

TENDER DOCUMENT

E- Tender for Annual Maintenance Contract of Computer Hardware & Peripherals for the Period 01/05/2024 to 30/04/2025

(Tender Ref. No: BRO/ITD/E-Tender/Hardware AMC/2024/01)

TENDER SUMMARY

| Sl. No. | Description | Remarks |
|---------|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Tender Type | eTender with Two Bid System i.e., Technical Bid & Commercial Bid |
| 2 | Tender Fees | Rs. 1000 + GST @18% = Rs. 1180 (Non-Refundable) |
| 3 | Earnest Money Deposit (E.M.D.) | Rs. 20,000 + GST @18% = Rs. 23600 (Refundable) |
| 4 | Tender Closing Date | 04 th April 2024 5.45 PM |
| 5 | Technical Bid Opening | 05 th April 2024 11.00 AM |
| 6 | Commercial Bid Opening | 08 th April 2024 12.00 PM |
| 7 | Tender Validity | 90 (Ninety) Days |
| 8 | Tender Location | The New India Assurance Company Limited Bangalore Regional Office (670000) 2-B ,Unity Building annexe, Mission Road, Bangalore -560027 |

Submission of Bids:

The tender offer (Technical Bid & Commercial Bid) should be submitted online through e-procurement Portal at URL www.tenderwizard.com/NIAEPROC (refer Annexure 'G' for instructions).

Regards,



Regional Manager,
IT Department

ಬಾಲಕೃಷ್ಣನ್.ಡಿ/ಬಾಲಕೃಷ್ಣನ.ಡಿ

BALAKRISHNAN.D

ಪ್ರಾದೇಶಿಕ ಪ್ರಬಂಧಕರು/ಕೇಂದ್ರೀಯ ಪ್ರಬಂಧಕ/Regional Manager
ಬೆಂಗಳೂರು ಪ್ರಾ.ಕ./ಬೆಂಗಳೂರು ಕ್ಷ.ಕಾ./Bengaluru R.O.

SECTION- I:

INSTRUCTIONS/GUIDELINES TO BIDDERS

This invitation is for Tender: Comprehensive Maintenance of Desktops, Laptops, Printers, Scanners, LAN Components, and other peripherals of different makes, which are being used by **The New India Assurance Company Limited** in the various offices under **Bangalore Regional Office, Office code: 670000**.

1. The specimen contract mentioning terms and conditions is as per Annexure 'A'.
2. The Scope of Work is as per Annexure 'B'.
3. The format for quotation is as per Annexure 'C'.
4. Technical BID containing list of equipment's to be maintained is as per Annexure 'D'.
5. Sample Undertaking regarding Non-Blacklisting as per Annexure 'E'.
6. NDA Format Annexure 'F'
7. Online Bid submission instruction as per Annexure 'G'
8. Location Detail is as per Annexure 'H'

The tender offer (Technical Bid & Commercial Bid) should be submitted online through e-procurement Portal at URL www.tenderwizard.com/NIAEPROC (refer Annexure 'G' for instructions).

The following should be submitted offline to

THE REGIONAL MANAGER, IT DEPARTMENT
THE NEW INDIA ASSURANCE CO. LTD,
2-B, Unity Building Annexe,
Mission Road, Bangalore – 560027

on or before 04th April 05.45 PM in one sealed envelope mentioning 'Offer for AMC of Computer Hardware and Peripherals' which should in turn contain sealed covers super scribed as **Cover 'A'**.

Cover 'A' should contain Demand Draft/Pay Order for **INR 23,600/- (Rupees Twenty Three Thousand and Six Hundred only)** along with separate Demand Draft/ Pay Order towards Non-Refundable Tender Fees of **INR 1180/- (Rupees One Thousand One Hundred and Eighty only)**. **Scan copy of Demand Draft/ Pay Order should be uploaded while submitting the tender on website www.tenderwizard.com/NIAEPROC.**

1. THE TENDER OFFER:

The Tender Offer should be uploaded online by **05.45 PM of 04th April 2024**.

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

- The bidders should pay an Earnest Money Deposit of **INR 23,600/- (Rupees Twenty Three Thousand and Six Hundred only)**

- The EMD shall be payable by DD/Pay Order drawn in favour of “**The New India Assurance Company Limited**” payable at “**Bangalore**”.
- The EMD will not carry any interest.

3. FORFEITURE OF E.M.D:

The EMD made by the bidder will be forfeited if –

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

4. REFUND OF E.M.D:

- In case of unsuccessful bidders, the EMD will be refunded to them after intimation is sent to them about rejection of their tenders.
- EMD of successful bidders shall be refunded once BG is submitted.

5. THE COMPANY RESERVES THE RIGHT TO:

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

6. REJECTION OF TENDERS:

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

- If it is not in conformity with the instructions mentioned herein,
- If it is not accompanied by the requisite EMD and Tender Fees.
- If it is not properly signed by the bidder.
- If undertaking for Blacklisting is not provided.
- If it is received after the expiry of the due date and time,
- If it is evasive or incomplete including non-furnishing the required documents.
- If it is quoted for period less than the validity of tender.
- If it is received from any blacklisted vendor or whose past experience is not satisfactory.
- If it is received from any vendor whose had litigation with NIA.
- The technical bid doesn't fulfil the requirement.

7. VALIDITY OF BID:

The bid should be valid for acceptance for a period of 180 days. Offers with lesser validity period would be rejected.

8. PERFORMANCE GUARANTEE:

The successful bidder/s will have to furnish a performance guarantee to the tune of 15% of the value of the Contract for proper fulfilment of the contract in the form of a Bank Guarantee obtained from a nationalized/scheduled bank. This Bank Guarantee shall be released on the expiry of the AMC period.

9. PRICE:

- The vendors should quote the base unit price. All applicable taxes will be paid at actual.
- 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 should be passed on to the Purchaser /Company.
- The Warranty equipment's will be covered under AMC on pro-rata basis after the warranty expires.
- **No extra payment/compensation will be paid from New India Assurance to Manpower/Engineer working on behalf of successful BIDDER. BIDDER should quote unit price accordingly.**

10. PAYMENT TERMS:

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

11. TERMINATION CLAUSE:

If at any point of time, the services of vendor are found to be non-satisfactory the contract will be terminated, giving 2 (Two) months' notice in advance. Either party, giving 2 (Two) months' notice in advance, may terminate the agreement prior to expiry of contract period.

- The Vendor will not sub-contract or permit any personnel other than vendor's engineers to perform any service or other activities required by NIA without prior permission from NIA.
- 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's premises.
- NIA will provide sufficient working place, communication system for the vendor without any extra cost.

12. 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.

13. 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. Unless this is done, the requirements of the eligibility criteria will be deemed to have been accepted in every respect. The Company reserves the right to accept/reject any or all the deviations shown by the bidder.

SECTION II:

PART – A: TECHNICAL BID

The following documents have to be submitted.

- a) Eligibility Criteria: **Refer Annexure - I**
- b) EMD Amount Rs. 23,600/- (Rupees Twenty Three Thousand and Six Hundred only) (Refundable) and Tender Fee of Rs. 1180/- (Rupees One Thousand One Hundred and Eighty only) (Non -Refundable) in the form of DD/Pay Order drawn in favour of **“The New India Assurance Company Limited” payable at Bangalore.**
- c) Duly filled and stamped Technical Bid as given in **Annexure 'D'**
- d) Duly Signed and Stamped Undertaking regarding Non-Blacklisting as per format given in **Annexure 'E'**

PART – B: COMMERCIAL BID

- a) The tender offer (Commercial Bid) should be submitted online through e-procurement Portal at URL www.tenderwizard.com/NIAEPROC. Incomplete commercial bid will be rejected. If amount is not mentioned, it will be considered as Rs 0/- (Rupees Zero).

SECTION – III: GENERAL

1.0 PROCEDURE FOR PROCESSING THE TENDER DOCUMENT:

- The Committee will open the **Cover 'A'** first in the presence of those bidders present and the technical and commercial bids of the vendors fulfilling the eligibility criteria would be considered (short listing).
- In case the **cover 'A'** does not contain a Pay Order/Demand Draft for **Rs 23,600/- (Rupees Twenty Three Thousand and Six Hundred only)** and **DD/ Pay order Rs. 1180/- (Rupees One Thousand One Hundred and Eighty only)** their offer would be rejected.
- The Committee in the presence of the short-listed bidders will open technical bids and then commercial bids of qualifying bidders thereafter and the lowest commercial bid 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.

2.0 AGREEMENT

The successful bidder shall enter into a detailed Agreement as per draft Agreement (**Annexure A**). However, the Company reserves the right to alter/vary/amend/modify all or any of the terms set out in the said Performa/ draft Agreement.
The successful bidder should submit NDA Format as per Annexure 'F'.

Annexure 'A'

HARDWARE MAINTENANCE AGREEMENT

1. SCOPE OF AGREEMENT

This agreement made on this _____ day of _____ 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 **Hardware equipment** as specified in **Annexure 'D'**, at location mentioned in **Annexure 'G'** of this agreement

2. TERMS AND CONDITIONS

A. OBLIGATIONS OF THE VENDOR:

- The vendor shall provide the following service to keep the equipment in good working condition.
- The vendor shall carry out scheduled preventive maintenance on quarterly basis, as per mutually agreed time schedule. **Non-performance of Preventive Maintenance from vendor side will attract penalty of Rs 1500/- per left-out office from quarterly bill payment.**
- The vendor shall also be responsible for any unscheduled on call corrective and remedial maintenance services to set right the malfunctions of the system. This may include replacement of unserviceable parts.
- The vendor shall not sub-contract or permit any third party other than the vendor's personnel to perform any work, service or other performance required of the vendor under this agreement without the prior written consent of company.
- If the machines supplied are not attended for repair or problems are not rectified within the time frame mentioned in Annual Maintenance Contract the monetary penalty as mentioned in contract may be imposed, Also the company would get such defective machines repaired by some third party, and the amount spent for such repairs would be billed to the vendor.
- In case any part of the computer/printer isn't immediately repairable, and machine becomes non-functional for more than 36 hours, then vendor should arrange for standby printer / computer (of same configuration) / equivalent make) till the original equipment is repaired.
- The vendor shall submit consolidated report furnishing the details of breakdown calls attended and its status on monthly basis.
- The vendor shall appoint 1 Onsite Engineer with the consent of the Company as single point contact for coordinating and providing services to the offices at Regional Office. No payment will be made to the Engineer from New India Assurance for the entire Contract period.
- The vendor shall provide a substitute in case the engineer is not available.
- Vendor shall instruct its engineers to refrain from copying any data from any of company's PC &/OR servers under any circumstances.

