

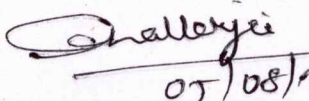


The New India Assurance Co. Ltd.

Chennai Regional office

**No. 770-A, Dewa Towers, 2nd Floor, IT Department,
Anna Salai, Chennai – 600002, Ph: 28503151, 28503153**

Tender Description	e-TENDER FOR AMC- FMS OF COMPUTER HARDWARE & PERIPHERALS UNDER CHENNAI RO
Date of publishing of tender	05 August 2024
Last Date and Time for Bid Submission	27th August 2024, 13.00hrs
Date of Opening the Bids	27th August 2024 @ 3.00 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. No. 770-A, Dewa Towers, 2nd Floor, I.T Department, Anna Salai, Chennai - 600002
EMD (Refundable)	Rs 25,000/-
Last date for Queries	27th August 2024


05/08/24
Nabonita Chatterjee
Regional Manager
Chennai RO

नबोनीता चटर्जी
NABONITA CHATTERJEE
क्षेत्रीय प्रबंदक
Regional Manager

INTRODUCTION

The New India Assurance Company Limited (hereinafter called "The Company") invites **ONLINE BIDS** for **Annual Maintenance Contract and Facility Management Services (AMC-FMS) of Computer Hardware and Peripherals (Desktops, Printers, Scanners, Laptops)** from eligible vendors (as per Annexure 1) 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 are installed at different locations as mentioned below in .

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

The bidder has to use the portal **<https://newindia.eproc.in>** for participating in the tender. Refer Annexure-8 for e-tendering instruction.

Downloading of tender document from <https://newindia.eproc.in> portal is mandatory for tender participation.

SECTION-I

TERMS AND CONDITIONS

1. THE TENDER OFFER:

- a. Online Bids are invited from Bidders for AMC-FMS of Hardware of Chennai Region. **The Bidder should have their office in Chennai**
- b. 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 in case the technical bid does not contain tender fee, EMD, and other relevant documents.
- c. 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.
- d. 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).
- e. 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.
- f. 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.

ELIGIBILITY CRITERIA:

1. Should have an average annual turnover for AMC-FMS contracts for hardware (as described in Introduction) for immediately past three financial years of Rs.15 Crores or more.
2. Should have servicing experience of minimum 5 years.
3. Should have entered into at least THREE AMC-FMS contract for hardware (as described in clause 1 above) for Rs.8 lakhs or more in the previous three years, other than NIA (out of which at least one should be above Rs.10 lakhs). The orders should not be before 2017 and should have been executed for organizations spread in the State of Tamilnadu. The contracts should be preferably with public sector institutions (State / Central Govt. / PSU / Banks / Insurance Cos). Reputed Private Organisations may also be considered.
4. Should obtain at least 3 letters of "Satisfactory performance" of support provided during the last 3 years other than NIA preferably PSU's of similar structure. At least 2 letters should be from the largest executed order. (Documentary proof to be Submitted)

5. **The vendor should have their office in Chennai.** Should have established offices in multiple locations and should have provided service across the Region/State. Preference will be given to

vendors who are having service centers in Pondicherry, Vellore, Kanchipuram. Should have engineers on their payroll qualified in Windows / Linux. We have our offices in and around Chennai, Kancheepuram, Pondicherry, Thiruvannamalai, Thirupathur, Vellore, Cuddalore and the farthest is Uthangarai. The vendor should provide service support in these areas

6. Should have arrangement with OEM vendors, manufacturers of hardware or their channel partners for supply of spares for different brands of hardware as per Annexure 2

2. 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 Chennai
- 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.

3. FORFEITURE OF E.M.D:

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

- a. The bidder who qualifies and backs out of the quotes/tender specification/tender terms & conditions.
- b. The bidder signs the Agreement and furnishes the Security Deposit but backs out of his tender bid.
- 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 vendor.
- b) The EMD will be returned to the vendor, only after signing of 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 in complete 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 **90 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 **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 after the expiry of the AMC-FMS period.

