



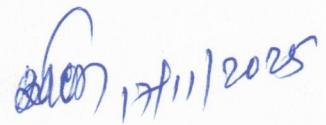
दि न्यू इंडिया एश्योरन्स कंपनी लिमिटेड , पटना क्षेत्रीय कार्यालय
THE NEW INDIA ASSURANCE COMPANY LIMITED, PATNA R.O.

THE NEW INDIA ASSURANCE COMPANY LIMITED

Patna Regional Office,
6th & 7th Floor, B.S.F.C Building, Fraser Road, Patna - 800001

Tender Description	“e-TENDER FOR AMC OF UPS INSTALLED UNDER ALL THE OFFICES OF PATNA REGIONAL OFFICE”
Date of publishing of tender	17/11/2025
Last Date and Time for Bid Submission	02/12/2025, 3:00 PM
Address for Communication	The New India Assurance Co. Ltd. Patna Regional office <u>6th Floor, B.S.F.C Building, Fraser Road,</u> <u>Patna - 800001</u>
EMD (Refundable)	Rs. 20000/-
Tender Fees (Non-Refundable)	Rs. 1000/-


(Mr. Santosh Malik)
Regional Manager
Patna RO


(Mr. Baha Oraon)
Manager
Patna RO



INTRODUCTION

The New India Assurance Company Limited (hereinafter called “The Company”) invites **ONLINE BIDS** for **Annual Maintenance Contract of UPS installed at different locations in Bihar and Jharkhand under Patna region, for The New India Assurance Co. Ltd.,** from eligible vendors (as per Annexure 1) for a period of 1 (One) year which may be extended for 1 (one) or more years subject to satisfactory performance at the end of contract and with the approval of competent authority.

The UPS covered under this AMC contract are installed at different locations as mentioned below in Annexure 4.

The tender documents can be downloaded from our official web-site of NIA (<http://newindia.co.in/tender.aspx>) as well as www.tenderwizard.com/NIAEPROC.

The bidder has to use the portal www.tenderwizard.com/NIAEPROC for participating in the tender. Refer Annexure-8 for e-tendering instruction.

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



SECTION-I

TERMS AND CONDITIONS

1. THE TENDER OFFER:

- a) The online bids as well as documents submitted offline (*refer para-1 under Section-II*) 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 if the technical bid does not contain tender fee, EMD, and other relevant documents.
- b) 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.
- c) 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).
- d) 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.
- e) 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.

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

- a) **The intending online bidders should pay an Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand only).**
- b) The EMD shall be in the form of Demand Draft in favour of "The New India Assurance Co. Ltd.", payable at Patna.
- 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, to reach within the bid submission due date & time for the tender.
- d) The EMD must be valid for 90 days from the last date of tender submission.
- e) The EMD will not carry any interest.

3. FORFEITURE OF E.M.D:

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

- a. The bidder qualifies as L1 and backs out of the L1 quotes/tender specification/tender terms & conditions.
- b. The bidder signs the Agreement and furnishes the Security Deposit but backs out of his tender bid.



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- c. The bidder withdraws his tender after acceptance.
- d. The bidder withdraws his tender before the expiry of the validity period of the tender.
- e. The bidder violates any of the provisions of the terms and conditions of this tender specification.

4. REFUND OF E.M.D:

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

5. THE COMPANY RESERVES THE RIGHT TO:

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

6. VALIDITY OF BID:

The bid should be valid for acceptance for a period of at least **60 days** from the last date of submission. The offers with lesser validity period would be rejected.

7. SECURITY DEPOSIT (Bank Guarantee) :

The successful bidder will have to furnish a Security Deposit to the tune of **10% 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 after the expiry of the AMC period.

8. SCOPE OF WORK (SOW):

Comprehensive AMC for UPSs of different makes, installed at various Operating Offices under Patna Regional Office.



