



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

07<sup>th</sup> November 2023

**eTender for Annual Maintenance Contract of Computer Hardware & Peripherals  
For the Period 01/01/2024 to 31/12/2024  
(Tender Ref. No: ARO/ITD/e-Tender/2023-24/01/Hardware-AMC)**

The New India Assurance Co. Ltd. invites online offers in TWO Bid System (Technical and Commercial Bids) from interested and eligible vendors for Annual Maintenance Contract of Computer Hardware and Peripherals for the Period **01/01/2024 to 31/12/2024**, which are installed at various offices of the Company (NIACL) under Ahmedabad Regional Office.

Eligibility criteria and other particulars are given in the tender form, which can be downloaded from <https://www.newindia.co.in/tender-notice>.

The participating vendors have to quote online through eProcurement Portal at URL [www.tenderwizard.com/NIAEPROC](http://www.tenderwizard.com/NIAEPROC). The last date for submission of bids is **24/11/2023, 05:45 pm** and the Technical Bids will be opened on **27/11/2023**.

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

BSD000

Regional Manager

fed.

Date: 07/11/2023



बिमल देसाई  
क्षेत्रीय प्रबंधक  
BIMAL DESAI  
REGIONAL MANAGER



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

## TENDER DOCUMENT

**Tender for Annual Maintenance Contract of Computer Hardware & Peripherals  
For the Period 01/01/2024 to 31/12/2024  
(Tender Ref. No: ARO/ITD/e-Tender/2023-24/01/Hardware-AMC)**

## TENDER SUMMARY

Sl. No.	Description	Remarks
1	Tender Type	eTender with Two Bid System i.e. Technical Bid & Commercial Bid
2	Tender Fees	Rs. 500.00 + Rs. 90.00 GST = Total Rs. 590.00 (Non-Refundable)
3	Earnest Money Deposit (E.M.D.)	Rs. 10,000.00 (Refundable)
4	Tender eBid Submission Start	09 <sup>th</sup> November 2023. 12:01 AM
5	Tender Closing Date	24 <sup>th</sup> November 2023, 05:45 PM
6	Technical Bid Opening	27 <sup>th</sup> November 2023
7	Commercial Bid Opening	Commercial bids will be opened after opening of Technical bids. The time and date would be intimated to the bidders.
8	Tender Validity	180 (One eighty) Days
9	Tender Location	The New India Assurance Company Limited Ahmedabad Regional Office (210000) 3 <sup>rd</sup> Floor, Popular House, Opp. Sales India, Ashram Road, Ahmedabad - 380009



# NEW INDIA ASSURANCE

दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड  
The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000)  
Ahmedabad Regional Office (210000)

तीसरी मंजिल, पोप्युलर हाउस, आश्रम रोड, अहमदाबाद - 380009  
3<sup>rd</sup> Floor, Popular House, Ashram Road, Ahmedabad - 380009

दूरभाष | Phone: (079) 2655 3200 (60 Lines), 2658 2756

वेबसाइट | Website: <https://www.newindia.co.in>

ई-मेल | E-mail: [bss21@newindia.co.in](mailto:bss21@newindia.co.in)

## SECTION - I

### INSTRUCTIONS / GUIDELINES TO BIDDERS

#### 1. THE TENDER OFFER

This invitation to Tender is for Maintenance of Desktops, Laptops, Scanners etc. peripherals of different makes, which are being used by The New India Assurance Company Limited in the offices under Ahmedabad Regional Office, for the Period **01/01/2024** to **31/12/2024**.

- Approximate quantity of equipment's to be maintained is as per **Annexure - 'A'**
- The list of locations & office addresses is as per **Annexure - 'B'**
- Bank details of vendor required for electronic payment is as per **Annexure - 'C'**
- Special Instructions to Bidders for eTendering is as per **Annexure - 'D'**
- The specimen contract mentioning terms and conditions is as per **Annexure - 'E'**
- Self-declaration on letter head to be submitted as per **Annexure - 'F'**

#### 2. ELIGIBILITY CRITERIA: THE BIDDERS

- (a) Vendor should be established IT hardware support service provider in India for not less than 5 Years (Proof of Registration to be attached).
- (b) Vendor should have an average annual turnover of **Rs. 1 (One) Crore** in AMC-FMS for past three financial years i.e. 2022-2023, 2021-2022 & 2020-2021 (Audited Balance Sheets & Chartered Accountant Certificate to be attached).
- (c) Vendor should have made net profit for at least two of the past three financial years i.e. 2022-2023, 2021-2022 & 2020-2021 (Proof to be attached).
- (d) Vendor should have entered into at least 3 Nos. AMC-FMS Contract in institutes namely Government / PSU / BFSI during last 2 years (not earlier to FY 2021-22). 1 (One) order should be in Government Organization (State, Central, PSU & BFSI) of value not less than Rs. 5 Lacs (Documentary proof to be attached).

Details of these 3 institutes / organizations must be provided on the letter head of the vendor as per below format:

Sl. No.	Name of the Institute / Organization	Contact Person Name & Phone No.	Location Address & Phone No.	P.O. No. & Date	AMC-FMS Amount (Rs.)
1					
2					
3					



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

- (e) Vendor should produce at least 3 Letters of satisfactory performance of support in the last 2 years (not earlier to FY 2021-22). At least 2 Letters should be from largest executed order (Documentary proof to be attached).
- (f) Should have arrangement with OEM vendors, manufacturers of hardware or their channel partners for supply of spares for different brands of hardware as per **Annexure - 'A'**. (Documentary proof to be attached).
- (g) Vendor should be in a position to provide support at multiple locations mentioned in **Annexure - 'B'** having a network of Engineers on their payroll. These Engineers should have expertise in Desktops, Laptops, Laser Printers, Multifunctional Printers, Scanners, Projectors, Local Area Network, Domain, All MS Windows versions etc.

Details of Engineers must be provided on the letter head of the vendor as per below format:

Sl. No.	Name of Engineer	Mobile No. of Engineer	Location Address of Office & Phone No.
1			
2			
...			
...			
...			

- (h) Vendor should have a full-fledged service center in Ahmedabad City, with adequate stocks of spares and sufficient number of qualified service engineers in their organization. (Vendor should submit 1) Rent Agreement/Sale deed of office at Ahmedabad City (2) Electricity bill/Telephone Bill/Corporation Tax bill/Property tax bill/GST certificate having office address of Ahmedabad City)
- (i) Vendor should not have any of their contracts terminated OR blacklisted since FY 2018-19 by any State Government, Central Government, PSU & BFSI (Self-declaration on letter head to be submitted as per **Annexure - 'F'**).
- (j) The Vendor shall depute ONE RESIDENT ENGINEER exclusively at Ahmedabad Regional Office, of the Company from 10:00 hrs. to 17:30 hrs. on all working days and on any Public Holiday as decided by NIA Ahmedabad RO Management to attend the calls at Regional Office and to monitor the calls reported and pending for other offices under Ahmedabad Regional Office. Engineer so deputed must have experience in repairs and servicing of Desktops, Laptops, Printers, Multifunctional Printers, Scanners, Local Area Network, Domain, All MS Windows versions etc. of minimum 10 (TEN) years. Strict adherence to the above condition will be observed.
3. The tender offer (Technical Bid & Commercial Bid) should be submitted online through eProcurement Portal at URL [www.tenderwizard.com/NIAEPROC](http://www.tenderwizard.com/NIAEPROC) (refer **Annexure - 'D'** for detailed instructions) on or before **Tender Closing Date**.



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

## 4. TENDER FEES

Bidder will have to deposit a Demand Draft / Pay Order of **Rs. 590.00** Incl. GST (**Rs. Five Hundred Ninety only**), non-refundable towards **Tender Fees** in favour of “**The New India Assurance Company Limited**” payable at Ahmedabad.

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

- The intending bidders should pay an Earnest Money Deposit (EMD) of **Rs. 10,000.00 (Rupees Ten Thousand only)**.
- The EMD shall be payable by Demand Draft / Pay Order drawn in favour of “**The New India Assurance Company Limited**” payable at Ahmedabad.
- The EMD will not carry any interest.

## 6. 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

## 7. REFUND OF E.M.D.

- E.M.D. will be refunded to the successful bidder, only after signing of the contract and submission of performance guarantee / bank guarantee and completion of all formalities to the satisfaction of the purchaser / company.
- In case of unsuccessful bidders, the EMD will be refunded to them after intimation is sent to them about rejection of their tenders.

## 8. THE COMPANY RESERVES THE RIGHT TO:

- Accept / Reject any OR all of the Tender(s).
- 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.

## 9. REJECTION OF TENDERS

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



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

- (a) If it is not in conformity with the instructions mentioned herein
- (b) If it is not accompanied by the requisite Tender Fees and EMD
- (c) If it is not properly signed by the bidder
- (d) If it is received only in Physical Form and same is not uploaded on the e-tendering portal
- (e) If it is received by Telex, Telegram or Email
- (f) If it is filled / received after the expiry of the due date and time
- (g) If it is evasive or incomplete including non-furnishing of the required documents
- (h) If it is quoted for period less than the validity of tender
- (i) If it is received from any blacklisted vendor or whose past experience with the company is not satisfactory

## 10. VALIDITY OF TENDERS

Tenders should be valid for acceptance for a period for at least **180 (ONE HUNDRED AND EIGHTY ) Days** from the last date for submission of bids. Offers with lesser validity period would be rejected.

## 11. PRICE

- (a) The vendor should quote the base unit price which should be exclusive of GST.
- (b) GST will be reimbursed only if vendor raises an Invoice with all GST details. For a purpose of raising GST Invoice our GST No. is 24AAACN4165C2ZW.
- (c) The price shall be all inclusive of labour cost, ex-factory price per unit, packing, forwarding, freight, transit insurance etc. including delivery, installation, commissioning, and testing charges.
- (d) There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the agreement, should be passed on to the Purchaser / Company.

**12. SCOPE OF WORK & RESTRICTIONS under AMC is as per Clause 2 [A] of Annexure - 'E'**

**13. EXCLUSIONS under AMC is as per Clause 8 of Annexure - 'E'**

**14. PENALTY under AMC is as per Clause 9 of Annexure - 'E'**

**15. PAYMENT terms of AMC is as per Clause 10 of Annexure - 'E'**

**16. CANCELLATION (TERMINATION) of AMC is as per Clause 12 of Annexure - 'E'**

## 17. PERFORMANCE GUARANTEE

The successful bidder(s) will have to furnish a Performance Guarantee to the tune of **10% of the value of the Contract** for proper fulfillment of the contract in the form of a Bank Guarantee



# दि न्यू इन्डिया एश्योरन्स कं. लि. The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

obtained from a Nationalized / Scheduled Bank. This performance Guarantee / Bank Guarantee shall be released on the expiry of the period of AMC agreement.

## 18. AMC AGREEMENT

The successful bidder will have to enter into a contract with the Company as per **Annexure - 'E'** for a period of one year, with an option with the Company (NIACL) to extend the contract, for a further period of two year or less, on the same price and terms and conditions on reviewing the performance every year.

## 19. 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.



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

## SECTION - II

### PART - 'A' - TECHNICAL BID

1. The bidders have to submit Technical Bids online, through eProcurement Portal at URL [www.tenderwizard.com/NIAEPROC](http://www.tenderwizard.com/NIAEPROC) on or before tender closing date.
2. Following documents to be uploaded (in pdf / zip / rar format) under "TECHNICAL BID"
  - (a) Scanned copy of Demand drafts / Pay Orders towards Tender Fees [as per clause 4 of Section - I] and EMD [as per clause 5 of Section - I].

**Note: Original Demand drafts / Pay Orders is to be submitted at The New India Assurance Co. Ltd., Ahmedabad Regional Office, I.T. Department, 3<sup>rd</sup> Floor, Popular House, Opp. Sales India, Ashram Road, Ahmedabad - 380009. In case, the cover containing a Pay Orders / Demand Drafts towards Tender Fees & E.M.D. is not received before opening of Technical Bids at ePortal, then vendor's offer would be rejected.**
  - (b) Photocopy of PAN Card
  - (c) Photocopy of GST Registration Certificate
  - (d) Scanned copy of CANCELLED Cheque
  - (e) Documents to prove eligibility as per clause 2(a) to 2(i) of Section - I

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





# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

## SECTION - II

### PART - 'B' - COMMERCIAL BID

3. The bidders have to submit Commercial Bids online, through eProcurement Portal at URL [www.tenderwizard.com/NIAEPROC](http://www.tenderwizard.com/NIAEPROC) on or before tender closing date, as per illustrative format given under:

Sr. No.	Office	Hardware Type	Make / Model	No. of Units (Approx.)	Unit AMC Rate (Rs.) [without GST]	Total AMC Rate (Rs.) [without GST]
1	Various as per Annexure - 'A'	Personal Computers	Nos. of complete set of Desktops of Acer, HP etc. make under Warranty (Non-Comprehensive AMC i.e. only Software Support)	407		
2	Various as per Annexure - 'A'	Personal Computers	Nos. of complete set of Desktops of Various Make i.e. HCL, HP, Acer, Asus, Assembled etc. (Comprehensive AMC)	252		
3	Various as per Annexure - 'A'	Laptops	Nos. of Laptops of HP, Dell, Acer, Asus etc. make (Comprehensive AMC)	54		
4	Various as per Annexure - 'A'	Scanners	Nos. of Scanners of HP, Canon etc. make	46		
6	<b>1 Resident Engineer</b> exclusively at Ahmedabad Regional Office, of the Company from <b>10:00 hrs. to 17:30 hrs.</b> on all working days and any other day being a holiday as required by NIA Ahmedabad RO Management to attend the calls at Regional Office and also to monitor the calls reported and pending of other offices under Ahmedabad Regional Office. Engineer so deputed must have experience in repairs and servicing of Desktops, Laptops, Printers, Multifunctional Printers, Scanners, Local Area Network, Domain, All MS Windows versions etc. of <b>minimum 10 (TEN) years</b> . <b>Strict adherence to the above condition will be observed.</b>			1		
<b>T O T A L [without G.S.T.]</b>						

**Note:** Quantities mentioned here are approximate. The Company reserves the right to increase / decrease the quantity during the contract period.

In case it is found that some machines are added / removed, then the applicable AMC rate will be added / reduced accordingly.

Total nos. of Desktops, Laptops, Scanners etc. are as per Annexure - 'A' and it can be verified location-wise.



# दि न्यू इन्डिया एश्योरन्स कं. लि. लिमिटेड

## The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

### SECTION - III

#### GENERAL

1. This Tender Document is not transferable.

#### **2. PROCEDURE FOR PROCESSING THE TENDER DOCUMENT**

- (a) Original Demand drafts / Pay Orders of Tender Fees & E.M.D. are to be submitted at The New India Assurance Co. Ltd., Ahmedabad Regional Office, I.T. Department, 3<sup>rd</sup> Floor, Popular House, Opp. Sales India, Ashram Road, Ahmedabad - 380009.
- (b) In case, the cover containing a Pay Orders / Demand Drafts towards Tender Fees & E.M.D. are not received before opening of Technical Bids at ePortal, then vendor's offer would be rejected.
- (c) The committee will open "Technical Bids" on date as mentioned in "TENDER SUMMARY". In case of non-availability of committee members on the given date & time, new schedule for opening of Technical bids would be intimated to the bidders.
- (d) The committee will open Commercial bids after opening of Technical bids. Only those vendors who qualify in Technical bid, shall be eligible for evaluation for the Commercial Bid. The time and date for opening of commercial bids would be intimated to the bidders.
- (e) The vendor who has quoted the least on L1 basis shall be awarded the AMC contract. In the event of more than one vendor quoting the L1 price, the company reserves the right to award the contract to any one vendor at its discretion.
- (f) Any Technical / Commercial bid incomplete in any respect would not be considered.
- (g) This procedure is subject to changes and if so, the procedure adopted by the Company, for opening the tender shall be final and binding on all the parties.
- (h) The company reserves the right to relax, waive or alter any provisions of the tender document as it deems fit.



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड

## The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

Annexure - 'A'

### List of Computer Hardware Installed at Various Offices under Ahmedabad RO

Sr. No.	Office		Nos. of complete set of Desktops of Acer, HP make etc. under Warranty (Non-Comprehensive AMC i.e. only Software Support)	Nos. of complete set of Desktops of Various Make i.e. HCL, HP, Acer, Asus, Assembled etc. (Comprehensive AMC)	Nos. of Laptops of HP, Dell, Acer, Asus etc. make (Comprehensive AMC)	Nos. of Scanners of HP, Canon etc. make
	Name	Code				
1	A'bad Regional Office	210000	83	3	16	9
2	A'bad Training Center	210000	2	10	0	0
3	IIO Gift City Office	940000	0	8	2	1
4	Ahmedabad DO - I	210100	8	10	1	1
5	Dhandhuka Branch	210104	6	4	1	1
6	Sabarmati Micro	210105	0	3	0	0
7	Chandkheda Micro	210106	1	2	0	0
8	Ramol Micro	210107	1	1	0	0
9	Dholka Micro	210108	0	1	0	1
10	Sharkhej Micro	210109	0	2	0	0
11	Ahmedabad DO - II	210200	19	6	1	1
12	Odhav Branch	210202	2	5	1	0
13	Gota Branch	210205	4	4	1	0
14	Naroda Micro	210206	1	2	0	0
15	Sardarnagar Micro	210207	1	0	0	0
16	Motera Micro	210208	1	1	0	0
17	Satellite Micro	210209	2	2	0	0
18	Thaltej Micro	210210	1	1	0	0
19	Narol Micro	210211	0	2	0	0
20	Saijpur Bogha Micro	210212	0	1	0	1
21	Ahmedabad DO - IV	210400	13	7	1	2
22	Sanand Branch	210401	3	6	1	1
23	Maninagar Branch	210403	3	5	1	0
24	Sola Micro	210404	1	1	0	0
25	Drive-In Road Micro	210405	1	1	0	0
26	Vastrapur Micro	210406	1	2	0	0
27	Nikol Micro	210407	1	2	0	1



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड

## The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

28	Lal Darwaja Micro	210409	0	2	0	0
Sr. No.	Office		Nos. of Desktops of Acer & HP make under Warranty (Non-Comprehensive AMC i.e. only Software Support)	Nos. of complete set of Desktops of Various Make i.e. HCL, HP, Acer, Asus, Assembled etc. (Comprehensive AMC)	Nos. of Laptops of HP, Dell, Acer, Asus etc. make (Comprehensive AMC)	Nos. of Scanners of HP, Canon etc. make
	Name	Code				
29	Ahmedabad DO - VI	210600	14	8	1	1
30	Vasna Micro	210605	0	2	0	0
31	Memnagar Micro	210606	1	1	0	0
32	Rajkot DO - I	211200	16	10	1	2
33	Morbi Branch	211206	8	3	1	1
34	Wankaner Micro	211207	1	3	0	0
35	Gondal Micro	211208	0	2	0	0
36	Junagadh DO	211300	15	6	1	1
37	Porbandar Branch	211303	9	3	1	1
38	Veraval Branch	211304	8	3	1	1
39	Keshod Micro	211305	1	1	0	0
40	Mehsana DO	211500	9	3	1	2
41	Visnagar Branch	211502	7	3	1	1
42	Unjha Branch	211506	2	2	1	0
43	Patan Branch	211507	1	4	1	0
44	Gandhidham DO	211600	18	5	1	1
45	Anjar Branch	211605	1	4	1	0
46	Bhavnagar DO	212000	14	5	1	1
47	Amreli Branch	212003	3	1	1	1
48	Gandhinagar DO	212100	16	6	1	1
49	Kalol Branch	212104	7	2	1	1
50	Kadi Micro	212105	0	1	0	0
51	Mansa Micro	212106	1	0	0	0
52	Jamnagar DO	212200	10	8	1	1
53	Khambhalia Micro	212201	0	4	0	0
54	Dwarka Micro	212205	1	0	0	0
55	Broker DO	212300	9	3	1	1
56	Bank Assurance DO	212400	6	3	1	1
57	Rajkot DO - II	212500	15	8	1	1
58	Surendranagar Branch	212501	5	5	1	1
59	Kuvadva Micro	212505	1	0	0	0



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

60	Auto Tie-Up DO	212600	4	7	1	1
Sr. No.	Office		Nos. of Desktops of Acer & HP make under Warranty (Non-Comprehensive AMC i.e. only Software Support)	Nos. of complete set of Desktops of Various Make i.e. HCL, HP, Acer, Asus, Assembled etc. (Comprehensive AMC)	Nos. of Laptops of HP, Dell, Acer, Asus etc. make (Comprehensive AMC)	Nos. of Scanners of HP, Canon etc. make
	Name	Code				
61	Palanpur DO	212700	8	9	1	1
62	Deesa Branch	212701	5	4	1	1
63	Ambaji Micro	212702	1	1	0	0
64	Himatnagar DO	212800	7	10	1	0
65	Dehgam Branch	212801	2	5	1	0
66	Modasa Micro	212802	0	1	0	1
67	Talod Micro	212803	0	1	0	1
68	Bhuj DO	212900	15	3	1	1
69	Ahmedabad City DO	213000	11	7	1	0
70	Bapunagar Micro	213001	0	1	0	1
<b>TOTAL</b>			<b>407</b>	<b>252</b>	<b>54</b>	<b>46</b>



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

## Annexure - 'B'

### List of Locations & Office Addresses under Ahmedabad Regional Office

Sr. No.	Office Name	Office Code	Office Address	Phone Nos.
1	A'bad Regional Office	210000	AHMEDABAD RO, 3 <sup>rd</sup> 4 <sup>th</sup> & 5 <sup>th</sup> Floor, Popular House, Ashram Road, A'bad - 380009	079 - 26582756
2	A'bad Training Center	210000	2 <sup>nd</sup> Floor, 3 Mill Officers Colony, B/h. La-Gajjar Chambers, Ashram Road, Ahmedabad - 380009	079 - 26562187
3	IIO Gift City Office	940000	309-338, Hiranandani Signature, GIFT SEZ, GIFT City, Gandhinagar - 382355	079 - 66740043
4	Ahmedabad BUSINESS OFFICE - I	210100	NOBLES, 1 <sup>st</sup> Floor, Nr. Nehru Bridge, Ashram Road, Ahmedabad - 380009	079 - 26553400 079 - 26588426
5	Dhandhuka Business Office	210104	Shop No. 205 & 206, 2 <sup>nd</sup> Floor, Haridarshan Complex, Opp. ADC Bank, Station Road, Dhandhuka - 382460	02713 - 224230 02713 - 224430
6	Sabarmati Business Office	210105	17, Kaveri Complex, Opp. R.T.O, Subhash Bridge, Sabarmati, Ahmedabad - 380027	079 - 27562204
7	Chandkheda Business Office	210106	20, G.F., Nakshatra Arcade, IOC Road, Chandkheda, Ahmedabad - 382424	079 - 27500379
8	Ramol Business Office	210107	7 B, First floor, Rajshree Heights, Opposite Aastha 99', Near C.T.M. Cross road, Ahmedabad, Gujarat - 380026	079 - 25856794
9	Dholka Business Office	210108	F/3, Balaji Square, Opp. Parshvanath Hospital, Kalikund Road, Dholka - 387810	9825723002
10	Sharkhej Business Office	210109	Block B/212, Radhe Kishan Vila Comm. Complex, 132 Ft. Ring Rd., Nr. Jaymala Bus Stop, Isanpur, A'bad - 382443	9925833685
11	Ahmedabad BUSINESS OFFICE - II	210200	1 <sup>st</sup> Floor, Nanalal Chambers, Opp. Times of India, Ashram Road, Ahmedabad - 380009	079 - 26589384 079 - 26585242
12	Odhav Business Office	210202	Shop No. 101, 1 <sup>st</sup> Floor, Mangalam Arcade, Opp. Gurudwara, Odhav, Ahmedabad - 382415	079 - 22971774
13	Gota Business Office	210205	6-7-8, 1 <sup>st</sup> Floor, Nirman Complex, Opp. Petrol Pump, R.C. Technical Road, Chanakyapuri, Ghatlodia, Ahmedabad - 380061	079 - 27664051
14	Naroda Business Office	210206	C/18, 2 <sup>nd</sup> Floor, Galaxy Avenue, Naroda, Ahmedabad - 382330	079 - 22820770
15	Sardarnagar Business Office	210207	2, 2 <sup>nd</sup> Floor, Krishna Complex, Opp. Sardar Nagar Police Station, Sardarnagar, A'bad - 382475.	079 - 22869155
16	Motera Business Office	210208	FF-11, Swastik Residency, Near Mahashakti Dairy, Motera Stadium Road, Motera, A'bad - 380005	079 - 27700509
17	Satellite Business Office	210209	203, 2 <sup>nd</sup> Floor, Twinkle Complex, Nr. Dhananjay Cross Road, Satellite, Ahmedabad - 380015	079 - 26931321
18	Thaltej Business Office	210210	FF/5, Siesta Business Zone, Thaltej Hebatpur Road, Thaltej, Ahmedabad - 380059	079 - 29704107



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड

## The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

### Annexure - 'B'

#### List of Locations & Office Addresses under Ahmedabad Regional Office

Sr. No.	Office Name	Office Code	Office Address	Phone Nos.
19	Narol Business Office	210211	123, Swaminarayan Plaza-I, Narol Circle, Nr. Gokulesh Petrol pump, Narol, A'bad - 382405	079 - 29709850
20	Saijpur Bogha Business Office	210212	Shop No. 2, Ground Floor, Maruti Arcade, Naroda Patia Road, Saijpur Bogha, Ahmedabad - 382345	9979853647
21	Ahmedabad BUSINESS OFFICE - IV	210400	321, 3 <sup>rd</sup> Floor, Binali Complex, In Front of AEC Zonal Office, Sola Road, Naranpura, A'bad - 380013	079 - 27470045 079 - 27470831
22	Sanand Business Office	210401	103, 1st floor, Aakar Arcade, Near State Bank of India Sanand Business Office, Sanand - 382110	02717 - 222228 02717 - 223002
23	Maninagar Business Office	210403	201, 202, 203, Trade Square, Beside Parishkar Flats, Khokhra, Maninagar (East), Ahmedabad - 380008	079 - 22931151
24	Sola Business Office	210404	8, Mamta Complex, New Mrudul Park Soc., Opp. BRTS Stop, Satadhar Char Rasta, Sola Road, A'bad - 380061	079 - 27478952
25	Drive-In Road Business Office	210405	112, Sahajanand Arcade, Nr. Helmet Circle, Memnagar, Ahmedabad - 380052	079 - 27913099
26	Vastrapur Business Office	210406	Shop No. 3, Mily Flats, Nr. Mother Milk, Judges Bunglow Road, Bodakdev, Ahmedabad - 380015	079 - 26860463
27	Nikol Business Office	210407	Shop No. 117, 1 <sup>st</sup> Floor, Silver Square Complex, Nr. Dipak School, Opp. Dena Bank, Nikol, A'bad - 382350	9426160293
28	Lal Darwaja Business Office	210409	3 <sup>rd</sup> Floor, Jeevan Prabha Building, Relief Road, Laldarwaja, Ahmedabad - 380001	9898321997
29	Ahmedabad BUSINESS OFFICE - VI	210600	1 <sup>st</sup> Floor, Neptune House, Mithakhali, Navarangpura, Ahmedabad - 380009	079 - 26430091 079 - 26446779
30	Vasna Business Office	210605	3 <sup>rd</sup> Floor, Nilkhanth Plaza, Above Honest Bhajipav, Paldi, Bhattha, A'bad - 380007	079 - 26630021
31	Memnagar Business Office	210606	402, Harvy Complex, Beside A-One School, Swami Vivekanand Marg, Tarun Nagar Part II, Gurukul, Memnagar, Ahmedabad - 380052	079 - 27913390
32	Rajkot BUSINESS OFFICE - I	211200	2 <sup>nd</sup> Floor, Life Insurance Corporation Building, Behind Mahila College, Race Course Road, Rajkot - 360001	0281 - 2226551 0281 - 2226295
33	Morbi Business Office	211206	Krupa Nidhi, Opp. Sardar Baug Bldg., Sanala Road, Morbi - 363641	02822 - 230897 02822 - 225362
34	Wankaner Business Office	211207	1 <sup>st</sup> Floor, Golden Point, Jinpara Main Road, Highway Jakat Naka, Wankaner - 363621	02828 - 220870
35	Gondal Business Office	211208	Nayan Jyot Chamber, Bus Stand Road, Gondal, Rajkot - 360311	02825 - 222118
36	Junagadh BUSINESS OFFICE	211300	1 <sup>st</sup> Floor, Gokul Chambers, Kalwa Chowk, Jayshree Talkies Rd., Junagadh - 362001	0285 - 2621395 0285 - 2624743



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड

## The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

### Annexure - 'B'

#### List of Locations & Office Addresses under Ahmedabad Regional Office

Sr. No.	Office Name	Office Code	Office Address	Phone Nos.
37	Porbandar Business Office	211303	Opp. Dilip Cricket Ground, Nr. L.I.C. Office, M.G. Road, Porbandar - 360575	0286 - 2245446 0286 - 2214384
38	Veraval Business Office	211304	2 <sup>nd</sup> Floor, Amrutdeep, Rajmahal Road, Opp. Public Garden, Veraval - 362265	02876 - 221719 02876 - 243597
39	Keshod Business Office	211305	Yash Complex, Raj Cinema Road, Near Central Bank of India, Keshod, Junagadh - 362220	02871 - 233525
40	Mehsana BUSINESS OFFICE	211500	2nd floor, Bharat House, Beside Madhuvan Complex, Above L.G Showroom, Near ONGC compound, Ahmedabad - Mehsana Highway, Mehsana, Gujarat - 384002	02762 - 251232 02762 - 251119
41	Visnagar Business Office	211502	Shop No. 13, 14, Keshav Complex, Opp. Swagat Hotel, Mehsana Char Rasta, Opp. Mani Ratna Bunglows, Visnagar, Dist. Mehsana - 384315	02765 - 221936 02765 - 220211
42	Unjha Business Office	211506	A-201/202, 2 <sup>nd</sup> Floor, Lisa Sara House, Station Road, At. Unjha, Dist. Mehsana - 384170	02767 - 254544
43	Patan Business Office	211507	7, 8, 9, 1 <sup>st</sup> Floor, Yash Complex, Part-1, Sidhhpur Char Rasta, Opp. Nirma Circle, Patan - 384265	02766 - 235555
44	Gandhidham BUSINESS OFFICE	211600	Ashirwad Complex, Plot No. 334, Ward 12 - B, Gandhidham - 370201	02836 - 231752 02836 - 234006
45	Anjar Business Office	211605	Office No. 3 & 4, 1 <sup>st</sup> Floor, Madhuban Complex, "A" Wing, Opp. Old Vaishali Cinema, Near ChitraKoot Circle, Anjar, Kutch - 370110	02836 - 240060
46	Bhavnagar BUSINESS OFFICE	212000	Shop No. F-1 & 2, Shri Nyaldas Residency, Plot No. 1135/A, Opp. Chandreshwar Mahadev, Nr. Meghani Circle, Bhavnagar - 364001	0278 - 2424264 0278 - 2436092
47	Amreli Business Office	212003	Jay Jalaram Complex, 2nd Floor, Manekpara, Main Road, Nr. HDFC Bank, Amreli - 365601	02792 - 222058 02792 - 222058
48	Gandhinagar BUSINESS OFFICE	212100	106-107, 1 <sup>st</sup> Floor, Radhe Square, Reliance Circle, Kudson, Gandhinagar, Gujarat - 382421	079 - 23223473 079 - 23245471
49	Kalol Business Office	212104	F -7, 8, 16 & 17, 1st floor, City Mall - 2, Navjivan Mill Compound, Kalol - 382721	02764 - 223493 02764 - 227931
50	Kadi Business Office	212105	F-22, Neptune Arcade, Kadi-Kalol Road, Kadi - 382715	02764 - 262161
51	Mansa Business Office	212106	R.J. Chambers, Opp. New Market Yard, Mansa, Gandhinagar - 382845	02763 - 270181
52	Jamnagar BUSINESS OFFICE	212200	3 <sup>rd</sup> Floor, Manek Centre, Opp. Income Tax Office, Pandit Nehru Marg, Jamnagar - 361008	0288 - 2676721 0288 - 2556100
53	Khambhalia Business Office	212201	31, Rajda Tejal Shopping Centre, Jodhpur Gate, Post Office Road, Jamkhambhalia, Khambhalia - 361305	02833 - 232213





# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

## Annexure - 'B'

### List of Locations & Office Addresses under Ahmedabad Regional Office

Sr. No.	Office Name	Office Code	Office Address	Phone Nos.
54	Dwarka Business Office	212205	Ground Floor, Rabari Gate, Bhadrakali Road, Nr. LIC Office, Dwarka - 361335	02892 - 234190
55	KEY BUSINESS OFFICE (BROKER DO)	212300	2 <sup>nd</sup> Floor, Neptune House, Mithakhali, Navarangpura, Ahmedabad - 380009	079 - 26443266 079 - 26423985
56	Bank Assurance BUSINESS OFFICE	212400	2 <sup>nd</sup> Floor, Neptune House, Mithakhali, Navarangpura, Ahmedabad - 380009	079 - 26443266 079 - 26423985
57	Rajkot BUSINESS OFFICE - II	212500	Ravin Chambers, 2 <sup>nd</sup> Floor, Sheri No. 9, Bhaktinagar Station Plot, Gondal Road, Rajkot - 360002	0281 - 2461599 0281 - 2465091
58	Surendranagar Business Office	212501	Shop No. 141, 142, 143, Mega Mall, 1 <sup>st</sup> Floor, Nr. Milan Cinema, Surendranagar - 363002	02752 - 224987 02752 - 234734
59	Kuvadva Business Office	212505	G-2, Ground floor, "One Galaxy" Building, Near D" Mart, Kuvadva Road, Rajkot, Gujarat - 360003	0281 - 2471200
60	Auto Tie-Up BUSINESS OFFICE	212600	302, 3 <sup>rd</sup> Floor, Iscon Emporio, Next to Star Bazar, Satellite, Ahmedabad - 380015	079 - 26929621 079 - 26924898
61	Palanpur BUSINESS OFFICE	212700	1 <sup>st</sup> Floor, H.K. Tower, Opp. Hanuman Mandir, Abu Highway Road, Palanpur - 385002	02742 - 250952 02742 - 253489
62	Deesa Business Office	212701	Deesa Palanpur Highway, Above Bank of Baroda New Highway Business Office, Opp. Hawaii Pillar, Nr. Iscon Crystal Complex, Highway Road, Deesa - 385535	02744 - 221247 02744 - 222288
63	Ambaji Business Office	212702	17, 1 <sup>st</sup> Floor, Shakti Dhara Complex, Nr ST Circle, Hadad Road, Ambaji - 385110	02749 - 262689
64	Himatnagar BUSINESS OFFICE	212800	Ground Floor, Sankalp Complex, Polytechnic Cross Road, National Highway No. 8, Himmatnagar, Dist. Sabarkantha - 383001	02772 - 228740 02772 - 229840
65	Dehgam Business Office	212801	137, 138, 147, 148, 1 <sup>st</sup> Floor, Balmukund Square, Opp. Amin Society, Near Nehru Chokadi, Ahmedabad - Dehgam Road, Dahegam - 382305	9427527815
66	Modasa Business Office	212802	Shop No. 7, Gopi Vallabh Complex, Opp. I.T.I., Malpur Road, Modasa, Dist. Arvalli - 383315	02774 - 241477
67	Talod Business Office	212803	7, Dhananjay Complex, 1 <sup>st</sup> Floor, Near LIC, Opp. Mamlatdar Office, Talod, Dist. Sabarkantha - 383215	02770 - 220430
68	Bhuj BUSINESS OFFICE	212900	1 <sup>st</sup> Floor, Pooja "C" Complex, Nr. ICICI Bank, Station Road, Bhuj - 370001	02832 - 221315 02832 - 224687
69	Ahmedabad City BUSINESS OFFICE	213000	1 <sup>st</sup> Floor, 3 Mill Officers Colony, B/h. La-Gajjar Chambers, Ashram Road, Ahmedabad - 380009	079 - 26584658 079 - 26580038
70	Bapunagar Business Office	213001	111, 1 <sup>st</sup> Floor, Shilp Residency & Arcade, Hirawadi Cross Road, Bapunagar, Ahmedabad - 380024	079 - 22770266



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

Annexure - 'C'

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

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

**Note: Please attach CANCELLED Cheque**



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

Annexure - 'D'

## Special Instructions to Bidders for e-Tendering

1. Tender document with detailed terms and conditions is available on our Website [www.tenderwizard.com/NIAEPROC](http://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](http://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. In case any vendor so desires, he may contact our e-Procurement service provider M/s. Antares Systems Limited Mumbai for obtaining the Digital Signature Certificate.
3. Corrigendum / amendment, if any, shall be notified on the site [www.tenderwizard.com/NIAEPROC](http://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 dashboard 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](http://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.



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड

## The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

Continued...  
Annexure - 'D'

- 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:

Sr. No.	Particulars	Company Name	Contact Details
1	For eTendering Support	M/s. Antares Systems Limited	080 - 40 48 2100 <a href="mailto:lokesh.hr@etenderwizard.com">lokesh.hr@etenderwizard.com</a>
2	For Tender Related Queries	The New India Assurance Co. Ltd.	079 - 2658 2756 / 2655 3254



दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड

The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

Annexure - 'E'

## 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., Ahmedabad RO, hereinafter called "THE COMPANY" sets forth the terms and conditions for the maintenance of **Hardware equipment** as specified in Annexure - 'A', at locations mentioned in Annexure - 'B'.

### 2. TERMS AND CONDITIONS

#### [A] OBLIGATIONS OF THE VENDOR:

- (a) The vendor shall provide the following service to keep the equipment in good working condition.
  - (i) The vendor shall carry out Preventive Maintenance of equipment every 4 (Four) Months to reduce possible downtime due to non maintenance of the equipment.
  - (ii) 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.
- (b) The vendor shall make AMC services available on all days as and when requested by the Company.
- (c) The Vendor shall depute **ONE RESIDENT ENGINEER exclusively at Ahmedabad Regional Office, of the Company from 10:00 hrs. to 17:30 hrs. on all working days and on any Public Holiday as decided by NIA Ahmedabad RO Management to attend the calls at Regional Office and to monitor the calls reported and pending for other offices under Ahmedabad Regional Office. Engineer so deputed must have experience in repairs and servicing of Desktops, Laptops, Printers, Multifunctional Printers, Scanners, Local Area Network, Domain, All MS Windows versions etc. of minimum 10 (TEN) years. Strict adherence to the above condition will be observed.**
- (d) The vendor shall provide a substitute in case the resident engineer is not available.
- (e) The vendor shall ensure availability of Resident Engineer at Ahmedabad Regional Office as and when asked for in advance, even in case of holidays in exceptional cases without any additional charges.
- (f) The vendor shall name one Engineer (preferably Resident Engineer) with a mobile phone facility at vendors cost, as a single point of contact on all days, who will be responsible for coordinating and providing services to all the offices under Ahmedabad Regional Office of the Company as per Annexure - 'B'.
- (g) The vendor shall attend call services within 12 working hours (in case of major cities) and 24 working hours (in case of mofussil centres) of lodging a complaint and get any error or fault corrected within 24 hours, thereafter.



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड

## The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

- (h) Vendor shall arrange for spares inventory of major equipment / components for Desktops etc. at Ahmedabad Regional Office of Company for immediate availability of spares.
- (i) Vendor shall provide required tools of the trade to their Resident Engineer such as Multi-Meter, Soldering Kit, Pliers, Screw Driver set, Crimping tool etc.
- (j) The vendor will have to take AMC on comprehensive basis i.e. the vendor has to take care of all the equipment mentioned in **Annexure - 'A'**. If any parts / components become faulty / unserviceable, the vendor shall replace the same at his own cost except Exclusions mentioned under **clause 8**.
- (k) Vendor shall extend support for the complaints related to Hardware, Network issues, Operating System (Including Formatting of hard disks as and when required), Office Productivity Software and Virus Scanning and Cleaning through Company's Anti-Virus Software.
- (l) Vendor shall arrange equivalent stand by equipment / components, in case the repairs of equipment may take more than 24 hours, irrespective of replacement / repairs being billable or not.
- (m) 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 at a mutually agreed site.
- (n) Vendor should provide comprehensive support for all Desktops connected to DOMAIN or in WORKGROUP. Whenever required, vendor has to provide support for formatting of desktops with our licensed operating system DVD (Golden Image DVD) / installation of Antivirus / installation of Drivers for Printers, Scanners etc. peripherals / connect Desktops to DOMAIN environment and any other kind of software support required for DOMAIN environment.
- (o) Vendor shall educate / inform their resident / visiting Engineers, not to install any unlicensed software in any of the computers of the company. Only licensed software is to be installed, media of which is to be obtained from respective offices OR from Regional Office.
- (p) Vendor shall assist in the recovery of data backup to the extent possible in case of Hard Disk crash or any other problem.
- (q) Vendor shall instruct their Engineers to not to copy any data from any of Company's Desktop and / or Servers under any circumstances.
- (r) The vendor shall submit consolidated report furnishing the details of breakdown calls attended and its status on monthly basis.
- (s) The vendor shall not sub-contract or permit any third-party personnel other than vendor's engineer / personnel to perform any work, service or other activities required by Company without prior permission of Company.



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

- (t) The vendor should maintain confidentiality of the data stored on the computer system. No engineer / staff of the vendor shall carry any personal Floppy, USB Drives, Blanks CDs inside the Company's premises.

## [B] OBLIGATIONS OF THE COMPANY

- (a) The company will pay Annual Maintenance Charges for the equipment specified in **Annexure - 'A'**. The maintenance charges are payable quarterly in arrears (at the end of quarter) after statutory deductions, if any.
- (b) The company is to ensure that as far as possible, power source, air conditioning and dust free environment are provided to sites where systems are installed (only for Server Network).
- (c) The company would intimate to the vendor, if any additional attachments, features or devices are to be directly or indirectly, connected to the equipment.
- (d) The company would ensure that rats, insects etc., do not invade the site and damage the systems, especially cables etc.

## 3. ENHANCEMENT / UPGRADATION OF EQUIPMENT

The company shall have the right to make changes or attachments to the equipment 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 - 'A'**, 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 - 'A'**, it may involve additional maintenance charges. In the event that individual items of equipment are withdrawn from **Annexure - 'A'**, as described herein, then any amount prepaid on such equipment shall be held to the credit of the Company's account.

## 4. WORKING HOURS

The maintenance services shall be rendered on all days subject to the company's requirement to keep the equipment in good working condition and order. The service consists of corrective and preventive maintenance and includes carrying out of necessary repairs to the installed equipment.

## 5. 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.



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

## 6. 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.

## 7. EXTENSION OF MAINTENANCE PERIOD

If the vendor does not attend to each breakdown and malfunction of equipment (including operating systems and compilers) supplied within the time specified in **clause 2 [A] (g)** 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.

## 8. EXCLUSIONS

The maintenance agreement does not include:

- Electrical work external to the equipment or maintenance of accessories, attachments machines or other devices.
- The cost of consumables like printer cartridges, ribbons, magnetic tapes, floppy.
- Damage resulting from accidents, fire, lightning, transportation, cost of repair or replacement due to these factors.
- Furnishing patients, accessories, paintings or refinishing the machines or furnishing the materials thereof, making specific changes.
- Work done for alteration in the equipment by persons other than the vendor's personnel (except for minor rectification by company's in house systems engineer after intimating the vendor)
- Any work external to the equipment such as maintenance of non-vendor attachments, accessories etc.

## 9. PENALTY

During the period of contract, Penalty will be triggered under below mentioned scenarios:

- Absence of Resident Engineer – Penalty **Rs. 500.00 (Rupees Five Hundred)** per day
- If the faulty machines are not attended for repair or problems are not rectified within the time frame mentioned in Annual Maintenance Contract:

Penalty **Rs. 200.00 (Rupees Two Hundred)** per day till the call is resolved

OR

The company would get such defective machines repaired by some third party, and the amount spent for such repairs would be deducted from Quarterly AMC Charges.

## 10. PAYMENT TERMS





# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

- (a) The AMC payment will be made QUARTERLY in arrears (at the end of quarter) after statutory deductions, if any. Payment will be made on basis of satisfactory performance and after deduction of penalty as per **clause 9**, if any.
- (b) Advance payment of AMC charges will not be done in any case.
- (c) No charges will be payable for the movement of engineer from one location to another for attending to service calls.
- (d) No charges will be payable for carrying the spares / equipments from site to vendor's works and back.

## 11. VALIDITY OF AGREEMENT

This agreement is valid for the period from **01/01/2024** to **31/12/2024** with an option with the company (NIACL) to extend the contract for a further period of two year or less, on the same price and terms and conditions on reviewing the performance every year.

## 12. CANCELLATION / TERMINATION

- (a) If at any point of time, the services of VENDOR are found to be unsatisfactory, the contract will be terminated by giving **1 (One) Month** notice in advance. The AMC charges will be paid on prorata basis.
- (b) Either party, giving three **3 (Three) Months'** notice in advance, may terminate the agreement prior to expiry of contract period. The AMC charges will be paid on prorata basis.

## 13. 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 the Ahmedabad shall have jurisdiction in all matters arising out of or connected with this agreement. Further, this agreement is subject to laws of India only.

## 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. 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.



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

## 16. 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 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.

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  
**THE NEW INDIA ASSURANCE CO LTD - AHMEDABAD RO**

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 \_\_\_\_\_



# दि न्यू इन्डिया एश्योरन्स कंपनी लिमिटेड The New India Assurance Co. Ltd.

अहमदाबाद क्षेत्रीय कार्यालय (210000) Ahmedabad Regional Office (210000)

Annexure - 'F'

## Undertaking Regarding Non-Blacklisting

Tender Ref: ARO/ITD/e-Tender/2023-24/01/Hardware-AMC

We, M/s \_\_\_\_\_,  
participating in the bid, confirm that we have not been disqualified/blacklisted/de-paneled  
and the product quoted is not disqualified/blacklisted/de-paneled by any Central/State  
Government Department/Public Sector Banks/Financial Institutions in India including NIA  
during the last three years starting from April, 2017 till last date of submission of this tender.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

**Signature of the Company Secretary**

**Signature**

**Name:**

**Designation:**

**Name & Address of the company:**

**Seal of the Company**