



दि न्यू इन्डिया एश्योरन्स कं. लि.  
THE NEW INDIA ASSURANCE COMPANY LTD.

(भारत सरकार के संपूर्ण स्वामित्वाधीन / Wholly owned by Government of India)

मुंबई क्षेत्रीय कार्यालय / Mumbai Regional Office - V

विन्ध्या कमर्शियल कॉम्प्लेक्स, दुसरी मंजिल, / Vindhya Commercial Complex, 2nd Floor,

सेक्टर 11, सी.बी.डी., बेलापूर, नवी मुंबई / Sector 11, C.B.D., Belapur, Navi Mumbai

दुरध्वनी / Phone: 27570270 / 1651 / 5080 / 5081 / 5082 फॅक्स / Fax: 2757 0835.

Email - nia.170000.@newindia.co.in

**Refloat e-Tender for Purchase of Desktops, Printers, Scanners and Projectors**

(Tender Ref. No: MROV/ITD/Inventory/eTender-2017-18/03)

The New India Assurance Co. Ltd. invites online offers in TWO Bid systems (Technical and Commercial bids) from interested vendors for purchase of Desktops, Printers, Scanners and Projectors which are to be supplied at Mumbai Regional Office 5, The New India Assurance Co. Ltd.

Detailed particulars are given in the tender document, which can be downloaded from <http://newindia.co.in/tender.aspx>

The participating vendors have to quote online through e-Procurement Portal at URL <https://newindia.eproc.in>. The last date for submission of bids is **28/08/2017, 02:00 pm** and the technical bids will be opened on **28/08/2017, 03:00 pm**.

The management of this company (NIACL) reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

  
Chief Regional Manager

Date: 9/8/17





दि न्यू इंडिया एशुरेंस कंपनी लिमिटेड  
The New India Assurance Company Limited  
(भारत सरकार के पूर्ण स्वामित्वाधीन कम्पनी / A Wholly Owned Government Of India Company)  
मुंबई क्षेत्रिय कार्यालय -5 / Mumbai Regional Office V  
दुसरी मंज़िल , विंध्य कमर्शियल कॉम्प्लेक्स / 2<sup>nd</sup> floor, Vindhya Commercial complex,  
सैक्टर -11 ,सीबीडी बेलापुर ,नवी मुंबई / sector-11, CBD Belapur, Navi Mumbai-400614  
दूरध्वनी/ Phone No: 022-27570270 /1651/ 6884 / 5080

## **TENDER DOCUMENT**

**e-Tender for Purchase of Desktops, Printers, Scanners and Projectors**

**(Tender Ref. No: MROV/ITD/Inventory/eTender-2017-18/03)**

## **TENDER SUMMARY**

Sl. No.	Description	Remarks
1	Tender Type	e-Tender with Two Bid System i.e. Technical Bid & Commercial Bid
2	Tender Fees	Rs. 500/- (Non-Refundable)
3	Earnest Money Deposit (E.M.D.)	Rs. 10,000/- (Refundable)
4	Tender Closing Date	28 <sup>th</sup> August 2017, 02:00 pm
5	Technical Bid Opening	28 <sup>th</sup> August 2017, 03:00 pm
6	Commercial Bid Opening	Commercial bids will be opened after opening of Technical bids. The time and date would be intimated to the bidders.
7	Tender Validity	180 (One Eighty) Days
8	Tender Location	The New India Assurance Company Limited Mumbai Regional Office V 2nd floor, Vindhya Commercial complex, Sector -11, CBD Belapur , Navi Mumbai



## IT DEPARTMENT, MUMBAI REGIONAL OFFICE V

### SECTION – I

#### INSTRUCTIONS / GUIDELINES TO BIDDERS

#### 1.0 THE TENDER OFFER

- 1.1 Bidder will have to deposit a Demand Draft / Pay Order of **Rs. 500/- (Rs. Five Hundred only)**, non-refundable towards **Tender Fees** in favour of **“The New India Assurance Company Limited” payable at Navi Mumbai.**
- 1.2 The tender offer (Technical Bid & Commercial Bid) should be submitted online through e-Procurement Portal at URL <https://newindia.eproc.in> on or before **28<sup>th</sup> August 2017,02:00 pm.**
- 1.3 Technical bids will be opened on **28<sup>th</sup> August 2017.**
- 1.4 Commercial bids will be opened after opening of Technical bids. The time and date would be intimated to the bidders.
- 1.5 The Desktops, Printers, Scanners and Projectors are to be supplied at per Annexure

**The New India assurance Company Limited  
Mumbai Regional Office V  
2nd floor, Vindhya Commercial complex,  
Sector -11, CBD Belapur , Navi Mumbai**

#### 2.0 ELIGIBILITY CRITERIA: THE BIDDERS

- 2.1 Should have an average annual turnover of Rs. 1 Crores or more, towards sales of Desktops and similar line of business in India, for three financial years 2015-2016, 2014-2015 & 2013-2014.
- 2.2 Should have service experience not less than 3 years.
- 2.3 Should have provided support at the location whenever required.
- 2.4 Should have arrangement with OEM vendors, manufacturers of Desktops, Printers, Scanners and Projectors.



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### 3.0 PROCEDURE FOR SUBMISSION OF THE TENDER

3.1 The tender offer (Technical Bid & Commercial Bid) should be submitted online through e-Procurement Portal at URL <https://newindia.eproc.in>.

3.2 Technical Bid Documents to be uploaded (in pdf / zip / rar format).

Documents to prove eligibility as per clause a) to e)

- a) Details of service network including service personnel employed across the region/state.
- b) Sales Tax & Service Tax Registration Certificate.
- c) Certificate of Incorporation / Registration
- d) PAN Card, TAN details and GST details
- e) Scanned copy of Demand drafts / Pay Orders towards Tender Fees and EMD as per clause 4 below. Original Demand drafts / Pay Orders is to be submitted at The New India Assurance Co. Ltd, IT Dept, MROV, 2nd floor Vindhya Commercial complex, Sector -11 CBD Belapur before last date of submission of bids.

**Note: Uploaded documents must be labeled / tagged / marked and serial clause wise.**

### 4.0 EARNEST MONEY DEPOSIT (E.M.D.)

- 4.1 The intending bidders should pay an Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand)
- 4.2 The EMD shall be payable by DD / Pay Order drawn in favor of "The New India Assurance Co. Ltd." payable at Navi Mumbai.
- 4.3 The EMD will not carry any interest.



## **IT DEPARTMENT, MUMBAI REGIONAL OFFICE V**

### **5.0 FORFEITURE OF E.M.D**

The EMD made by the bidder will be forfeited if –

- a) He withdraws his tender after acceptance;
- b) He withdraws his tender before the expiry of the validity period of the tender;
- c) He violates any of the provisions of the terms and conditions of this tender specification.

### **6.0 REFUND OF E.M.D.**

- 6.1 EMD will be refunded to the successful bidder, only after signing of the contract and payment of Security Deposit, completion of formality etc. in all respects to the satisfaction of the purchaser / company.
- 6.2 In case of unsuccessful bidders, the EMD will be refunded to them after intimation is sent to them about rejection of their tenders.

### **7.0 THE COMPANY RESERVES THE RIGHT TO**

- 7.1 Accept / Reject any of the Tenders.
- 7.2 Revise the quantities at the time of placing the order.
- 7.3 Add, Modify, Relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- 7.4 Reject any or all the tenders without assigning any reason thereof.
- 7.5 Award contracts to one or more bidders for the item/s covered by this tender.



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### 8.0 REJECTION OF TENDERS

The tender is liable to be rejected inter alia:

- 8.1 If it is not in conformity with the instructions mentioned herein,
- 8.2 If it is not accompanied by the requisite Tender Fees and EMD.
- 8.3 If it is not properly signed by the bidder
- 8.4 If it is received in Physical Form
- 8.5 If it is received by Telex, Telegram or Email
- 8.6 If it is filled / received after the expiry of the due date and time
- 8.7 If it is evasive or incomplete including non-furnishing the required documents

### 9.0 VALIDITY OF TENDERS

The bidders' offers shall have the validity period of 180 (One Eighty) Days from the tender closing date. A bid valid for a shorter period will be rejected.

### 10.0 PERFORMANCE GUARANTEE

The successful bidder/s will have to furnish a performance guarantee either in the form of the BG of 5% of the value of the Contract or Demand draft for proper fulfillment of the contract for a period of 3 (THREE) years obtained from a nationalized / scheduled bank. This Bank Guarantee shall be released on the expiry of the period of Warranty.



**IT DEPARTMENT, MUMBAI REGIONAL OFFICE V**

**SECTION – II**

**PART – 'A' – TECHNICAL BID**

**1.0 MINIMUM TECHNICAL SPECIFICATION FOR EACH ITEMWISE:**

**1.1 PROJECTOR WITH SCREEN:**

<b>Sl. No.</b>	<b>Description</b>	<b>Required Specification</b>
1.	<b>Make</b>	EPSON/HP/DELL/PHILIPS/HITACHI
2.	<b>Color</b>	Black/Grey
3.	<b>Projection System</b>	3LCD Technology
4.	<b>LCD Panel</b>	0.55 inch with MLA (D9)
5.	<b>Colour Light Output</b>	3,200 Lumen- 2,240 Lumen (economy) In accordance with IDMS15.4
6.	<b>White Light Output</b>	3,200 Lumen - 2,240 Lumen (economy) In accordance with ISO 21118:2012
7.	<b>Resolution</b>	XGA, 1024 x 768, 4:3
8.	<b>Aspect Ratio</b>	4:3
9.	<b>Contrast Ratio</b>	15,000: 1
10.	<b>Lamp</b>	200 W, 5,000 h durability, 10,000 h durability (economy mode)
11.	<b>Keystone Correction</b>	Auto vertical: $\pm 30^\circ$ , Manual horizontal $\pm 30^\circ$
12.	<b>Colour Processing</b>	10 Bits
13.	<b>2D Vertical Refresh Rate</b>	100 Hz - 120 Hz
14.	<b>Colour Reproduction</b>	Up to 1.07 billion colours
15.	<b>Screen</b>	6Ft X 4Ft Auto lock screen



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### 1.2 FLATBED COLOR IMAGE SCANNER:

Sl.	Description	Required Specification
	<b>Make</b>	HP/EPSON/CANON/
1.	<b>Color</b>	Black/Grey
2.	<b>Scanner Type</b>	Flatbed Colour Image Scanner
3.	<b>Optical Resolution</b>	4800 dpi
4.	<b>Hardware Resolution</b>	4800 x 4800 dpi
5.	<b>Color Bit Depth</b>	48-bits per pixel internal / 24-bits per pixel external
6.	<b>Grayscale Bit Depth</b>	16-bits per pixel internal / 8-bits per pixel external
7.	<b>Optical Sensor</b>	CIS (Contact Image Sensor)
8.	<b>Effective Pixels</b>	40,800 x 56,160 pixels (4800 dpi)
9.	<b>Maximum Scan Area</b>	Flatbed 8.5" x 11.7"
10.	<b>Light Source</b>	Three-color RGB LEDs
11.	<b>LEDs Scanning Speed</b>	Color 300 dpi approximately 10 seconds (via USB 2.0) and Color 600 dpi approximately 30 seconds (via USB 2.0)
12.	<b>Optical Density</b>	CIS (Contact Image Sensor)
13.	<b>Warranty</b>	3 (three) year onsite Warranty





## IT DEPARTMENT, MUMBAI REGIONAL OFFICE V

### 1.3 ALL IN ONE TOUCH SCREEN DESKTOP:

Sl. No.	Description	Required Specification
1.	<b>Make</b>	HP/DELL/LENOVO/ACER
2.	<b>Color</b>	Black
3.	<b>Processor</b>	Intel® Core™ i3-6006U Processor
4.	<b>RAM</b>	4 GB DDR3
5.	<b>Hard Disk</b>	1 TB 7200 rpm
6.	<b>Monitor</b>	21.5" FHD IPS 10-point touch
7.	<b>Operating System</b>	64 bit Windows 8.1 Professional compatible with Windows 10.0
8.	<b>Key board</b>	Wireless
9.	<b>Mouse</b>	Optical Wireless
10.	<b>Display</b>	Touch screen
11.	<b>Warranty</b>	3 Years Onsite Warranty
12.	<b>Graphics</b>	Integrated
13.	<b>Port and Slot</b>	2 x USB2.0, 2 x USB3.0, Microphone/earphone combo, HDMI, 6 in 1 Card Reader, Wi-Fi + Blue tooth: 802.11 AC + BT 4.0
14.	<b>Optical Disc Drive</b>	Slim DVD Rambo
15.	<b>Camera</b>	720p



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### **1.4 PRINTER**

<b>Sl. No.</b>	<b>Description</b>	<b>Required Specification</b>
1.	<b>Make</b>	HP/EPSON/CANON/SAMSUNG
2.	<b>Color</b>	Black/Grey/White
3.	<b>Type</b>	Single Function
4.	<b>Interface</b>	Wireless
5.	<b>Printing Output</b>	Monochrome
6.	<b>Printing Method</b>	Laser
7.	<b>Print Resolution (Mono)</b>	600 x 600 dpi with Print speed 18 ppm
8.	<b>Optical Scanning Resolution</b>	600 x 600 dpi
9.	<b>Operating Temperature Range</b>	10DegC - 30DegC
10.	<b>Operating Humidity Range</b>	20 % - 80 % RH (No Condensation)
11.	<b>Operating System</b>	Windows
12.	<b>USB Support</b>	USB 2.0
13.	<b>Wireless Support</b>	Yes, 802.11b/g/n
14.	<b>Warranty</b>	3 (Three) years Onsite warranty

**Note: Offers for minimum specification mentioned above are to be made and nothing short of the above shall be acceptable by The Company.**



## IT DEPARTMENT, MUMBAI REGIONAL OFFICE V

### SECTION – II

#### PART – 'B' – COMMERCIAL BID

2.0 The bidders have to submit Commercial Bids online through e-Procurement Portal as per illustrative format / table given under as per annexure B:

S.No	Description of the Item	Base Price per unit (A)	Quantity (B)	Net Price (Including S.T etc.) (A * B)
1	Projector with screen		5	
2	Scanner		15	
3	All in one Desktop		3	
4	Printer		5	
5	Total		28	

Note: Quantities mentioned here are approximate. The Company reserves the right to increase / decrease the quantity to be purchased.

### 3.0 PRICE

3.1 The price shall be all inclusive of Ex-factory price per unit, packing, forwarding, freight, transit insurance, excise duty, other duties and taxes, if any, including delivery, installation, commissioning and testing charges. GST /CST / VAT / Octroi will be reimbursed on Production of actual documents.



## IT DEPARTMENT, MUMBAI REGIONAL OFFICE V

- 3.2 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 delivery should be passed on to the Purchaser / Company.

### 4.0 DELIVERY AND INSTALLATION

- 4.1 The total approximate quantity of items as mentioned above shall be delivered at New India Assurance Co. Ltd, Mumbai Regional Office V, as mentioned in Annexure – 'B'. The actual quantity of items to be supplied to the Office would be specified in the Purchase Order / Contract for Supply to be entered between the Company and the successful bidder/s.
- 4.2 The delivery time shall be a maximum of 4(four) weeks from the date of placement of order.
- 4.3 The installation / commissioning shall be completed within a period of 1(one) week from the date of Delivery.
- 4.4 In the event of delayed delivery i.e. delivery after the expiry of the delivery period as specified in Para 4.2 herein above, the vendor shall be liable to pay a penalty at a percentage of the value of the undelivered equipments subject to a maximum of 5% (Five Percent) as detailed below:

@ 1% for the First week

@ 2.5% for the Second week, and

@ 5% for the Third week onwards

For this clause, part of the week is considered as a full week.

- 4.5 After the delivery is made, if it is discovered that the items supplied are not according to our Specification, such supply would be rejected at the supplier's cost.



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### **5.0 PAYMENT TERMS**

100 % payment will be made after production of installation certificate, diagnostic reports and other relevant documents and on submission of Bank guarantee and signing of agreement.

Payment shall be made through electronic mode (NEFT/RTGS) only, for which bidders are required to submit the details of their bank as per Annexure – 'E' of the tender document.

### **6.0 WARRANTY AND ON-SITE MAINTENANCE**

The Vendor shall provide 3 (THREE) years comprehensive on-site warranty commencing from the date of installation of the Desktops, Printers, Scanners and Projectors at the respective offices of the Company as provided in the Purchase Order / Contract. During the warranty period, the vendor will have to undertake Comprehensive maintenance of the Desktops, Printers, Scanners and Projectors.

### **7.0 GUARANTEE**

A guarantee certificate guaranteeing the Company that the items supplied are the same as items quoted including brands, performance figures and satisfactory operations of the components shall be provided by the successful bidder. Further, it shall also provide a guarantee against poor workmanship, bad quality of materials used and faulty designs. The said Guarantee Certificate shall be furnished along with the initial bill for payment. This guarantee should be operative for a period of 3 years from the date of installation. All defects identified during the period of guarantee shall be replaced or rectified as desired by the company free of cost by the Vendor.

**8.0** The Company shall have the right to relax or waive or alter any of the provisions of the tender document.

**9.0** If the bidder wishes to depart from the Technical Specification in any respect he shall draw the attention to such points of departure explaining fully the reasons thereof and



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furnish separately adopting the form given below. Unless this is done, the requirements of the Technical Specification 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.

### Deviation from Specification

Sl. No.	Sl. No. & Description in the Technical Specification (Annexure – 'A')	Deviation details and reasons thereof

**Annexure - 'A'**

### 1.0 MINIMUM TECHNICAL SPECIFICATION FOR DESKTOP, PRINTERS, SCANNERS AND PROJECTORS:



**IT DEPARTMENT, MUMBAI REGIONAL OFFICE V**

**1.1 PROJECTOR WITH SCREEN:**

<b>Sl. No.</b>	<b>Description</b>	<b>Required Specification</b>	<b>Remarks (Y/N)</b>
1.	<b>Make</b>	EPSON/HP/DELL/PHILIPS/HITACHI	
2.	<b>Color</b>	Black/Grey	
3.	<b>Projection System</b>	3LCD Technology	
4.	<b>LCD Panel</b>	0.55 inch with MLA (D9)	
5.	<b>Colour Light Output</b>	3,200 Lumen- 2,240 Lumen (economy) In accordance with IDMS15.4	
6.	<b>White Light Output</b>	3,200 Lumen - 2,240 Lumen (economy) In accordance with ISO 21118:2012	
7.	<b>Resolution</b>	XGA, 1024 x 768, 4:3	
8.	<b>Aspect Ratio</b>	4:3	
9.	<b>Contrast Ratio</b>	15,000: 1	
10.	<b>Lamp</b>	200 W, 5,000 h durability, 10,000 h durability (economy mode)	
11.	<b>Keystone Correction</b>	Auto vertical: $\pm 30^\circ$ , Manual horizontal $\pm 30^\circ$	
12.	<b>Colour Processing</b>	10 Bits	
13.	<b>2D Vertical Refresh Rate</b>	100 Hz - 120 Hz	
14.	<b>Colour Reproduction</b>	Up to 1.07 billion colours	
15.	<b>Screen</b>	6Ft X 4Ft Auto lock screen	
16.	<b>Warranty</b>	3 years' onsite warranty	

**1.2 FLATBED COLOR IMAGE SCANNER:**



**IT DEPARTMENT, MUMBAI REGIONAL OFFICE V**

<b>Sl. No.</b>	<b>Description</b>	<b>Required Specification</b>	<b>Remarks (Y/N)</b>
1.	<b>Make</b>	HP/EPSON/CANON	
2.	<b>Color</b>	Black/Grey	
3.	<b>Scanner Type</b>	Flatbed Colour Image Scanner	
4.	<b>Optical Resolution</b>	4800 dpi	
5.	<b>Hardware Resolution</b>	4800 x 4800 dpi	
6.	<b>Color Bit Depth</b>	48-bits per pixel internal / 24-bits per pixel external	
7.	<b>Grayscale Bit Depth</b>	16-bits per pixel internal / 8-bits per pixel external	
8.	<b>Optical Sensor</b>	CIS (Contact Image Sensor)	
9.	<b>Effective Pixels</b>	40,800 x 56,160 pixels (4800 dpi)	
10.	<b>Maximum Scan Area</b>	Flatbed 8.5" x 11.7"	
11.	<b>Light Source</b>	Three-color RGB LEDs	
12.	<b>LEDs Scanning Speed</b>	Color 300 dpi approximately 10 seconds (via USB 2.0) and Color 600 dpi approximately 30 seconds (via USB 2.0)	
13.	<b>Optical Density</b>	CIS (Contact Image Sensor)	
14.	<b>Warranty</b>	3 (three) year onsite Warranty	

**1.3 ALL IN ONE TOUCH SCREEN DESKTOP:**





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<b>Sl. No.</b>	<b>Description</b>	<b>Required Specification</b>	<b>Remarks (Y/N)</b>
1.	<b>Make</b>	HP/DELL/LENOVO/ACER	
2.	<b>Color</b>	Black	
3.	<b>Processor</b>	Intel® Core™ i3-6006U Processor	
4.	<b>RAM</b>	4 GB DDR3	
5.	<b>Hard Disk</b>	1 TB 7200 rpm	
6.	<b>Monitor</b>	21.5" FHD IPS 10-point touch	
7.	<b>Operating System</b>	64 bit Windows 8.1 Professional compatible with Windows 10 .0	
8.	<b>Key board</b>	Wireless	
9.	<b>Mouse</b>	Optical Wireless	
10.	<b>Display</b>	Touch screen	
11.	<b>Warranty</b>	3 Years Onsite Warranty	
12.	<b>Graphics</b>	Integrated	
13.	<b>Port and Slot</b>	2 x USB2.0, 2 x USB3.0, Microphone/earphone combo, HDMI, 6 in 1 Card Reader, Wi-Fi + Blue tooth: 802.11 AC + BT 4.0	
14.	<b>Optical Disc Drive</b>	Slim DVD Rambo	
15.	<b>Camera</b>	720p	

**1.4 PRINTER**



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<b>Sl. No.</b>	<b>Description</b>	<b>Required Specification</b>	<b>Remarks (Y/N)</b>
1.	<b>Make</b>	HP/EPSON/CANON/SAMSUNG	
2.	<b>Color</b>	Black/Grey/White	
3.	<b>Type</b>	Single Function	
4.	<b>Interface</b>	Wireless	
5.	<b>Printing Output</b>	Monochrome	
6.	<b>Printing Method</b>	Laser	
7.	<b>Print Resolution (Mono)</b>	600 x 600 dpi with Print speed 18 ppm	
8.	<b>Optical Scanning Resolution</b>	600 x 600 dpi	
9.	<b>Operating Temperature Range</b>	10DegC - 30DegC	
10.	<b>Operating Humidity Range</b>	20 % - 80 % RH (No Condensation)	
11.	<b>Operating System</b>	Windows	
12.	<b>USB Support</b>	USB 2.0	
13.	<b>Wireless Support</b>	Yes, 802.11b/g/n	
14.	<b>Warranty</b>	3 years Onsite warranty	

**Note: Offers for minimum specification mentioned above are to be made and nothing short of the above shall be acceptable by The Company.**

**Annexure - 'B'**



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**COMMERCIAL BIDS SHOULD BE STRICTLY AS PER BELOW FORMAT:**

S.No	Description of the Item	Base Price per unit (A)	Quantity (B)	Net Price (Including S.T etc.) (A * B)
1	Projector with screen		5	
2	Scanner		15	
3	All in one Desktop		3	
4	Printer		5	
5	Total		28	

**Note: Quantities mentioned here are approximate. The Company reserves the right to increase / decrease the quantity to be purchased.**



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**Annexure – 'C'**

Application / Tender Form for Supply of Desktops, Printers, Scanners and Projectors

1. Name of Vendor: \_\_\_\_\_
2. Address of Vendor: \_\_\_\_\_
3. PAN No. (Attach Scanned Copy): \_\_\_\_\_
4. VAT Reg. No. (Attach Scanned Copy): \_\_\_\_\_
5. Name, Mobile & Email of Contact Person: \_\_\_\_\_
6. GST number: \_\_\_\_\_
7. Servicing and sales experience of minimum 3 Years (attach proof): Yes / No
8. Details of installations in our company in the recent 2-3 years at any location
9. Any other points / comments you would like to make.



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### Annexure – 'D'

#### Special Instructions to Bidders for e-Tendering

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>

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 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.

Corrigendum / amendment, if any, shall be notified on the site <https://newindia.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 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.

Vendors are required to complete the entire process online on or before the due date of closing of the tender.