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Repair and Maintenance Services (UPS):

The vendor shall maintain the equipments (as detailed above) in good working condition. The details of the equipments are provided in the technical bid as per Annexure-2. The vendor must provide the following services-

- i. The vendor shall correct any faults /failures in UPS equipments during the office hours i.e., from 9.30 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 is meant for various items as mentioned below: -**
 - a) Comprehensive maintenance of the UPS shall include installation, up-gradation, repairing, reloading and restoration of UPS. Periodical checkup of UPS shall also be a part of comprehensive maintenance.
 - b) Repair or Replacement of parts of UPS and all other peripherals as well as components/parts.
- iii. The bidder is required to provide a total of 95% uptime for all the equipments covered under the contract.
- iv. 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.
- v. The vendor must keep spare parts. The standby provided should be of the same or better configuration.
- vi. The vendor shall ensure the originality of the parts/components in the UPS. In case of replacement, the vendor shall replace the items with same or better configuration. The vendor shall maintain at least 5 nos. of spare for each of the frequently required items/components.
- vii. The vendor shall perform preventive maintenance on a quarterly basis.
- viii. The vendor shall attend all calls related to UPS.
- ix. On expiry/termination of the contract, the contractor shall handover all UPS under the contract in good working condition, before the release of that quarter's payment.
- x. Standby will be allowed for a maximum of 7 days. If any equipment is not repaired/unattended for more than 7 days, penalty will be deducted @ Rs500/- 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.
- xi. Inventory for all locations covering AMC is to be completed within 30 days from the date of Purchase Order and regular updating of inventory is to be maintained.

9. PRICE

- a. The price shall be all inclusive of GST, 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.
- b. 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 a reduction in duty & taxes after the prices are fixed and before the agreement should be passed on to the Company.



10. PAYMENT TERMS:

- a. The payment will be released on a quarterly basis on satisfactory performance and after deduction of penalty, if any, with the submission of maintenance call report seal signed by Office In-Charge.
- b. No advance payment will be made in any case.

a.b.11. CLARIFICATION /QUERIES:

- a) The queries, if any, can be made through email only to **bss54@newindia.co.in** on or before 27/11/2025, **3:00 PM** in .xls/.xlsx format as given in Annexure-5.
- 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 clarification 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 will be notified on the official website of the Company as well as online e-tender portal.

a.b.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.

13. SERVICE LEVEL AGREEMENT (SLA):

The vendor should provide on-site AMC support from 9:30AM to 06.00 PM on all working days. The vendor shall also work on holidays if required by the company at the regional office, Patna.

14. PENALTY CLAUSE:

Sr no.	Reason	Penalty
1	If complaint not attended to within 2 working days	Rs100/- per day
2	If standby is not given within 3 days	Rs500/- per day



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3	If call not resolved within 7 days	Rs 500/- Per day after 7 th day
4	Non submission of call reports by the vendor duly sealed signed by Office In-Charge	Quarterly payment will not be made.
5	Non submission of Quarterly Updated UPS inventory report	Quarterly payment will not be made.

15. EXCLUSIONS:

The maintenance agreement does not include:

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

16. DEVIATION FROM SPECIFICATION:

If the bidder wishes to depart from any terms and conditions of the tender in any respect, he shall draw attention to such points of departure explaining fully the reasons thereof and furnish separately adopting the form given in Annexure-6. 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 the deviations shown by the bidder.

17. 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.

- 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.

19. ROYALTIES AND PATENTS:

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.

20. RELOCATION OF UPS:

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



21. 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.

22. AGREEMENT:

The successful bidder shall enter into a detailed agreement. **A proforma/draft agreement is given in Annexure-9.** However, the Company reserves the right to alter/vary/amend/modify all or any of the terms set out in the said proforma/draft agreement.



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 www.tenderwizard.com/NIAEPROC on or before **3:00 PM, 02nd Dec 2025**.

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

- a) Tender fees of Rs. 1000/- in the form of Demand Draft/Pay Order in favour of "The New India Assurance Co. Ltd", payable at Patna.
- b) The EMD amount of Rs 20000/- (Rupees Twenty Thousand only)
- c) 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.
- d) Copy of *Audited Balance Sheets & Chartered Accountant Certificates* for last three Financial Years.
- e) Copy of PAN.
- f) Copy of Sales Tax/ VAT/ Service Tax/ Trade Tax Registration Certificate.
- g) Affidavit by the vendor to the effect that the firm is not blacklisted or de-paneled for whatsoever reason by any Central/State Government Department/Public Sector Banks/Financial Institutions in India during the period from Jan 2020 till the last date of this tender.

