



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड

(भारत सरकार का उपक्रम)

THE NEW INDIA ASSURANCE COMPANY LTD.

(Govt. of India Undertaking)

पंजीकृत एवं प्रधान कार्यालय : न्यू इन्डिया एश्योरन्स बिल्डिंग, 87, महात्मा गांधी मार्ग, फोर्ट, मुंबई - 400 001.

Regd. & Head Office : New India Assurance Bldg., 87, M.G. Road, Fort, Mumbai - 400 001.

CIN No. L66000MH1919GOI000526

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Phone : 022 2270 8100

022 2270 8400

Website : www.newindia.co.in

Tender Notice

Tender no. 15 /Estate & Estab/23-24

Date: 18th July 2023.

It is proposed to enter into Comprehensive Annual Maintenance Contract for 320 ports Telesoft make Intercom System with its accessories and cabling at our Andheri Staff Quarters, Barfiwala Marg, Juhu Lane, Andheri (W), Mumbai 400 058.

e- tenders are requested from manufacturer/ authorized dealers/ system integrator to maintain the above system under Comprehensive Annual Maintenance Contract. Bidders are requested to submit their bids under Two Bid Systems i.e. Technical and Commercial. Commercial bids will be opened of those bidders who qualify in Technical Bid.

Tender documents can be downloaded from our website www.newindia.co.in. Price bid including Pre-qualification criteria with instructions are attached herewith.

The last date for submission for e-tender on our portal www.tenderwizard.com/NIAEPROC is 4th August 2023 before 11.00 am.

For any clarification or site visit, you may Contact , Air Conditioning Department, The New India Assurance Building, 87, M.G. Road, Fort, Mumbai 400 001.

(Chief Manager)

Establishment Department

078/air cond/23-24

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Rob



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THE NEW INDIA ASSURANCE CO. LTD. MUMBAI (H.O.)

ELIGIBILITY CRITERIA

1. Tenderer should have completed the similar nature of works atleast for one year.
2. Tenderer should have one similar work costing not less than 1.5 Lacs.
3. Tenderer must have an established service base in Mumbai or should have a service center in Mumbai. Please give details of service center contact details.
4. Tenderer should not be black listed by any PSU/Banks/Govt. organizations. Self declaration should be submitted by the authorized official of the company.
5. EMD inform of DD/PO of Rs. 5,000/- in the name of The New India Assurance Co. Ltd. payable at Mumbai. Or submit a declaration named " **Bid Security Declaration**" state as " I accepting that if , we withdraw or modify the bid during period of Validity etc, NIA has the power to suspend us for submission in tender /future tenders."
6. A tender fee of Rs. 500/- + 18% GST (Rs.590/-in favour of "The New India Assurance Company Limited" payable at Mumbai is to be submitted in tender envelope.

Note:- Please submit the proof of above documents with technical bids. Also submit duly filled Annexure "A".



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Annexure "A"

Name of the Firm	
Address	
Name of the Contact Person/s with Phone/ Mobile/Fax No./Email	
Year of Establishment	
Experience in last 5 years	
GST No.	
Maintenance Experience (with work order)	
Bank Details: Name of Bank	
Account No.	
IFSC No.	
PAN no.	
Whether break down Service call will be entertained in case of emergency at any time.	
<u>EMD & Tender fee details</u> Submitted declaration or DD for EMD	
DD Bank name & no.	
(Signature with Seal)	
Date:	



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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 participants may download and participate in the tender as per the instructions given therein, on or before the due date of the tender. The tender should 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, 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 vendor. In case any vendor so desires, he may contact our e-Procurement service provider M/s. Tender Wizard, 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 the tender.
5. The Commercial/Price bid of only those vendors shall be opened whose Technical bid is found 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.
 - 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 consideration.
 - 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



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times till the due date 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 completed, the vendors are required to go on dashboard and take the print of the 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 closing due date and time of the Tender.
- vi. No manual bids / offers along with electronic bids / offers shall be accepted.

