report to be submitted.

e) ANTI-VIRUS MANAGEMENT:

To provide an effective control mechanism for virus control on the Desktop.

Activity Description:

- Loading of antivirus as provided by the Company in desktops.
- Diagnosing and rectifying any virus problems. Escalating the problem to antivirus support.

I.OFFICE (PREMISES) SHIFTING

- The AMC vendor should assist in setting up the Systems, configuring printers when any Office is shifted or relocated.

II.VPN RELATED ISSUES

- Configuration of VPN token in Desktops. Troubleshooting/technical telephone support to Micro Offices or using Remote Support (using Any Desk, Team Viewer etc)

8. SERVICE LEVEL AGREEMENT (SLA):

The vendor should provide on-site AMC-FMS support from 10:00AM to 06.00 PM on all working days The vendor shall also work on holidays if required by the company.

LOCATIONS:

We have offices in the state of Kerala also at Mahe (UT) and Kavaratti (Lakshadweep Islands) [Office list is enclosed].

9. PENALTY CLAUSE:

- a) Absent / Late attendance of engineer/helpdesk/pickup person Rs. 500/- per day.
- b) AMC-FMS: - Vendor has to provide reports as mentioned in FMS for the calculation of penalty.

Sr no.		Reason		Penalty
--------	--	--------	--	---------



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1	If standby is not give within 3 days	Rs 200/- per day
2	If call not resolved within 7 days	Rs 500/- Per day from date of call raised.
3	Absence of dedicated engineer	Rs 500/- Per day
4	Non submission of call reports by the vendor duly sealed and signed by Office In-Charge	5% of quarterly payment
5	Non submission of Quarterly Updated Asset report	5% of quarterly payment

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

10 EXCLUSIONS:

The maintenance agreement does not include:

- a) Electrical work external to the equipment or maintenance of accessories, attachments, machines or other devices.
- b) Damage resulting from fire, lightning, transportation, cost of repair or replacement due to these factors.

11. TERMS AND CONDITIONS

1) OBLIGATIONS OF THE VENDOR:

- i. The vendor shall provide the following service to keep the equipment in good working condition.
 - a. The vendor shall carry out scheduled preventive maintenance, as per mutually agreed time schedule.
 - b. The vendor shall also be responsible for any unscheduled on call corrective and remedial maintenance services to set right the malfunctions of the system. This may include replacement of unserviceable parts.
- ii. The system maintenance does not include the cost of consumables like battery for real time clock.
- iii. The vendor shall not sub-contract or permit any third party other than the vendor's personnel to perform any work, service or other performance required of the vendor under this agreement without the prior written consent of company.



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- iv. If the machines supplied are not attended for repair or problems are not rectified within the time frame mentioned in Annual Maintenance Contract, the company would get such defective machines repaired by some third party, and the amount spent for such repairs would be billed to the vendor.
- v. The vendor shall submit consolidated report furnishing the details of breakdown calls attended and its status on monthly basis.
- vi. The vendor shall **identify/post** one Engineer with mobile phone facility at vendor cost, as single point contact **at Company R.O. ERNAKULAM** for coordinating and providing services to the offices. The engineer shall comply to health checkup procedures laid down at company location (temperature check etc).
- vii. The vendor shall provide a substitute in case the engineer is not available.
- viii. The vendor shall make AMC services available on all days as and when requested by the Company.
- ix. The vendor shall allocate ONE resident Engineer at Regional Office, of the Company available from 10:00 hrs to 18:00 hrs on all working days to attend the calls at Regional Office and also to monitor the calls pending at other offices. And also should be available at holidays if the same is advised by the company.

2) **B. OBLIGATIONS OF THE COMPANY**

- i. The company will pay Annual Maintenance Charges/FMS for the equipments specified. The maintenance charges are payable quarterly in arrears (at the end of quarter) after statutory deductions/penalties, if any.
- ii. 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. The company would intimate to the vendor, if any additional attachments, features or devices are to be directly or indirectly, connected to the equipments.
- iii. The company would ensure that rats, insects etc., do not invade the site and damage the systems, especially cables etc.

3) **ENHANCEMENT/UPGRADATION OF EQUIPMENT**

The company shall have the right to make changes or attachments to the equipments provided such changes or attachments do not prevent proper maintenance from being performed, or



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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, 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, it may involve additional maintenance charges. In the event that individual items of equipment are withdrawn as described herein, then any amount prepaid on such equipment shall be held to the credit of the Company's account.

4) 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.

5) REPLACEMENT OF PARTS

The vendor shall replace any parts of the hardware on failure with hardware parts having similar or equivalent functional capabilities. Parts required for the maintenance of the equipment and/or correction of faults will be supplied at no extra cost to the company. Parts removed from the system belong to the vendor, in case of Harddisk the data should be completely wiped of and confirmation regarding the same should be obtained for Officer in charge of the NIA office. However, the company can retain the new/removed/repared parts and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor.

6) RELOCATION OF SYSTEMS

During the maintenance agreement in force, the company may relocate the system and keep the vendor informed. In case of relocation of equipment, transport and other incidental charges will be borne by company.

7) EXTENSION OF MAINTENANCE PERIOD

If the vendor does not attend to each breakdown and malfunction of equipments (including operating systems) supplied within the time specified and make all efforts to rectify the same and



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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.

8) EXCLUSIONS

The maintenance agreement does not include:

- i. Electrical work external to the equipment or maintenance of accessories, attachments machines or other devices.
- ii. Damage resulting from accidents, fire, lightning, transportation, cost of repair or replacement due to these factors. These will be charged for labour as well as parts.
- iii. Furnishing platens, accessories, paintings or refinishing the machines or furnishing the materials thereof, making specific changes.

9) VALIDITY OF AGREEMENT

This agreement is valid for the period from **01/10/2025 to 30/09/2026** with an option with the company (NIACL) to extend the contract for a further period of one year or less on the same terms and conditions.

10) TERMINATION CLAUSE:

If, at any point of time, the services of vendor are found to be non-satisfactory the contract will be terminated by giving 3 (three) months' notice in advance. Either party by giving 3 (three) months' notice in advance, may terminate the agreement prior to expiry of contract period. **The AMC charges will be paid on prorata basis.**

The Vendor will not sub-contract or permit any personnel other than vendor's engineers to perform any service or other activities required by the Company without prior permission from the Company.

The vendor should maintain the confidentiality of the data stored on computer system. No engineer/staff of the vendor shall carry any personal floppy, USB drives, blank CDs inside the Company premises.

The Company will provide sufficient working place, communication system for the vendor without any extra cost.

11) ROYALTIES AND PATENTS



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Any royalties or patents or the charges for the use or infringement thereof that may be involved in the contract shall be included in the price. Bidders shall protect the Company against any claims thereof.

12) ARBITRATION:

- i) All disputes/differences of any kind whatsoever arising out of or relating to the construction, meaning, operation, effect or breach of the Agreement, then either party may refer to a sole arbitrator who shall be jointly appointed by both the parties or, in the event that the parties are unable to agree on the person to act as the sole arbitrator within 30 days after any party has claimed for arbitration in written form, by three arbitrators, one to be appointed by each party with power to the two arbitrators so appointed, to appoint a third arbitrator within a period of 30 days from the appointment of the second of the arbitrators.
- ii) The arbitration shall be conducted under the Arbitration and Conciliation Act, 1996 as amended or re-enacted from time to time.
- iii) The governing law for the arbitration shall be Indian Law.
- iv) The proceeding of arbitration shall be conducted in the English language. The arbitration shall be held in **Ernakulam, Kerala, India.**

13) FORCE MAJEURE

The vendor shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay results from any of the following Act of God, refusal of permissions or other Government Act, fire, explosion, accident and the like which renders it impossible or impracticable for the vendor to fulfill its obligations under the contract or any other cause or circumstances of whatsoever nature beyond vendor's control.

14) VIOLATIONS BY VENDOR:

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

15) 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.

16) CONFIDENTIALITY



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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.

17) RELOCATION OF SYSTEMS:

During the maintenance agreement in force, the company may relocate the system and keep the vendor informed. In case of relocation of equipment, transport and other incidental charges will be borne by company.

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
THE NEW INDIA ASSURANCE CO LTD - ERNAKULAM RO

By the hands of

In the presence of

Shri _____

Shri _____

- b) SIGNED SEALED & DELIVERED BY THE
WITHIN NAMED VENDOR

By the hands of

In the presence of

Shri _____

Shri _____



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Annexure - 'B'

Illustrative Format for Quotations for AMC of Hardware - NIACL

This list gives the machine to be covered under AMC.

Tender Ref No: ERO/ITD/Hardware-AMC/eTender-2025-26

Note:

1. In some of the machines, the hard disk / RAM capacity is upgraded, upgraded capacity shall apply.
2. In case it is found that the machine in the list is not there at the place specified, then the same shall be excluded from the AMC and charges adjusted accordingly.
3. Network Cables / connectors connected with the machines are covered under AMC.
4. In case of some places the make of the machine differs, then the same shall be corrected at the time of giving contract.
5. In case it is found that some machines are added, then the AMC rate applicable will be added for this.
6. The total no. of the machines/systems is mentioned and can be verified with location-wise details as per list attached.

AMC-FMS for the computers & peripherals installed and operational in the offices under ERNAKULAM REGIONAL OFFICE

Sr. No.	Offices	Hardware Type	Make / Model	No. of Units (Approx.)	Unit AMC Rate (Rs.)	Total AMC Rate (Rs.)
1	Various as per Annexure - 'F'	Personal Computers	Acer, HP, Dell (Comprehensive AMC)	720		
2	Various as per Annexure - 'F'	Personal Computers	ACER- under Warranty (Comprehensive FMS)	29		
___ % GST, if any						
TOTAL						

Note: Quantities mentioned here are approximate. The Company reserves the right to increase / decrease the quantity during the contract period.



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Annexure C

QUERIES FORMAT

SN	Bidder Name	Page No (Tender Ref)	Clause (Tender Ref)	Description (Tender Ref)	Query

Annexure-D

DEVIATIONS FORMAT

S.N.	Bidder's Name	Page No. (Tender Ref)	Clause (Tender Ref)	Description in the Tender (Tender Ref)	Deviation details	Reasons for deviation
1						
2						

Note: -The Company reserves the right to accept/reject any or all of the deviations shown by the bidder.

Authorized Signatory
(Name & Designation, seal of the firm)



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Annexure-E

Undertaking Regarding Non-Blacklisting

Tender Ref: ERO/ITD/Hardware-AMC/eTender-2025-26

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 May, 2021 till last date of submission of this tender.

Dated at _____ this _____ day of _____ 20__

Signature of the Company Secretary :

Signature :

Name :

Designation :

Name & Address of the company :

Seal of the Company :



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Annexure-F

LIST OF LOCATIONS

Our Offices are situated in the state of Kerala. We also have our offices in Kavaratti (Lakshadweep) and Mahe (Union Territory).

List of offices available in the office website link:

<https://www.newindia.co.in/portal/readMore/Offices/OurOfficesDomestic/Ernakulam>

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