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. 6th Floor, BSFC Building, Fraser Road, Patna- 800001 on or before **3:00 PM, 01st Dec 2025** in one sealed envelope super-scribed as "**Offline Document Submission for AMC of UPS installed at different locations in Bihar & Jharkhand region**" failing which the bidder may be disqualified and their tender may not be opened:

- a) Tender document Fees of Rs 1000/- (Rs One Thousand only) (Non-refundable)
- b) EMD for Rs. 20,000/- (Rs. Twenty Thousand only) (Refundable)
- c) Signed copy of tender documents and addendum/corrigendum if any
- d) Supporting documents as per the tender requirement.

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.

Note: For more details regarding e-Tendering process please refer Annexure-8 (Special Instructions for bidders)



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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://newindia.co.in/tender.aspx>) as well as at www.tenderwizard.com/NIAEPROC.

The bidders must submit commercial bids as per Annexure-3. The incomplete commercial bid will be rejected. If, the amount is not mentioned, it will be considered as Rs 0/- (Rupees Zero).

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) will 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-1 (Eligibility Criteria for bidders)

Annexure-2(Technical Bid Proforma)

Annexure-3(Commercial Bid Performa)

Annexure-4(List of Operating Offices under Bhopal RO)

Annexure-5(Queries-Format)

Annexure-6(Deviations-Format)

Annexure-7(Undertaking Regarding Non-Blacklisting)

Annexure-8(Special Instructions to bidders for e- Tendering)

Annexure-9 (Agreement Draft in stamp paper)



Annexure-1

Eligibility Criteria

S N	Particulars	
1	The bidder should be of reputed background and well established in UPS maintenance support business in Bihar & Jharkhand region, for the last 5 years as on 1 st November 2025. <i>(The bidder must 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 Lacs or more in UPS maintenance support business in Bihar & Jharkhand Region region for the last 3 financial years. (i.e. 2022-23, 2023-24 & 2024-25) with positive Net Worth in Bihar & Jharkhand region . 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 have arrangements with the OEM / Authorized Service Partners of Hardware for the supply of spare parts of UPS. <i>(Documentary proof to be submitted)</i>	



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S N	Particulars			
4	The bidder should have engineers on payroll having expertise in UPS maintenance, installation and repairs. <i>(The bidder should specify the details of engineers their locations, mobile nos. and submit undertaking).</i>			
5	The bidder should have ISO certification for maintenance and support services. <i>(Documentary proof /Affidavit to be Submitted)</i>			
6	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 Jan 2020 till last date of this tender <i>(Undertaking to be submitted Annexure 7).</i>			
7	The bidder should have a full-fledged service center in Bihar & Jharkhand region , with adequate stocks of spares in Bihar & Jharkhand and enough qualified service engineers in Bihar & Jharkhand region. <i>(Documentary proof to be Submitted)</i>			
8	The bidder should have executed a minimum of 3 nos. of AMC contract of similar nature for a value not less than Rs 2 Lacs/annum during the last 3 years (2022-23, 2023-24 &2024-25). Minimum 1 order should be from Government organization in Bihar/Jharkhand region (excluding NIA) <i>(Documentary proof to be submitted)</i>			
	Name of the Customer & Contact Person			
1				
2				
3				
9	Bidder should have one full-fledged office in Bihar / Jharkhand			
S. N.	Name of Office / Branch	Address	LL Contact Number	
1				
10	The bidder should have received 3 letters of satisfactory performance of similar support services in the last 2 years (2023-			



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S N	Particulars		
	24& 2024-25). At least 2 letters should be from the largest executed orders. (Documentary proof to be submitted)		
S. N.	Name of the Customer	Address	
1			
2			
3			

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.



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REGIONAL OFFICE, PARYAVAS BHAWAN,

BLOCK-3, 2nd FLOOR,

ARERA HILLS, BHOPAL (M.P.) 462011.

(0755) 4203270, 280, 290, Fax-(0755) 4203252

Technical Bid

Annexure-2

Sl. No.	Machine Make	Compliance Yes/NO
1	Numeric UPS	
2	Hitachi UPS	
3	Uniline UPS	
4	Sarthak UPS	
5	BPE UPS	
6	ACPL UPS	

Note-

- The AMC OF UPS INSTALLED UNDER WHOLE BIHAR & JHARKHAND REGION for a period of 1 (ONE) Year and may be extended for one or more year for the same price terms and conditions subject to satisfactory performance and with the approval of competent authority.
- The items and quantity mentioned here are spread across Bihar & Jharkhand region.



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Commercial Bid

Annexure-3

Sl. No.	Machine Description	Total No. of Units	Unit AMC Rate (Inclusive of all taxes in Rs.)	Total AMC charges (Inclusive of all taxes) in Rs.
1	UPS 3 KVA	19		
2	UPS 5 KVA	18		
3	UPS 6 KVA	1		
4	UPS 7.5 KVA	1		
5	UPS 10 KVA	1		

Total Amount Rs

Other UPSs which are presently under Warranty will be added during the year in consecutive quarters and will be intimated in the starting of the quarter and the AMC amount will be increased proportionately. The UPS declared non-repairable by the vendor during the AMC period will be removed from AMC.

Sealed & signed by the Tenderer with Date



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The New India Assurance Co. Ltd. Offices list.

Annexure-4

SR. NO.	OFFICE CODE	Office name and Address	NAME OF INCHARGE & DESIGNATION	MOBILE NUMBER NO. OF INCHARGE
1)	540000	PATNA REGIONAL OFFICE 6th & 7th Floor, B.S.F.C. Building, Fraser Road, Patna - 800001 nia.540000@newindia.co.in	Mr. Rajeev Kumar Jha, RM (Joint ROIC) Mr. Santosh Malik, RM (Joint ROIC)	9199804334 8917566388
2)	540100	C.D.U. I MBO Red Cross , 3rd Floor, North Gandhi Maidan, Patna - 800 001. nia.540100@newindia.co.in	Mr. Laxmi Narayan, Deputy Manager	9934893357
3)	540101	CITY MBO (AUTO TIE UP HUB) Pandey Plaza, 3rd Floor, Exhibition Road, Patna -800 001 nia.540101@newindia.co.in	Mr. Sagar, Manager	
4)	540102	PATNA SAHEB MBO Morcha Road, Patna City -800 008 nia.540102@newindia.co.in	Mr. Manish Kumar Singh, Assistant Manager	8451818659
5)	540103	BHAGALPUR MBO Chandralok Complex, 2nd Floor, Ghantaghar Bhagalpur - 812001 nia.540103@newindia.co.in	Mr. Chandan, Deputy Manager	9867436840
6)	540200	JAMSHEDPUR MBO 1st Floor, Kamani Centre, Bistupur, Jamshedpur - 831 001 nia.540200@newindia.co.in	Mr. Nirvan Bara, Manager	9431357221



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7)	540204	GHATSHILA MBO Sahu Apartment, 2nd Floor, Near Khadi Bhandar, Main Road, Ghatshila -832 303 nia.540204@newindia.co.in	Mr. Amar Lal Deputy Manager	9835759489
8)	540205	SAKCHI MBO IMA Hall, Damodar Road, Sakchi, Jamshedpur -831 001 nia.540205@newindia.co.in	Mr. Lalit Kumar Panjiyar Deputy Manager	8639365510
9)	540300	RANCHI MBO 2nd Floor, Sethi Corporate Building, PP Compound, Ranchi-83400 nia.540300@newindia.co.in	Mr. Sirish Nitin Soreng Deputy Manager	8100634629
10)	540301	CITY MBO I MBO 2nd Floor, Savitri Sadan, Sah Chowk, Kutcheri Rd., Ranchi - 834 00 nia.540301@newindia.co.in	Mr. Owais Karni Assistant Manager	9742836568
11)	540302	CITY MBO - II 2nd Floor, Atmaram Bhawan, Radheshyam Lane, Main Rd., Ranchi - 834 001 nia.540302@newindia.co.in	Mr. Anand Prakash Manager	9471899193
12)	540305	CITY MBO -III (AUTO TIE UP HUB) 2nd Floor, Savitri Sadan, Sah Chowk, Kutcheri Rd., Ranchi - 834 00 nia.540305@newindia.co.in	Mr. Asad Eqbal Manager	9798812319
13)	540400	BOKARO MBO C /27, City Centre, Sector -4, Bokaro - 827 004 nia.540400@newindia.co.in	Mr. Trilochan Shit Manager	9431965021
14)	540500	MUZZAFAPUR MBO Poddar Complex, Club Road, Muzaffarpur - 842 001 nia.540500@newindia.co.in	Mr. Anand Jay Mishra Manager	9769012523
15)	540504	SAMASTIPUR MBO Beej Bhawan, Magardahi Gha Samastipur - 848 101 nia.540504@newindia.co.in	Mr. Pawan Kumar Deputy Manager	9713898313