8. SCOPE OF WORK (SOW):

Comprehensive AMC-FMS for Desktops, Laptops, Printers, Scanner and other IT peripherals of different makes, installed at various Operating Offices under Chennai Regional Office. Kindly refer technical section for the list of hardware to be covered under AMC

Repair and Maintenance Services (Hardware):

The vendor shall maintain the equipment's (as detailed above) in good working condition. The details of the equipment's are provided in the technical bid as per Annexure-2. 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 is meant for various items as mentioned below:-
 - a) **Printer & All in One Printer:** - Comprehensive AMC including Fuser Assembly, Teflon Sheet, Pressure roller excluding toner, ribbon, drum and cartridge.
 - b) **Laptop and Desktop:** - Comprehensive AMC excluding Laptop Battery and Power Adapter.
 - c) **Scanner:** - Comprehensive AMC.
 - d) **Comprehensive maintenance of the hardware and system software** shall include installation, up-gradation, repairing, reloading and restoration of Operating Systems, Windows 8/10/11, Anti-virus, other software and office productivity software (Microsoft Office 2007/2010/2013/2016/2019/O365 and open office) and basic networking work for Laptops, network printers and 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. Resolving OS related issues including re-installation of OS for what-so-ever reason.
 - e) **Installation of antivirus software** provided by the Company. All calls related to virus scanning and cleaning should be attended and rectified.
 - f) **Repair or Replacement of parts of Desktops, Laptops, Printers, Scanners and all other peripherals as well as components/parts of Desktops, Printers, Scanners, Laptops and all other peripherals.**

g) Basic troubleshooting and fixing up of issues related to Local Area Network (LAN).

iii. The bidder is required to provide a total of 95% uptime for all the equipment covered under the contract.

iv. ***Two nos. Resource-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 1 KM. Facility like Table, Chair and telephone will be provided to the Engineer.***

The vendor shall be required to furnish the proof of qualification/experience of its engineers/helpdesk to us before deploying them for AMC work. We will be conducting interview of the person to be deployed. 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 dedicated engineer would entitle invoking of Penalty Clause. No Transport Facility will be provided

v. The vendor should also provide the list of Engineers assigned to attend calls in Pondicherry, Thiruvannamalai, Cuddalore, Kanchipuram, Vellore.

S N	Description	Qty	Experience & qualification
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	2	B.Tech/BE/MCA with 1 year experience in relevant area or Diploma in IT or related field with 2 Years' experience in relevant area OR Graduate with 3 years' experience in IT or related field with excellent communication skills.

vi. 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.

vii. The vendor has to keep spare parts/systems like SMPS, RAM, Motherboard, Hard Disk, Keyboard, Mouse and other spares at BSS dept. Regional Office Chennai or with FMS. The standby provided should be of same or better configuration.

viii. 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.

ix. 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.

x. 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.

- xi. 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.
- xii. 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.
- xiii. The standby will be allowed for maximum 7 days. If any equipment 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.
- xiv. 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.
- xv. **Calls reported by Branch Offices, Divisional Offices, Claims Hub, Third party Claims Hub should be attended with 48 hours.**
- xvi. **Items will be Added/Removed in Quarterly basis which will be intimated**

MICRO OFFICES

Micro offices are functioning with one PC and one printer only, a malfunction would be a show stopper. **Any issue reported from Micro Offices has to be attended within 24 hours**

If the company is not satisfied with the performance/quality/calibre of the engineers, the vendor should immediately replace the engineer with a better qualified engineer.

xvii. 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) **LOCAL AREA NETWORK MANAGEMENT (BASIC)**
- g) **OFFICE(PREMISES) SHIFTING**
- h) **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:

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.

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 equipment as & when required.
- Installing, configuring, reloading, reconfiguring of any desktop, laptop, 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.

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 updations to be done.
- Asset Movement Tracking, Media Tracking.
- 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, Laptop and Network level.

Activity Description:

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

f) **LOCAL AREA NETWORK MANAGEMENT (Basic):**

Activity Description:

- Basic troubleshooting of PCs, IP Phones, wireless access point and switches (Power and connectivity checking)
- Maintaining record of IP Addresses of all equipment and providing IP address to newly installed equipments as per the IP schema in consultation with Company Network Team.
- Requirement analysis and site survey for new network port requirements.
- Coordinating with cabling vendor/NIA Network Team for the new/repair of network points, cabling and switches.
- Network Printer configuration

h) **OFFICE (PREMISES) SHIFTING**

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

i) **VPN RELATED ISSUES**

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

9. PRICE

- a. The vendors should quote the base unit price. All applicable taxes will be paid as actual.
- 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. 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 due to 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 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.

