



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

THE NEW INDIA ASSURANCE COMPANY LIMITED

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

TENDER DOCUMENT

FOR AMC AND FMS OF COMPUTER HARDWARE & PERIPHERALS

TENDER NO “PTRO/ITD/AMC-FMS/2025/001”

Tender Description	e-TENDER FOR AMC- FMS OF COMPUTER HARDWARE & PERIPHERALS (“PTRO/ITD/AMC-FMS/2025/001”)
Date of publishing of tender	09 th October ,2025
Last Date and Time for Bid Submission	24 th October, 2025 (17:30 pm)
Date and Time of Technical Bid Opening	29 th October, 2025 (11:30am)
Address for Communication	Manager, I.T./BSS Department, The New India Assurance Co. Ltd., Patna RO, 6 th Floor, B.S.F.C. Building, Fraser Road, Patna- 800001.
EMD (Refundable)	Rs. 20,000/- (Rupees Twenty Thousand only) in the form of DD/Bank Guarantee in favour of “The New India Assurance Co. Ltd”, payable at Patna to be submitted in office before stipulated date and time. A soft-copy of DD/Bank Guarantee should be uploaded with Technical Bid.
Tender Fees (Non-Refundable)	Rs. 1,000/- (Rupees One Thousand only) in the form of DD in favour of “The New India Assurance Co. Ltd.”, payable at Patna to be submitted in office before stipulated date and time. A soft-copy of DD should be uploaded with Technical Bid.





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INTRODUCTION

The New India Assurance Company Limited, Patna Regional Office (hereinafter will be referred to as "the Company") invites **ONLINE BIDS** for **Annual Maintenance Contract and FMS of COMPUTER HARDWARE & PERIPHERALS** for a period of 1 (One) year which may be extended for 2 (1+1) (two) more years subject to satisfactory performance at the end of contract.

The hardware covered under this AMC contract is installed at the different locations as mentioned in the **Annexure-10 (PATNA RO Office addresses)** excel in the tender.

The tender documents will be available on official web-site of NIA (<https://www.newindia.co.in/portal/TenderNotice>) as well as <https://www.tenderwizard.com/NIAEPROC>.

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

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

For any clarification kindly contact only on Email at bss54@newindia.co.in.

At any time prior to the last date of receipt of bids, the Company may, for any reason, whether at its own initiative or in response to clarifications requested by the prospective bidders, modify the tender document by clarifications.

The clarifications, if any, issued by the Company at any time before the due date of submission of the bid will become part of the tender document and would be notified on the official web-site of NIA (<https://www.newindia.co.in/portal/TenderNotice>) as well as at <https://www.tenderwizard.com/NIAEPROC>.

The bidders are advised to check the above website and portal till the last date of submission of bids.

The online bids under two bids system comprising of (1) **The technical bid** and (2) **commercial bid** should be submitted online on website <https://www.tenderwizard.com/NIAEPROC> on or before 5:30 pm ,24th October, 2025.

The technical bid, apart from the online template filling up, should contain the scanned copies of the requisite documents as per the tender.



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• **OFFLINE SUBMISSION IN HARD/PHYSICAL COPIES:**

The following documents are required to be submitted offline to the following address:

Manager,
I.T./BSS Department,
The New India Assurance Co. Ltd., Patna Regional Office,
6th Floor, B.S.F.C. Building, Fraser Road,
Patna- 800001

by 05:00pm, 23rd October 2025 in one sealed envelope super-scribed as “**Offline Document Submission for AMC OF COMPUTER HARDWARE & PERIPHERALS**” failing which the bidder may be disqualified and their tender may not be opened:

- Tender document Fees of Rs 1,000/- (Rs One Thousand only) (Non-refundable)
- EMD Bank Guarantee for Rs. 20,000/- (Rs. Twenty Thousand only) (Refundable)
- Any other supporting documents as per the tender requirement duly stamped and signed by the Authorized Signatory of the bidder.

The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the submitted bid will not be acceptable.

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

If the last date for submission of offline documents happens to be a holiday due to some unforeseen circumstances, then the Offline documents can be submitted by 11 a.m. on the next working day.

• **PROCEDURE FOR PROCESSING THE TENDER DOCUMENT:**

- The Committee constituted by the Company will open the online bids as well as offline documents as per schedule.
- The commercial bids of only technically qualified bidders will be opened by the Committee.
- Any commercial bid incomplete in any respect would **not be considered**.
- 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.



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SECTION-I

TERMS AND CONDITIONS

1. THE TENDER OFFER:

- The online bids as well as documents submitted offline will be opened by a Committee constituted by the Company. The bid may be rejected in case the technical bid does not contain Tender fee, EMD, and other relevant documents.
- Each and every aspect in the technical specifications/configuration would be scrutinized by the Committee and accordingly, technically qualified bidders will be identified.
- The online commercial bids of **only** the **technically qualified bidders** would be opened by the Committee. In case, the date happens to be a holiday, then the tenders would be opened on a subsequent date.
- Any commercial bid incomplete in any respect will not be considered. If amount is not mentioned it will be considered as Rs 0/- (Rupees Zero).
- The commercial bids will be scrutinized for the Lowest Commercial Bid (L1 Price) and accordingly the L1 vendor will be identified. This procedure is subject to changes, if any, and the procedure adopted by the Company for opening the tender shall be final and binding on all the parties.
- The Committee reserves the right to reject the vendor without giving any reasons if it feels that the support infrastructure, services, reputation and image of the bidder/vendor in the industry is poor.

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

- The intending online bidders should pay an Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand only).
- The EMD shall be in the form of DD/Bank Guarantee in favour of "The New India Assurance Co. Ltd.", payable at Patna.
- A scanned copy of EMD is to be uploaded online at the time of bid submission. However the original should be posted/couriered/given in person to the Company, so as to reach within the bid submission due date & time for the tender.
- **Bidders seeking EMD exemption, must submit the valid supporting documents along with Bid Security Declaration.**



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- The Bank Guaranty has to be valid for **180 days** from the last date of tender submission.
- The EMD will not carry any interest.

3. FORFEITURE OF E.M.D:

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

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

4. REFUND OF E.M.D:

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

5. THE COMPANY RESERVES THE RIGHT TO:

- Accept / reject any of the bids.
- Revise the quantities at the time of placing the order.
- Reject any or all the bids if –
 - i. The bid is not signed by the duly authorized person or
 - ii. The bid submitted is unsigned or partially unsigned or
 - iii. The bid is not in conformity with the instructions mentioned herein or
 - iv. The bid is not accompanied by the requisite EMD or
 - v. The bid is received after the expiry of the due date and time or
 - vi. The bid is evasive or incomplete including non-furnishing of the required documents or
 - vii. The bid is quoted for period less than the validity of tender or
 - viii. The bid is received from any blacklisted bidder or whose past experience is not satisfactory or
 - ix. The technical bid doesn't fulfill the requirement.