7. **Once the Commercial/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 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 required so. Even for those who are familiar with this type of e-tendering, it is suggested to complete all the activities before due date. 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. 10. In case of any clarification pertaining to e-Procurement process, the vendor may contact the following agencies /personnel:

S.N	Particulars	Company Name	Contact Details
1	For e-Tendering Support	Tender wizards	08040482100 Mr Lokesh H R 9923972175 Mr Sushant SP Lokesh.hr@etenderwizard.com
2	For Tender related Queries	The New India Assurance Co. Ltd	022-22708299/291



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Scope of work

1. Tenderer is for Comprehensive service, maintain and repair all equipment mentioned in Annexure "B". The Annual Maintenance Contract is comprehensive including repair and replacement of defective parts for all the equipment's mentioned in Annexure "A".
2. The work consist of maintenance and repair of EPABx system installed at our Andheri Staff Quarters, The New India Assurance Co. Ltd. Barfiwala Marg, Juhu Lane, Andheri (W), Mumbai -400 058 in accordance with technical specifications, terms and conditions mentioned in tender documents.
3. Engineer/Technician should visit the site /Site office every week to check the systems condition and check whether any complaint received in log book kept at Site Office.
4. Conditional/Unsolicited tender shall not be considered.
5. It shall be ensured that the spare parts/ items used for repair and maintenance are fault free. The materials supplied shall be of Telesoft make only.
6. The New India Assurance Co. Ltd. administration will not be responsible for any loss or damage to service provider's materials, equipment, tools, etc.
7. The prices quoted in the financial Bid should be exclusive of taxes. The bidder should quote the prices for providing complete Comprehensive annual maintenance. The New India Assurance Co. Ltd. will not pay extra amount which is not mentioned in the financial Bid.
8. Quotation received after stipulated time will not be entertained.
9. On receiving complaint about any fault to any of the extension/ intercom/display unit / Cabling/wiring/ or any other fault in System/ telephone instrument/rosette box, the service provider will promptly respond and repair/replace any part or provide required services within 12 hours.
10. It is the duty of the bidder to co-ordinate with Site Office at Andheri Staff Quarters and get the complaints they received.
11. The company reserves the right to cancel any or all tender without assigning any reason whatsoever.
12. Currently 320 ports are in use including security counters.



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13. Charges for replacement of only cabling/ Telephone instruments will be paid if it is beyond repairs, other parts are covered under Comprehensive Annual Maintenance Contract.

14. Replacement of Batteries is also bidders' responsibility.

15. "N" numbers of calls to be attended, other than weekly visit.

Signature of the bidder with Company/firm's seal

Date:



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**Name of Work: Comprehensive Annual Maintenance contract for Telesoft
EPABx System along with following equipment:**

Annexure -B

Sr. No.	Item Description	Qty
1	Telesoft System with 320 port facility.	1
2	UPS system with batteries.	1
3	Telephone instruments	301
4	Display Unit	1
5	Cabling, rosette box and crones	301 flats

Note:

Charges for replacement of only cabling/ Telephone instruments and rosette boxes, if that are beyond repair, will be paid. Other parts are covered under Comprehensive Annual Maintenance Contract.

Signature of the bidder with Company/firm's seal

Date:



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Price Bid

FINANCIAL BID		
S.No	Description of Items	Amount
1	Comprehensive Annual Maintenance Contract for Intercom System with equipment mentioned in Annexure "B" , for the period of one year from 1 st September 2023 to 31 st August 2024.	
2	Same as above but for the period from 1 st September 2024 to 31 st August 2025.	
3	Same as above but for the period from 1 st September 2025 to 31 st August 2026.	

Note:

1. The rate should be without GST
2. One weekly visit of Engineer/ Technician at site is mandatory.

Signature of the bidder with Company/firm's seal

Place:

Date:



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(On Bidder's Letter Head)

Form of Bid Security Declaration

Date:-

To,
Chief Manager
Estate and Establishment Dept.
Head Office,
The New India Assurance Company Ltd.
87, M.G. Road, Mumbai:- 400001

**Name Of Work :- E-Tender Notice for Annual Maintenance Contract for
Intercom System at Andheri Staff Quarters.**

I/We understand this Bid Security Declaration is in lieu of Bid Security (EMD) and I/We accept that if the bids are withdrawn or modified during the period of the validity, I will be suspended for one year from the date of issue of the suspension order.

Signature

Name: