

**UNITED INDIA INSURANCE CO.LTD  
REGIONAL OFFICE - PUDUCHERRY  
A.R.PLAZA, PLOT NO 35,36&37, 45 FEET ROAD EXTN,  
BALAJI NAGAR, SARAM, PUDUCHERRY – 605 013.**

**GSTIN: 34AAACU5552C1ZO**

**TENDER NOTICE FOR COMPREHENSIVE AMC OF DESKTOP COMPUTERS,  
SERVERS, LAPTOPS, NETWORK HUBS / SWITCHES AND  
OTHER COMPUTER PERIPHERALS**

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## SECTION I

### INVITATION FOR BIDS

- a) United India Insurance Co. Ltd (UIIC) is a General Insurance Company wholly owned by Government of India with its Registered Office at 24, Whites Road, Chennai 600 014 and Head Office located at 19, Nungambakkam High Road, IV Lane, Chennai – 600 034.
- b) The website of UIIC is [www.uiic.co.in](http://www.uiic.co.in).
- c) Sealed Bids are invited on behalf of UIIC – Regional Office Puducherry, under two bids system i.e., Technical Bid and Financial Bid from reputed, well established and financially sound eligible bidders / IT companies in respect of Comprehensive AMC of Desktop Computers, Servers, Laptops, Network Hubs / Switches and other Computer peripherals, at its various Operating Offices, Service Hubs spread across UT of Puducherry and Tamilnadu including the Regional Office located at Puducherry, as per the specifications, Terms and Condition mentioned herewith.
- d) The bids duly filled in all respect enclosing necessary documents may be submitted to The Regional Manager, Information Technology Department, **United India Insurance Co.Ltd, Regional Office, AR Plaza, Plot No 35, 36 & 37, 45 Feet Road, Balaji Nagar, Saram, Puducherry 605 013** so as to reach on or before the scheduled date and time as mentioned in Section II.
- e) The Technical bids will be opened on the scheduled date and time as mentioned in Section II at UIIC, Regional Office Puducherry, AR Plaza, Plot No 35, 36 & 37, 45 Feet Road Extension, Balaji Nagar, Saram, Puducherry 605 013 in the presence of bidders who may wish to be present, either by themselves or through their authorized representatives.
- f) Tenders should be accompanied by EMD for an amount of Rs.50,000/- (Rupees Fifty Thousand only) submitted in the form of Demand Draft in favour of “**United India Insurance Company Limited**” payable at **Puducherry**.

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## SECTION II

### IMPORTANT INFORMATION RELATED TO TENDER

1	Date of Issue	18/02/2021
2	Earnest Money Deposit	Rs. 50,000/-
3	Last date for submission of Pre-Bid queries by email	26/02/2021, 05.30PM
4	Date of Pre-Bid meeting	02/03/2021, 11.00AM
5	Last date for submission of Bids	10/03/2021, 05.30PM
6	Bid Validity	90 days from the date on which Financial Bid is opened.
7	Address for submission of Bid	The Regional Manager, Information Technology Department, United India Insurance Co. Ltd., Regional Office, AR Plaza, Plot No 35, 36 & 37, 45 Feet Road, Balaji Nagar, Saram, Puducherry 605 013.
8	Date of opening of Technical Bid	11/03/2021, 11.00AM
9	Date of opening of Financial Bid of shortlisted Bidders*	12/03/2021, 11.50AM
10	Contact for any queries	tsspuducherry@uiic.co.in

\* The outcome of the Technical Bid process shall be informed to the Bidders via email and only the qualified Bidders in Technical Bid shall be allowed to participate in the Financial Bid Process.