- No charges will be payable for carrying the spares/equipment from site to vendor's work and back.
- If selected, the vendor shall have to submit and sign an Annual Maintenance Contract as per Annexure 'A' on a Stamp Paper of requisite amount.
- The AMC is meant for various items as mentioned below: -
 - a. Printer: - Comprehensive AMC excluding toner, ribbon and cartridge.
 - b. Laptop, Desktop and Server: - Comprehensive AMC including CMOS battery and excluding Laptop Battery, Power Adapter.
 - c. Scanner: - Comprehensive AMC.
 - d. Comprehensive maintenance of the hardware and system software shall include installation, upgradation, repairing, reloading and restoration of Operating Systems; Windows 10, Windows 11, Windows 8.1, other software and office productivity software (Microsoft Office 2007/2010/2013/2016/Office 365 and open office) and basic networking work for Servers, Laptops, scanners, printers and desktops; taking back-up during formatting 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 through DMS Golden Image 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. Installation of basic software's in micro-offices which aren't part of DMS system.
 - g. Repair or Replacement of parts of Servers, Desktops, Laptops, Printers, Scanners, and all other peripherals as well as components/parts (non-consumables) of Servers, Desktops, Printers, Scanners, Modems and all other peripherals.
 - h. Basic troubleshooting and fixing up of issues related to Local Area Network (LAN).
 - i. The vendor shall carry out any additional attachments of devices to the equipments.

B. OBLIGATIONS OF THE COMPANY

- a) The company will pay Annual Maintenance Charges as mentioned in the commercial bid for the equipment specified in Annexure 'D'. The maintenance charges are payable quarterly in arrears (at the end of quarter) after statutory deductions and deduction of penalty, if any.
- b) The company would intimate to the vendor, if any additional attachments, features, or devices are to be directly or indirectly, connected to the equipments.
- c) The company would ensure that rats, insects etc., do not invade the site and damage the systems, especially cables etc.

C. Detailed Scope of work

Repair and Maintenance Services (Hardware):

The vendor shall maintain the equipments (as detailed above) in good working condition. The details of the equipments are provided in the technical bid as per Annexure-D. The vendor must 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 6.00 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: - Comprehensive AMC excluding toner, ribbon and cartridge.
 - b) Laptop, Desktop and Server: - Comprehensive AMC including CMOS battery and excluding Laptop Battery, Power Adapter.
 - c) Scanner: - Comprehensive AMC.
 - d) Comprehensive maintenance of the hardware and system software shall include installation, upgradation, repairing, reloading and restoration of Operating Systems; Windows 10, Windows 11, Windows 8.1, other software and office productivity software(Microsoft Office 2007/2010/2013/2016/Office 365 and open office) and basic networking work for Servers, Laptops, scanners, printers and desktops; taking back-up during formatting 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 through DMS Golden Image 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) Installation of basic software's in micro-offices which aren't part of DMS system.
 - g) Repair or Replacement of parts of Servers, Desktops, Laptops, Printers, Scanners and all other peripherals as well as components/parts (non-consumables) of Servers, Desktops, Printers, Scanners, Modems and all other peripherals.
 - h) Basic troubleshooting and fixing up of issues related to Local Area Network (LAN).
 - i) The vendor shall carry out any additional attachments of devices to the equipments.
- III. The bidder is required to provide a total of 95% uptime for all the equipments covered under the contract.
- IV. The Vendor shall ensure that one Engineer conversant with software as well as hardware solutions [including Computer Hardware, Printers, LAN, WAN, Internet, Intranet, Windows, Anti-Virus, Microsoft OS, etc] should be in RO premises as resident Engineer with the consent of New India Assurance Company Limited. The Vendor should provide qualified Engineers at all locations mentioned in Annexure H.

- V. The bidder has to deploy resources at our sites as mentioned below. For certain critical cases the vendor will be required to provide specialist to repair / diagnose at no extra cost to the company. The Engineer should be technically qualified, a degree / diploma holder, 3/4 years experienced and dedicated for New India Assurance Company Limited use only, during normal working hours – between 10.00 a.m. to 6.00 p.m. (except in special emergency circumstances the working hours may be extended) and operate from Regional Office /office location as provided in approved tender. Proof of Educational Qualification should be submitted. Leave substitute arrangement must be done by the VENDOR.
- VI. The engineer is required to display their Company Identity Cards on their person whenever they are in any of the Office Premises. In Case of an emergency / eventuality arising for maintenance service in more than one branch / office at the same time, THE VENDOR shall arrange to make alternate arrangements and depute more than ONE Engineer so that the simultaneous– multiple service call from branches/offices are attended promptly. THE VENDOR will have the right to change Service Engineers deputed. But any such change will be intimated to the New India Assurance Company Limited. well in time and must have the approval of the New India Assurance Company Limited.
- VII. The resource persons will be required to travel to provide services to the location mentioned in the tender document at their own cost. No payment will be borne by the Company on local conveyance.
- VIII. The VENDOR will provide Insurance cover to its workmen/engineers in the New India Assurance Company Limited. It is sole responsibility of the VENDOR to indemnify the workmen/engineers or their legal heirs in case workmen/engineers suffer any loss or damage to their life or person or property while working in any of the Office premises.
- IX. New India reserves the right to claim as damages from the VENDOR to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the VENDOR, damage has been caused to the computer system covered by the AMC.
- X. The vendor must keep spare parts/systems like SMPS, RAM, Motherboard, Keyboard, Mouse and other spares at Company store house. The standby provided should be of same or better configuration.
- XI. 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 Office premises.
- XII. The vendor shall perform preventive maintenance on quarterly basis.

- XIII. 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 .
- XIV. The vendor shall assist in the recovery of data backup to the extent possible in case of Hard disk crash or any other problem.
- XV. The COMPANY shall certify that the repairs and maintenance services / products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The COMPANY shall indemnify the New India Assurance Company Limited from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
- XVI. 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.
- XVII. 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.
- XVIII. The standby will be allowed for maximum 7 days. If any equipment not repaired/unattended for more than 7 days, penalty will be deducted as per SLA and the company reserves the right to get repaired from other repairer and cost incurred for repair will be deducted from the vendor payment.
- XIX. IT inventory for all devices present in the location mentioned is to be completed within 30 days from the date of Purchase Order and also regular updating of inventory is to be maintained.
- XX. 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)

a) **HELP DESK MANAGEMENT:** The Help desk management services should undertake the following responsibilities-

- Logging user calls and issuing a trouble ticket.
- Tracking each call up to resolution. SLA Management.
- Escalating calls, if necessary.

- First level hardware support for the equipments. Should have overall working knowledge of Microsoft and Linux products and 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. Analysing 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 equipments and overall availability of all systems covered under the contract.
- 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 equipments 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 by NIA with various vendors.
- Analysing 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 including HO 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. The solution is being managed by M/s. HCL.

The bidder now will have to ensure the coverage of all desktops, laptops, printers, scanners and other IT Peripherals in this scenario. It comprises of moving, adding, configuring, loading of software, standardization and optimization of configuration.

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).
- 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's as & when required.
- Installing, configuring, reloading, reconfiguring of any desktop, laptop, office automation software, 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.
- 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 OEM/SI.

f) LOCAL AREA NETWORK MANAGEMENT (Basic):

Activity Description:

- Basic troubleshooting of PCs, IP Phones, wireless access point, switches (Power and connectivity checking), etc.
- 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.

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 should be passed on to the Company.

4. PRICE:

A) The item wise per unit prices mentioned in Commercial Bid are 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.

B). There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the vendors. But any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed should be passed on to the Company.

5. 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 cases.

6.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 2 (two) months' notice in advance. Either party by giving 2 (two) months' notice in advance, may terminate the agreement prior to expiry of contract period.

7. 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.

8.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.

9.ENHANCEMENT/UPGRADATION OF EQUIPMENT:

The company shall have the right to make changes or attachments to the equipments provided such changes or attachments do not prevent proper maintenance from being performed, or unreasonably increase the vendor's cost of performing repair and maintenance services. Wherever, any changes or enhancement in the equipment, results in an adjustment of

maintenance charges, the same, shall be payable from the date of installation of additional features/enhancement.

Individual items of equipment may be added to or withdrawn from Annexure 'D', of this agreement by mutual written consent of both parties, provided always that such consent is not unreasonably withheld. In the event that individual items of equipment are added to Annexure 'D', it may involve additional maintenance charges.

In the event that individual items of equipment are withdrawn from Annexure 'D', as described herein, then any amount prepaid on such equipment shall be held to the credit of the Company's account.

10. WORKING HOURS

AMC will be effective for the period starting from (date) as decided. The vendor shall correct any faults/failures in any equipment during the office hours i.e. from 10.00 AM to 6:00 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.**

11. REPLACEMENT OF PARTS

The vendor shall replace any parts of the hardware on failure with hardware parts having similar or equivalent functional capabilities. Parts required for the maintenance of the equipment and/or correction of faults will be supplied at no extra cost to the company. Parts removed from the system belong to the vendor. However, the company can retain the new/removed/repaired parts and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor.

12. 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 outside of office, transport and other incidental charges will be borne by company.

13. EXTENSION OF MAINTENANCE PERIOD

If the vendor does not attend to each breakdown and malfunction of equipments (including operating systems and compilers) supplied within the time specified in clause II (3) of the agreement and make all efforts to rectify the same and get the system in proper working condition within seven days thereafter, the maintenance period shall be extended by a period equal to number of days taken to set right the system.

14. SERVICE LEVEL AGREEMENT

The vendor should provide on-site

| AMC SEVERITY LEVEL | RESPONSE TIME | RESOLUTION TIME |
|--------------------|---------------|-----------------|
| LEVEL 1 | 10 Minutes | 1 HOURS |
| LEVEL 2 | 20 Minutes | 6 HOURS |
| LEVEL 3 | 1 HOUR | 2 Days |

SEVERITY LEVEL 1: Problems reported by executives- CRM, Manager excluding Formatting, reloading or taking backup and replacement of Faulty Parts.

SEVERITY LEVEL 2: - Problems related to Desktops, printers, Laptops, scanners and other IT peripherals. Installation of new hardware & software and shifting of hardware within Bangalore R.O excluding reloading, formatting, taking back up or specific customization which is dependent on other team however within the reasonable time as it takes under ideal condition in this regard.

SEVERITY LEVEL 3: - Problems related to Faulty Hardware parts replacement in case of major part failure of Desktops/Laptops, Printer, Scanner and other connected peripheral devices

Response Time: - Defined as time taken by help-desk/Engineer to respond to the concerned User over the phone and acknowledge the problem.

Resolution Time: - Defined as time taken to resolve a problem or escalate it to respective vendor or to provide Standby.

15. Penalty Clause

a) Absent/Late attendance of engineer/Help-desk/pickup person Rs. 500/- per Day.

b) AMC-FMS: -Vendor has to provide reports as mentioned in FMS for the calculation of penalty.

| SN | SEVERITY LEVEL | RESPONSE TIME | RESOLUTION TIME | PENALTY |
|----|----------------------------------------------------------------------------------------|---------------------------------------------------------|-----------------|--------------------------|
| 1 | LEVEL 1 | 10 Minutes | 1 HOURS | Rs. 500/- per day* |
| 2 | LEVEL 2 | 20 Minutes | 6 HOURS | Rs. 300/- per day* |
| 3 | LEVEL 3 | 1 Hour | 2 Days | Rs. 200/- per day* |
| 4 | If standby is given immediately on or before Resolution Time | | | NIL |
| 5 | If Non-Submission of call reports by the vendor | | | 10% of Quarterly Payment |
| 6 | Non-Submission/Incomplete IT Asset inventory report within 30 days from the date of PO | Rs. 100/- per day subject to a max. 10% of order value. | | |
| 7 | Non-Submission of Monthly Updated Asset report | 10% of Quarterly Payment | | |

Complete Day is calculated after the Resolution Time.

c.) If Preventive Maintenance is not carried out for any quarter at any office, Rs. 1500/- will be deducted as a penalty for each office.

16. 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.

17. VALIDITY OF AGREEMENT

This agreement is valid for the period of ONE Year from (date) to (date) with an option with the company (NIACL) to extend the contract for a further period of one year or less on the same terms and conditions.

18. JURISDICTION/ARBITRATION

In case of any dispute or any difference arising at any time between the parties in respect of this agreement, the same shall be resolved by mutual discussion and if not resolved then in accordance with and subject to the provision of the Indian Arbitration Act 1940 and only Courts of **BANGALORE** shall have jurisdiction in all matters arising out of or connected with this agreement. Further, this agreement is subject to laws of India only.

19. FORCE MAJEURE:

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

20. LIABILITIES & INDEMNITIES

The vendor represents and warrants that the repair and maintenance of services/products hereby sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor agrees that it will and hereby does, indemnify the company from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

21. CONFIDENTIALITY

The vendor acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement of the performance, hereof, consists, of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to company. The vendor agrees to hold such material and information in strictest confidence not to make use hereof other than for the performance of this agreement, to release it only to employees requiring such information, and not to release or disclose it to any other parties. The vendor shall take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied.

22. 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.

IN WITNESS WHEREOF THE PARTIES HERE TO have set and subscribed their respective hands and seals the day and year herein above mentioned.

a) SIGNED SEALED & DELIVERED BY THE
WITHIN NAMED INSURANCE COMPANY

By the hands of

In the presence of

Shri _____

Shri _____

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

By the hands of

In the presence of

Shri _____

Shri _____

Annexure 'B'

SCOPE OF AMC 2024-25

The New India Assurance Co. Ltd, Bangalore Regional office intends to enter into a comprehensive AMC for Desktops, Laptops, Printers, Scanners, LAN Components, Modems and other peripherals of different makes, installed in various locations as given in Annexure - H

- b) AMC will be effective for the period starting from date as decided. The vendor shall correct any faults/failures in any equipment during the office hours i.e. from 10.00 AM to 6:00 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.
- c) Vendor will submit AMC Agreement on stamp paper of Rs.100/-.
- d) Vendor will have to submit original Bank Guarantee for the amount equivalent to 15% of AMC amount.
- e) Payment will be released on quarterly basis on satisfactory performance and after deduction of penalty, if any. No advance payment will be made in any case.
- f) Vendor shall appoint single point of contact for booking of calls, coordinating and providing services easily to office as per Annexure 'H'.

The scope of the work is defined further in this Section :

- The AMC cover is comprehensive AMC, details as mentioned below:-
- Printer & All in one printer – Comprehensive maintenance and repair excluding only toner, ribbon and cartridge.
- Desktop – Comprehensive maintenance and repair.
- Laptop – Comprehensive maintenance and repair excluding only Battery and adapter.
- Scanner (Flat bed and ADF) – Comprehensive maintenance and repair

a) Comprehensive Maintenance of Desktops, Laptops, Printers, Scanners and other IT peripherals as well as components/parts of desktops, laptops and other peripherals.

b) Repair or replacement of parts of desktops, laptops, printers, scanners and all other peripherals as well as components/parts or desktops, printers, scanners and all other peripherals

c) Installation, upgradation, repairing, reloading and restoration of operating systems Windows 8/8.1/10/11, Windows server 2003/2008 and office productivity software (Microsoft Office & Open Office), oracle installation and basic networking work for laptops, network printers and desktop. Taking backup during reloading of operating systems. Installation of basic softwares in micro offices which aren't part of DMS system.

d) For Hardware under warranty, installation of operating system only if instructed by IT department at RO.

e) Installation of any application software / antivirus software provided by NIA and periodical updation. All calls related to virus scanning and cleaning should be attended and rectified.

f) Comprehensive maintenance of the hardware and systems software shall include - maintenance of the system as per the company's policy, reloading of operating systems and other

application software, when required or in the event of system crashes / malfunctioning, corruption of data etc. Periodical application of system software patches / service packs / upgrades etc. shall also be part of comprehensive maintenance.

g) Resolving DMS/OS related issues including re-installation of DMS/OS due to any reason whatsoever.

The Scope of AMC is further detailed below:

Single Point of Contact

The vendor shall name TWO senior executives at Bangalore, as a single point contact on all days, who will be responsible for coordinating and providing services to the offices as per Annexure 'H'. One of the two executives would be nominated as the PRIMARY contact and the other as SECONDARY. The named executives should be easily accessible by mobile / phone & mail.

Web-based Call Registration & Tracking software (HELPDESK)

The vendor should possess a Web-based call registration / tracking / monitoring software. The person handling call registration should be competent and be made known to all the offices to enable the users to register tickets through him/her.

Access for monitoring the calls should be provided by the company's representatives at Regional Office. Reports/queries should be made available to the company in the format desired.

The Vendor shall issue Call Nos. /Complaint Nos. immediately over phone. Periodically (Quarterly) 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.

Mandatory scheduled visits / Preventive maintenance:

The vendor should make one mandatory visit every quarter for Preventive maintenance and for updation of any application requested from time to time. The dust cleaning during preventive maintenance should be done using blower for accessories and peripherals wherever necessary. In any case, a quarterly report from each and every office certifying proper functioning of all hardware has to be submitted and would form part of payment of the respective quarter.

Dedicated engineer at RO:

One senior engineer, well qualified in hardware technology, and certified in Microsoft and having minimum five years of experience in handling NIA calls SHOULD BE PLACED at Bangalore Regional office as a Resident Engineer and shall be responsible for all calls at Regional Office and also shall manage calls reported by the Operating offices as Listed in Annexure across entire Karnataka State. This engineer shall be earmarked solely to provide services to offices of NIACL Bangalore only. This engineer shall be posted to RO floor permanently. He will attend to hardware problems of RO floor. He will not move out of RO floor except in extreme case of exigency as asked by NIA IT dept. In the engineer's absence, vendor should depute another engineer of equal calibre to be present at Regional office premises. Absence/Late attendance of dedicated engineer would entitle invoking of Penalty Clause.

Micro Offices:

Micro offices are functioning with one PC and one printer only, a malfunction would be a complete shutdown. For Micro Offices the Call Severity is classified under Level - 1 and down time shall not exceed 4 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.

Other requisites:

- a) The complaints related to Hardware, Network including cabling, operating system & office productivity software (Including Formatting of hard disks as and when required) and virus scanning and cleaning would be required to be attended and rectified. The vendor should carry out periodic up gradation and installation of new applications as and when intimated along with or apart from Preventive Maintenance visits.
- b) The vendor shall assist in the recovery of data up to the extent possible in case of Hard disk crash / other problems. Wherever Formatting of hard disks is necessitated, it should be followed by reloading of appropriate O/s, antivirus s/w & copying of application related files to restore the system to working condition.
- c) The vendor would be given time of 10 to 15 days (before AMC commencement) for inspecting & creating a database of the hardware at all offices. Faulty hardware would be repaired by the previous vendor. If the stock-taking and checking crosses the stipulated time, the hardware should be taken on As-is-where-is condition and the selected vendor would be responsible for repairing/restoring the hardware.
- d) The vendor will have to take AMC on comprehensive basis i.e. the vendor has to take care of all the machines mentioned in Annexure 'D'. If any parts/components becomes faulty/unserviceable, the vendor shall replace the same at his own cost except exclusions such as printer heads, plastic knobs and ribbon/cartridges in printers and data cartridges in PCs. In case part of the computer/printer is not immediately repairable and the machine becomes non-functional, then vendor should arrange for standby printer/computer (of same configuration/equivalent make) till the original equipment is repaired.
- e) The vendor shall ensure the originality of the parts/components in the machines. In case of replacement, the vendor shall replace the items with original/genuine parts/components of the same brand and quality. In case, the same brand and quality is not available, the vendor shall have to submit documentary proof procured from the representative of manufacturer in this regard and only in such cases the equivalent part/component replacement would be allowed. The vendor shall maintain an inventory of frequently required spares/components atleast at THREE mutually agreed sites. The Vendor shall also maintain spare parts, including Mother Boards, for at least 5 nodes of each make mentioned in the Annexure D. The vendor shall also maintain 5 Nos. of LASER printers to give as standby.
- f) The resource persons will be required to travel to provide services to the location mentioned in the tender document at their own cost. No payment will be borne by the Company on local conveyance.
- g) The VENDOR will provide Insurance cover to its workmen/engineers in the New India Assurance Company Limited. It is sole responsibility of the VENDOR to indemnify the workmen/engineers or their legal heirs in case workmen/engineers suffer any loss or damage to their life or person or property while working in any of the Office premises.

- h) New India reserves the right to claim as damages from the VENDOR to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the VENDOR, damage has been caused to the computer system covered by the AMC.
- i) If at any point of time, the services of vendor are not found to be satisfactory the contract will be terminated, giving ONE month notice in advance.
- j) The AMC payment shall be made on completion of each quarter on the basis of rates agreed. Proportionate payment would be made calculating the downtime of each equipment.
- k) Payment would be effected after deduction of penalty, as mentioned in the penalty clause. Waiver / reduction of penalty shall be done only by the Competent Authority / Signatory.
- l) No charges will be payable for the movement of engineer from one location to another for attending to service calls.
- m) No charges will be payable for carrying the spares/equipments from site to vendor's works and back.
- n) No revision in rates would be applicable till the expiry of the contract.
- o) The VENDOR will provide Insurance cover to its workmen/engineers in the New India Assurance Company Limited. It is sole responsibility of the VENDOR to indemnify the workmen/engineers or their legal heirs in case workmen/engineers suffer any loss or damage to their life or person or property while working in any of the Office premises.
- p) New India reserves the right to claim as damages from the VENDOR to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the VENDOR, damage has been caused to the computer system covered by the AMC.
- q) The VENDOR shall certify that the repairs and maintenance services / products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The VENDOR shall indemnify the New India Assurance Company Limited from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty. If Selected, the Vendor has to execute an agreement on a Stamp paper of required value as per Annexure – 'A'.

The COMPANY shall certify that the repairs and maintenance services / products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The COMPANY shall indemnify the New India Assurance Company Limited from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

The vendor may be required to install the new hardware procured by NIA. The vendor shall do data transfer, data backup as instructed by NIA.

On expiry/termination of the contract, the contractor shall handover all equipment under the contract in good working condition, before the release of that quarter's payment.

The standby will be allowed for maximum 7 days. If any equipment not repaired/unattended for more than 7 days, penalty will be deducted as per SLA and the company reserves the right to get repaired from other repairer and cost incurred for repair will be deducted from the vendor payment.

- I. The vendor shall correct any faults/failures in any equipment during the office hours i.e. from 10.00 AM to 6.00 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 bidder is required to provide a total of 95% uptime for all the equipments covered under the contract.
- III. The Vendor shall ensure that one Engineer conversant with software as well as hardware solutions [including Computer Hardware, Printers, LAN, WAN, Internet, Intranet, Windows, Anti-Virus, Microsoft OS, etc] should be in RO premises as resident Engineer with the consent of New India Assurance Company Limited. The Vendor should provide qualified Engineers at all locations mentioned in Annexure H.
- IV. The bidder has to deploy resources at our sites as mentioned below. For certain critical cases the vendor will be required to provide specialist to repair / diagnose at no extra cost to the company. The Engineer should be technically qualified, a degree / diploma holder, 3/4 years experienced and dedicated for New India Assurance Company Limited use only, during normal working hours – between 10.00 a.m. to 6.00 p.m. (except in special emergency circumstances the working hours may be extended) and operate from Regional Office /office location as provided in approved tender. Proof of Educational Qualification should be submitted. Leave substitute arrangement must be done by the VENDOR.
- V. The engineer is required to display their Company Identity Cards on their person whenever they are in any of the Office Premises. In Case of an emergency / eventuality arising for maintenance service in more than one branch / office at the same time, THE VENDOR shall arrange to make alternate arrangements and depute more than ONE Engineer so that the simultaneous– multiple service call from branches/offices are attended promptly. THE VENDOR will have the right to change Service Engineers deputed. But any such change will be intimated to the New India Assurance Company Limited. well in time and must have the approval of the New India Assurance Company Limited.
- VI. The resource persons will be required to travel to provide services to the location mentioned in the tender document at their own cost. No payment will be borne by the Company on local conveyance.
- VII. The VENDOR will provide Insurance cover to its workmen/engineers in the New India Assurance Company Limited. It is sole responsibility of the VENDOR to indemnify the workmen/engineers or their legal heirs in case workmen/engineers suffer any loss or damage to their life or person or property while working in any of the Office premises.
- VIII. New India reserves the right to claim as damages from the VENDOR to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the VENDOR, damage has been caused to the computer system covered by the AMC.

- IX. The vendor must keep spare parts/systems like SMPS, RAM, Motherboard, Keyboard, Mouse and other spares at Company store house. The standby provided should be of same or better configuration.
- X. 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 Office premises.
- XI. The vendor shall perform preventive maintenance on quarterly basis.
- XII. 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 .
- XIII. The vendor shall assist in the recovery of data backup to the extent possible in case of Hard disk crash or any other problem.
- XIV. The COMPANY shall certify that the repairs and maintenance services / products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The COMPANY shall indemnify the New India Assurance Company Limited from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
- XV. 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.
- XVI. 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.
- XVII. The standby will be allowed for maximum 7 days. If any equipment not repaired/unattended for more than 7 days, penalty will be deducted as per SLA and the company reserves the right to get repaired from other repairer and cost incurred for repair will be deducted from the vendor payment.
- XVIII. IT inventory for all devices present in the location mentioned is to be completed within 30 days from the date of Purchase Order and also regular updating of inventory is to be maintained.
- 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)

a) **HELP DESK MANAGEMENT:** The Help desk management services should undertake the following responsibilities-

- Logging user calls and issuing a trouble ticket.
- Tracking each call up to resolution. SLA Management.
- Escalating calls, if necessary.
- First level hardware support for the equipments. Should have overall working knowledge of Microsoft and Linux products and 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. Analysing 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 equipments and overall availability of all systems covered under the contract.
- 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 equipments 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 by NIA with various vendors.
 - Analysing 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 including HO 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. The solution is being managed by M/s. HCL.

The bidder now will have to ensure the coverage of all desktops, laptops, printers, scanners and other IT Peripherals in this scenario. It comprises of moving, adding, configuring, loading of software, standardization and optimization of configuration.

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).
- 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's as & when required.
- Installing, configuring, reloading, reconfiguring of any desktop, laptop, office automation software, 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.
- 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 OEM/SI.

f) LOCAL AREA NETWORK MANAGEMENT (Basic):

Activity Description:

- Basic troubleshooting of PCs, IP Phones, wireless access point, switches (Power and connectivity checking), etc.
- 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.

Eligibility Criteria for Technical Qualification

Annexure – I

| Sl. No. | Particulars | | | Compliance (Yes/No) |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------|----------------------|
| 1 | Vendor should be established in IT hardware support in India, for not less than 5 years (Proof of registration to be attached) | | | |
| 2 | Qualification of resident engineer - Technically Qualified Diploma/Degree Holder-Min. 1 in numbers. The resident Engineer should have Minimum 5 years of experience in insurance, banking, financial sector. The vendor shall also work after office hours and on holidays if required by the company at no extra cost. | | | |
| 3 | GSTIN No: (Proof to be attached) PAN Card Number :(Proof to be attached) IT RETURNS: (Proof to be attached) | | | |
| 4 | Vendor should attach Audited Balance sheets and Chartered Accountant Certificates for the past 3 financial years. 2022-2023 (Turn Over) 2021-2022 (Turn Over) 2020-2021 (Turn Over) | | | |
| 5 | Vendor should have entered into at least 3 AMC-FMS contracts in institute/Company located in Bangalore Region namely Govt./ PSU / BFSI during the last 5 years. At least 1 (One) order should be in Government organisation (State, Central, BFSI & PSU) of value not less than 5 Lacs, and remaining order of Minimum Rs 2 Lacs, (Documentary proof should be attached). | | | |
| 5a. | Name of the Customer & Contact Person Location | Address & Phone No | P.O. No. & Date | Amount Rs. (in lacs) |
| (a) | | | | |
| (b) | | | | |
| (c) | | | | |
| 6 | Should produce at least 5 letters of satisfactory performance of support in the last 3 years. | | | |
| 7 | The Vendor should have one full-fledged service centre in Bangalore Region and should be able to provide services in rest of entire state of Karnataka region under Bangalore R.O with adequate stocks of spares and sufficient number of qualified service engineers in their organization (proof shall be produced). | | | |
| 8 | Vendor should not have history of disqualification /blacklisting / de-panelled by any Central/State Government Dept./Public Sector Financial Institutions in India including NIA during the Last 4 years starting from Jan 2024. | | | |

THE NEW INDIA ASSURANCE COMPANY LIMITED
Bangalore Regional office
Contact:080-22539460/424/400



Yours faithfully,

Authorised Signatory

(Name & Designation, seal of the firm)

Incomplete and non-submission of documentary proof bids will be rejected. All documents should be signed by authorized representative with company seal. Right to accept or reject any tender solely rests with the Company. Company reserves the right for rejection of any tender without assigning any reason.

Annexure C
COMPREHENSIVE COMMERCIAL BID

During the AMC period there is likely chance of increase/decrease of each of the above-mentioned items by 10%. While quoting the price the same has also to be taken into account.

| Sl. No | Item Description | No. of Units | Date of Coverage under AMC | Unit price (INCL. Of taxes and any other charges) | Total Amount (INCL. Of taxes and any other charges) |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------|---------------------------------------------------|-----------------------------------------------------|
| 1 | All Desktops purchased after 2014: HP Compaq PRO (12), HP 280 G1 (34) ACER Veriton M200 (393), LENOVO Thinkcenter (10), DELL Vostro (11), Dell Optiplex (5) , Dell All in One (6), Lenovo all in one (2) | 473 | 01/05/24-30/04/25 | | |
| 2. | Scanners: HP Scanjet 5590 (35), N6310 (4) Canon Lide 120 (11) | 50 | 01/05/24-30/04/25 | | |
| 3. | Printers : Canon ImageClass (10), Canon LBP6018 (73), Canon LBP151 DW (39) , Canon F158200 (8) ; HP - M202 DW (143), HP P1505 (16),HP P1108 (21),HP 1022 (21), HP P1606DN (3) ; Samsung ML-2851ND (1) | 335 | 01/05/24-30/04/25 | | |
| 4. | Multifunctional printer : Canon MF3010 (32), Canon MF244DW (11) ; Brother MFC (4) ; HP MFP 176 N (1), HP MFP M 128fw (3), HP M1136 (3) | 54 | 01/05/24-30/04/25 | | |
| 5. | Laptops: Acer Travel Mate (18), Dell Latitude 3410 (2), Hp 240G8 (15), HP 1009 TU (4) ,ASUS X 509 JA (1), Lenovo Thinkpad (5), Dell vostro 1310 (1) , Lenovo E 40-80 (2), Lenovo 80 XH (2) | 50 | 01/05/24-30/04/25 | | |

BIDDING NET AMOUNT RS _____

BIDDING NET AMOUNT IN WORDS _____

NOTE:

- Vendor should note that price of AMC as mentioned above should be inclusive of all taxes and any other charges and the price will remain the same throughout the period of AMC.
- In case it is found that the machine in the List is not there at the place specified, then the same will be excluded from the AMC and AMC charges adjusted accordingly unless the Co. has notified re-location of the machine to the vendor.
- Cables/Connectors connected with the machine are covered under AMC.
- In case it is found that the make of machine is different, then the same shall be corrected at the time of giving/awarding the contract.
- In case it is found that some machines are added, then the AMC rate applicable will be added for this on proportionate basis from the date the same are covered under AMC.
- **Vendor should note that price of AMC as mentioned above should be inclusive of Manpower/Engineer wages/compensations. New India Assurance will not pay any wage/compensation to Engineer/Manpower working on behalf of Successful bidder throughout the contract period of AMC.**

Comprehensive cover includes cost of replacement of spares/parts as mentioned in (TERMS AND CONDITIONS-> OBLIGATIONS OF THE VENDOR).

(Signature and Seal of the bidder)

ANNEXURE 'D'

COMPLIANCE AGREEMENT FOR LIST OF EQUIPMENTS TO BE COVERED UNDER AMC

| Sl. No | Item Description | No. of Units | Date of Coverage under AMC |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------|
| 1 | All Desktops purchased after 2014: HP Compaq PRO (12), HP 280 G1 (34) ACER Veriton M200 (393), LENOVO Thinkcenter (10), DELL Vostro (11), Dell Optiplex (5) , Dell All in One (6), Lenovo all in one (2) | 473 | 01/05/24-30/04/25 |
| 2. | Scanners: HP Scanjet 5590 (35), N6310 (4) Canon Lide 120 (11) | 50 | 01/05/24-30/04/25 |
| 3. | Printers : Canon ImageClass (10), Canon LBP6018 (73), Canon LBP151 DW (39) , Canon F158200 (8) ; HP - M202 DW (143), HP P1505 (16),HP P1108 (21),HP 1022 (21), HP P1606DN (3) ; Samsung ML-2851ND (1) | 335 | 01/05/24-30/04/25 |
| 4. | Multifunctional printer : Canon MF3010 (32), Canon MF244DW (11) ; Brother MFC (4) ; HP MFP 176 N (1), HP MFP M 128fw (3), HP M1136 (3) | 54 | 01/05/24-30/04/25 |
| 5. | Laptops: Acer Travel Mate (18), Dell Latitude 3410 (2), Hp 240G8 (15), HP 1009 TU (4) ,ASUS X 509 JA (1), Lenovo Thinkpad (5), Dell vostro 1310 (1) , Lenovo E 40-80 (2), Lenovo 80 XH (2) | 50 | 01/05/24-30/04/25 |

Signature and Seal of the bidder

ANNEXURE 'E'

Undertaking Regarding Non-Backlisting

We M/s _____ participating in the bid, confirm that we have not been disqualified/ blacklisted/ de-panelled by any Central/State Government Dept/Public Sector Financial Institutions in India including NIA during the Last 4 years starting from January, 2020 till last date of submission of this tender.

Dated at _____ this _____ day of _____ 2024.

Signature of the Company Secretary

Signature:

Name:

Designation:

Name and address of company:

Seal of Company:

ANNEXURE 'F'

NDA FORMAT

**(Should be on Rs.100/-stamp
paper)**

This confidentiality and non-disclosure agreement is made on the.....day of....., 20.....BETWEEN(Bidder),(here in after to be referred to as“-----”)which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns a company incorporated under the Companies Act, 1956 and having its principal office at
.....(address).

AND THE NEW INDIA ASSURANCE COMPANY LIMITED (here in after to be called “NIACL”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns having its Registered Office at.....(address) on the following terms and conditions:

WHEREAS, in the course of the business relationship between the aforesaid parties, both the parties acknowledge that either party may have access to or have disclosed any information, which is of a confidential nature, through any mode and recognize that there is a need to disclose to one another such confidential information, of each party to be used only for the Business Purpose and to protect such confidential information from unauthorized use and disclosure;

NOW THEREFORE, in consideration of the mutual promises contained herein, the adequacy and sufficiency of which consideration is hereby acknowledged and agreed, the parties hereby agree as follows: —

This Agreement shall apply to all confidential and proprietary information disclosed by one party to the other party, including information included in the caption ‘Definitions’ of this Agreement and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party(“Confidential Information”). Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, electronically or through visual observation or by any other means to one party (the receiving party) by the other party (the disclosing party) provided any information which has been disclosed in an intangible form shall reduce to writing within fifteen (15) business days for such information to be deemed as Confidential Information

1. DEFINITIONS

(a) CONFIDENTIAL INFORMATION means all the information of the Disclosing Party which is disclosed to the Receiving party pursuant to the business arrangement whether oral or written or through visual observation or in electronic mode and shall include but is not limited to trade secrets, know-how, inventions, techniques, processes, plans, algorithms, software programs, source code, semiconductor designs, schematic designs, business methods, customer lists, contacts, financial information, sales and marketing plans techniques, schematics, designs, contracts, financial information, sales and marketing plans, business plans, clients, client data, business affairs, operations, strategies, inventions, methodologies, technologies, employees, subcontractors, the contents of any and all agreements, subscription lists, customer lists, photo files, advertising materials, contract quotations, charity contracts, documents, passwords, codes, computer programs, tapes, books, records, files and tax returns, data, statistics, facts, figures, numbers, records, professionals employed, correspondence carried out with and received from professionals such as Advocates, Solicitors, Barristers, Attorneys, Chartered Accountants, Company Secretaries, Doctors, Auditors, Surveyors, Loss Assessors, Investigators, Forensic experts, Scientists, Opinions, Reports, all matters coming within the purview of Privileged Communications as contemplated under Indian Evidence Act, 1872, legal notices sent and received, Claim files, Insurance policies, their rates, advantages, terms, conditions, exclusions, charges, correspondence from and with clients/ customers or their representatives, Proposal Forms, Claim-forms, Complaints, Suits, testimonies, matters related to any enquiry, claim-notes, defenses taken before a Court of Law, Judicial For a, Quasi-judicial bodies, or any Authority, Commission, pricing, service proposals, methods of operations, procedures, products and/ or services and business information of the Disclosing Party. The above definition of Confidential Information applies to both parties equally; however, in addition, without limitation, where the Disclosing Party is the NIACL, no information that is exempted from disclosure under section 8 or any other provision of Right to Information Act, 2005 shall at any time be disclosed by the Receiving Party to any third party.

(b) MATERIALS mean including without limitation, documents, drawings, models, apparatus, sketches, designs and lists furnished to the Receiving Party by the Disclosing Party and any tangible embodiments of the Disclosing Party's Confidential Information created by the Receiving Party.

2. COVENANT NOT TO DISCLOSE

The Receiving Party will use the Disclosing Party's Confidential Information solely to fulfill its obligations as part of and in furtherance of the actual or potential business relationship with the Disclosing Party. The Receiving Party shall not use the Confidential Information in anyway that is directly or indirectly detrimental to the Disclosing Party or its subsidiaries or affiliates, and shall not disclose the Confidential Information to any unauthorized third party. The Receiving Party shall not disclose any Confidential Information to any person except to its employees, authorized agents, consultants and contractors on a need to know basis, who have prior to the disclosure of or access to any such Confidential Information

agreed in writing to receive it under terms at least as restrictive as those specified in this Agreement.

In this regard, the agreement entered into between the Receiving Party and any such person/s shall be forwarded to the Disclosing Party promptly thereafter. Prior to disclosing any Confidential Information to such person/s, the Receiving Party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. The Receiving party shall use at least the same degree of care in safeguarding the Confidential Information as it uses or would use in safeguarding its own Confidential Information, and shall take all steps necessary to protect the Confidential Information from any unauthorized or inadvertent use. In no event, shall the Receiving Party take all reasonable measures that are lesser than the measures it uses for its own information of similar type. The Receiving Party and its Representatives will immediately notify the Disclosing Party of any use or disclosure of the Confidential Information that is not authorized by this Agreement. In particular, the Receiving Party will immediately give notice in writing to the Disclosing Party of any unauthorized use or disclosure of the Confidential Information and agrees to assist the Disclosing Party in remedying such unauthorized use or disclosure of the Confidential Information. The Receiving Party and its Representatives shall not disclose to any person including, without limitation any corporation, sovereign, partnership, company, Association of Persons, entity or individual

- (i) the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties,
- (ii) that it has requested or received Confidential Information, or
- (iii) any of the terms, conditions or any other fact about the actual or potential business relationship.

This confidentiality obligation shall not apply only to the extent that the Receiving Party can demonstrate that:

- a. The Confidential Information of the Disclosing Party is, or properly became, at the time of disclosure, part of the public domain, by publication or otherwise, except by breach of the provisions of this Agreement; or
- b. was rightfully acquired by the Receiving Party or its Representatives prior to disclosure by the Disclosing Party;
- c. was independently developed by Receiving Party or its Representatives with out reference to the Confidential Information; or
- d. the Confidential Information of the Disclosing Party is required to be disclosed by a Government agency, is the subject of a subpoena or other legal or demand for disclosure; provided, however, that the receiving party has given the disclosing party prompt written notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order prior to such disclosure.

- e. is disclosed with the prior consent of or was duly authorized in writing by the disclosing party.

3. RETURN OF THE MATERIALS

Up on the disclosing party's request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided, however, that an archival copy of the Information may be retained in the files of the receiving party's counsel, solely for the purpose of proving the contents of the Information.

4. OWNERSHIP OF CONFIDENTIAL INFORMATION

The Disclosing Party shall be deemed the owner of all Confidential Information disclosed by it or its agents to the Receiving Party hereunder, including without limitation all patents, copyright, trademark, service mark, trade secret and other proprietary rights and interests therein, and Receiving Party acknowledges and agrees that nothing contained in this Agreement shall be construed as granting any rights to the Receiving Party, by license or otherwise in or to any Confidential Information. Confidential Information is provided "as is" with all faults. By disclosing Information or executing this Agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right.

In no event, shall the Disclosing Party be liable for the accuracy or completeness of the Confidential Information. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this Agreement and the disclosure of Information pursuant to this Agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional agreement of any kind.

5. REMEDIES FOR BREACH OF CONFIDENTIALITY

1. The Receiving Party agrees and acknowledges that Confidential Information is owned solely by the disclosing party (or its licensors) and that any unauthorized disclosure of any Confidential Information prohibited herein or any breach of the provisions herein may result in an irreparable harm and significant injury and damage to the Disclosing Party which may be difficult to ascertain and not be adequately compensable in terms of monetary damages. The Disclosing Party will have no adequate remedy at law thereof, and that the Disclosing Party may, in addition to all other remedies available to it at law or inequity, be entitled to obtain timely preliminary, temporary or permanent mandatory or restraining injunctions, orders or decrees as may be

necessary to protect the Disclosing Party against, or on account of, any breach by the Receiving Party of the provisions contained herein, and the Receiving Party agrees to reimburse the reasonable legal fees and other costs incurred by Disclosing Party in enforcing the provisions of this Agreement apart from paying damages with interest at the market rate prevalent on the date of breach to the Disclosing Party.

2. The Receiving Party agrees and acknowledges that any disclosure, misappropriation, conversion or dishonest use of the said Confidential Information shall, in addition to the remedies mentioned above, make the Receiving Party criminally liable for Breach of Trust under section 405 of the Indian Penal Code.

6. TERM

This Agreement shall be effective on the first date written above and shall continue in full force and effect for the term of the assignment and for a period of two years thereafter. This Agreement shall however apply to Confidential Information disclosed by the Disclosing Party to the Receiving Party prior to, as well as after the effective date hereof. The Receiving Party acknowledges and agrees that the termination of any agreement and relationship with the Disclosing Party shall not in any way affect the obligations of the Receiving Party in not disclosing of Confidential Information of the Disclosing Party set forth herein. The obligation of non-disclosure of Confidential Information shall bind both parties, and also their successors, nominees and assignees for the term of the assignment and for a period of two years thereafter.

7. GOVERNING LAW & JURISDICTION

This Agreement shall be governed by and construed with solely in accordance with the laws of India in every particular, including formation and interpretation without regard to its conflicts of law provisions. Any proceedings arising out of or in connection with this Agreement shall be brought only before the Courts of competent jurisdiction in Mumbai.

8. ENTIRE AGREEMENT

This Agreement sets forth the entire agreement and understanding between the parties as to the subject-matter of this Agreement and supersedes all prior or simultaneous representations, discussions, and negotiations whether oral or written or electronic. This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.

9. WAIVER

No term or provision hereof will be considered waived by either party and no breach

excused by the Disclosing Party, unless such waiver or consent is in writing signed by or on behalf of duly Constituted Attorney of the Disclosing Party. No consent or waiver whether express or implied of a breach by the Disclosing Party will constitute consent to the waiver of or excuse of any other or different or subsequent breach by the Receiving Party.

10. SEVERABILITY

If any provision of this Agreement is found invalid or unenforceable, that part will be amended to achieve as nearly as possible the same economic or legal effect as the original provision and the remainder of this Agreement will remain in full force.

11. NOTICES

Any notice provided for or permitted under this Agreement will be treated as having been given when (a) delivered personally, or (b) sent by confirmed telecopy, or (c) sent by commercial overnight courier with written verification of receipt, or (d) mailed postage prepaid by certified or registered mail, return receipt requested, or (e) by electronic mail, to the party to be notified, at the address set forth below or at such other place of which the other party has been

notified in accordance with the provisions of this clause. Such notice will be treated as having been received upon actual receipt or five days after posting. Provided always that notices to the NIACL shall be served on the Information Technology Department of the Company's Head Office at Mumbai and a CC thereof be earmarked to the concerned Branch, Divisional or Regional Office as the case may be by RPAD & email.

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
THE WITHIN NAMED INSURANCE COMPANY

b) SIGNED SEALED & DELIVERED BY
WITHIN NAMED (BIDDER)

In the presence of

In the presence of

Witnesses:1_____

Witnesses:1_____

Witnesses:2_____

Witnesses:2_____

ANNEXURE 'G'

Special Instructions to Bidders for e-Tendering

1. Tender document with detailed terms and conditions is available on our Website www.tenderwizard.com/NIAEPROC. Interested parties may download the same and participate in the tender as per the instructions given therein, on or before the due date of the tender. The tender shall have to be submitted online through the e-Procurement system on www.tenderwizard.com/NIAEPROC.
2. As a pre-requisite for participation in the tender, vendors are required to obtain a valid Digital Certificate of Class IIB (with both signing and encryption component) and above as per Indian IT Act from the licensed Certifying Authorities (For ex. N-codes, Sify, 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.
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 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. 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.
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 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 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 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.
10. In case of any clarification pertaining to e-Procurement process, the vendor may contact the following agencies / personnel:

| Sl. No. | Particulars | Company Name | Contact Details |
|---------|----------------------------|---------------------------------------------------------------|-------------------------------------------------------------|
| 1 | For e-tendering Support | M/s. Antares Systems Limited | 9731468511 (Sushant Panchal) lokesh.hr@etenderwizard.com |
| 2 | For Tender related Queries | The New India Assurance Co. Ltd. Bangalore Regional Office | 080-22539460/424/400 bss67@newindia.co.in |

Annexure – H

Bangalore RO - Office Location Details

The office locations and no of offices under Bangalore Regional office are subject to change.

| OFFICE CODE | ADDRESS OF THE OFFICE | INCHARGE & DESIGNATION | TELEPHONE |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 670000 | BANGALORE RO 2-B ,Unity Building annexe, Mission Road, Bangalore -560027" | Mr.BALAKRISHNA N D, Regional Manager | Tel:080-22539405 Email ID:d.balakrishnan@newindia.co.in |
| 670001 | NON SUIT HUB BANGALORE 2-B ,Unity Building annexe, Mission Road, Bangalore -560027 | Mr.KANNAN N Manager | Tel: 080 -22539433 Ph No:9480030534 Email ID:kannan.n@newindia.co.in |
| | | Ms. SUDHARANI. N. BHAT Manager | Tel: 080-225394430 Ph No:9480171756 Email ID:sudharani.bhat@newindia.co.in |
| 679001 | NON SUIT HUB MYSORE No.876/C,II FLOOR,OPPOSITE TO LAKSHMIPURAM POLICE STATION, J.L.B.ROAD,LAKSHMIPURA M, MYSURU-570004. | Mr. SATISH-S H Manager | Tel:0821-23319810 Ph No:9242166112 Email ID:sh.satish@newindia.co.in |
| 676000 | SUIT HUB BANGALORE #92,2nd floor, Mahalakshmi Chambers, M G ROAD, BANGALORE- 560001 | Ms. DEVIKA A S Manager | Tel: 080-25594005 Ph No: 9844867220 Email ID:as.devika@newindia.co.in |
| 676001 | SUIT HUB MYSORE No.876/C,II FLOOR,OPPOSITE TO LAKSHMIPURAM POLICE STATION, J.L.B.ROAD,LAKSHMIPURA M, MYSURU-570004. | Ms. CHANDRAMATHI B C Manager | Tel:0821-2331981 Ph No:9844106044 Email ID:chandramathi.bc@newindia.co.in |
| 670100 | BANGALORE BUSINESS OFFICE 1 (DO) NO:40, II nd Floor,Lakshmi Complex, Opp.Vanivilas Hospital, K.R.Road, Bangalore -560002 | Ms. NABONITA CHATTERJEE Senior Divisional Manager | 080-26702842 /26702201 FAX -080 26703898 Ph No:09830277778 Email: nabonita.chatterjee@newindia.co.in |

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|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| 670104 | CHANNAPATNA BUSINESS OFFICE (BO) No.2240/4, 1st floor, Shambu Gowda Giriyamma Complex, Chruch street, Channapatna-562160. | Mr PRATHAPOTHAN P Branch Manager | 080-27251596 Ph No:9886435132 Email:prathappothan.p@newindia.co.in |
| 670107 | PATTANAGERE BUSINESS OFFICE (MO) #840, 1ST FLOOR,, BEML 3RD Stage, Jawaharlal Nehru Road, Opp. Balakrishna Ranga mandira, RR Nagar, Bangalore, Karnataka. 560098 | Mr MAHESH R. Business Office-Incharge | 080 28603105 Ph No: 09980332258 Email: mahesh.r@newindia(dot)co(dot)in |
| 670109 | PADMANABHA NAGAR BUSINESS OFFICE (MO) No.2. I Floor, Nandi Complex, 80 Feet Road, Sreenivasa Nagar, Bangalore-560050, Karnataka state. | Mr.Mahesh Poddar Business Office-Incharge | Ph No:9483927630/80-26697106 Email: mahesh.poddar@newindia.co.in |
| 670200 | BANGALORE KEY BUSINESS OFFICE (DO) No.71/1, Brigade Plaza, Anand Rao Circle, S.C.Road, Bangalore – 560009 | Mr. J KAMESHWARA RAO Senior Divisional Manager | 080-22204448/ 22269215/22269127 FAX 080 22374968 Ph No:8277469315 Email: jk.rao@newindia.co.in |
| 670201 | BANGALORE AUTO TIE UP HUB OPERATING OFFICE (BO) Unity Building Tower Block, 4th floor, J.C.Road, Bangalore – 560027 | Mr. B.G. GOPAL Manager | 080-22277079/22224162 Fax 080-22277079 Ph no:9945760695 Email:gopal.bg@newindia.co.in |
| 670202 | KANAKAPURA BUSINESS OFFICE (BO) No.1A, 3rd floor, SBI Colony, 41st Main, J.P.Nagar 1st Phase, | Mr.R MANJUNATH Branch Manager | 080-22443967/ 26656868 / 22440183 FAX -080 22443967 Ph No:09004915440 Email: manjunath.ramaiah@newindia.co.in |

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|--------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| | Sarakki Gate, Kanakapura Road, Bangalore – 560078 | | |
| 670300 | BANGALORE BUSINESS OFFICE 3 (DO) Mahalaxmi Chambers, II floor, No.9, M.G.Road, Bangalore - 560001 | Mrs.Magheswary K Senior Divisional Manager | 080-25065350/ 25584443/25584297 FAX - 080 25584479 Ph No:9845082212 Email: magheswary.k@newindia.co.in |
| 670302 | BOMMASANDRA BUSINESS OFFICE (BO) Munireddy complex, first floor, Kithanaganahalli, Hosur main road, Bommasandra, Bangalore-560099 | Ms. KUSAM MADHUSRI Senior Branch Manager | 080-27832920/27832183 Fax 080-27832920 Ph No:9482570919 Email:kusam.madhusri@newindia.co.in |
| 670303 | RAJAJINAGAR BUSINESS OFFICE (BO) Eshwari Complex, 1st floor, No.65,80 Ft Rd, Rajaji Nagar-Prakash Nagar, Bangalore – 560010 | Mr.RAJANNA H. K. Branch Manager | 080-23124275/23121832 Fax - 080-23124275 Ph No:919448713093 Email : rajanna.hk@newindia.co.in |
| 670400 | BANGALORE BUSINESS OFFICE 4 (DO) Kukreja House, 1st floor, No.10/1, KumaraKrupa Rd, Bangalore -560078 | Mr SUSHIL KUMAR TIWARI Branch Manager | 080-22206832/ 22202657/22265849 FAX - 080 22266128 Ph No:8008595250 Email: sushil.tiwari@newindia.co.in |
| 670402 | INDIRANAGAR BUSINESS OFFICE (BO) No.33/A, Priyadarshini Towers, II floor, IndiraNagar – I stage, Bangalore –560038 | Mr.SUNIT LAKRA Branch Manager | 080-25259317/25253385 Fax - 25259317 Ph No:9900275464 Email: sunit.lakra@newindia.co.in |

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| 670403 | MAHADEVAPURA BUSINESS OFFICE (BO) 1st Floor, Shreyasraj Building, Opp.VST Tillers Tractors Garudachar Palya, Whitefield Road Bengaluru - 560 048. | Mrs.SUMA PARVATHY K R Senior Branch Manager | 080-28511126/ 28517017 Ph No:9845016303 suma.kr@newindia.co.in |
| 671000 | MYSORE BUSINESS OFFICE - 1 (DO) No.876/C,II FLOOR,OPPOSITE TO LAKSHMIPURAM POLICE STATION, J.L.B.ROAD,LAKSHMIPURA M, MYSURU-570004. | Mrs UMA MAHESWARI Divisional Manager | 0821-2331981/2331742 Fax - 0821-2332417 Ph No:09448718331 Email: uma.maheshwary@newindia. co.in |
| 671001 | NAZARBAD BUSINESS OFFICE (BO) No.13/2, 2nd Main, Temple St, V.V.Mohalla, Mysore District – 570002 , Karnataka | Mr.MADHU SIDDURKAR M N Branch Manager | 0821-2423272/2430914 FAX – 08212430914 Ph No:9448022968 Email: madhusiddurkar.mn@newind ia.co.in |
| 671005 | NANJANGUD BUSINESS OFFICE (BO) No.2733, 3rd Cross, Rashrapathi Rd, Opp.KEB Office, Nanjangud – 571301 | Mrs.RADHIKA N Branch Manager | 08221-226492 08221-226493 Ph No:9449008802 Email :shanthi.r@newindia.co.in |
| 671006 | MYSORE AUTO TIE UP HUB OPERATING OFFICE (BO) NO.2954/1, 1ST FLOOR, R.R.COMPLEX(ABOVE MORE SUPER MARKET) CHAMUNDIPURAM, Mysore – 570004 | Mrs SHANTHI R Senior Branch Manager | 0821-2332723/ 2333369/2333137 Ph No:9480664096 Email :shanthi.r@newindia.co.in |
| 671010 | MANDYA BUSINESS OFFICE (MO) NO:1175, 1st Floor,2nd cross, Ashok Nagar, Mandya, Karnataka-571401 | Mr.Abhishek J Gowda Business Office- Incharge | 08232-238333 Ph No:7411952716 Email: abhishek.gowda@newindia.co.in |

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|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| 671013 | METAGALLI BUSINESS OFFICE (MO) No.:478, 7th B Main road, Devaraja Mohalla Raod, Hebbal 1st Stage, Mysore-570001. | Mr Marthanda Balaji Business Office-Incharge | Ph No:8951991733 Email: marthanda.balaji@newindia.co.in |
| 671400 | TOYOTA NODAL OFFICE BANGALORE (DO) No.71/1, Brigade Plaza Anand Rao Circle, S.C.Road, Bangalore-560009 | Mr.P N Ramesh Senior Divisional Manager | 080-22879262/ 22879261/22879264 Fax - 080 22879263 Ph No:09655765560 Email: pn.ramesh@newindia.co.in |
| 671401 | KORAMANGALA BUSINESS OFFICE (MO) No.4, Madhuvan Brindavan Apartment, Hosur Main Road, Audugodi, Bangalore-560030, | Mr.Paramesha D Business Office-Incharge | Ph No:9448516394 Email: paramesha.d@newindia.co.in |
| 671500 | BANGALORE BUSINESS OFFICE 7 (DO) NO.26, SGRR COMPLEX, 2ND FLOOR, RAJA RAM MOHAN ROY ROAD, HUDSON CIRCLE, Bangalore -560027 | Mr.NAGARAJA ADIGA M R Senior Divisional Manager | 080-22128970/ 22238284/22236447 FAX 080 22236447 Ph No:9449061966 Email: nagaraja.adiga@newindia.co.in |
| 671502 | SARJAPUR BUSINESS OFFICE (MO) 116,KODATHI GATE,CARMELARAM PO, SARJAPUR ROAD, BANGALORE 560035 | Mr.JOSE T A Business Office-Incharge | Ph No:9481471694 Email : jose.ta(at)newindia.co.in |
| 671600 | BANGALORE BUSINESS OFFICE 8 (DO) KARMIKA KALYANA BHAVANA #48 GROUND FLOOR MATHIKERE MAIN ROAD YASHWANTHAPURA (NEAR RTO OFFICE) Bangalore - 560022 | Mrs.SUDHA R MURTHY Senior Divisional Manager | 080-23577704/23375618 Fax 080 23378778 Ph No:08431714121 Email:sudha.murthy@newindia.co.in |

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| 671601 | MALLESHWARAM BUSINESS OFFICE (BO) No.124,2nd floor, "GANESH TOWERS" Between 10th & 11th cross, Margosa road, Malleshwaram - 560003 | Mr.ARPAN T M Branch Manager | 080-23346367/ 23440607/23463396 FAX- 080-23346367 Ph No:8807956615 Email:arpan.tm@newindia.co.in |
| 671602 | MEKRI CIRCLE BUSINESS OFFICE (BO) No.1, 2nd floor,Shankar House, RMV Extension, Mekhri Circle, Bangalore - 560080 | Mr. AMIT KUMAR MISHRA Branch Manager | 080-23616594/23618796 Fax – 080-23616594 Ph No:8123355402 Email:amit.mishra@newindia.co.in |
| 671605 | SAHAKAR NAGAR BUSINESS OFFICE (MO) 2256 Basement, Shop No.4, Kodegehalli Main Road, Sahakar Nagar, Bangalore North-560092 | Mr H Prasad Business Office- Incharge | 080 23625650 Ph No:9886105750 Email: prasad.h@newindia.co.in |
| 671900 | BANGALORE BUSINESS OFFICE 10 (DO) NO.51/2, Vanivilas Rd, 1st floor, Vinay Complex, Basavanagudi, Bangalore-560004 | Ms.MANJULA VISHAL Divisional Manager | 080-22420374/ 26221223/26608429 Fax 080 22421223 Ph No:9611309600 Email: manjula.vishal@newindia.co.in |
| 671901 | JAYANAGAR BUSINESS OFFICE (BO) No.346, Manandi Court, 2nd floor, 27th cross, 3rd block, Jayanagar, Bangalore -560011 | Mr.DUDEKULA MAHAMMAD USMAN Senior Branch Manager | 080-26639896/26633563 FAX 080 26632458 Ph No:09390405026 Email: m.usman@newindia.co.in |
| 671902 | VIJAYANAGAR BUSINESS OFFICE (BO) GG Arcade, 2940/E 5, 3rd floor, W O C road, Opposite Maruti Mandir, Extension Vijaynagar, Bengaluru - 560040 | Mrs SUBHA LAKSHMI P. Senior Branch Manager | 080-23142027/23141077/23142035 FAX -080-23142027 Ph No:9945880370 Email : subhalakshmi.p@newindia.co.in |

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| 671907 | J P NAGAR BUSINESS OFFICE (MO) NO:56, Groung Floor,3rd Cross, 24th Main, JP Nagar, 2nd Phase, Bangalore-560078 | Mr S N RAGHAVENDRA Business Office-Incharge | 080-25259317/25253385 Ph No:9448407665 Email: subramanya.bk@newindia.co.in |
| 672100 | BANGALORE BUSINESS OFFICE 11 (DO) Unity Building Tower Block, 4th floor, J.C.Road, Bangalore – 560027 | Mrs.PARIMALA KANTHI Officiating Manager | 080-22484902/ 22220411/22117334 Fax 080 22224965 Ph No:09448319157 Email: parimala.kanthi@newindia.co.in |
| 672101 | KOLAR BUSINESS OFFICE (BO) NO. 2937, "KALPAVRKSHA" GROUND FLOOR, NEW EXTENSION, NEAR DOME LIGHT CIRCLE, OPP. CANARA BANK KOLAR - 563101 | Mr.PRASHANTH K Branch Manager | 08152-222342 Fax 08152 220842 Ph No:09480058228 Email: k.prashanth@newindia.co.in |
| 672102 | R.T.NAGAR BUSINESS OFFICE (BO) No.374, First Floor, Sri Krishna Rukmini Complex, 5th Cross, 9th Main, Opposite HMT Playground, Near Ganganagara Bus Stand, R.T.Nagar, Bengaluru-560 032 | Mrs. SUGUNA RAMESH Senior Branch Manager | 080-23333611 Fax 080 23338221 9449365276 Email: suguna.ramesh@newindia.co.in |
| 672106 | DEVANAHALLI BUSINESS OFFICE (MO) No 48,Ground Floor,Chowdeshwari Complex,Devanahalli, Bangalore-562110 | Mr Aravinda Kumar C A Business Office-Incharge | Ph No:9008335019 Email: aravindakumar.ca@newindia.co.in |
| 672300 | BANGALORE BUSINESS OFFICE 12 (DO) 18/A, 1ST FLOOR, P I A BUILDING, KIADB MAIN ROAD, Peenya, Bangalore – 560058 | Mr.SHEKARAI AH A M Divisional Manager | 080-28392682/ 28395324/28372024 FAX -080 28372024 Ph No:6361035481 Email:shekarai ah.am@newindia.co.in |

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| 672401 | HASSAN BUSINESS OFFICE (BO) # 211, Chandana Complex, Harsha Mahal Rd, Hassan - 573201, Karnataka | Mr. MOHAN KARTHEEK CHINTHADA Branch Manager | 08172-268986/ 268690 Ph No: 7981877427 Email ID:mohan.chintada@newindia.co.in |
| 672402 | MERCARA BUSINESS OFFICE (BO) 1st Floor, Sri Lakshmi Complex, Near SBI, College Road, Madikeri-571201, Karnataka | Mr YASHAVANTH N Branch Manager | 08272-228142 Ph No:9036870381 Email: n.yashavanth@newindia.co.in |
| 672405 | HOOTAGALLI BUSINESS OFFICE (MO) No. 52, First Floor, Hinkal Village, Kasaba Hobli, MYSORE-570017, Karnataka State. | Mr PRAMOD RAO U. M. Business Office-Incharge | Ph No:09741731678 Email: pramod.rao@newindia.co.in |
| 672500 | TUMKUR BUSINESS OFFICE (DO) Amogh mansion,1st floor, Opposite to Indian oil petrol bunk, Barline road, General Kariyappa street, K R extension, Tumkur -572101,Karnataka | Mr. AGNEL PRAKASH Divisional Manager | Tel:0816-2278219/2252457 Ph No:09449673617 Email: agnel.prakash@newindia.co.in |
| 672600 | BANGALORE BUSINESS OFFICE 17 (DO) 3rd Floor, Devanga Towers, K G Road, Bangalore-560009 | Mr N Satheesh Senior Divisional Manager | Tel:080-22252070 / 080-22252069 FAX - 080 22242206 Ph No:9880660602 Email: satheesh.n@newindia.co.in |
| 672700 | SHIVAMOGGA BUSINESS OFFICE | Mr. Girish Walke | Tel: 0818-2279128 |
| | P.B.No.143, I floor, | Assistant Manager | Mobile: 9845827123 |
| | Mallappa Complex, | | Email: girish.walke@newindia.co.in |
| | B.H.Road, Shimoga.577 201 Email: nia.672700@newindia.co.in | | |

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| 672702 | CHIKKAMAGALUR BUSINESS OFFICE | Mr. Ganesh Prabhu | Tel: 08262-235850/ 235850 |
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| | Chickmagalur – 577101 | | |
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| 672703 | MUDIGERE BUSINESS OFFICE | Mr. Ramanja | Tel: 0826-3220181 |
| | Nruthyashree Complex, | Assiatant | Mobile: 9900380457 |
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| | Mudigere - 577132 | | |
| | Email: nia.672703@newindia.co.in | | |
| 672800 | HUBALLI D.O. | Mr. Sudhindra G Indikar | Tel: 0836-2351121 / 2352494 |
| | Srinath Complex, 2nd Floor, | Divisional Manager | Mobile: 9538789250 |
| | New Cotton Market, | | Email: sudhindra.indikar@newindia.co.in |
| | Hubballi - 580029 | | |
| | Email: nia.672800@newindia.co.in | | |
| 672900 | GULBARGA D.O. | Mr. Prashant Kumar | Tel: 08472-223007 / 221668 / 229668 |
| | 1st floor, Kandoor mall, | Divisional Manager | Mobile: 8108769652 |
| | Sardar Vallabhabai Patel Chowk, | | Email: prashantkumar@newindia.co.in |
| | Staion Road, Kalaburgi-585102 | | |
| | Email: nia.672900@newindia.co.in | | |
| 672901 | BIDAR BRANCH | Mr. Vijaybhasker Tukkapuram | Tel: 08482-222961 / 226891 |
| | Padmakunja complex, 1st Floor, | Branch Manager | Mobile:8919820003 |

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| 672902 | VIJAYAPURA BRANCH | Mr. D Vijay Roshan Kumar | Tel: 08352-223345 / 251946 |
| | 1st Floor, CTS No. 1004 / B, Gurukul Rd., Vijayapura -586101. | Branch Manager | Mobile:9703212587 |
| | Email: nia.672902@newindia.co.in | | Email:vijay.roshan@newindia.co.in |
| | | | |
| 673000 | BELAGAVI D.O. | Mr. Satish M Kamath | Tel: 0831-2465311 |
| | No.3933/ B-2, Club Rd., Belagavi – 590001 | Deputy Manager | Mobile: 9481747159, |
| | Email: nia.673000@newindia.co.in | | Email:satish.kamath@newindia.co.in |
| | | | |
| 673001 | BELAGAVI BRANCH 1 | Mr. Suresh Kumar B S | Tel: 0831-2460369 |
| | No.3128, Champa Bldg., Khade Bazar, Belgaum -590002. | Manager | Mobile: 9663813852 |
| | Email: nia.673001@newindia.co.in | | Email: suresh.bs@newindia.co.in |
| | | | |
| 673002 | BELAGAVI BRANCH II | Mr. Suresh Kumar B S | Tel: 08312-467775 |
| | “Shanbag Plaza”, No. 3957/184/A, College Road, Opp. Hotel Sanman, Belagavi - 590001. | Manager | Mobile: 9663813852 |
| | Email: nia.673002@newindia.co.in | | Email: suresh.bs@newindia.co.in |
| | | | |
| 673003 | NIPPANI BRANCH | Mrs. Mamiza Khan | Tel: 08338-224145 / 220151 |
| | 719, Rajsheela Bldg, Ashok Nagar, Nipani - 571237 | Branch Manager | Mobile: 8095876220 |
| | Email: nia.673003@newindia.co.in | | Email: mamiza.ik@newindia.co.in |
| | | | |
| 673004 | GOKAK BRANCH | Mr. Mahesh Mane | Tel: 08332-226571 |
| | 1st Floor, Pathan Building, Above Shakuntala Honda, Byali Kata, Court Road, Gokak - 591307. | Assistant Manager | Mobile: 9449383176 |
| | | | Email: mahesh.mane@newindia.co.in |

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| 673005 | MUDALGI BUSINESS OFFICE | Rahul Upadhye | Tel: 08334-250303 |
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| | Mudalgi - 591312, | | Email: rahul.upadhye@newindia.co.in |
| | Gokak Taluk, | | |
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| 673007 | TILAKWADI BUSINESS OFFICE | Mr. Ratan P Ramagounda | Tel: 0831-4810555 |
| | Krrish Pride, M G Colony, Opp Congress Well, TILAKWADI, BELAGAVI-590006. | Assistant Manager | Mobile: 09448964242 |
| | Email: nia.673007@newindia.co.in | | Email: ramgoundaratan.p@newindia.co.in |
| 673100 | DAVANGERE D.O. | Mr. Devadas Majjada | Tel: 0819-2257951 |
| | No.289/12, PB No.62, | Assistant Manager | Mobile: 9113890947, |
| | II Floor, AM Arcade, | | Email:devadas.majjada@newindia.co.in |
| | Sri Shamanur Shivashankarappa Road, Davangere – 577002 | | |
| | Email: nia.673100@newindia.co.in | | |
| 673101 | CHITRADURGA BRANCH | Mr. Purushothom Sukumar | Tel: 0819-4222312 |
| | Vijaya Shree Building, | Assistant Manager | Mobile: 8885469394 |
| | Ground floor, Opp. Nanjundeshwara Petrol Bunk, | | Email: purushottam.Sukumar@newindia.co.in |
| | Davanagere Road (PB Road) | | |
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| 673102 | HARIHARA BRANCH | Mr. Gopinath Mule | Tel: 0819-2242411 |

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| 673103 | RANEBENNUR BRANCH 1st Floor, Balaji Commercials, Ganesh Temple Road, Near Bus Stand, Ranebennur – 581115 Email: nia.673103@newindia.co.in | Mr. Kotreshappa PG Branch Manager | Tel: 08373-266738 / 266714 Mobile: 9482178198 Email: kotreshappa.pg@newindia.co.in |
| 673105 | HOSADURGA BUSINESS OFFICE #9159/43, Girijamma Subbannayya Badavane, Near Gandhi Circle, Hosadurga, Chitradurga District- 577524 Email: nia.673105@newindia.co.in | Mr. Madhu V Assistant | Tel: 08199-230858 Mobile: 9620808295 Email: v.madhu@newindia.co.in |
| 673200 | BALLARI D.O. Arya Ediga Hostel Complex, Double Road, Bellary - 583101. Email: nia.673200@newindia.co.in | Mr Venkatesh B Y Assistant Manager | Tel: 08392-271077 / 276157 Mobile: 8892810143 Email: venkatesh.by@newindia.co.in |
| 673201 | RAICHUR BRANCH P.B.No.66, Gunj Road, Raichur - 584102. Email: nia.673201@newindia.co.in | Mr. Sarath Babu Talari Branch Manager | Tel: 08532-235180 / 235832 Mobile: 7799685477 Email: sarath.talari@newindia.co.in |
| 673202 | HOSAPETE BRANCH Yalamanchilli Complex, 2nd Floor, 5/45, Station Rd, Hosapete – 589201 Email: nia.673202@newindia.co.in | Mr. A Y E Prasad Senior Branch Manager | Tel: 08394-227079 / 227099 Mobile: 9980829424 Email: yp.akkala@newindia.co.in |
| 673300 | DHARWAD D.O. Someshwar Heights, | Mr. Shashikant L Halgekar Manager | Tel:0836-2743966 / 2749793 Mobile: 09449074797 |

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| 673301 | Karwar Branch Office | Mr. Nitin Vernekar | Tel: 08382-221698 |
| | FirstFloor, Janaki Plaza, Pikle Road, Karwar-581301 | Assistant Manager | Mobile: 9880584987 |
| | Email: nia.673301@newindia.co.in | | Email: nitin.vernekar@newindia.co.in |
| | | | |
| 673302 | GADAGBRANCH | Mr. Ashoka Ittigi | Mobile: 08372-277331 / 8951569142 |
| | 1stFloor,Above Canara Bank, Tontadarya Building, Pala-Badami Road, Mahatma Gandhi Circle, Gadag–582101 | Branch Manager | Email: ashoka.ittigi@newindia.co.in |
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| | | | |
| 673303 | HALIYAL BUSINESS OFFICE | Mr. Vinay Maracharadder | Tel: 08284-221820 |
| | Kadam Building, Dandeli road, Haliyal, Dharwad, Karnatakastate-581329 | SeniorAssistant | Mobile: 9448982598 |
| | Email: nia.673303@newindia.co.in | | Email: vinay.36985@newindia.co.in |
| | | | |
| 673304 | SIRSI BUSINESS OFFICE | Mr. Gajanan Naik | Tel: 08384-224044 |
| | Ashraya Arcade, C.P. Bazar, Sirsi - 581401 | Senior Assistant | Mobile: 9448105304 |
| | Email: nia.673304@newindia.co.in | | Email: naik.gajanan@newindia.co.in |
| 673400 | UDUPI D. O. | Mr. Himanshu B Hegde | Tel: 0820-2520972 |
| | Sri Ram Arcade, Head Post Office Road, Udupi - 576101. | Assistant Manager | Mobile: 9886477602 |
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| 673401 | KUNDAPUR BRANCH | Mr.Manjunath Kurudekar | Tel: 08254-230698/ 230694 |
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