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6. VALIDITY OF BID:

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

7. SECURITY DEPOSIT:

The successful bidder will have to furnish a Security Deposit to the tune of **3% of the value of the Contract/Work Order** for proper fulfillment of the contract in the form of a Bank Guarantee obtained from a nationalized/scheduled bank. This Bank Guarantee shall be returned after the expiry of the AMC period.

The security deposit Bank Guarantee shall be valid for extra three months after the expiry of the AMC period.

If the contract is extended after one year, **fresh security deposit** needs to be submitted.

8. SCOPE OF WORK (SOW):

Comprehensive AMC for Servers, Desktops, Laptops, Printers, LAN, Antivirus, VPN Token and other IT peripherals of different makes, installed at different offices as per **Annexure-10**.

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-2**. The vendor has to provide the following services-

- 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.
- The vendor will be fully responsible for the annual maintenance for all equipment, accessories, spare parts etc. against any defects arriving from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or vendor and any defect that may develop under normal use of supplier equipments during the AMC period.
- **The AMC is meant for various items as mentioned below :-**
 - Printer & All in One Printer: - Comprehensive AMC excluding toner, ribbon, cartridge.
 - Laptop, Desktop and Server: - Comprehensive AMC excluding Laptop Battery and Power Adapter.
 - Scanner: - Comprehensive AMC.



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- Projector: - Comprehensive AMC excluding Lamp.
- Comprehensive maintenance of the hardware and system software shall include installation, up-gradation, repairing, reloading and restoration of Operating Systems, Windows 8.1 Pro/10.1 Pro or above (whenever required), Windows server 2003/2008 and Linux and other software and office productivity software (Microsoft Office versions and open office) and basic networking work for Servers, Laptops, network printers and desktops; taking back-up during reloading of operating systems. Periodical application of system software patches /service packs /upgrades etc. shall also be a part of comprehensive maintenance. Resolving OS related issues including re-installation of OS for what-so-ever reason.
- Installation of antivirus software provided by the Company. All calls related to virus scanning and cleaning should be attended and rectified.
- Repair or Replacement of parts of Server, Desktops, Laptops, Printers, Scanners, Projector and all other peripherals as well as components/parts (non-consumables) of Server, Desktops, Printers, Scanners and all other peripherals.
- Basic troubleshooting and fixing up of issues related to Local Area Network (LAN).
- The bidder has to deploy one Desktop Engineer at RO Premises from 10:00 AM to 5:45 PM from Monday to Friday. The Resident Engineer shall work for the same duration and time on holidays if required, at no extra cost to the Company.
- The vendor shall be required to furnish the proof of qualification/experience of the Resident Engineer to us before deploying them for AMC work. For certain critical cases the vendor will be required to provide specialist to repair / diagnose at no extra cost to the company. The vendor shall provide a substitute engineer, in case of non-availability of the Resident engineer.
- Attendance register of the Resident engineer should be counter-signed by the official of the Company every day.

S N	Description	No.	Experience & qualification
1	Resident engineer for attending calls for Computer hardware and peripherals, troubleshooting of Local Area Network & Antivirus Maintenance at RO floors.	1	Competent Engineer should be a Graduate with minimum 3 years experience in relevant area or Diploma in IT or related field with 2 Years' experience in relevant area; Age should be preferably between 24-45 years.

- The Field engineer on call will be required to travel to provide services to the locations mentioned in the tender document at their own cost. No payment will be borne by the Company on local/outstation conveyance.
- The vendor has to keep spare parts/systems like SMPS, RAM, Motherboard, Keyboard, Mouse, Power Cables, Printer cables and other spares at Company store house. The standby



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provided should be of same or better configuration. The Company official can anytime visit the vendor's store house and check the spare parts' volume and quality.

- 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 including SMPS, RAM, Motherboard, Keyboard, Mouse, Monitor, Power Cables, Printer data Cables at the Company's RO premises.
- The vendor shall perform preventive maintenance of all IT assets atleast once in a year basis. Preventive maintenance will include inspection of each IT asset/system, scanning hard disk for any defects/problems therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. Desktop, Monitor, Keyboard, Printer, Scanner, Server and other accessories with a blower/vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. All the equipment/material required for preventive maintenance e.g. blower/ vacuum cleaner/cleaning liquid/cloth/brush etc. shall be strictly arranged by the vendor, with no cost to the Company.
- Preventive Maintenance of at least 10 offices in a quarter should be done and proof for the same should be submitted alongwith the quarterly invoice. Inventory of all IT equipments for locations as per **Annexure 10** should be taken during the preventive maintenance visit. Penalty would be deducted in case of non compliance as per the SLA mentioned in the tender.
- The vendor shall attend all calls related to IT Hardware, Installation, up gradation, repairing and reloading of operating systems, formatting desktops, taking backup and installing antivirus, software like Microsoft Office, open office, adobe etc and Server software and Operating System.
- The vendor shall assist in the recovery of data backup to the extent possible in case of Hard disk crash or any other problem.
- The vendor may be required to install the new hardware procured by the Company. The vendor shall do data transfer, data backup as instructed by the Company.
- 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 for a faulty device/item 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.



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A. HELP DESK MANAGEMENT:

The Help desk management services should undertake the following responsibilities-

- The vendor should have dedicated call board no. and e-mail id for logging calls from various offices under the Company.
- Ticket no./Complaint no. should be provided for each call raised. Each call should be assigned a severity as per the SLA mentioned in this tender.
- Quarterly consolidated call report should be maintained and submitted to the Company.

B. SERVER MANAGEMENT:

- To manage the server end-to-end. This includes server administration, fine-tuning, hardware and software support and upkeep of the server.
- Handling of Operating System related issues, installation of Operating System upgrades, patches etc. Reinstallation of OS Windows 2003/2008 if required, periodic system performance tuning, monitoring server usage statistics, network Operating System support, startup and shutdown of servers. Taking back-up during reinstallation of OS.
- Addition, deletion, reconfiguration of devices, additional users. Housekeeping of servers such as disk space usage, files & folders, permissions, users login to network etc. Implementing security on servers.

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 bidder now will have to ensure the coverage of all desktops, laptops, printers, scanners, projectors 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).
- Re-installation of DMS wherever required.
- Installing and updating any other application as required by NIA.
- Co-coordinating with DMS Support Team at Mumbai for resolving issue related to DMS.
- Installing and maintaining company owned and procured software from time to time. e.g MS Office.
- Providing services such as relocation of desktops and IT peripherals.



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- Configuration of printers and solving all printing problems of users.
- Configuration of scanners and any other peripheral if required.
- Loading of drivers of desktops and other peripherals.
- Downloading and arranging the device drivers of equipments as & when required.
- Installing, configuring, reloading, reconfiguring of any desktop, laptop, office automation software, 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 fix
- es, patches, upgrades etc.
- Making all possible attempts to retrieve the data in case of any disk failure.