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## SECTION III

### INSTRUCTIONS TO THE BIDDERS

#### **1. Pre-bid Meeting and Clarifications**

- a) A pre-bid meeting shall be held in the office of the UNITED INDIA INSURANCE CO.LTD (UIIC), Regional Office, AR Plaza, Plot No 35, 36 & 37, 45 Feet Road, Balaji Nagar, Saram, Puducherry 605 013 on the date mentioned in Section II, to clarify any query of bidders regarding terms and conditions and scope of work. The time, date and venue are mentioned in Section – II above.
- b) Prospective bidders may send their queries, if any to tsspuducherry@uiic.co.in on or before 26/02/2021. The same shall be clarified in the meeting and by issuance of corrigendum. Queries if any, received after the due date and time shall not be entertained and no clarification shall be provided for the same.

#### **2. Bid Security / Earnest Money Deposit (EMD)**

- a) The interested bidders may submit the tender document complete in all aspects along with Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty thousand only) in the form of a Demand draft from a scheduled bank in favour of “United India Insurance Company Limited” payable at Puducherry.
- b) The bidder holding MSMEs / NSIC certificate would be entitled for exemption from earnest money deposit (EMD).
- c) Any Tender not accompanied by EMD unless exempted as stated in the point (b) above, shall be summarily rejected and will not be considered at all.
- d) EMD amount of the unsuccessful bidders will be returned to them without interest on completion of the bid process.
- e) EMD amount submitted shall be forfeited if the bidder withdraws his bid during the validity period of Tender.
- f) The EMD of successful bidder will be converted as Security Deposit and will be returned after the completion of the contract period. The security deposit will be forfeited if any of the conditions of the contract are contravened by the successful bidder besides any action taken against the successful bidder. The Security Deposit will not carry any interest.
- g) Bid security of the successful bidder shall be forfeited if the successful bidder refuses or neglects to execute the Contract within the time frame specified by the Department.

### **3. Preparation and Submission of Bids**

- a) Tenders are to be submitted as per two bid system i.e., Technical Bid and Financial Bid.
- b) All entries in the tender form should be legible and filled clearly.
- c) The tender should be typewritten and every correction and interlineations in the bid should be attested with full signature by the bidder, failing which the bid will be treated as ineligible. Corrections done with correcting fluid should also be duly attested.
- d) All documents / papers should be numbered, signed and sealed by the Bidder on each page.
- e) Technical Bid should also contain all the documents required and EMD as specified.
- f) Financial Bid should only contain the Price Schedule duly filled as per format given in Section VI. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected.
- g) Both the bids (Technical and Financial) separately sealed in envelopes super-scribing as Technical Bid and Financial Bid, respectively, should be put in a third sealed envelope and should be super scribed as “BIDS FOR COMPREHENSIVE AMC OF DESKTOP COMPUTERS, SERVERS, LAPTOPS, NETWORK HUBS / SWITCHES AND OTHER COMPUTER PERIPHERALS”.
- h) Sealed Tenders with requisite documents should be addressed and sent to Regional Manager, Information Technology Department, UNITED INDIA INSURANCE CO.LTD, Regional Office, A.R Plaza Plot No:35,36 &37, 45 Feet Road , Balaji Nagar, Saram, Puducherry 605 013 either by Courier / Post or by hand. **If sent by hand, the bidder should get an acknowledgement from the Regional Manager or from an officer authorized by the Regional Manager of UIIC – Puducherry.**

### **4. Late Bids**

The bidders shall ensure that timelines are strictly adhered to and any bids received later than the specified time and date will not be considered.

### **5. Opening of Tenders**

- a) The bids shall be opened on the scheduled time and date as mentioned in Section-II at UIIC - Regional Office, AR Plaza Plot No 35, 36 & 37, 45 Feet Road, Balaji Nagar, Saram, Puducherry 605 013 in the presence of the representative of the bidders (restricted to one person from the side of each bidder), if any, who wish to be present on the spot at that time.
- b) The envelopes containing Technical Bids shall be opened first. The envelopes containing Financial Bids shall be signed by all committee members and kept unopened for opening at a later date as specified in Section II.

- c) The Financial bids shall be opened in the presence of the representative of the qualified bidders in Technical Bids (restricted to one person from the side of each bidder), if any, who wish to be present on the spot at that time.