The Commercial / Price bid of only those vendors shall be opened whose Technical bid is found to be acceptable to us. The schedule for opening the price bid shall be advised separately.

Directions for submitting online offers, electronically, against e-Procurement tenders directly through internet.

Continued...



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Vendors are advised to log on to the website (<https://newindia.eproc.in>) and arrange to register themselves at the earliest.

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.

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.

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.

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.

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

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.

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



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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.

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.

Sr. No.	Particulars	Company Name	Contact Details
1	For e-tendering Support	M/s. C1 India Pvt. Ltd.	022 – 66 86 5600 newindiasupport@c1india.com
2	For Tender Related Queries	The New India Assurance Co. Ltd.	022 – 27570270 /1651 /6884



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### Annexure – 'E'

Particulars of the Vendor required for the payment through electronic mode (NEFT/RTGS)

Sr.	Description	Details
1	Vendor Name	
2	Complete Address	
3	Bank's Name	
4	Bank Account No.	
5	Bank Account Type	
6	Bank Branch Name	
7	Bank Branch Address	
8	IFSC Code	
9	NEFT / MICR Code	

Note: Please attach CANCELLED Cheque of the Bank





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### Annexure – 'F'

#### AGREEMENT

This Agreement entered into at Navi Mumbai on this \_\_\_\_ of \_\_\_\_\_ 2017, BETWEEN \_\_\_\_\_ a company registered under the Indian Companies Act, 1956 and having its registered office at \_\_\_\_\_ hereinafter referred to as the VENDOR.

AND

THE NEW INDIA ASSURANCE COMPANY LIMITED, MROV a company registered under the Companies Act, 1956 and having its registered office at 87, M.G. Road, Fort, Mumbai hereinafter referred to as the PURCHASER.

WHEREAS the Purchaser had called for tenders from various companies for the supply of Desktops, Printers, Scanners and Projectors and

WHEREAS the Vendor had submitted a quotation which was accepted by the Company after discussions; and

WHEREAS the Purchaser is desirous of placing orders for purchase of the Desktops, Printers, Scanners and Projectors and

WHEREAS the Vendor had agreed to effect supplies of Desktops, Printers, Scanners and Projectors; the purchaser as per the terms and conditions mentioned herein below.

NOW THEREFORE THIS DEED WITNESSETH:

#### 1. PERIOD OF AGREEMENT

1.1 This Agreement is valid for this lot of order only and till installation of the last system under this lot. However, the period of Agreement may be extended by mutual consent.



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- 1.2 That the Vendor hereby agrees to effect supplies of Desktops, Printers, Scanners and Projectors as listed out in the tender of this Agreement, as and when Purchase Orders are placed by the Purchaser-Company at the prices specified therein.

### **2. PRICE**

- 2.1 That the prices for Desktops, Printers, Scanners and Projectors as specified in the tender to this agreement shall not be subject to any escalation.
- 2.2 The price shall be all inclusive of Ex-factory price per unit, packing, forwarding, freight, transit insurance, excise duty, other duties and taxes, if any, including delivery, installation, commissioning and testing charges. GST / CST / VAT / Octroi will be reimbursed on Production of actual documents.
- 2.3 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 delivery should be passed on to the Purchaser / Company.

### **3. PERFORMANCE GUARANTEE**

- 3.1 The Vendor shall furnish a performance guarantee either in the form of the BG of 5% of the value of the Contract or Demand draft for proper fulfillment of the contract for a period of 3 (THREE) years obtained from a nationalized / scheduled bank
- 3.2 This Bank Guarantee shall be released on the expiry of the period of Warranty

### **4. DELIVERY AND INSTALLATION**

- 4.1 The total approximate quantity of items as mentioned in the purchase order / contract shall be delivered at the New India Assurance Co. Ltd., Mumbai Regional Office 5. The actual quantity of items to be supplied to the Office would be specified in the Purchase order / contract for Supply to be entered between the Company and the successful bidder/s.



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- 4.2 The delivery time shall be a maximum of 4 (four) weeks from the date of placement of order.
- 4.3 The installation/commissioning shall be completed within a period of 1 (one) week from the date of delivery.
- 4.4 In the event of delayed delivery i.e. delivery after the expiry of the delivery period as specified in Para 4.2 herein above, the vendor shall be liable to pay a penalty at a percentage of the value of the undelivered equipments subject to a maximum of 5% (Five Percent) as detailed below:

@ 1% for the First week

@ 2.5% for the Second week, and

@ 5% for the Third week onwards

For the purpose of this clause, part of the week is considered as a full week.