11. CLARIFICATION /QUERIES:

- a) The queries, if any, can be made through email only on **bss71@newindia.co.in** on or before **27.08.024, 13.00 hrs** 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 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.

13. 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 at Regional office,

LOCATIONS:

We have offices in and around Chennai, Pondicherry, Thiruvannamalai, Cuddalore, Kancheepuram, Chengalpattu and offices in Gummidipoondi, Redhills, Uthukottai and spread till Uthangarai [Office list is enclosed].

14. 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
1	If standby is not provided within 3 days	Rs.100/- per day
2	If call not resolved within 7 days	Rs.500/- per day after 7 th day
3	Non submission of call reports by the vendor duly sealed signed by Office In-Charge	5% of quarterly payment
4	Non submission of Quarterly Updated Asset report	5% of quarterly payment

15. 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, paintings or refinishing the machines or furnishing the materials thereof, making specific changes.

16. DEVIATION FROM SPECIFICATION:

If the bidder wishes to depart from any terms and conditions of the tender in any respect he shall draw the 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 of 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. Either party by giving 3 (three) months' notice in advance, may terminate the agreement prior to expiry of contract period.

18. 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. 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.
20. The Company will provide sufficient working place, communication system for the vendor without any extra cost.

21. 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.

22. 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.

23. 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.

24. 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 <https://newindia.eproc.in> on or before 13:00 hrs, 27th August, 2024.

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-

- a) The EMD amount of Rs 25,000/- (Rupees Twenty Thousand only)
- b) 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
- c) Copy of *Audited Balance Sheets & Chartered Accountant Certificates* for last three Financial Years.
- d) Copy of PAN.
- e) Copy of Sales Tax/ VAT/ Service Tax/ Trade Tax Registration Certificate.
- f) Affidavit by the vendor to the effect that the firm is not blacklisted or de-panelled for whatsoever reason by any Central/State Government Department/Public Sector Banks/Financial Institutions in India during the period from May, 2013 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. 2nd Floor, Dewa Towers, IT Department, 770-A, Anna Salai, Chennai - 600002 on or before **03:00 PM, 27th August 2024** in one sealed envelope super-scribed as **"Offline Document Submission for AMC-FMS of Computer Hardware and Peripherals"** failing which the bidder may be disqualified and their tender may not be opened:

- a) EMD for Rs. 25,000/- (Rs. Twenty Five Thousand only)
- b) Signed copy of tender documents and addendum/corrigendum if any
- c) 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)

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 <https://newindia.eproc.in>.

The bidders have to 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) 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-1 (Eligibility Criteria for bidders)
Annexure-2(Technical Bid Proforma)
Annexure-3(Commercial Bid Proforma)
Annexure-4(Queries-Format)
Annexure-5(Deviations-Format)
Annexure-6(Undertaking Regarding Non-Blacklisting)
Annexure-7(Locations)
Annexure-8(Special Instructions to bidders for e- Tendering)
Annexure-9(Agreement Draft in stamp paper)

Annexure 1
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, <u>for the last</u> 5 years on 1 st July 2024. <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 15 Crores or more in AMC- FMS business for the last 3 financial years. (i.e. 2021-22, 2022-23 & 2023-24) with positive Net Worth in Chennai 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 be an Authorized Service Partner for major OEMs of Computer Hardware and peripherals such as HP, Dell, Acer, IBM, Lenovo, HCL, Wipro, Sony, Samsung, Canon, Epson 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 (WIPRO/HCL/Acer), printers (HP, Samsung, Canon, etc) , all in one printers(HP, Epson, Canon, Samsung etc), scanner (HP etc.), laptops (HCL, IBM, Acer, Sony VAIO, Lenovo, Dell etc.) and Operating Systems like Windows 7,8,10 <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, 2019 till last date of this tender <i>(Undertaking to be submitted Annexure 7).</i>	
8	The bidder should have a full-fledged service center in Chennai, with adequate stocks of spares in Chennai and sufficient number of qualified service engineers in Chennai, Pondicherry, Cuddalore, Vellore, Thiruvannamalai region. <i>(Documentary proof to be Submitted)</i>	

9	The bidder should have executed minimum 3 nos. of AMC-FMS contract of similar nature for a value not less than Rs 8 Lacs/annum during the last 3 years (2021-22, 2022-23, 2023-24). Atleast 1 orders should be from Government/PSU/reputed private organization in Chennai 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 10 lakhs or more in the previous three years. *(Documentary proof to be submitted)*

11 Bidder should have one full-fledged office in Chennai

S. N.	Name of Office / Branch	Address	LL Contact Number	Dt. And letter of establishment
1				

12 The bidder should have received 3 letters of satisfactory performance of similar support services in the last 2 years (2022-23, 2023-24). At least 2 letters should be from the largest executed orders. *(Documentary proof to be submitted)*

S. N.	Name of the Customer	Address	Contact person	Dt. of letter issuance
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.
3. All documents should be signed by authorized representative with company seal.

TECHNICAL BIDS- ANNEXURE 2

S.No	Items	Make & Year of Manufacture	Configuration	Compliance (Yes/No)
1	Desktops	HCL 2008	Dual Core ,1/ 2 GB RAM, 80 GB HDD 17" Square TFT Monitor, DVD R/W, Mechanical Keyboard, Optical Mouse, Windows 7 OS	
		HCL 2009	Dual Core ,1/ 2 GB RAM, 80/160 GB HDD 17" Square TFT Monitor, DVD R/W, Mechanical Keyboard, Optical Mouse, Windows 7 OS	
		WIPRO 2010	WSG59355W7-0062 Pentium G6950 2.8 GHz 3 MB 2 * 2 GB DDr3 1066 Memoory 160 GB Sata 2 7200 RPM HDD DVD Writer 22 x Sata Win & Professional 32 OS Matx Chassis Normal Mechanical KBD USB Mouse USB BTN Scroll Optical TFT 17" CLR Monitor Standard Model	
		WIPRO 2011	WSG59355W7-0062 Pen G6950 2.8 GHz 3 MB 2 * 2 GB DDr3 1066 Memoory 160 GB Sata 2 7200 RPM HDD DVD Writer 22 ,17" TFT Monitor,Keyboard,Mouse	
		WIPRO 2013	WIV68C55-00881 Core i3 3220 3.3 Ghz Processor 2GB DDR3 1333 MHZ RAM 500 GB SATA HDD,DVD Read Write Drive, Win 7 Professional OEM MM Keyboard/Optical Mouse 18.5" Tft LED Backlight along with DVD 8x Rewriter	

S.No	Items	Make & Year of Manufacture	Configuration	Compliance (Yes/No)
1	Desktops	ACER VERITON 2013	Core i3.30 GHZ /3 MB Cache /2 Cores /55W, 4 GB Memory Expandable to 8 GB DDR3 1066 Mhz ,18.5" W TFT ,500 GB Sata II HDD 7200 RPM,DVD RW,Win 7 Professional 64 bit downgradable to 32 bit	
		ACER 2014	Intel Pentium G 2030 / HDD 500 GB Sata HDD 7200 RPM /RAM 3 GB DDRS 1333 MHZ RAM (1 x 4 GB) , KBD Mechanical KB 104 Keys / Mouse	
		Dell Optiplex 3040	3.7 GHz Intel Core i3-6100 Dual-Core 4GB DDR3L RAM 500GB 7200rpm Hard Drive Integrated Intel HD Graphics 530 DVD-ROM Drive Dell Wired Keyboard & Mouse	
		Dell Optiplex 3240 All-in-One	Standard OEM Specification	
		HP 280 G2	Standard OEM Specification	
		HP 280 G1	Standard OEM Specification	
2	Printers	HP LJ 1505N	Standard OEM Specification	
		SAMSUNG ML 4050	Standard OEM Specification	
		CANON LBP6018B	Standard OEM Specification	
		HP LJ P1606DN	Standard OEM Specification	
		HP 202 DW	Standard OEM Specification	
		HP P 1007	Standard OEM Specification	
		HP 1010	Standard OEM Specification	