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16)	540505	DARBHANGA MBO VIP Main Road, (Opp Madona English School), Kathalbari, Station Road, Darbhanga - 846 004 nia.540505@newindia.co.in	Mr. Abhinandan Kumar Deputy Manager	7295941604
17)	540506	MOTIHARI MBO Madhuri Sah Market, Main Rd., Motihari - 845 401 nia.540506@newindia.co.in	Mr. Manoj Kumar Deputy Manager	8434094760
18)	540600	GAYA MBO Basant Lakhan Bhawan, 1st Floor, 193 A, A P Colony Gaya -823 001 nia.540600@newindia.co.in	Mr. Ajay Kumar Manager	8409327172
19)	540602	BIHARSHARIF MBO Manoj Complex, 2nd Floor, Opposite LIC Office, Ranchi Road Biharsharif, Nalanda - 803 10 nia.540602@newindia.co.in	Mr. Jitender Kumar Assistant Manager	9905012137
20)	540603	SASARAM MBO Ram Lala Complex, 1st Floor, G T Road, Sasaram - 821 115 nia.540603@newindia.co.in	Mr. Ratnakar Bharti Deputy Manager	8541913432
21)	540605	DEHRI ON SONE MBO Mehra Bhawan, Pali Road, Dehri-on-Sone - 821 307 nia.540605@newindia.co.in	Mr. Sanjay Kumar Deputy Manager	8691075842
22)	540700	DHANBAD MBO B.P. Agarwal Bldg., Dhansar Dhanbad- 828106 nia.540700@newindia.co.in	Mr. Dharmendra Kumar Pandey Deputy Manager	8002533109
23)	540702	GIRIDIH MBO Samanta Complex, 1st Floor, Court Road, Giridh - 815 301 nia.540702@newindia.co.in	Mr. Sandip Jamuar Assistant Manager	9113458326



THE NEW INDIA ASSURANCE CO LTD,

(A WHOLLY OWNED BY GOVT. OF INDIA COMPANY)

REGIONAL OFFICE, PARYAVAS BHAWAN,

BLOCK-3, 2nd FLOOR,

ARERA HILLS, BHOPAL (M.P.) 462011.

(0755) 4203270, 280, 290, Fax-(0755) 4203252

24)	540703	SINDRI MBO Shivam Mansion Opp: Central Fuel Research Institutes P.O- Patherdih, Dist-Dhanbad 828119 Jharkhand nia.540703@newindia.co.in	Mr. Dinesh Kumar Manjhi Deputy Manager	7856096037
25)	540704	DEOGHAR MBO Sita Complex, H K Banerjee Road New State Bus Stand, Deoghar - 814 112 nia.540704@newindia.co.in	Mr. Rohit Kumar Gupta Deputy Manager	8789635461
26)	540800	PATNA MBO 2nd Floor, Gobind Bhawan, New Dak Bunglow Road, Patna - 800 001 nia.540800@newindia.co.in	Mr. Manoj Kr Yadav Manager	8540074007
27)	540801	CITY BRANCH MBO (Beside Capital Suzuki Motor Cycle Showroom) 1st Floor, South Gandhi Maid Patna -800 001 nia.540801@newindia.co.in	Mr. Bipul Kumar Tripathi Deputy Manager	9968722242
28)	540802	DANAPUR MBO Raghunath Complex, 2nd Floor Opp: Hightech Emergency Hospital Khagaul Road, Saguna More Danapur, Patna - 801503 nia.540802@newindia.co.in	Mr. Rupesh Kumar Deputy Manager	9892740795
29)	540803	CHHAPRA MBO Nagarpalika chowk, Chhapra - 841 301 nia.540803@newindia.co.in	Mr. Sushil Kumar Deputy Manager	9867098196
34	540804	PURNEA MBO Line Bazar, Near Sadar Hospital Purnia - 854 301 nia.540804@newindia.co.in	Mr. Suraj Prakash Deputy Manager	9458728029
30)	540805	BEGUSARAI MBO Beside Caltax Petrol Pump, NH -31, Near Har Har Mahadev Chowk Begusarai - 851 101 nia.540805@newindia.co.in	Mr. Rahul Krishna Manager	8271088466



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31)	540806	HAJIPUR MBO Bata Shop Building. Cinema Road, Hajipur - 844 1 nia.540806@newindia.co.in	Mr. Ranjan Kumar Deputy Manager	9304951250
32)	541000	ADITYAPUR MBO 4th Floor, Dayal Trade Centre Shere Punjab Chowk Adityapur - 831013 nia.541000@newindia.co.in	Mr. Kushal Kumar Sinha Deputy Manager	9406532750
33)	541003	CHAIBASA MBO Aikat House, Sadar Bazar, Chaibasa - Singbhum-833 20 nia.541003@newindia.co.in	Mr. Narayan Banra Manager	9931570735
34)	541100	HAZARIBAGH MBO Laxmi Cinema Complex, 2nd Floor, Vidya Market, Lepo Road, Hazaribagh 825 301 nia.541100@newindia.co.in	Mr. Vaibhav Pratap Singh Deputy Manager	8669034220
35)	541101	DALTONGUNJ MBO Rajdhani Bldg., 1st Floor Dharmshala Road, Daltangunj - 822 101 nia.541101@newindia.co.in	Mr. Jawed Iqbal Deputy Manager	9167632728
36)	541102	RAMGARH MBO Main Road, Ramgarh Cantt Near Jain Brothers Petrol Pur Ramgarh - 829 122 nia.541102@newindia.co.in	Mr. Dinesh Kumar Sharma Deputy Manager	7903534334



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THE NEW INDIA ASSURANCE COMPANY LIMITED, PATNA R.O.

Tender Ref: ITD/e-tender for AMC-UPS/2025-26

Annexure-5

QUERIES FORMAT

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



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THE NEW INDIA ASSURANCE COMPANY LIMITED, PATNA R.O.

Tender Ref: ITD/e-tender for AMC-UPS/2025-26

Annexure-6

DEVIATIONS FORMAT

S.N.	Bidder's Name	Page No. (Tender Ref)	Clause(Tender Ref)	Description in the tender (Tender Ref)	Deviation details
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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THE NEW INDIA ASSURANCE COMPANY LIMITED, PATNA R.O.

Annexure-7

Undertaking Regarding Non-Blacklisting

Tender Ref: ITD/e-tender for AMC-UPS/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 Jan, 2018 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 :



Annexure-8

SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

1. Tender document with detailed terms and conditions is available on our website **www.tenderwizard.com/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 **www.tenderwizard.com/NIAEPROC**

2. As a pre-requisite for participation in the tender, vendors are required to obtain a valid Digital Certificate of Class IIB(with both signing and encryption component) and above as per Indian IT Act from the licensed Certifying Authorities (For ex. N-codes, Sify, TCS, E-mudrah, 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 Limited, Mumbai for obtaining the digital signature certificate.

3. Corrigendum/amendment, if any, shall be notified on the site **www.tenderwizard.com/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. Price bid of only those vendors shall be opened whose Techno-Commercial 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:

(i) Vendors are advised to log on to the website (**www.tenderwizard.com/NIAEPROC**) and arrange to register themselves at the earliest.



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(ii) 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.

(iii) 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.

(iv) Once the entire process of submission of online bid is complete, the vendors are required to go to option own bid view through dashboard and take the print of the envelope receipt as a proof of submitted bid.

(v) 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.

(vi) No manual bids/offers along with electronic bids/offers shall be permitted.

7. Once the 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 other bid view.

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.

In case of any clarification pertaining to e-procurement process, the vendor may contact the following agencies / personnel:

S. No.	Particulars	Company Name	Contact Details
1.	For e-tendering Support	M/s. Antares Systems Ltd.	9731468511 (Sushant)
2.	For tender Related Queries	The New India Assurance, Patna Regional Office	bss54@newindia.co.in



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Annexure-9

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 OF UPS installed at different locations in Bihar & Jharkhand Pradesh region** as specified in Annexure 4 of this tender.

Period of AMC:

Price of AMC (inclusive of all taxes):

1. TENDER OFFER & PERIOD OF AGREEMENT:

- a. This Agreement is valid for minimum 1year. However, the period of Agreement may be extended to one or more years on renewal subject to approval of competent authority and on the basis of satisfactory performance of the vendor and on the same rate, terms and conditions.
- c. That the vendor hereby agrees to affect the AMC services as specified in the tender document.

2. PRICE:

- a. The price shall be all inclusive of GST, 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.
- b. 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.

3. SECURITY DEPOSIT:

The successful bidder will have to furnish a Security Deposit to the tune of **10% 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 after the expiry of the AMC period.

4. PAYMENT TERMS:



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- a. The payment will be released on a quarterly basis on satisfactory performance and after deduction of penalty, if any, with the submission of maintenance call report seal signed by Office In-Charges.
- b. No advance payment will be made in any case.

5. SCOPE OF WORK (SOW):

Comprehensive AMC for UPS's of different makes, installed at various Operating Offices under Patna Regional Office.

6. Repair and Maintenance Services (UPS):

- i. The vendor shall maintain the equipments (as detailed above) in good working condition. The details of the equipments are provided in the technical bid as per Annexure-2. The vendor has to provide the following services-
- ii. The vendor shall correct any faults /failures in any equipment during the office hours i.e. from 9.30 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.
- iii. The AMC is meant for various items as mentioned below :-
- iv. Comprehensive maintenance of the UPS shall include installation, up-gradation, repairing, reloading and restoration of UPS. Periodical checkup of UPS shall also be a part of comprehensive maintenance.
- v. Repair or Replacement of parts of UPS and all other peripherals as well as components/parts.
- vi. The bidder is required to provide a total of 95% uptime for all the equipments covered under the contract.
- vii. 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.
- viii. The vendor has to keep spare parts. The standby provided should be of same or better configuration.
- ix. The vendor shall ensure the originality of the parts/components in the UPS. In case of replacement, the vendor shall replace the items with same or better configuration. The vendor shall maintain at least 5 nos. of spare for each of frequently required items/components.
- x. The vendor shall perform preventive maintenance on quarterly basis.
- xi. The vendor shall attend all calls related to UPS.
- xii. On expiry/termination of the contract, the contractor shall handover all UPS under the contract in good working condition, before the release of that quarter's payment.
- xiii. The standby will be allowed for maximum 7 days. If any equipment not



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repaired/unattended for more than 7 days, penalty will be deducted @ Rs500/- 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.

- xiv. 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.

7. SERVICE LEVEL AGREEMENT (SLA):

The vendor should provide on-site AMC support from 9:30AM to 06.00 PM on all working days. The vendor shall also work on holidays if required by the company at Regional office, Bhopal

8. PENALTY CLAUSE:

Sr no.	Reason	Penalty
1	If complaint not attended within 2 working days	Rs100/- per day
2	If standby is not give within 3 days	Rs500/- per day
3	If call not resolved within 7 days	Rs 500/- Per day after 7 th day
4	Non submission of call reports by the vendor duly sealed signed by Office In-Charge	Quarterly payment will not be made.
5	Non submission of Quarterly Updated UPS inventory report	Quarterly payment will not be made.

9. 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 external fire, lightning, transportation, cost of repair or replacement due to these factors.

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.



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

11. ROYALTIES AND PATENTS:

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:

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.

- i.a.i) The arbitration shall be conducted under the Arbitration and Conciliation Act, 1996 as amended or re-enacted from time to time.
- i.a.ii) The governing law for the arbitration shall be Indian Law.
- i.a.iii) The proceeding of arbitration shall be conducted in the English language. The arbitration shall be held in **Patna, India.**

13. FORCE MAJEURE:

The bidder 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 bidder to fulfill its obligations under the contract or any other cause or circumstances of whatsoever nature beyond bidder's control.

14. VIOLATIONS BY VENDOR:



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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. CONFIDENTIALITY:

The bidder acknowledges that all materials and information which has or will come in its possession or knowledge in connection with the performance of this agreement, hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to company. The bidder 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 bidder 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.

16. RELOCATION OF UPS:

During the maintenance agreement in force, the company may relocate the UPS 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**

By the hands of

In the presence of

Witnesses: 1 _____

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

By the hands of

In the presence of

Witnesses: 1 _____



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