Note: If any items or part of Items not delivered as per the Annexure – 'B' of Tender Document during the stipulated time penalty will be calculated on all items pertaining to that location

- 4.5 After the delivery is made, if it is discovered that the items supplied are not according to our Specification, such supply would be rejected at the supplier's cost.

## 5. SCOPE OF WORK

- 5.1 Supply, Installation and Commissioning of Desktops, Printers, Scanners and Projectors
- 5.2 Carrying out a User Acceptance Test (UAT) after setting up full environment.



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### 6. WARRANTY AND ON-SITE MAINTENANCE

The Vendor shall provide 3 (THREE) years comprehensive on-site warranty commencing from the date of installation of the above systems at the respective offices of the Company as provided in the Purchase Order / Contract. During the warranty period, the vendor will have to undertake Comprehensive maintenance of the Desktops, Printers, Scanners and Projectors.

### 7. PAYMENT TERMS

100 % payment will be made after production of installation certificate, diagnostic reports and other relevant documents and on submission of Bank guarantee and signing of agreement.

Payment shall be made through electronic mode (NEFT/RTGS) only, for which bidders are required to submit the details of their bank as per tender document.

### 8. GUARANTEE

8.1 The Vendor shall provide a Certificate of Guarantee guaranteeing the Purchaser-Company of the satisfactory operation of the components and against poor workmanship, bad quality of materials used, faulty designs and performance figures given by the Vendor.

8.2 This guarantee shall be operative for a period of 3 (THREE) years from the date of installation.

8.3 The Vendor shall at his own cost rectify the defects / replace the items supplied, for defects identified during the period of guarantee.



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### 9. ARBITRATION

- 9.1 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.
- 9.2 The arbitration shall be conducted under the Indian Arbitration and Conciliation Act, 1996 as amended or re-enacted from time to time.
- 9.3 The governing law for the arbitration shall be Indian Law.
- 9.4 The proceeding of arbitration shall be conducted in the English language.
- 9.5 The arbitration shall be held in Navi Mumbai, India.

### 10. FORCE MAJEURE

Neither the Vendor nor the Purchaser shall be liable to the other for the delay in or failure of their respective obligations under this Agreement caused by occurrences beyond the control of Vendor or Purchaser (as the case may be) due to fire, floods, power cuts, acts of the Public enemy, war, insurrections, riots, strikes, lockouts, sabotage, any law, statute or ordinance, order, action or regulations of the Government or any compliance therewith similar to the above. Either party shall promptly notify the other of the commencement and cessation of such contingency and prove that such is beyond their control and affects the fulfilment of their obligations under this Agreement adversely and if such contingency continues beyond a period of sixty days, the Purchaser may at his option terminate this Contract by giving 10 days notice in writing to the vendor. The respective obligations of the parties shall be extended for the period of Force Majeure provided notices as required above are given in time and the contingency established if so required by the other party.



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11. REFUND OF EARNEST MONEY DEPOSIT (E.M.D.)

EMD remitted by the Successful vendor shall be refunded on furnishing the Security deposit and agreement as Specified in Clause 3.0 herein above and after completion of other formalities.

12. ADDITIONAL QUANTITIES

12.1 The Vendor shall be liable to supply additional quantities of hardware items as and when required by the Purchaser Company during the currency of this Contract at the prices specified in the commercial bid to this agreement.

12.2 The Purchaser reserves the right to revise the quantities and delivery schedule, if necessary during the currency of this Contract.

13. JURISDICTION FOR LEGAL PROCEEDINGS

This Agreement shall be subject to the jurisdiction of the Courts in the city of Navi Mumbai only.

IN WITNESS WHEREOF the parties hereto have set and subscribed their respective hands and seals the day and year herein mentioned.

for and on behalf of  
The New India Assurance Co. Ltd.

for and on behalf of

Witnesses: (1) \_\_\_\_\_

(1) \_\_\_\_\_

(2) \_\_\_\_\_

(2) \_\_\_\_\_