S.No	Items	Make & Year of Manufacture	Configuration	Compliance (Yes/No)
		HP 1020	Standard OEM Specification	
		HP 1022	Standard OEM Specification	
		HP 1606 DN	Standard OEM Specification	
S.No	Items	Make & Year of Manufacture	Configuration	Compliance (Yes/No)
3	All In One Printer	HP LJ M1213	Standard OEM Specification	
		HP LJ M1536DNF	Standard OEM Specification	
		HP K 6500 A	Standard OEM Specification	
		CANON 4420	Standard OEM Specification	
		Samsung SCX 4521	Standard OEM Specification	
		Samsung SCX 4623NF	Standard OEM Specification	
		HP 132N	Standard OEM Specification	
		HP Lasejet Pro MFP M227	Standard OEM Specification	
		HP Lasejet Pro MFP M226	Standard OEM Specification	
		HP Lasejet Pro MFP 128	Standard OEM Specification	
		HP 134FN	Standard OEM Specification	
		HP M233sdw	Standard OEM Specification	
4	Scanner	HP 5590	Standard OEM Specification	
		HP N6310	Standard OEM Specification	
5	Laptops	SONY 2013	Intel Corei5,4GB RAM	
		SONY 2014	Sony LP SVE 1413 XPN 3RD GEN 15 ,(2.60 Ghz) to Turbo Boost Upto (3.30 Ghz) 4GB 500 GB Win 8 Pro /BT CAM,HDMI,usb	

S.No	Items	Make & Year of Manufacture	Configuration	Compliance (Yes/No)
5	Laptops	SONY 2014	Sony LP SVF 15319CG 4th Gen I5 (1.60) WITH Turbo Boost (2.60) 4GB 1TB WIN 8 Graphica NVIDIA GT 740 (2GB) BT CAM,HDMI,USB CHARGE, RAPID WAKE DVD Supermultidrive 5 Hr Battery /Black Touch 1.5	
		DELL INSPIRON 17R	Standard OEM Specifications	
6	IPAD	Apple IPAD	Standard OEM Specifications	

S.No	Items	Make & Year of Manufacture	Configuration	Compliance (Yes/No)
6	Laptops	Lenovo R 61	Standard OEM Specifications	
		Lenovo V 310	Standard OEM Specifications	
		Acer 2014	Intel Core i3-4010U/4000M 4 th gen,4GB ddr3 SDRAM,14" screen,500GB Sata	
		Dell Vostro 2030	Standard OEM Specifications	
		Dell Vostro 3568	Standard OEM Specifications	
		Dell Vostro 3578	Standard OEM Specifications	
		HP 250 G5	Standard OEM Specifications	
		HP 250 G7	Standard OEM Specifications	
		HP 348 G4	Standard OEM Specifications	

Note-

*** *AMC Will be calculated on Pro-rata basis.**

i) The AMC-FMS of IT hardware and peripherals for a period of 1 (ONE) Year and may be extended to one or more year for the same price terms and conditions subject to satisfactory performance and with the consent of competent authority.

ii) The items and quantity mentioned here are spread across Chennai region.

Commercial Bid

Annexure-3

Type of Hardware	Make & Year of Manufacture	Tentative Quantity	To be filled by bidder in commercial bid envelope	
			Rate per unit	Total cost excluding tax
Desktop (including CPU, Monitor, Keyboard & Mouse)	Wipro 2010, 2011 & 2013	9		
	Acer 2013 & 2014	441		
	Dell Optiplex 3040	28		
	HP 280 G1	41		
	HP 280 G2	6		
	HP 280 G2	17		
	DELL TOUCH SCREEN	2		
	HP LJ P1505 / 1566	18		
	HP 202DW	91		
Laser Printer	HP P1007	11		
	HP 1606DN	11		
	Canon LBP 6018B	14		
	Canon LBP 2900B	9		
	HP 1022	9		
All In One	HP 1010/1020/ 1108	39		
	HP M233sdw	35		
	CANON 4420W	2		
	HP LJ M 1213NF	2		
	HP LJM1536DNF	31		

	HP K 6500A	1		
	HP MFP 1005	25		
	HP Laserjet Pro MFP M227	10		
	HP Laserjet Pro MFP M226	20		
	HP Laserjet Pro MFP 128	40		
	HP 134FN / 132FN	6		
Scanner	HP 5590	11		
	HP N6310	2		
Laptops	DELL 2010	1		
	DELL 2011	1		
	ACER 2014	50		
	SONY 2014	1		
	HP 348 G4 2017	1		
	HP 250 G5 2017	4		
	DELL VOSTRO 3568 2019	1		
	DELL VOSTRO 3578 2019	2		
	HP 250 G7 2020	1		
			Total AMC Cost Rs (excluding of all taxes)	

**** Some items may be removed /added in AMC which depends on the discretion of the company. Accordingly, AMC will be calculated**

SIGNATURE AND SEAL OF BIDDER

Annexure-4

QUERIES FORMAT

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

Annexure-5

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)**

Undertaking Regarding Non-Blacklisting

Tender Ref: ITD/AMC-FMS/2024-25/001 .

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, 2014 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-7

LIST OF LOCATIONS

Our Offices are situated in and around Chennai, Pondicherry, Thiruvannamalai, Thirupathur, Kancheepuram, Cuddalore, Chengalpattu. Micro offices are situated in and around Chennai, Pondicherry, Thiruvannamalai, Chengalpattu, Uthangarai.

List of offices:

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

Annexure-8

SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

1. Tender document with detailed terms and conditions is available on our website **<https://newindia.eproc.in>**. 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 <https://newindia.eproc.in>**

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-mudra, 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. C1 India Pvt. Ltd., Mumbai for obtaining the digital signature certificate.

3. Corrigendum/amendment, if any, shall be notified on the site <https://niac.eproc.in>. 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 (<https://newindia.eproc.in>) and arrange to register themselves at the earliest.

(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:

1. For system related issues:

M/s.C1 India at contact no. 022-66865632

2. For tender related queries:

The New India Assurance Co. Ltd. BSS dept., Chennai RO.
Contact no. : 044-28503127, 044-28503128

AGREEMENT

This agreement made on this _____ day of _____ 2024 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-2**, which are installed at Regional Office, Chennai and locations mentioned in Annexure 7.
Period of AMC: 01-Sept-2024 to 31-Aug-2025.

Price of AMC (Annual):

1. TENDER OFFER & PERIOD OF AGREEMENT:

- a. This Agreement is valid for minimum 1year. However, the period of Agreement may have to be extended if the contract is extended for one or more years on renewal by mutual consent of competent authority.
- c. 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. 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. 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 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-FMS period.

4. PAYMENT TERMS:

- a. The payment will be released on quarterly basis on satisfactory performance and after deduction of penalty, if any.
- b. No advance payment will be made in any case.

Comprehensive AMC-FMS for Desktops, Laptops, Printers, Scanner Laptops and other IT peripherals of different makes, installed at various Operating Offices under Chennai Regional Office. **The Vendor should have their office in Chennai**

5. SCOPE OF WORK (SOW):

Comprehensive AMC-FMS for Desktops, Laptops, Printers, Scanner Laptops and other IT peripherals of different makes, installed at various Operating Offices under Chennai Regional Office. **The Vendor should have their office in Chennai**

Repair and Maintenance Services (Hardware):

The vendor shall maintain the equipment's (as detailed above) in good working condition. The details of the equipment's are provided in the technical bid as per Annexure-2. 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 is meant for various items as mentioned below :-**
 - a) **Printer & All in One Printer:** - Comprehensive AMC including Fuser Assembly, Teflon Sheet, Pressure roller excluding toner, ribbon, drum and cartridge.
 - b) **Laptop and Desktop:** - Comprehensive AMC excluding Laptop Battery and Power Adapter.
 - c) **Scanner:** - Comprehensive AMC.
 - d) **Comprehensive maintenance of the hardware and system software shall include installation, up-gradation, repairing, reloading and restoration of Operating Systems, Windows 7/8/10, Anti virus, other software and office productivity software (Microsoft Office 2000/2007/2010/2013/2016/2019/O365 and open office) and basic networking work for Laptops, network printers and 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. Resolving OS related issues including re-installation of OS for what-so-ever reason.**
 - e) **Installation of antivirus software provided by the Company. All calls related to virus scanning and cleaning should be attended and rectified.**
 - f) **Repair or Replacement of parts of Desktops, Laptops, Printers, Scanners and all other peripherals as well as components/parts of Desktops, Printers, Scanners, Laptops and all other peripherals.**
 - g) **Basic troubleshooting and fixing up of issues related to Local Area Network (LAN).**
- iii. The bidder is required to provide a total of 95% uptime for all the equipments covered under the contract.
- iv. **Two resource-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 1 KM. Facility like Table, Chair and telephone will be provided to the Engineer.

The vendor shall be required to furnish the proof of qualification/experience of its engineers/helpdesk to us before deploying them for AMC work. We will be conducting interview of the person to be deployed. 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, in case of non-availability/absence of the resident Engineers. No Transport Facility will be provided

- v. The vendor should also provide the list of Engineers assigned to attend calls in Pondicherry, Thiruvannmalai, Cuddalore, Kancheepuram, Vellore.

S N	Description	Qty	Experience & qualification
-----	-------------	-----	----------------------------

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	B.Tech/BE/MCA with 1 year experience in relevant area or Diploma in IT or related field with 2 Years' experience in relevant area OR Graduate with 3 years' experience in IT or related field with excellent communication skills.
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- vi. 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.
- vii. The vendor has to keep spare parts/systems like SMPS, RAM, Motherboard, Hard Disk, Keyboard, Mouse and other spares at BSS dept. Regional Office Chennai or with FMS. The standby provided should be of same or better configuration.
- viii. 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.
- ix. The vendor shall perform preventive maintenance on quarterly basis. Preventive maintenance shall include cleaning of Keyboard, Monitor and CPU and the report has to be submitted.
- x. The vendor shall attend all calls related to IT Hardware, Installation, up gradation, repairing and reloading of operating systems, formatting desktops, taking backup and installing antivirus, software like Microsoft Office, open office, adobe etc and database like oracle, SQL etc.
- xi. The vendor shall assist in the recovery of data backup to the extent possible in case of Hard disk crash or any other problem.
- xii. 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.
- xiii. 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.
- xiv. The standby will be allowed for maximum 7 days. If any equipment 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.
- xv. 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.
- xvi. Any issues reported with regard to any hardware (Desktops, Printer, Scanner) from Micro Office has to be attended within 24 hours
- xvii. Calls reported by Branch Offices, Divisional Offices, Claims Hub, Third party Claims Hub should be attended with 48 hours.
- xviii. Items will be Added/Removed in Quarterly basis which will be intimated
- xix. 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) LOCAL AREA NETWORK MANAGEMENT (BASIC)
 - g) OFFICE(PREMISES) SHIFTING
 - h) 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
- 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.

Activity Description:

- Register calls online or on telephone of the users and track and close the calls. In case of telephonic call, the users are to be intimated call ID and resolution time as per severity levels.
- Assign criticality to each call. Track each call up to resolution.
- Monthly calculation of availability of different category of equipment's and overall

- availability of all systems covered under the contract.
- Monthly availability, utilization report.
- Monthly IMAC (Install, Move, Add, Change) report.
- Generation of Management Information System reports
- Daily Reports: - Complete call details.
- Quarterly Call reports which include downtime call trend and call resolution details.

b) VENDOR MANAGEMENT:

Co-ordination with external vendors for upkeep of equipment's 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.

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, laptop, 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.

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 updates to be done.
- Asset Movement Tracking, Media Tracking.
- 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, Laptop and Network level.

Activity Description:

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

f) LOCAL AREA NETWORK MANAGEMENT (Basic):

Activity Description:

- Basic troubleshooting of PCs, IP Phones, wireless access point and switches (Power and connectivity checking)
- Maintaining record of IP Address of all equipments and providing IP address to newly installed equipments as per the IP schema in consultation with Company Network Team.
- Requirement analysis and site survey for new network port requirements.
- Coordinating with cabling vendor/NIA Network Team for the new/repair of network points, cabling and switches.
- Network Printer configuration

g) OFFICE (PREMISES) SHIFTING

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

h) VPN RELATED ISSUES

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

6. PRICE

- a. The vendors should quote the base unit price. All applicable taxes will be paid as actual.
- 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. 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 due to reduction in duty & taxes after the prices are fixed and before the agreement should be passed on to the Company.

7. PAYMENT TERMS:

- a. The payment will be released on 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.

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 at Regional office,

LOCATIONS:

We have offices in and around Chennai, Pondicherry, Thiruvannamalai, Cuddalore, Kancheepuram, Chengalpattu and offices in Gummidipoondi, Redhills, Uthukottai and spread till Uthangarai [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
1	If standby is not provided within 3 days	Rs100/- per day
2	If call not resolved within 7 days	Rs 500/- Per day after 7 th day
3	Non submission of call reports by the vendor duly sealed signed by Office In-Charge	5% of quarterly payment
4	Non submission of Quarterly Updated Asset report	5% of quarterly payment

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, paintings or refinishing the machines or furnishing the materials

thereof, making specific changes.

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.

11. 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.
12. 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.
13. The Company will provide sufficient working place, communication system for the vendor without any extra cost.

14. 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.

15. 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, 2396 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 **Chennai, India.**

16. 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.

17. 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.

18. 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.

19. 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**

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

By the hands of

By the hands of

In the presence of

In the presence of

Witnesses: 1 _____

Witnesses: 1 _____