



**THE NEW INDIA ASSURANCE CO LTD,**  
(A WHOLLY OWNED BY GOVT. OF INDIA COMPANY)  
REGIONAL OFFICE, PARYAVAS BHAWAN,  
BLOCK-3, 2<sup>nd</sup> FLOOR,  
ARERA HILLS, BHOPAL (M.P.) 462011.  
(0755) 4203270, 280, 290, Fax-(0755) 4203252

**The New India Assurance Co. Ltd.**

**Bhopal Regional office**

**Block-3, 2<sup>nd</sup> Floor, Arera Hills, Bhopal– 462011**

**Phone: (0755), 4221355**

<b>Tender Description</b>	<b>“e-TENDER FOR AMC- FMS OF COMPUTER HARDWARE &amp; PERIPHERALS UNDER BHOPAL RO”</b>
<b>Date of publishing of tender</b>	<b>26/June/2024</b>
<b>Last Date and Time for Bid Submission</b>	<b>16/July/2024, 3:00 PM</b>
<b>Address for Communication</b>	<b>The New India Assurance Co. Ltd. Bhopal Regional office <u>Block-3, 2<sup>nd</sup> Floor, Arera Hills, Bhopal– 462011</u> Phone: (0755), 4221355</b>
<b>EMD (Refundable)</b>	<b>Rs. 50000/-</b>
<b>Tender Fees (Non-Refundable)</b>	<b>Rs 5000/- + 18% GST</b>
<b>Last date for Queries</b>	<b>16/July/2024</b>

*Deepak*  
*25/6/24*  
**(Deepak Pandey)**  
**Regional Manager**  
**Bhopal RO**



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## INTRODUCTION

The New India Assurance Company Limited (hereinafter called “The Company”) invites **ONLINE BIDS** for **Annual Maintenance Contract and Facility Management Services (AMC-FMS) of Computer Hardware and Peripherals** from eligible vendors (as per Annexure 1) for a period of 1 (One) year which may be extended for 1 (one) or more years’ subject to satisfactory performance at the end of contract and with the approval of competent authority.

The Computer hardware items covered under this AMC-FMS contract are installed at different locations as mentioned below in Annexure 4.

The tender documents can be downloaded from our official web-site of NIA (<http://newindia.co.in/tender.aspx>) as well as [www.tenderwizard.com/NIAEPROC](http://www.tenderwizard.com/NIAEPROC).

The bidder has to use the portal [www.tenderwizard.com/NIAEPROC](http://www.tenderwizard.com/NIAEPROC) for participating in the tender. Refer Annexure-8 for e-tendering instruction.

Downloading of tender document from [www.tenderwizard.com/NIAEPROC](http://www.tenderwizard.com/NIAEPROC) portal is mandatory for tender participation.



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## SECTION-I

### TERMS AND CONDITIONS

#### 1. THE TENDER OFFER:

- a) The online bids as well as documents submitted offline (*refer para-1 under Section-II*) will be opened by a Committee constituted by the company in the presence of those bidders who wish to remain present at the above mentioned address. The bid may be rejected in case the technical bid does not contain tender fee, EMD, and other relevant documents.
- b) The online commercial bid of **only** the **technically qualified bidders** would be opened by the Committee. The time and date would be intimated to the bidders. In case, the date happens to be a holiday, then the tenders would be opened on a subsequent date, which will be intimated.
- c) 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).
- d) 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.
- e) 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.
- f) Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer/OEM of the offered product. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for services, the bidder must be the service provider of the offered service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and company will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller(s) has/have quoted price within L-1 + 15% (Selected by Company) of margin of purchase preference/price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Company) percentage of total quantity. Benefits of MSE will be allowed only if seller is validated and approved by Company after evaluation of documents submitted.



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

- a) The intending online bidders should pay an Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty Thousand only).
- b) The EMD shall be in the form of Demand Draft in favor of “The New India Assurance Co. Ltd.”, payable at Bhopal.
- c) 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.
- d) The EMD has to be valid for 180 days from the last date of tender submission.
- e) The EMD will not carry any interest.

**3. FORFEITURE OF E.M.D:**

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

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

**4. REFUND OF E.M.D:**

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

**5. THE COMPANY RESERVES THE RIGHT TO:**

- a) Accept / reject any of the tenders.
- b) Revise the quantities at the time of placing the order.



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- c) Add, modify, relax, waive or alter any of the conditions stipulated in the tender specification wherever deemed necessary.
- d) Reject any or all the tenders if --
- The bid is not signed by the duly authorized person or
  - The bid submitted is unsigned or partially unsigned or
  - The bid is not in conformity with the instructions mentioned herein or
  - The bid is not accompanied by the requisite EMD and tender fee or
  - The bid is received after the expiry of the due date and time or
  - The bid is evasive or in complete including non-furnishing the required documents or
  - The bid is quoted for period less than the validity of tender or
  - The bid is received from any blacklisted bidder or whose past experience is not satisfactory or
  - The technical bid doesn't fulfill the requirement.

#### **6. VALIDITY OF BID:**

The bid should be valid for acceptance for a period of at least **180 days** from the last date of submission. The offers with lesser validity period would be rejected.

#### **7. SECURITY DEPOSIT (Bank Guarantee) :**

The successful bidder will have to furnish a Security Deposit to the tune of **15% of the value of the Contract** 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-FMS period.

#### **8. SCOPE OF WORK (SOW):**

Comprehensive AMC-FMS for Desktops, Laptops, Printers, Scanner, Projector and other IT peripherals of different makes, installed at various Operating Offices under Bhopal Regional Office.

#### **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 9.30 AM to 06.00 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 AMC is meant for various items as mentioned below: -**
  - Printer & All in One Printer: - Comprehensive AMC excluding toner, ribbon, drum and cartridge.
  - Laptop and Desktop: - Comprehensive AMC excluding CMOS battery and Laptop



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Battery, Power Adapter.

- c) Scanner: - Comprehensive AMC.
- d) Projector: - Comprehensive AMC excluding Lamp.
- e) Comprehensive maintenance of the hardware and system software shall include installation, up-gradation, repairing, reloading and restoration of Operating Systems, Windows 2000//XP/VISTA/7/8/10, Windows 2003/2008, other software and office productivity software (Microsoft Office 2000/2007/2010/2013/2016, office 365 and open office) and basic networking work for 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.
- f) Installation of antivirus software provided by the Company. All calls related to virus scanning and cleaning should be attended and rectified.
- g) Repair or Replacement of parts of Desktops, Laptops, Printers; Scanners, Projectors and all other peripherals as well as components/parts (non-consumables) of Desktops, Printers, Scanners, Modems and all other peripherals.
- h) Basic troubleshooting and fixing up of issues related to Local Area Network (LAN).

- iii. The bidder is required to provide a total of 95% uptime for all the equipments covered under the contract.
- iv. The bidder has to deploy **one resource (FMS)** (as per following table) at our Regional Office. The vendor shall be required to furnish the proof of qualification/experience of its engineers/helpdesk 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 engineers.

S N	Description	Qty	Experience & qualification
1	LI engineer for Helpdesk for Call logging, Asset Management & Vendor management, attending calls for Computer hardware and peripherals, troubleshooting of Local Area Network, DMS, VPN, & Antivirus Maintenance	1	B.Tech/BE/MCA with 1 year experience in relevant area or Diploma in IT or related field with 2 Years' experience in relevant area OR Graduate with 3 years' experience in IT or related field with excellent communication skills.

- v. The service engineers of various locations 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 conveyance.
- vi. The vendor has to keep spare parts/systems like SMPS, RAM, Motherboard, Hard Disk, Keyboard, Mouse and other spares at BSS dept. Regional Office Bhopal or with FMS. The standby provided should be of same or better configuration.
- vii. 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 shares for each of frequently required items/components at the Company's Office.
- viii. The vendor shall perform preventive maintenance on quarterly basis.
  - ix. 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 database like oracle, SQL etc.
  - x. The vendor shall assist in the recovery of data backup to the extent possible in case of Hard disk crash or any other problem.
  - xi. The vendor may be required to install the new hardware procured by NIA. The vendor shall do data transfer, data backup as instructed by NIA.
  - xii. 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.
  - xiii. Standby will be allowed for maximum 7 days. If any equipment not repaired within 7 days, penalty will be deducted @ Rs500/- per day and the company reserves the right to get repaired from other repairer and cost incurred for repair will be deducted from the vendor payment.
  - xiv. IT inventory for all locations covering AMC is to be completed within 30 days from the date of Purchase Order and also regular updating of inventory is to be maintained.

**FMS (Facility Management Services) Support comprises of**

- a) **HELP DESK MANAGEMENT**
- b) **VENDOR MANAGEMENT**
- c) **DESKTOP MANAGEMENT**
- d) **ASSET MANAGEMENT**
- e) **ANTI-VIRUS MANAGEMENT**
- f) **LOCAL AREA NETWORK MANAGEMENT (BASIC)**

**a) HELP DESK MANAGEMENT:**

The Help desk management services should undertake the following responsibilities-

- Logging user calls and issuing a trouble ticket.
- Tracking each call up to resolution.
- Escalating calls, if necessary.
- First level hardware support for the equipments. Should have overall working knowledge of Microsoft and Linux products and their installation, configuration and troubleshooting, virus prevention and cleaning in desktops.
- Updating records for "Install, Move, Add or Change (IMAC)" at the client level as per requirement.
- Develop good working relationship with users.
- Generating call reports. Analyzing the call statistics.



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**Activity Description:**

- Register calls online or on telephone of the users and track and close the calls. In case of telephonic call, the users are to be intimated call ID and resolution time as per severity levels.
- Assign criticality to each call. Track each call up to resolution.
- Monthly calculation of availability of different category of equipments and overall availability of all systems covered under the contract.
- Monthly availability, utilization report.
- Monthly IMAC (Install, Move, Add, Change) report.
- Generation of Management Information System reports
- Daily Reports: - Complete call details.
- Quarterly Call reports which include downtime call trend and call resolution details.

**b) VENDOR MANAGEMENT:**

Co-ordination with external vendors for upkeep of equipments installed in NIA, Liaison with various vendors/OEM for all system related works and services associated with the Company.

**Activity Description:**

- Maintaining database of various vendors and service providers including vendors for hardware under warranty with details like contact person, telephone numbers, escalation matrix, response time and resolution time etc.
- Logging calls with vendors and service providers and maintaining SLAs.
- Escalation & coordination with the vendors and service providers to get the problems resolved.
- Keep track of the hardware & software maintenance contracts entered into by NIA with various vendors.
- Analyzing performance of different vendors.
- Maintaining vendor contacts details.

**c) DESKTOP MANAGEMENT:**

**Brief Background:** - A full-fledged Desktop Management Solution (named as Project “Utkarsh”) has been deployed at NIA office including HO in order to bring all desktops under a secured and standard operating environment. The solution comprises of Microsoft Active Directory, Microsoft SCCM Patch Management Solution, Trend Micro Antivirus Solution and Centralized Helpdesk for support.

The 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).
- Providing services such as relocation of desktops and IT peripherals.
- Maintaining record of all new machines installed, configuration of machines changes in the configuration and movement of machines within the site.
- Performing any Install, Move, Add or Change (IMAC) at client level.
- Configuration of printers and solving all printing problems of users.
- Configuration of scanners, CD writers and any other peripheral if required.
- Loading of drivers of desktops and other peripherals. Downloading and arranging the device drivers of equipment as & when required.
- Installing, configuring, reloading, reconfiguring of any desktop, laptop, office automation software, browsers, email clients, applications etc. as and when required.
- Configuration and reconfiguration of client machines to ensure optimum network connectivity and application service availability for users.
- Re-establishing the network connectivity and application availability after any hardware & software failure.
- Arrangement to update all software bug fixes, patches, upgrades etc.
- Making all possible attempts to retrieve the data in case of any disk failure.
- Install, Move, Add or change (IMAC) Monthly reports.

**d) ASSET MANAGEMENT:**

Managing and updating asset record for all the locations as mentioned in the tender and tallying the same with DMS asset record reports.

**Activity Description:**

- Maintaining of inventory record register entry and softcopy of all computer hardware and peripherals and software.
- Asset Movement Tracking, Media Tracking.
- Updating record.
- Maintaining and keeping records of AMC & warranty details for all the computer hardware and peripherals.
- Monthly report to be submitted.

**e) ANTI-VIRUS MANAGEMENT:**

To provide an effective control mechanism for virus control on the Desktop, Laptop and Network level.

**Activity Description:**

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



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**f) LOCAL AREA NETWORK MANAGEMENT (Basic):**

**Activity Description:**

- Basic troubleshooting of PCs, IP Phones, wireless access point and switches (Power and connectivity checking)
- Maintaining record of IP Address of all equipments and providing IP address to newly installed equipments as per the IP schema in consultation with Company Network Team.
- Requirement analysis and site survey for new network port requirements.
- Coordinating with cabling vendor/NIA Network Team for the new/repair of network points, cabling and switches.

**9. PRICE**

- a. The price shall be all inclusive of GST, labour cost, ex-factory price per unit, packing, forwarding, freight, transit insurance, Excise Duty, other duties, if any, including State Levy, delivery, installation, commissioning and testing charges. No other charges shall be made.
- b. There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the agreement should be passed on to the Company.

**10. PAYMENT TERMS:**

- a. The payment will be released on quarterly basis on satisfactory performance and after deduction of penalty, if any, with the submission of maintenance call report seal signed by Office In-Charge.
- b. No advance payment will be made in any case.

**11. CLARIFICATION /QUERIES:**

- a) The queries, if any, can be made through email only on [bss45@newindia.co.in](mailto:bss45@newindia.co.in) on or before **16.07.2024, 3:00 PM** in .xls/.xlsx format as given in Annexure-5.
- b) The queries received via any mode other than email and on email id other than mentioned above will not be entertained.
- c) 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.



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- d) 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 (<http://newindia.co.in/tender.aspx>) as well as online portal for addendum/corrigendum, if any, to be published only on these websites.

**13. SERVICE LEVEL AGREEMENT (SLA):**

The vendor should provide on-site AMC-FMS support from 9:30AM to 06.00 PM on all working days. The vendor shall also work on holidays if required by the company at Regional office, Bhopal.

**14. PENALTY CLAUSE:**

- a) Absent / Late attendance of engineer/helpdesk/pickup person Rs. 500/- per day.  
b) AMC-FMS: - Vendor has to provide reports as mentioned in FMS for the calculation of penalty.

Sr no.	Reason	Penalty
1	If standby is not given within 3 days	Rs100/- per day
2	If call not resolved within 7 days	Rs 500/- Per day after 7 <sup>th</sup> day
3	Non submission of call reports by the vendor duly sealed signed by Office In-Charge	5% of quarterly payment
4	Non submission of Quarterly Updated Asset report	5% of quarterly payment

**15. EXCLUSIONS:**

The maintenance agreement does not include:

- a) Electrical work external to the equipment or maintenance of accessories, attachments, machines or other devices.  
b) Damage resulting from fire, lightning, transportation, cost of repair or replacement due to these factors.  
c) Furnishing platens, accessories, paintings or refinishing the machines or furnishing the materials thereof, making specific changes.



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**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-6. 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. 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.

19. 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.

20. The Company will provide sufficient working place, communication system for the vendor without any extra cost.

**21. 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.

**22. 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.

**23. 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.

**24. AGREEMENT:**



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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.



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## SECTION II

### TECHNICAL BID & COMMERCIAL BID

#### 1. ONLINE SUBMISSION:

The online bids under two envelope cover system comprising of (1) The technical bid and (2) commercial bid should be submitted online on website [www.tenderwizard.com/NIAEPROC](http://www.tenderwizard.com/NIAEPROC) on or before 3:00 PM, 16<sup>th</sup> July, 2024.

The technical bid, apart from the online template filling up, should contain the scanned copies of following documents. The documents shall be arranged in the same order as mentioned below-

- a) Tender fees of Rs5000/-+ 18% GST (Rs.5900/-) in the form of Demand Draft/Pay Order in favor of "The New India Assurance Co. Ltd", payable at Bhopal.
- b) The EMD amount of Rs50000/- (Rupees Fifty Thousand only)
- c) Certificate of Incorporation/ Registration of Firm Certificate/ Memorandum and Articles of Association/ Partnership Deed/ Proprietorship Deed/ Declaration of Proprietorship etc. as the case may be
- d) Copy of *Audited Balance Sheets & Chartered Accountant Certificates* for last three Financial Years.
- e) Copy of PAN.
- f) Copy of GST/Sales Tax/ VAT/ Service Tax/ Trade Tax Registration Certificate.
- g) Affidavit by the vendor to the effect that the firm is not blacklisted or de-paneled for whatsoever reason by any Central/State Government Department/Public Sector Banks/Financial Institutions in India during the period from June, 2021 till the last date of this tender.

#### 2. OFFLINE SUBMISSION IN HARD/PHYSICAL COPIES:

The following documents are required to be submitted offline to The New India Assurance Co. Ltd BSS dept. 2nd Floor, 3<sup>rd</sup> Block, Arera Hills, Jail Road Bhopal – 462011 on or before 3:00 PM, 16<sup>th</sup> July, 2024 in one sealed envelope super-scribed as "Offline Document Submission of Tender for AMC-FMS of Computer Hardware and Peripherals" failing which the bidder may be disqualified and their tender may not be opened:

- a) Tender document Fees of Rs 5,000/- + 18% GST i.e. Rs.5900/- (Rs Five Thousand Nine Hundred only) (Non-refundable)
- b) EMD for Rs. 50,000/- (Rs. Fifty Thousand only)
- c) Signed copy of tender documents and addendum/corrigendum if any
- d) Supporting documents as per the tender requirement.

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



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**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.

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 (<http://newindia.co.in/tender.aspx>) as well as at [www.tenderwizard.com/NIAEPROC](http://www.tenderwizard.com/NIAEPROC).

The bidders have to submit commercial bids as per Annexure-3. The incomplete commercial bid will be rejected. If, the amount is not mentioned, it will be considered as Rs 0/- (Rupees Zero).



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### SECTION III

#### 1. PROCEDURE FOR PROCESSING THE TENDER DOCUMENT:

- a) The Committee constituted by the Company will open the technical bid electronically and off-line document cover physically. In case the offline document cover does not contain Pay Order/Demand Draft/BG towards tender document fees and EMD, the bid would be rejected.
- b) Each and every aspect in the Eligibility Criteria and Technical Bid including deviations, if any, would be discussed by the Committee.
- c) The commercial Bids of only the technically qualified bidders will be opened by the Committee. 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).
- d) The commercial bids will be scrutinized and 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.
- e) The Committee reserves the right to reject the vendor without giving any reasons if it feels the support infrastructure, services, reputation and image of the bidder/vendor in the industry is poor.
- f) Successful bidder should sign agreement and Non-Disclosure Agreement as per annexures.

#### 2. ENCLOSURES:

- Annexure-1 (Eligibility Criteria for bidders)*
- Annexure-2(Technical Bid Proforma)*
- Annexure-3(Commercial Bid Proforma)*
- Annexure-4(List of Operating Offices under Bhopal RO)*
- Annexure-5(Queries-Format)*
- Annexure-6(Deviations-Format)*
- Annexure-7(Undertaking Regarding Non-Blacklisting)*
- Annexure-8(Special Instructions to bidders for e- Tendering)*
- Annexure-9 (Agreement Draft in stamp paper)*





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**Annexure-1**

**Eligibility Criteria**

S N	Particulars	Compliance (Yes/No)
1	The bidder should be of reputed background and well established in IT Hardware support business in India, <b>for the last</b> 5 years on 1 <sup>st</sup> June 2024. <i>(The bidder has to submit the Registration number of the firm along with the CST/VAT number and PAN number).</i>	
2	The bidder should have an Annual Turnover of Rs.5 Cr. or more in AMC-FMS business for the last 3 financial years. (i.e. 2021-22, 2022-23 & 2023-24). It should be of individual company and not of group of companies. <i>(Audited Balance Sheets &amp; Chartered Accountant Certificates to be submitted)</i>	
a	2021-22	
b	2022-23	
c	2023-24	
3	Net profit after tax to be positive for last 3 financial years. (Documentary proof to be Submitted)	
	2021-22	Rs.
	2022-23	Rs.
	2023-24	Rs.
4	The bidder should be an Authorized Service Partner for major OEMs of Computer Hardware and peripherals such as HP, Dell, Acer, IBM, Lenovo, HCL, Wipro, Sony, Samsung, Ricoh, Canon, Epson etc. The bidder should have arrangements with the OEM / Authorized Service Partners of Hardware for the supply of spares. <i>(Documentary proof to be submitted. Minimum 3 such certificates/letters to be submitted)</i>	
5	The bidder should have engineers on payroll having expertise in desktops (WIPRO/HCL/HP), DMPs, HDDMPs (WEP/TVSE), printers (HP, Samsung, Epson, Canon, Ricoh etc) , all in one printers( HP, Epson, Canon, Samsung etc), scanner (HP etc), laptops (HP, Wipro, HCL, IBM, Acer, Sony VAIO, Lenovo, Dell etc) and Operating Systems like Windows 10, Windows 8 and 7). <i>(The bidder should specify the details of engineers and submit undertaking).</i>	
6	The bidder should have ISO 20000 certification for IT supports services. <i>(Documentary proof /Affidavit to be Submitted)</i>	



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S N	Particulars			Compliance (Yes/No)
7	The bidder should not have been blacklisted or de-paneled for whatsoever reason by any Central/State Government Department/Public Sector Banks/Financial Institutions in India during the period from June, 2021 till last date of this tender ( <i>Affidavit to be submitted as per Annexure 7</i> ).			
8	The bidder should have a full-fledged service center in Madhya Pradesh, with adequate stocks of spares in MP and sufficient number of qualified service engineers in MP region. ( <i>Documentary proof to be Submitted</i> )			
9	The bidder should have executed minimum 3 nos. of AMC-FMS contract of similar nature for a value not less than Rs 5 Lacs/annum during the last 3 years (2021-22, 2022-23, 2023-24). Minimum 2 orders should be from Government organization (excluding NIA) ( <i>Documentary proof to be submitted</i> )			
	<b>Name of the Customer &amp; Contact Person</b>	<b>Location, Address &amp; Phone No</b>	<b>P.O. No. &amp; Date</b>	<b>Amount Rs. in lacs)</b>
1				
2				
3				
10	Bidder should have one full-fledged office in MP.			
S. N.	<b>Name of Office / Branch</b>	<b>Address</b>	<b>LL Number</b>	<b>Contact</b>
1				
11	The bidder should have received 3 letters of satisfactory performance of similar support services in the last 2 years (2022-23, 2023-24). At least 2 letters should be from the largest executed orders. ( <i>Documentary proof to be submitted</i> )			<b>Dt. And letter of establishment</b>
S. N.	<b>Name of the Customer</b>	<b>Address</b>	<b>Contact person</b>	<b>Dt. of letter issuance</b>
1				
2				
3				



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**Authorised Signatory**

**(Name & Designation, seal of the firm)**

**Note:-**

- 1. Additional information to be attached in additional sheet.**
- 2. Incomplete and non-submission of documentary proof bids will be rejected.**
- 3. All documents should be signed by authorized representative with company seal.**



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**Technical Bid**

**Annexure-2**

S. N.	Items	Make	Configuration	Compliance Yes/No
1	Desktops	HP	Intel C2D E6650, 2GB RAM,80 GB HDD,17" Square TFT Monitor, Mechanical Keyboard, Optical Mouse, DVD R/W	
		HCL	Dual Core , 2 GB RAM, 80 GB HDD 17" Square TFT Monitor, DVD R/W, Mechanical Keyboard, Optical Mouse	
		HCL	Intel Pentium G6950, H55, 4 GB RAM, 160 GB HDD, 17" TFT Square monitor, DVD R/W, USB Mechanical Keyboard, USB Mouse	
		Acer	Intel Pentium CPU G4560 @ 3.50 GHz, 4 GB RAM, Windows 10, USB Mechanical Keyboard, USB Mouse, TFT Monitor	
		Acer	Intel Pentium Processor G 2020 (3M Cache, 2.90GHz), 2*2GB RAM, 18" TFT monitor, 320 GBSATA II HDD 7200RPM, 22X DVD writer, 104 Keys USB Mechanical Keyboard, Optical USB Mouse	
		HP	Intel Pentium G3250 4 <sup>th</sup> Gen Processor, H81, 4GB RAM,500GB HDD	
2	LaserJet Printer	HP 1022 N	Standard OEM Specification	
		HP 1022	Standard OEM Specification	
		HP 1020	Standard OEM Specification	
		HP 1008	Standard OEM Specification	
		HP 1505 N	Standard OEM Specification	



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		HP 1007	Standard OEM Specification
		Canon LBP6018	Standard OEM Specification
		HP M202dw	Standard OEM Specification
		etc	
		Canon MF 4350D	Standard OEM Specification
		Canon MF4750d	Standard OEM Specification
		HP 1136	Standard OEM Specification
		HP 1213	Standard OEM Specification
		Canon MF244DW	
		etc	
3	All in one		
4	Color LaserJet Printer	HP Pro CM 1415 FM	Standard OEM Specification
		Epson L565	Standard OEM Specification
		etc	
5		HP 2410	Standard OEM Specification
		HP 3670	Standard OEM Specification
		HP G4010	Standard OEM Specification
		HP 5590	Standard OEM Specification
		HP G3010	Standard OEM Specification
		HP N6310	Standard OEM Specification
		HP Scanjet Pro 3000S2	Standard OEM Specification
		HP Scanjet 7500	Standard OEM Specification
		HP SCANJET200 **	Standard OEM Specification





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**Commercial Bid**

**Annexure-3**

To be filled by bidder in commercial bid			
Type of Hardware	Make Model	Tentative Quantity	Rate per unit
Desktop (including CPU, Monitor, KB, Mouse)	HP, HCL, Acer, etc	350	Total cost (inclusive of all taxes)
Laptops	Acer, Lenovo, Soni, Dell, compaq, HP etc	21	
Laser Printer	HP, Canon, Samsung, Brother etc	415	
Scanner	HP, Samsung etc	43	
Projector	Hitachi	1	
Total AMC Cost Rs (inclusive of all taxes)			

**Please note:**

The quantity mentioned in annexure-3 is tentative and may vary slightly. The changed quantity will be provided to the L1 bidder when we will issue the PO.

Other hardware which are presently under warranty with HCL/Wipro/HP/Dell/Samsung/Acer/Lenovo Etc are likely to be added during the year and the amount of AMC will be increased or decreased accordingly.

SIGNATURE AND SEAL OF BIDDER



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**Operating Offices**

**Annexure-4**

SN	Office Code	Office Name	In-Charge	Address	Contact detail
1	450000	Bhopal RO	MR. RAJIV SINGAL	Block No 3, IInd floor, Praryavas Bhawan, Arera Hills, BHOPAL Dist.- BHOPAL MP-462011	L-07554221355
2	450100	BHOPAL DO - I	MR. DEEPAK JOSHI	Block No 3, IInd floor, Praryavas Bhawan, Arera Hills, BHOPAL Dist.- BHOPAL MP-462011	M-9806076969
3	450200	UJJAIN DO	MR. SHUBHAM GUPTA	30, Bharatpuri, Admn.Bik. UJJAIN Dist.- UJJAIN MP-456010	M-8109094436
4	450202	SHAJAPUR BR	MR. PRAKASH RAIKWAR	80, Nai Sadak, SHAJAPUR Dist.- SHAJAPUR MP-465001	M-9893122576
5	450203	NAGDA BR	MS. SNEHA RATHORE	21, Ojha Marg Bazar NAGDA Dist.- UJJAIN MP-456335	M-9770001375
6	450400	SATNA DO	MR. RAJENDRA KUJUR	Near Parijat Hotel, Rewa Road SATNA Dist.- Satna MP-485001	M-9826490067
7	450403	CHHATARPUR BR	MR. PRASHANT SURI	Jawahar Marg, Main Rd., CHHATARPUR Dist.- Chhatarpur MP-471001	M-9300614787
8	450404	TIKAMGARH BR	MR. VARUN LOKRAS	Jail Road, Opp. Post Office, Tikamgarh - 472001	M-9630691420
9	450500	JABALPUR DO	MS. AMBUJAM S	1st floor, 290, Napier Town, JABALPUR Dist.- JABALPUR MP-482001	M-9300103759
10	450503	SEONI BR	MR. MK RATHOD	Plot no. 68, Opp. Dal Sagar, Guru Bhawan, Bheroganj Road, Seoni - 480661	M-9827220353





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11	450600	GWALIOR AUTO TIE UP	MR. ANIRUDH CHAUDHARY	LIC Building, CITY CENTRE, GWALIOR Dist.- Gwalior MP-474002	M-9993880401
12	450607	BHIND BR	MR. NARENDRA JOSHI	Panchouri Bhawan, Nr. Transport Co., Shastri Nagar, Gwalior Road BHIND Dist.- Bhind MP- 474002	M-8889442228
13	450608	DABRA BR	MR. PUNEET PAMNANI	Near Modi Motor Workshop, Balla Ka Dera, Jhansi Road, Dabra, Pin 475110	M-8878893466
14	450609	GUNA BR	MR. SAURABH SINGH CHAUHAN	1 <sup>st</sup> Floor Malhotra Complex, Near Ashoka Parkview Hotel, A.B. Road, Guna - 473001	M-9713898313
15	450700	INDORE DO I	MR. RK JAIN	104-105, 1st Floor, SHAGUN COMPLEX, Vijay Nagar Chouraha, INDORE Dist.- Indore MP-452001	M-9424801161
16	450711	DEWAS BR	MR. RP MEENA	2nd floor, Chamunda Complex, A.B. Road DEWAS Dist.- Dewas MP-455001	M-8109834547
17	450712	KHANDWA BR	MR. DEEPAK PHOOLMALI	Opp. Anand Parisar, Main Road, Anand Nagar KHANDWA Dist.- East Nimar MP-450001	M-9827437528
18	450800	INDORE DO II	MR. PRAKHAR KASTWAR	Khandelwal Chambers, Gita Bhawan Chouhara,A.B. Road INDORE Dist.- Indore MP-452001	M-9589586448
19	451000	SAGAR DO	MR. MANOJ AGRAWAL	Akarshya Bldg., Opp. Rly. Stn., Bhagwan Ganj SAGAR Dist.- Sagar MP-470002	M-8109207074
20	451002	DAMOH BR	MR. SUDHIR TIWARI	Civil Ward No.3, P.B. NO. 32, DAMOH Dist.- Damoh MP-470661	M-9407493755
21	451100	RATLAM DO	MR. VISHAL GUPTA	115, Station Road, RATLAM Dist.- Ratlam MP- 457001	M-9425380096



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22	451101	MANDSAUR BR	MR. RAVINDRA MALVIYA	Mhow - Neemuch Road MANDSAUR Dist.- Mandsaur MP-458001	M-8236889796
23	451102	JHABUA BR	MR. HIMANSHU PATIDAR	Power House Road, Church Bhawan JHABUA Dist.- Jhabua MP-457661	M-9806135968
24	451103	NEEMUCH BR	MR. DS ARORA	1st floor, Above Central Bank of India, Kamal Chowk NEEMUCH Dist.- Neemach MP-458441	M-9425106116
25	451300	INDORE AUTO TIE UP	MR. BRAHMANAND WAGH	211-210, Sneh Nagar, Opp. Sapna Sangita Cinema INDORE Dist.- INDORE MP-452001	M-9893410414
26	451400	BHOPAL DO II	MR. M.S. RATHORE	1st Floor, West Block GTB Complex BHOPAL Dist.- Bhopal MP-462003	M-9425120833
27	451402	ITARSI BR	MR. SAJAL PATIL	Opposite BSNL GM Office, Lakadganj ITARSI Dist.- HOSHANGABAD MP-461111	M-9926672510
28	451404	M.P. NAGAR BO	MR. RAJINDER SINGH	217, M P Nagar, 1st floor BHOPAL Dist.- BHOPAL MP-462011	M-9827010678
29	451700	DHAMNOD DO	MR. PRASHANT DHOTRE	A.B. Road DHAMNOD Dist.- West Nimar MP-454552	M-9827395706
30	451701	SENDHWA BR	MR. NEERAJ PATHAK	Opp. Veterinary Hospital, A.B. Road SENDHWA Dist.- BARWANI MP-451666	M-9826786661
31	451702	KHARGONE BR	MR. ANIL SINGH SENER	Ward no 29, Opp. Bank Of India, Vishwasakha Colony, Bistan Road, Khargone	M-9977178100
32	451900	GWALIOR DO-II	MR. LALITKISHORE EKKA	F-4, 1-st Floor, City Square, Ravi Nagar, Kila Road GWALIOR Dist.- GWALIOR MP-474002	M-9425631656
33	451907	SHIVPURI BR	MR. SUSHANT ROCHLANI	Haji Sanu Bux Market, A. B. Road SHIVPURI Dist.- Shivpuri MP-473551	M-7587887500



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34	452100	BHOPAL AUTO TIE UP	MR. ANJUL PANDEY	Block No 3, IInd floor, Paryavas Bhawan, Arera Hills, BHOPAL Dist.- BHOPAL MP-462011	M-9425839987
35	452101	MANDIDEEP BR	MR. MUKESH MALVIYA	Opp. Bus Stand, Hoshangabad Road MANDIDEEP Dist.- RAISEN MP-462046	M-9826311647
36	452102	VIDISHA BR	MR. SURENDRA RAKSE	Civil Lines, VIDISHA, Dist.- Vidisha MP-464001	M-7587519181
37	452103	D.A.B.	MR. SUNIL KEHRI	Block No 3, IInd floor, Paryavas Bhawan, Arera Hills, BHOPAL Dist.- BHOPAL MP-462001	M-9827621805
38	452200	PITHAMPUR DO	MR. VIJAY KUMAR SHARMA	German Tara Complex, 25/7 Sect-1 PITHAMPUR Dist.- Indore MP-454775	M-9977003040
39	452300	REWA DO	MS. GEETANJALI MENIA	Shop no. 2, 3, 4 MAHINDRA PRIME APARTMENT, NARENDRA NAGAR, REWA Dist.- Rewa MP-486001	M-9022721367
40	452400	CHHINDWARA DO	MR. SUSHIL GANGRADE	Mohanbhai Building, Budhwar Bazar CHHINDWARA, Dist.- CHHINDWARA MP-480001	M-7987788419
41	452401	BETUL BR	MR. NITIN GARGEY	Khandelwal Building, Above Swaraj Tractors, Near Gurudwara BETUL, Dist.- BETUL MP-460001	M-9425090793
42	452500	SHAHDOL BO	MR. ANKUR YADAV	Kartar Cottage, Beside Mahindra Finance, Opp. Christian Hospital, Burhar Road, Shahdol, M.P. 484001	M-9479804223
43	456001	INDORE SUIT HUB	MR. SUNIL OTWAL	221 Saket Nagar, Main Road Indore(M.P.) PIN: 452018.	M-9993118822
44	456002	JABALPUR SUIT HUB	MR. RAKESH SHAYALWAR	668, Rasal Chowk, Jabalpur - 482001	M-9926623388



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S. No.	Micro Office names	18	BHEL MO
1	Berasia MO	19	Barwani MO
2	Kolar Bhopal MO	20	Joura
3	Rajgarh MO	21	Bilaua MO
4	Agar Malwa	22	Misrod MO
5	Panna MO	23	Amla MO
6	Katni MO	24	Hoshandabad MO
7	Gormi MO	25	Multai MO
8	Runji Gautampura MO	26	Dongar Parasia MO
9	Sanwer MO	27	Pipariya MO
10	Rau MO	28	Burhar MO
11	Bina MO	29	Birsinghpur Pali MO
12	Banda MO	30	Annupur MO
13	Hamidia Road MO		
14	Kurwai MO		
15	Alirajpur MO		
16	Pologround Indore MO		
17	Bairagarh MO		



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**Annexure-5**

**Tender Ref: ITD ITD/Tender AMC-FMS Hardware/2024/05**

**QUERIES FORMAT**

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

**Annexure-6**

**Tender Ref: ITD/Tender AMC-FMS Hardware/2024/05**

**DEVIATIONS FORMAT**

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						

**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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**Annexure-7**

**Undertaking Regarding Non-Blacklisting**

**Tender Ref: ITD/Tender AMC-FMS Hardware/2024/05**

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 June, 2021 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** :



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**Annexure-8**

**SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING**

1. Tender document with detailed terms and conditions is available on our website <https://newindia.co.in>. Interested parties may download the same and participate in the tender as per the instructions given therein, on or before the due date of the tender. The tender shall have to be submitted online through the e-procurement system on [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, TCS, 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 tender corrigendum / amendment will be on the public dash board and no mail will be fired for the vendor who has not participated by that time). It shall be assumed that the information contained therein has been taken into account by the vendor. They have the choice of making changes in their bid before the due date and time.

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

5. Price bid of only those vendors shall be opened whose Techno-Commercial 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



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already entered, he may do so any number of times till the due date and time of submission deadline. However, no bid can be modified after the deadline for submission of bids.

(iv) Once the entire process of submission of online bid is complete, the vendors are required to go to option own bid view through dashboard and take the print of the envelope receipt as a proof of submitted bid.

(v) Bids / Offers shall not be permitted in e-procurement system after the due date / time of tender. Hence, no bid can be submitted after the due date and time of submission has elapsed.

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

7. Once the 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.

In case of any clarification pertaining to e-procurement process, the vendor may contact the following agencies / personnel:

**1. For system related issues:**

M/s. Antares Systems Limited at contact no. 080 40482100

**2. For tender related queries:**

The New India Assurance Co. Ltd., BSS dept., Bhopal RO.

**Contact no.:** 9713568661, 7000357420





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**Annexure-9**

**AGREEMENT**

This agreement made on this \_\_\_\_\_ day of \_\_\_\_\_ 2024 between \_\_\_\_\_ hereinafter called the "VENDOR" and THE NEW INDIA ASSURANCE CO. LTD., hereinafter called "THE COMPANY" sets forth the terms and conditions for the maintenance of AMC- FMS OF COMPUTER HARDWARE & PERIPHERALS for the items as specified in Annexure-2, which are installed at various offices under Bhopal RO (mentioned in Annexure-4) of this agreement.

**Period of AMC:**

**Price of AMC (Annual):**

**1. TENDER OFFER & PERIOD OF AGREEMENT:**

- a. This Agreement is valid for minimum 1year. However, the period of Agreement may have to be extended if the contract is extended for one or more years on renewal by mutual consent of competent authority.
- c. That the vendor hereby agrees to affect the AMC and FMS services as specified in the tender document.

**2. PRICE:**

- a. The price is all inclusive of GST, labour cost, ex-factory price per unit, packing, forwarding, freight, transit insurance, Excise duty, other duties, if any, including state levy, delivery, installation, commissioning and testing charges. No other charges shall be made.
- b. There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the agreement should be passed on to the Company.

**3. SECURITY DEPOSIT:**

The successful bidder will have to furnish a Security Deposit to the tune of **15% of the value of the Contract** 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-FMS period.

**4. PAYMENT TERMS:**



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

**5. SCOPE OF WORK (SOW):**

Comprehensive AMC-FMS for Desktops, Laptops, Printers, LAN, Antivirus, Internet Data Card and other IT peripherals of different makes, installed at various Operating Offices under Bhopal Regional Office.

**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-

- i. The vendor shall correct any faults /failures in any equipment during the office hours i.e. from 9.30 AM to 18.00 PM on all working days. The vendor shall also work after office hours and on holidays if required by the company at no extra cost.
- ii. **The AMC is meant for various items as mentioned below :-**
  - a) Printer & All in One Printer: - Comprehensive AMC excluding toner, ribbon and cartridge.
  - b) Laptop, Desktop: - Comprehensive AMC excluding CMOS battery and Laptop Battery, Power Adapter.
  - c) Scanner: - Comprehensive AMC.
  - d) Projector: - Comprehensive AMC excluding Lamp.
  - e) Comprehensive maintenance of the hardware and system software shall include installation, up-gradation, repairing, reloading and restoration of Operating Systems, Windows 98/2000//XP/VISTA/7/8, other software and office productivity software (Microsoft Office 2000/2007/2010/2013 and open office) and basic networking work for 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.
  - f) Installation of antivirus software provided by the Company. All calls related to virus scanning and cleaning should be attended and rectified.
  - g) Repair or Replacement of parts of Desktops, Laptops, Printers, Scanners, Projectors and all other peripherals as well as components/parts (non-consumables) of Desktops, Printers, Scanners, Modems and all other peripherals.
  - h) Basic troubleshooting and fixing up of issues related to Local Area Network (LAN).
- iii. The bidder is required to provide a total of 95% uptime for all the equipments covered under the contract.
- iv. The bidder has to deploy **one resource** at our sites as mentioned below. The vendor shall be required to furnish the proof of qualification/experience of its engineers/helpdesk to us before deploying them for AMC work. For certain critical cases the vendor will be required to provide



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specialist to repair / diagnose at no extra cost to the company. The vendor shall provide a substitute engineer, in case of non-availability of engineers.

Sr No.	Description	Qty	Experience & qualification
1	L1 engineer for Helpdesk for Call logging, Asset Management & Vendor management, attending calls for Computer hardware and peripherals, troubleshooting of Local Area Network & Antivirus Maintenance	1	B.Tech/BE/MCA with 1 year experience in relevant area or Diploma in IT or related field with 2 Years' experience in relevant area OR Graduate with 3 years' experience in IT or related field with excellent communication skills.

v. The resource persons 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 conveyance.

vi. The vendor has to keep spare parts/systems like SMPS, RAM, Motherboard, Keyboard, Mouse and other spares at Company store house. The standby provided should be of same or better configuration.

vii. The vendor shall ensure the originality of the parts/components in the machines. In case of replacement, the vendor shall replace the items with same or better configuration. The vendor shall maintain at least 5 nos. of spares for each of frequently required items/components at the Company's Office.

viii. The vendor shall perform preventive maintenance on quarterly basis.

ix. 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 database like oracle, SQL etc.

x. The vendor shall assist in the recovery of data backup to the extent possible in case of Hard disk crash or any other problem.

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

xii. 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.

xiii. The standby will be allowed for maximum 7 days. If any equipment not repaired within 7 days, penalty will be deducted @ Rs500/- per day and the company reserves the right to get repaired from other repairer and cost incurred for repair will be deducted from the vendor payment.

IT inventory for all locations covering AMC is to be completed within 30 days from the date of Purchase Order and also regular updating of inventory is to be maintained



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FMS (Facility Management Services) Support comprises of

- a) **HELP DESK MANAGEMENT**
- b) **VENDOR MANAGEMENT**
- c) **DESKTOP MANAGEMENT**
- d) **ASSET MANAGEMENT**
- e) **ANTI-VIRUS MANAGEMENT**
- f) **LOCAL AREA NETWORK MANAGEMENT (BASIC)**

a) **HELP DESK MANAGEMENT:**

The Help desk management services should undertake the following responsibilities-

- Logging user calls and issuing a trouble ticket.
- Tracking each call up to resolution. SLA Management.
- Escalating calls, if necessary.
- First level hardware support for the equipments. Should have overall working knowledge of Microsoft and Linux products and their installation, configuration and troubleshooting, virus prevention and cleaning in desktops.
- Updating records for “Install, Move, Add or Change (IMAC)” at the client level as per requirement.
- Develop good working relationship with users.
- Generating call reports. Analyzing the call statistics.

**Activity Description:**

- Register calls online or on telephone of the users and track and close the calls. In case of telephonic call, the users are to be intimated call ID and resolution time as per severity levels.
- Assign criticality to each call. Track each call up to resolution.
- Monthly calculation of availability of different category of equipments and overall availability of all systems covered under the contract.
- Monthly availability, utilization report, uptime report.
- Monthly IMAC (Install, Move, Add, Change) report.
- Generation of Management Information System reports
- Daily Reports: - Complete call details.
- Quarterly Call reports which include downtime call trend and call resolution details.

b) **VENDOR MANAGEMENT:**

Co-ordination with external vendors for upkeep of equipments installed in NIA, Liaison with various vendors/OEM for all system related works and services associated with the Company.



**Activity Description:**

- Maintaining database of various vendors and service providers including vendors for hardware under warranty with details like contact person, telephone numbers, escalation matrix, response time and resolution time etc.
- Logging calls with vendors and service providers and maintaining SLAs.
- Escalation & coordination with the vendors and service providers to get the problems resolved.
- Keep track of the hardware & software maintenance contracts entered into by NIA with various vendors.
- Analyzing performance of different vendors.
- Maintaining vendor contacts details.

c) **DESKTOP MANAGEMENT:**

**Brief Background:** A full-fledged Desktop Management Solution (named as Project “Utkarsh”) has been deployed at NIA office including HO in order to bring all desktops under a secured and standard operating environment. The solution comprises of Microsoft Active Directory, Microsoft SCCM Patch Management Solution, Trend Micro Antivirus Solution and Centralized Helpdesk for support. The solution is being managed by M/s. HCL.

The bidder now will have to ensure the coverage of all desktops, laptops, printers, scanners, 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).
- Providing services such as relocation of desktops and IT peripherals.
- Maintaining record of all new machines installed, configuration of machines changes in the configuration and movement of machines within the site.
- Performing any Install, Move, Add or Change (IMAC) at client level.
- Configuration of printers and solving all printing problems of users.
- Configuration of scanners, CD writers and any other peripheral if required.
- Loading of drivers of desktops and other peripherals. Downloading and arranging the device drivers of 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.



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- Making all possible attempts to retrieve the data in case of any disk failure.
- Install, Move, Add or change (IMAC) Monthly reports.

**d) ASSET MANAGEMENT:**

Managing and updating asset record for all the locations as mentioned in the tender and tallying the same with DMS asset record reports.

**Activity Description:**

- Maintaining of inventory record register entry and softcopy of all computer hardware and peripherals and software.
- Asset Movement Tracking, Media Tracking.
- Updating record.
- Maintaining and keeping records of AMC & warranty details for all the computer hardware and peripherals.
- Monthly report to be submitted.

**f) ANTI-VIRUS MANAGEMENT:**

To provide an effective control mechanism for virus control on the Desktop, Laptop and Network level.

**Activity Description:**

- Loading of antivirus as provided by the Company in desktops, and laptops etc.
- Diagnosing and rectifying any virus problems. Escalating the problem to antivirus OEM/SI.

**g) LOCAL AREA NETWORK MANAGEMENT (Basic):**

**Activity Description:**

- Basic troubleshooting of PCs, IP Phones, wireless access point and switches (Power and connectivity checking)
- Maintaining record of IP Address of all equipments and providing IP address to newly installed equipments as per the IP schema in consultation with Company Network Team .
- Requirement analysis and site survey for new network port requirements.
- Coordinating with cabling vendor/NIA Network Team for the new/repair of network points, cabling and switches.

**6. SERVICE LEVEL AGREEMENT (SLA):**

The vendor should provide on-site AMC-FMS support from 9:30AM to 06.00 PM on all working days. The vendor shall also work on holidays if required by the company at Head office and other sites as listed in the tender document.



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**7. PENALTY CLAUSE:**

- a) Absent / Late attendance of engineer/helpdesk/pickup person Rs. 500/- per day.
- b) AMC-FMS: - Vendor has to provide reports as mentioned in FMS for the calculation of penalty.

Sr no.	Reason	Penalty
1	If complaint not attended within 2 working days	Rs100/- per day
2	If standby is not give within 3 days	Rs100/- per day
3	If resolution not given within 7 days	Rs500/- per day
4	Non submission of call reports by the vendor	5% of quarterly payment
5	Non submission of Quarterly Updated Asset report	5% of quarterly payment

**8. EXCLUSIONS:**

The maintenance agreement does not include:

- a) Electrical work external to the equipment or maintenance of accessories, attachments, machines or other devices.
- b) Damage resulting from fire, lightning, transportation, cost of repair or replacement due to these factors.
- c) Furnishing platens, accessories, paintings or refinishing the machines or furnishing the materials thereof, making specific changes.

**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. 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.
- 11. 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.
- 12. The Company will provide sufficient working place, communication system for the vendor without any extra cost.



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**13. 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.

**14. ARBITRATION:**

- i) 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.
- ii) The arbitration shall be conducted under the Arbitration and Conciliation Act, 2396 as amended or re-enacted from time to time.
- iii) The governing law for the arbitration shall be Indian Law.
- iv) The proceeding of arbitration shall be conducted in the English language. The arbitration shall be held in **Bhopal, India.**

**15. FORCE MAJEURE:**

The bidder 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 bidder to fulfill its obligations under the contract or any other cause or circumstances of whatsoever nature beyond bidder's control.

**16. 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.

**17. CONFIDENTIALITY:**

The bidder 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 company. The bidder agrees to hold such material and information in strictest





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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 bidder 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.

**18. 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.

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

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

By the hands of

By the hands of

\_\_\_\_\_

\_\_\_\_\_

In the presence of

In the presence of

Witnesses: 1 \_\_\_\_\_

Witnesses: 1 \_\_\_\_\_