D. PRINTER AND SCANNER MANAGEMENT:

- Checking the printer or the equipment, cleaning of contacts etc. so that the printer or other equipment works in most efficient manner.
- AMC services for printers will include repair and replacement of logic card, power supply card, formatter card, DC controller, printer heads, carriage assembly, plastic/rubber items such as printer knobs, gears, sprockets, belts, pulleys, levers, springs, carriage rods, ribbon masks, tractors, service stations, plastic trays, print bands, hammer module and ribbon shield etc. No charges will be borne by the Company for such repair and replacement.
- Comprehensive AMC including adaptor etc, for Scanner.

E. ANTI-VIRUS MANAGEMENT:

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

F. LOCAL AREA NETWORK MANAGEMENT (Basic):

- Basic troubleshooting of all PCs, IP Phones, and switches (Power and connectivity checking)
- Managing IP Address of all equipments and providing IP address to newly installed equipments as per the IP schema in consultation with the Company.
- Coordinating with LAN cabling vendor for the new/repair of network points, cabling and switches.

9. PRICE:

- The vendors should quote the base unit price. All applicable taxes will be paid as actual. No other charges of any type shall be paid.



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- There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the vendor. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the agreement should be passed on to the Company.
- However, the prices are subject to increase/decrease in quantities of IT Assets under this tender. The vendor will be notified by the Company about any changes in the Inventory. Accordingly the vendor has to change the prices before the start of the next quarter.

10. PAYMENT TERMS:

- The 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.
- Invoice of any quarter should be submitted only after the expiry of the period.
- Quarterly call report with all details, Preventive Maintenance report and Office Asset Inventory data should be submitted along with the invoice for calculation of applicable penalty.

11. CLARIFICATION /QUERIES:

- The queries, if any, can be made through email only on bss54@newindia.co.in on or before 23rd October 2025, 5:00 PM in .xls/.xlsx format as given in **Annexure-4**.
- The queries received via any mode other than email and on email id other than mentioned above will not be entertained.
- The Company shall not be responsible for ensuring that the bidders' queries have been received. Any requests for clarifications received after the indicated date and time may not be entertained.
- The clarifications (if any) issued at any time before the due date of submission of the bid will become a part of the tender document and would be notified on the official website of the Company as well as online e-tender portal.

12. ADDENDUM/CORRIGENDUM:

The vendors are advised to regularly check the NIA website (<https://www.newindia.co.in/portal/TenderNotice>) as well as online portal for addendum/corrigendum, if any, as to be published only on these websites.



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13. SERVICE LEVEL AGREEMENT (SLA):

- The bidder has to deploy one Desktop Engineer at RO Premises from 10:00 AM to 5:45 PM from Monday to Friday. The Engineer shall work for the same duration and time on holidays if required at no extra cost.

SEVERITY LEVEL	RESPONSE TIME	RESOLUTION TIME
LEVEL 1	3 working Hours	Same Business Day
LEVEL 2	6 working Hours	Next Business Day
LEVEL 3	3 or 6 working Hours as per Severity Level 1 or 2 respectively	2 Business Days
LEVEL 4	3 or 6 working Hours as per Severity Level 1 or 2 respectively	5 Business Days

SEVERITY LEVEL 1: Problems reported from the Company's **RO premises** related to Desktops, Printers, Laptops, Scanners, Projector, Server and other IT Peripherals excluding formatting, reloading or taking back-up and replacement of faulty parts/components.

SEVERITY LEVEL 2: Problems reported from the Company's **all other offices** related to Desktops, Printers, Laptops, Scanners and other IT Peripherals excluding formatting, reloading or taking back-up and replacement of faulty parts/components

SEVERITY LEVEL 3: Installation of new hardware & software and shifting of hardware, reloading, formatting, taking back-up or specific customization which is dependent on other teams however within the reasonable time as it takes under ideal conditions in this regard.

SEVERITY LEVEL 4: Calls which require Replacement of faulty parts/components.

Response Time: - Defined as time taken by the Field Engineer to visit the concerned user and start attending the problem reported.

Resolution Time: - Defined as time taken to resolve/close a problem or escalate it to the respective vendor or to provide a Standby. This is the maximum time allowed before the penalty clause applies. This time will be calculated from the reporting of the problem.

14. PENALTY CLAUSE:

- Absence / Late attendance of the Resident Engineer Rs. 500/- per day.
- Vendor has to provide quarterly call reports for the calculation of penalty as specified below:

S.N.	Description	Penalty in Rs.	Penalty Cap in Rs.
1	Violation of SLA *	300 per day	1500 per call
2	If standby provided period increases 7 days	300 per day	As per actual value of the item



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3	Non submission of Preventive Maintenance reports / Incomplete IT Asset Inventory report of 12 offices quarterly	500 per office	6000 in a quarter
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*Complete Day is calculated after the Resolution time.

15. EXCLUSIONS:

The maintenance agreement does not include:

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

16. DEVIATION FROM SPECIFICATION:

If the bidder wishes to depart from any terms and conditions of the tender in any respect he shall draw the attention to such points of departure explaining fully the reasons thereof and furnish separately adopting the form given in **Annexure-5**. Unless this is done, the requirements of the eligibility criteria will be deemed to have been accepted in every respect. The Company reserves the right to accept/reject any or all of the deviations shown by the bidder.

17. TERMINATION CLAUSE:

If, at any point of time, the services of vendor are found to be non-satisfactory the contract will be terminated by giving 3 (three) months' notice in advance. Either party by giving 3 (three) months' notice in advance, may terminate the agreement prior to expiry of contract period.

18. 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.

19. RELOCATION OF SYSTEMS:

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

20. 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.



21. AGREEMENT:

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

22. OTHER TERMS:

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



SECTION II

TECHNICAL BID & COMMERCIAL BID

1. ENCLOSURES:

- Annexure-1 (Eligibility Criteria for bidders)*
- Annexure-2 (Technical Bid)*
- Annexure-3 (Commercial Bid)*
- Annexure-4 (Queries-Format)*
- Annexure-5 (Deviations-Format)*
- Annexure-6 (Undertaking regarding non-blacklisting)*
- Annexure-7 (Letter of Authorization for participation in this tender)*
- Annexure-8 (Special Instructions to bidders for e- Tendering)*
- Annexure-9 (Agreement Draft)*
- Annexure-10 (PATNA RO Office addresses)*



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TECHNICAL BID

ELIGIBILITY CRITERIA FOR BIDDERS

Annexure-1

S N	Particulars	Compliance (Yes/No)	
1	The bidder should be of reputed background and well established in IT Hardware support business in India, for the last 12 years as on 31st March 2025. The bidder should be registered in India under Companies Act 1956 <i>The bidder has to submit the following documents -</i> a. Registration number of the firm b. CST/VAT number c. PAN number d. GSTIN number		
2	The bidder should be registered with EPFO and ESIC as per relevant laws. Copies of certificate, if any, as well as, Registration no. along with the latest three months Challan has to be submitted. ESIC/PF Nos. of all engineers working in Bihar and Jharkhand shall also to be provided. Proof or necessary link for verification has to be provided.		
3	The bidder should be complying with all the applicable Labour laws and other relevant laws (including minimum wages) related to operations of the bidder. The Company will not be responsible for any non-compliance on the part of the bidder in this regard. An affidavit in this regard is to be submitted.		
4	The bidder should have a average Annual Turnover for AMC contracts for hardware for the immediately past three financial years of Rs. 25 crores or more for all India or minimum 1 crore with in the state of Bihar & Jharkhand. <i>(Audited Balance Sheets &/or Chartered Accountant Certificates to be submitted)</i>	FY 2024-25 2023-24 2022-23	Rs. In Lakhs
5	The bidder should have positive Net Profit after Tax. It should be of individual company and not of group of companies. <i>(Audited Profit and Loss Statement &/or Chartered Accountant Certificates to be submitted)</i>	FY 2024-25 2023-24 2022-23	Rs. In Lakhs



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6.	The bidder should be preferably an Authorized Service Partner or should have arrangements with the OEM (such as HP, Dell, Acer, IBM, Lenovo, HCL, Wipro, Sony, Samsung, Ricoh, Canon, Epson etc) for the supply of spares. <i>(Documentary proof to be submitted)</i>
7	The bidder should have engineers on payroll having expertise in servers (IBM/SUN/WIPRO/HCL/HP), storage (IBM/Dell), desktops (WIPRO/HCL/HP/ACER), DMPs, HDDMPs (WEP/TVSE), printers (HP, Samsung, Epson, Canon, etc) , all in one printers(HP, Epson, Canon, Samsung, Brother etc), scanner (HP etc), laptops (HP, Wipro, HCL, IBM, Acer, Sony VAIO, Lenovo, Dell etc) and Operating Systems like Windows 98,2000,2003,2008 Win XP, Vista,7,8 &Red hat (Linux). <i>(The bidder should specify the details of engineers and submit undertaking).</i>
8	The bidder should have ISO 20000 certification. <i>(Copy of the certificate and latest copy of the renewal of the certificate to be Submitted)</i>
9	The bidder should have support locations at places near the Company office locations as per Annexure-10 (PATNA RO Office addresses) The bidder has to submit mapping of Engineers / support persons with skill set vis-à-vis the Company's locations as per Annexure-10.
10	The bidder should not have been blacklisted or de-panelled for whatsoever reason by any Central/State Government Department/Public Sector Banks/Financial Institutions in India during the period from May, 2021 till last date of this tender <i>(Undertaking to be submitted).</i>
11	The bidder should have a service / repair center in Patna with adequate stocks of spares and sufficient number (minimum 50) of qualified service engineers in their organization working in Bihar and Jharkhand. <i>(Documentary proof as well as declaration to be Submitted)</i>
12	The bidder should have executed minimum 5 nos. of AMC contract of similar nature for a value not less than Rs. 10 Lakhs per annum during the last 3 years (2022-23, 2023-24 and 2024-25). a. Minimum 2 orders should be from Central / State Government organization/ PSU/ BFSI b. Minimum 2 (Two) orders from Patna region (excluding the Company). c. Minimum 1 order of value more than Rs. 15 lakhs per annum of 2024-25



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(Documentary proof to be submitted)				
S. N.	Name of the Customer & Contact Person	Location, Address & Phone No	P.O. No. & Date	Amount Rs. in lakhs
1				
2				
3				
4				
5				

The bidder should submit 5 letters of satisfactory performance of AMC services (other than the Company) in the last 3 years (2022-23, 2023-24 and 2024-25). At least 2 letters should be from the largest executed orders.

(Documentary proof to be submitted)

S. N.	Name of the Customer	Address	Contact person	Dt. of letter issuance
1				
2				
3				
4				
5				

Note:-

- Bids will be rejected for incomplete and non-submission of documentary proof.
- All documents should be duly signed by authorized representative with company seal before scanning and subsequently to be scanned and uploaded in the Company portal.



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TECHNICAL BID

Annexure-2

S. N.	Items	Make and Model	Configuration	Qty	Compliance Yes/No
1	Server	Dell Poweredge R420 Antivirus Server	Dell Poweredge R420 Antivirus Server	1	
2	Desktops	ACER VERITON M200H61	Intel Pentium Processor G 2020 (3M Cache, 2.90GHz), 2*2GB RAM, 18" TFT monitor, 320 GBSATA II HDD 7200RPM, 22XDVD writer, 104 Keys USB Mechanical Keyboard, Optical USB Mouse, Year 2014	290	
		ACER VERITON M2640G	Intel Pentium Processor G 2018 (3M Cache, 3.5 GHz), 4GB RAM, 18" TFT monitor, 1 TB HDD 7200RPM, 22XDVD writer, 104 Keys USB Mechanical Keyboard, Optical USB Mouse, Year 2018	62	
		HP 280 G1 MT	Year 2015, Intel Pentium G3250, 4GB RAM, 512 GB HDD	27	
3	LaserJet Printer	HP LJ Pro M202 DW	Standard OEM Specification	12	
		HP LJ P1505N	Standard OEM Specification	10	
		HP LJ P1008	Standard OEM Specification	9	
		HP LJ P1007	Standard OEM Specification	3	
		HP LJ 1022	Standard OEM Specification	8	
		HP 1020 PLUS	Standard OEM Specification	9	
		CANON LASER PRINTER	Standard OEM Specification	68	
		CANON LBP 6018	Standard OEM Specification	10	
		CANON LBP 151dw	Standard OEM Specification	6	
		CANON LBP 6030B	Standard OEM Specification	1	
		SAMSUNG LASER PRINTER	Standard OEM Specification	11	
7	All in one Printer	Brother DCP-B7535DW	Standard OEM Specification	30	



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8	Scanner	Brother ADS-3100	Standard OEM Specification	39	
		HP SCANJET	Standard OEM Specification	13	
9	Laptops	Acer CORE i3,	Intel Core i3, 8 GB RAM, 512 GB HDD	13	
		Acer UN V91 SI 030	Intel Core i3, 4GB RAM, 500GB HDD	07	
		HP Envy X360 2 in 1 Model no - 15 Fe0027TU		3	
10	Projector	Epson EB-W05	Standard OEM Specification	1	



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COMMERCIAL BID

Annexure-3

S. N.	Items	Make and Model	Configuration	Tentative Quantity (A)	AMC Rate (B)	Total (C=A*B)
1	Server	Dell Poweredge R420 Antivirus Server	Dell Poweredge R420 Antivirus Server	1		
2	Desktops	ACER VERITON M200H61	Intel Pentium Processor G 2020 (3M Cache, 2.90GHz), 2*2GB RAM, 18" TFT monitor, 320 GBSATA II HDD 7200RPM, 22XDVD writer, 104 Keys USB Mechanical Keyboard, Optical USB Mouse, Year 2014	290		
		ACER VERITON M2640G	Intel Pentium Processor G 2018 (3M Cache, 3.5 GHz), 4GB RAM, 18" TFT monitor, 1 TB HDD 7200RPM, 22XDVD writer, 104 Keys USB Mechanical Keyboard, Optical USB Mouse, Year 2018	62		
		HP 280 G1 MT	Year 2015, Intel Pentium G3250, 4GB RAM, 512 GB HDD	27		
3	LaserJet Printer	HP LJ Pro M202 DW	Standard OEM Specification	12		
		HP LJ P1505N	Standard OEM Specification	10		
		HP LJ P1008	Standard OEM Specification	9		
		HP LJ P1007	Standard OEM Specification	3		
		HP LJ 1022	Standard OEM Specification	8		
		HP 1020 PLUS	Standard OEM Specification	9		
		CANON LASER PRINTER	Standard OEM Specification	68		
		CANON LBP 6018	Standard OEM Specification	10		
		CANON LBP 151dw	Standard OEM Specification	6		
		CANON LBP 6030B	Standard OEM Specification	1		
		SAMSUNG LASER	Standard OEM Specification	11		



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		PRINTER				
7	All in one Printer	Brother DCP-B7535DW	Standard OEM Specification	30		
8	Scanner	Brother ADS-3100	Standard OEM Specification	39		
		HP SCANJET	Standard OEM Specification	13		
9	Laptops	Acer CORE i3,	Intel Core i3, 8 GB RAM, 512 GB HDD	13		
		Acer UN V91 SI 030	Intel Core i3, 4GB RAM, 500GB HDD	07		
		HP Envy X360 2 in 1 Model no - 15 Fe0027TU		3		
10	Projector	Epson EB-W05	Standard OEM Specification	1		

Total AMC Price (D) in words =

FMS COMMERCIALS				
S N	Description	Number	Unit price (E)	Total Price in Rs. (E)
1	Resident Engineer	1		
Total FMS Price in words (E)				
Total AMC Price (F) = Total AMC Price (D) + Total FMS Price (E)				
Total AMC Price in words=>				

- L1 will be decided on Total AMC- FMS Price.
- Other than price, nothing should be mentioned in Commercial Bid.



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QUERIES FORMAT

Annexure-4

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



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DEVIATIONS FORMAT

Annexure-5

S.N.	Bidder's Name	Page No. (Tender Ref)	Clause(Tender Ref)	Description in the tender(Tender Ref)	Deviation details	Reasons for deviation
1						
2						
3						
4						

Note: -The Company reserves the right to accept/reject any or all of the deviations shown by the bidder.

Authorized Signatory
(Name & Designation, seal of the firm)



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Undertaking Regarding Non-Blacklisting

Annexure-6

Tender Ref: PTRO/ITD/AMC-FMS/2025/001

We, M/s _____, participating in the bid, confirm that we have not been disqualified/ blacklisted/ de-panelled and the product quoted is not disqualified/blacklisted/de-panelled by any Central/State Government Department/Public Sector Banks/Financial Institutions in India including the Company during the last three years starting from May, 2021 till last date of submission of this tender.

Dated at _____ this _____ day of _____ 20__

Signature of the Company Authority :

Signature :

Name :

Designation :

Name & Address of the company :

Seal of the Company :



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LETTER OF AUTHORIZATION FOR PARTICIPATION IN THIS TENDER Annexure-7

Subject: *Authorization for Participation in the tender.*

The following person(s) is/are hereby authorized to participate in the tender ref. no. **PTRO/ITD/AMC-FMS/2025/001** of **THE NEW INDIA ASSURANCE COMPANY LIMITED** on behalf of ----- (Bidder) in order of preference given below.

Order of Preference	Name Specimen	Signature
---------------------	---------------	-----------

I		
II		

Signature of the Company Authority :

Signature :

Name :

Designation :

Name & Address of the company :

Seal of the Company :



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SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

Annexure-8

1. Tender document with detailed terms and conditions is available on our website <https://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 <https://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 II B (with both signing and encryption component) and above as per Indian IT Act from the licensed Certifying Authorities. The cost of obtaining the digital certificate shall be borne by the vendor.
3. Corrigendum/amendment, if any, shall be notified on the site <https://www.tenderwizard.com/NIAEPROC> . 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 (<https://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



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after the deadline for submission of bids.

- iv. Once the entire process of submission of online bid is complete, the vendors are required to 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. 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.
8. In case of any clarification pertaining to e-Procurement process, the vendor may contact the following agencies / personnel:

1	For Tender related Queries	The New India Assurance Co. Ltd, Patna RO	bss54@newindia.co.in
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AGREEMENT

Annexure-9

This agreement made on this _____ day of _____ 2025 between _____ hereinafter called the "VENDOR" and THE NEW INDIA ASSURANCE CO. LTD.,PATNA RO hereinafter called "the Company" sets forth the terms and conditions for **Annual Maintenance Contract and FMS of COMPUTER HARDWARE & PERIPHERALS** for the items as specified in **Annexure-2, which are installed** at different locations as mentioned in the **Annexure-10** (PATNA RO Office addresses) excel in the tender of this agreement.

1. THE TENDER OFFER:

- a. This Agreement is valid for minimum 1year from the date of release of Purchase Order. However, the period of Agreement may have to be extended if the contract is extended for two more years on renewal by mutual consent.
- b. The vendor hereby agrees to effect the AMC and FMS services as specified in the tender document.

2. SECURITY DEPOSIT:

The successful vendor will have to furnish a Security Deposit to the tune of **10% of the value of the Contract/Work Order** for proper fulfillment of the contract in the form of a Bank Guarantee obtained from a nationalized/scheduled bank. This Bank Guarantee shall be returned after the expiry of the AMC period.

The security deposit Bank Guarantee shall be valid for extra three months after the expiry of the AMC period.

If the contract is extended after one year, **fresh security deposit** needs to be submitted.

3. SCOPE OF WORK (SOW):

Comprehensive AMC for Servers, Desktops, Laptops, Printers, LAN, Antivirus, VPN Token and other IT peripherals of different makes, installed at different offices as per **Annexure-10**.

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-2**. The vendor has



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to provide the following services-

- 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.
- The vendor will be fully responsible for the annual maintenance for all equipment, accessories, spare parts etc. against any defects arriving from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or vendor and any defect that may develop under normal use of supplier equipments during the AMC period.
- **The AMC is meant for various items as mentioned below :-**
 - Printer & All in One Printer: - Comprehensive AMC excluding toner, ribbon, cartridge.
 - Laptop, Desktop and Server: - Comprehensive AMC excluding Laptop Battery and Power Adapter.
 - Scanner: - Comprehensive AMC.
 - Projector: - Comprehensive AMC excluding Lamp.
 - Comprehensive maintenance of the hardware and system software shall include installation, up-gradation, repairing, reloading and restoration of Operating Systems, Windows 8.1/10.1, Windows server 2003/2008 and Linux and other software and office productivity software (Microsoft Office versions and open office) and basic networking work for Servers, Laptops, network printers and desktops; taking back-up during reloading of operating systems. Periodical application of system software patches /service packs /upgrades etc. shall also be a part of comprehensive maintenance. Resolving OS related issues including re-installation of OS for what-so-ever reason.
 - Installation of antivirus software provided by the Company. All calls related to virus scanning and cleaning should be attended and rectified.
 - Repair or Replacement of parts of Server, Desktops, Laptops, Printers, Scanners, Projector and all other peripherals as well as components/parts (non-consumables) of Server, Desktops, Printers, Scanners and all other peripherals.
 - Basic troubleshooting and fixing up of issues related to Local Area Network (LAN).
- The vendor has to deploy one Desktop Engineer at RO Premises from 10:00 AM to 5:45 PM from Monday to Friday. The Resident Engineer shall work for the same duration and time on holidays if required, at no extra cost to the Company.
- The vendor shall be required to furnish the proof of qualification/experience of the Resident Engineer to us before deploying them for AMC work. For certain critical cases the vendor will be required to provide specialist to repair / diagnose at no extra cost to the company. The vendor shall provide a substitute engineer, in case of non-availability of the Resident engineer.
- Attendance register of the Resident engineer should be counter-signed by the official of the Company every day.



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S N	Description	No.	Experience & qualification
1	Resident engineer for attending calls for Computer hardware and peripherals, troubleshooting of Local Area Network & Antivirus Maintenance at RO floors.	1	Competent Engineer should be a Graduate with minimum 3 years experience in relevant area or Diploma in IT or related field with 2 Years' experience in relevant area; Age should be preferably between 24-45 years.

- The Field engineer on call will be required to travel to provide services to the locations mentioned in the tender document at their own cost. No payment will be borne by the Company on local/outstation conveyance.
- The vendor has to keep spare parts/systems like SMPS, RAM, Motherboard, Keyboard, Mouse, Power Cables, Printer cables and other spares at Company store house. The standby provided should be of same or better configuration. The Company official can anytime visit the vendor's store house and check the spare parts' volume and quality.
- 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 including SMPS, RAM, Motherboard, Keyboard, Mouse, Monitor, Power Cables, Printer data Cables at the Company's RO premises.
- The vendor shall perform preventive maintenance of all IT assets atleast once in a year basis. Preventive maintenance will include inspection of each IT asset/system, scanning hard disk for any defects/problems therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. Desktop, Monitor, Keyboard, Printer, Scanner, Server and other accessories with a blower/vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. All the equipment/material required for preventive maintenance e.g. blower/ vacuum cleaner/cleaning liquid/cloth/brush etc. shall be strictly arranged by the vendor, with no cost to the Company.

Preventive Maintenance of atleast 10 offices in a quarter should be done and proof for the same should be submitted alongwith the quarterly invoice. Inventory of all IT equipments for locations as per Annexure 10 should be taken during the preventive maintenance visit. Penalty would be deducted in case of non compliance as per the SLA mentioned in the tender.
- 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



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antivirus, software like Microsoft Office, open office, adobe etc and Server software and Operating System.

- The vendor shall assist in the recovery of data backup to the extent possible in case of Hard disk crash or any other problem.
- The vendor may be required to install the new hardware procured by the Company. The vendor shall do data transfer, data backup as instructed by the Company.
- 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 for a faulty device/item 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.

A. HELP DESK MANAGEMENT:

The Help desk management services should undertake the following responsibilities-

- The vendor should have dedicated call board no. and e-mail id for logging calls from various offices under the Company.
- Ticket no./Complaint no. should be provided for each call raised. Each call should be assigned a severity as per the SLA mentioned in this tender.
- Quarterly consolidated call report should be maintained and submitted to the Company.

B. SERVER MANAGEMENT:

- To manage the server end-to-end. This includes server administration, fine-tuning, hardware and software support and upkeep of the server.
- Handling of Operating System related issues, installation of Operating System upgrades, patches etc. Reinstallation of OS Windows 2003/2008 if required, periodic system performance tuning, monitoring server usage statistics, network Operating System support, startup and shutdown of servers. Taking back-up during reinstallation of OS.
- Addition, deletion, reconfiguration of devices, additional users. Housekeeping of servers such as disk space usage, files & folders, permissions, users login to network etc. Implementing security on servers.

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.



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The vendor now will have to ensure the coverage of all desktops, laptops, printers, scanners, projectors 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).
- Re-installation of DMS wherever required.
- Installing and updating any other application as required by NIA.
- Co-coordinating with DMS Support Team at Mumbai for resolving issue related to DMS.
- Installing and maintaining company owned and procured software from time to time. e.g MS Office.
- Providing services such as relocation of desktops and IT peripherals.
- Configuration of printers and solving all printing problems of users.
- Configuration of scanners and any other peripheral if required.
- Loading of drivers of desktops and other peripherals.
- Downloading and arranging the device drivers of equipments as & when required.
- Installing, configuring, reloading, reconfiguring of any desktop, laptop, office automation software, 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.

D. PRINTER AND SCANNER MANAGEMENT:

- Checking the printer or the equipment, cleaning of contacts etc. so that the printer or other equipment works in most efficient manner.
- AMC services for printers will include repair and replacement of logic card, power supply card, formatter card, DC controller, printer heads, carriage assembly, plastic/rubber items such as printer knobs, gears, sprockets, belts, pulleys, levers, springs, carriage rods, ribbon masks, tractors, service stations, plastic trays, print bands, hammer module and ribbon shield etc. No charges will be borne by the Company for such repair and replacement.
- Comprehensive AMC including adaptor etc, for Scanner.

E. ANTI-VIRUS MANAGEMENT:



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

F. LOCAL AREA NETWORK MANAGEMENT (Basic):

- Basic troubleshooting of PCs, IP Phones, and switches (Power and connectivity checking)
- Managing IP Address of all equipments and providing IP address to newly installed equipments as per the IP schema in consultation with the Company.
- Coordinating with LAN cabling vendor for the new/repair of network points, cabling and switches.

4. PRICE:

- The vendors should quote the base unit price. All applicable taxes will be paid as actual. No other charges of any type shall be paid.
- There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the vendor. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the agreement should be passed on to the Company.
- However, the prices are subject to increase/decrease in quantities of IT Assets under this tender. The vendor will be notified by the Company about any changes in the Inventory. Accordingly the vendor has to change the prices before the start of the next quarter.

5. PAYMENT TERMS:

- The 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.
- Invoice of any quarter should be submitted only after the expiry of the period.
- Quarterly call report with all details, Preventive Maintenance report and Office Asset Inventory data should be submitted along with the invoice for calculation of applicable penalty.

6. SERVICE LEVEL AGREEMENT (SLA):

- The vendor has to deploy one Desktop Engineer at RO Premises from 10:00 AM to 05:45 PM from Monday to Friday. The Engineer shall work for the same duration and time on holidays if required at no extra cost.

SEVERITY LEVEL	RESPONSE TIME	RESOLUTION TIME
LEVEL I	3 working Hours	Same Business Day



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LEVEL 2	6 working Hours	Next Business Day
LEVEL 3	3 or 6 working Hours as per Severity Level 1 or 2 respectively	2 Business Days
LEVEL 4	3 or 6 working Hours as per Severity Level 1 or 2 respectively	5 Business Days

SEVERITY LEVEL 1: Problems reported from the Company's **RO premises** related to Desktops, Printers, Laptops, Scanners, Projector, Server and other IT Peripherals excluding formatting, reloading or taking back-up and replacement of faulty parts/components.

SEVERITY LEVEL 2: Problems reported from the Company's **all other offices** related to Desktops, Printers, Laptops, Scanners and other IT Peripherals excluding formatting, reloading or taking back-up and replacement of faulty parts/components

SEVERITY LEVEL 3: Installation of new hardware & software and shifting of hardware, reloading, formatting, taking back-up or specific customization which is dependent on other teams however within the reasonable time as it takes under ideal conditions in this regard.

SEVERITY LEVEL 4: Calls which require Replacement of faulty parts/components.

Response Time: - Defined as time taken by the Field Engineer to visit the concerned user and start attending the problem reported.

Resolution Time: - Defined as time taken to resolve/close a problem or escalate it to the respective vendor or to provide a Standby. This is the maximum time allowed before the penalty clause applies. This time will be calculated from the reporting of the problem.

7. PENALTY CLAUSE:

- c) Absence / Late attendance of the Resident Engineer Rs. 500/- per day.
d) Vendor has to provide quarterly call reports for the calculation of penalty as specified below:

S.N.	Description	Penalty in Rs.	Penalty Cap in Rs.
1	Violation of SLA *	300 per day	1500 per call
2	If standby provided period increases 7 days	300 per day	As per actual value of the item
3	Non submission of Preventive Maintenance reports / Incomplete IT Asset Inventory report of 12 offices quarterly	500 per office	6000 in a quarter

***Complete Day is calculated after the Resolution time.**

8. EXCLUSIONS:

- The maintenance agreement does not include:



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

9. TERMINATION CLAUSE:

If, at any point of time, the services of vendor are found to be non-satisfactory the contract will be terminated by giving 3 (three) months' notice in advance. Either party by giving 3 (three) months' notice in advance, may terminate the agreement prior to expiry of contract period.

10. 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. Vendors shall protect the Company against any claims thereof.

11. RELOCATION OF SYSTEMS:

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

12. 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.

13. ARBITRATION:

- All disputes/differences of any kind whatsoever arising out of or relating to the construction, meaning, operation, effect or breach of the Agreement, then either party may refer to a sole arbitrator who shall be jointly appointed by both the parties or, in the event that the parties are unable to agree on the person to act as the sole arbitrator within 30 days after any party has claimed for arbitration in written form, by three arbitrators, one to be appointed by each party with power to the two arbitrators so appointed, to appoint a third arbitrator within a period of 30 days from the appointment of the second of the arbitrators.
- The arbitration shall be conducted under the Arbitration and Conciliation Act, 1996 as amended or re-enacted from time to time.
- The governing law for the arbitration shall be Indian Law.
- The proceeding of arbitration shall be conducted in the English language. The arbitration shall be held in Patna, India.



14. 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 fulfill its obligations under the contract or any other cause or circumstances of whatsoever nature beyond vendor's control.

15. CONFIDENTIALITY:

The vendor acknowledges that all materials and information which has or will come in its possession or knowledge in connection with the performance of this agreement, hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to the Company. The vendor agrees to hold such material and information in strictest confidence not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information, and not to release or disclose it to any other parties. The 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.

16. OTHER TERMS:

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



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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
New India Assurance Company Limited

By the hands of

In the presence of

Witnesses: 1 _____

Witnesses: 2 _____

b) Signed sealed & delivered by the
within named (vondor)

By the hands of

In the presence of

Witnesses: 1 _____

Witnesses: 2 _____



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PATNA RO Office addresses

Annexure-10

S.N.	OFFICE CODE	ADDRESS OF THE OFFICE
1	540000	PATNA REGIONAL OFFICE 6 th & 7 th Floor B.S.F.C Building Fraser Road, Patna -800001 nia.540000@newindia.co.in
2	540100	PATNA DO I, 3RD FLOOR, RED CROSS, PATNA, Bihar, 800001, nia.540100@newindia.co.in
3	540101	CITY BRANCH (AUTO TIE UP), 3RD FLOOR, PANDEY PLAZA, PATNA, Bihar, 800001, nia.540101@newindia.co.in
4	540102	PATNA SAHEB BRANCH, MORCHA ROAD, PATNA, Bihar, 800008, . nia.540102@newindia.co.in
5	540103	BHAGALPUR BRANCH, CHANDRALOK COMPLEX, 2ND FLR, GHANTAGHAR, BHAGALPUR, Bihar, 812001 . nia.540103@newindia.co.in
6	540108	ANISABAD MICRO OFFICE, Ram Sakal Market, Above Madhya Gramin Bank, Saket Vihar More, Mitra Mandal Colony, Anisabad, Patna - 800002 nia.540108@newindia.co.in
7	540200	JAMSHEDPUR D.O., KAMANI CENTRE, BISTUPUR, JAMSHEDPUR, Jharkhand, 831001 nia.540200@newindia.co.in



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8	540204	GHATSHILA BRANCH, NEAR KHADI BHANDAR, SAHU APARTMENT, 2ND FLOOR, MAIN ROAD, GHATSHILA, Jharkhand, 832303 nia.540204@newindia.co.in
9	540205	SAKCHI BRANCH, DAMODAR RD., IMA HALL, SAKCHI, JAMSHEDPUR, Jharkhand, 831001 nia.540205@newindia.co.in
10	540208	JADUGORA MICRO OFFICE, Murmu Complex, Mechua, PO+PS –Jadugora, Distt – East Singbhum, Jharkhand – 832 102 nia.540208@newindia.co.in
11	540300	RANCHI D.O., 2ND FLOOR, SETHI CORPORATE BUILDING, PT COMPOUND, RANCHI, Jharkhand, 834001 nia.540300@newindia.co.in
12	540301	CITY BRANCH - I, SAHID CHOWK, SAVITRI SADAN, KUTCHERI RD., RANCHI, Jharkhand, 834001 nia.540301@newindia.co.in
13	540302	CITY BRANCH - II, ATMARAM BHAWAN, 2ND FLOOR, RADHESHYAM LANE, MAIN RD., RANCHI, Jharkhand, 834001 nia.540302@newindia.co.in
14	540305	CITY BRANCH -III, VAISHNAVI BHAVAN, 1ST FLOOR, RATU ROAD, RANCHI, Jharkhand, 834001 nia.540305@newindia.co.in
15	540400	BOKARO D.O., C /27, CITY CENTRE, SECTOR -4, BOKARO, Jharkhand, 827001 nia.540400@newindia.co.in



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16	540403	BANDHGORA MICRO OFFICE, Srikrishna Puri, Near Gurudwara Road, Chas Block, Bokaro – 827013 Nia.540403@newindia.co.in
17	540500	BANDHGORA MICRO OFFICE, Srikrishna Puri, Near Gurudwara Road, Chas Block, Bokaro - 827013 burn Park, KOLKATA - 700 020. nia.540500@newindia.co.in
18	540504	SAMASTIPUR BRANCH, BEEJ BHAWAN, MAGARDAHI GHAT, SAMASTIPUR, Bihar, 848101 nia.540504@newindia.co.in
19	540505	DARBHANGA BRANCH, VIP MAIN ROAD, OPP MADONA ENGLISH SCHOOL, DARBHANGA, Bihar, 846004 nia.540505@newindia.co.in
20	540506	MOTIHARI BRANCH, SHARMA BHAWAN, JOMPUL CHOWK, MOTIHARI, Bihar, 845401 nia.540506@newindia.co.in
21	540507	MADHUBANI MICRO OFFICE, Mohanty Lal Chowk, 1st Floor, Madhubani – 847211 nia.540507@newindia.co.in
22	540508	BETTIAH MICRO OFFICE, Harbatika Chowk, Main Road, Bettiah, Dist - West Champaran, Pin - 845438 nia.540508@newindia.co.in
23	540513	ROSEIRA MICRO OFFICE, Gandhi Chowk, Damodarpur, Ward No. -16, ROSERA – 848210, Distt -Samastipur nia.540513@newindia.co.in
24	540600	GAYA D.O. BASANT LAKHAN BHAWAN, 1ST FLOOR, GAYA, Bihar, 823001 nia.540600@newindia.co.in



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25	540602	BIHARSHARIF BRANCH, MANOJ COMPLEX, II FLOOR, OPP-LIC OFFICE, NALANDA, Bihar, 803101 nia.540602@newindia.co.in
26	540603	SASARAM BRANCH, RAM LALA COMPLEX, 1ST FLOOR, GT ROAD, SASARAM, Bihar, 821115 nia.540603@newindia.co.in
27	540605	DEHRI ON SONE BRANCH, MEHRA BHAWAN, PALI RD., DEHRI-ON-SONE, Bihar, 821307 nia.540605@newindia.co.in
28	540610	BIKRAMGANJ MICRO OFFICE, Near Pani Tanki, Sasaram Road, Bikramganj, Distt - ROHTAS, Pin - 802212 nia.540610@newindia.co.in
29	540700	DHANBAD D.O., B.P. AGARWAL BUILDING, DHANSAR, DHANBAD, Jharkhand, 826001 nia.540700@newindia.co.in
30	540702	GIRIDIH BRANCH, SAMANTA COMPLEX, 1ST FLOOR, COURT ROAD, GIRIDIH, Jharkhand, 815301 nia.540702@newindia.co.in
31	540703	SINDRI BRANCH, OPP. CFRI, DIGWADIH NO.12, DHANBAD, Jharkhand, 826001 nia.512302@newindia.co.in
32	540704	DEOGHAR BRANCH, SITA COMPLEX, H.K.BANERJEE ROAD, DEOGHAR, Jharkhand, 814112 nia.540704@newindia.co.in



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33	540714	DUMKA MICRO OFFICE, Court Compound, Near SBI, Maharaja Complex, Chuha Bagan, Dumka - 814101 nia.540714@newindia.co.in
34	540800	PATNA D.O. II, GOBIND BHAWAN, NEW DAK BUNGLOW ROAD, PATNA, Bihar, 800001 nia.540800@newindia.co.in
35	540801	CITY BRANCH- I, BANKASSURANCE, 1ST FLOOR, BESIDE CAPITAL SUZUKI MOTORCYCLE, SOUTH GANDHI MAIDAN, PATNA, Bihar, 800001 nia.540801@newindia.co.in
36	540802	DANAPUR BRANCH, OPPOSITE HITECH EMERGENCY HOSPITAL, 2ND FLOOR, RAGHUNATH COMPLEX, KHAGAUL ROAD, SAGUNA MORE, DANAPUR, Bihar, 801503 nia.540802@newindia.co.in
37	540803	CHAPRA BRANCH, NAGARPALIKA CHOWK, CHAPRA, Bihar, 841301 nia.540803@newindia.co.in
38	540804	PURNEA BRANCH, LINE BAZAR, NEAR SADAR HOSPITAL, NH - 31, PURNIA, Bihar, 854 301 nia.540804@newindia.co.in
39	540805	BEGUSARAI BRANCH, HARHAR MAHADEV CHOWK, NEAR ADITYA VISION, BEGUSARAI, Bihar, 851101 nia.540805@newindia.co.in
40	540806	HAJIPUR BRANCH, BATA SHOP BUILDING, CINEMA ROAD, HAJIPUR, Bihar, 844101 nia.540806@newindia.co.in



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41	541000	ADITYAPUR D.O., ANAND BHAWAN, ADITYAPUR, JAMSHEDPUR, Jharkhand, 813013 nia.541000@newindia.co.in
42	541003	CHAIBASA BRANCH, AIKAT HOUSE, SADAR BAZAR, SINGBHUM, Jharkhand, 833201 nia.541003@newindia.co.in
43	541100	HAZARIBAGH D.O., LAXMI CINEMA COMPLEX, 2ND FLOOR, VIDYA MARKET, HAZARIBAGH, Jharkhand, 825301 nia.541100@newindia.co.in
44	541101	DALTONGUNJ BRANCH, RAJDHANI BLDG., DHARMSHALA RD., DALTONGUNJ, Jharkhand, 822131 nia.541101@newindia.co.in
45	541102	RAMGARH BRANCH, MAIN RAMGARH CANTT, RAMGARH, Jharkhand, 829122 nia.541102@newindia.co.in
46	541104	GARHWA MICRO OFFICE, OPP BUS STAND, SRI GANESH MALL, GARHWA, Jharkhand, 822114 nia.541104@newindia.co.in
47	541107	TILLAIYA MICRO OFFICE, In front of Samanta petrol pump, Central Bank of India Building, 1st Floor, Jhumri Tillaiya, Dist: Koderma, Pin Code - 825409 nia.541107@newindia.co.in



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