## **6. Evaluation of Tenders**

- a) The committee constituted by UIIC shall evaluate the Technical Bids with reference to technical requirements and various other criteria given in the Tender Document. All eligibility conditions have to be satisfied on the date of submission of bid and not later.
- b) The bid of the bidders who submit their bid in the proper format and with the required EMD will be evaluated. The bids of the non-conforming bidders shall be rejected without further evaluation.
- c) Any conditional bids received shall not be considered and will be summarily rejected in the very first instance without any recourse to the bidder and shall not be evaluated.
- d) UIIC may seek such clarification / document either by e-mail or letter as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time may result in disqualification of the bid of such bidder.
- e) The technically qualified bids shall be further considered for opening and evaluation of financial bids. The outcome of the Technical Bid process shall be informed to the Bidders via email and only the qualified Bidders in Technical Bid shall be allowed to participate in the Financial Bid Process.
- f) From among the technically qualified bidders, the Bidder quoting the lowest bid amount for the AMC services defined in the Scope of Work shall be considered for award of contract.
- g) The Company reserves the right to reject any or all applications without assigning any reason.

## **7. Award of Contract and Security Deposit**

- a) UIIC may award the contract to the successful bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- b) UIIC will communicate to the successful bidder that its proposal has been accepted.
- c) The successful bidder will be required to execute an agreement with UIIC.
- d) Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD

- e) The EMD of successful bidder will be converted as Security Deposit and will be returned after the completion of the contract period. The security deposit will be forfeited if any of the conditions of the contract are contravened besides any action taken against the contractor or for breach of conditions of contract. The Security Deposit will not carry any interest.
- f) The successful bidder shall execute an agreement on a non-judicial stamp paper of value Rs. 100/- (stamp duty to be paid by the bidder) within 15 days from the date of the intimation from Tender Inviting Authority.
- g) If the successful bidder fails to execute the agreement within the specified time or withdraw his tender, after the intimation of acceptance of his tender has been sent to him or owing to any other reasons he is unable to undertake the contract, his contract will be cancelled and the EMD deposited by him along with the tender shall stand forfeited.
- h) If the successful bidder is exempted from EMD at the initial tender submission stage, upon receipt of intimation of his selection, shall submit a Demand Draft for an amount of Rs.50,000/- as security deposit failing which work order will not be released by UIIC.

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## SECTION IV

### SCOPE OF WORK INCLUDING TERMS AND CONDITIONS

#### 1. SCOPE OF WORK

The contract shall be in force for the period from **01-04-2021 to 31-03-2022** and shall cover all those items as specified in the Annexure II. List of offices with address is provided in Annexure I.

The hardware equipment's stated in the schedule shall be placed under AMC in “**AS AND WHERE IS BASIS**”. **It is further mutually agreed that the VENDOR (Bidder) will not insist upon the following from the COMPANY (UIIC) at the time of inception of the contract.**

- **Pre-inspection of any hardware device placed under AMC.**
- **Repair / Replacement of any components / hardware device placed under AMC**

**thereof at any time during the contract period.**

#### 2. OBLIGATIONS OF THE VENDOR

The vendor shall provide the following services to keep the equipment in good working condition.

1. It is mutually agreed that the vendor will undertake preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior of the equipment (using mechanical devices like vacuum cleaner, blower etc.) and necessary repairing of the equipment) once in a quarter.
2. Unscheduled on-call corrective and remedial maintenance services to set right the malfunctions of the system. This includes replacement of **all** unserviceable parts including Hard Disks, Floppy Drives, CD-Drives, DAT drives, Picture Tubes, Network Interface Cards, **Mother Board, Raid Controllers**, all electronic and **plastic spares except those specifically excluded** under this agreement, troubleshooting for LANs including resolving network connectivity problem, etc.
3. **The following activities will be undertaken by the vendor.**
  1. **Installation** and Maintenance of operating system including OS up gradation.
  2. **Downloading and installing** OS patches **and hot fixes**
  3. **Installing** office suites
  4. Installation of Oracle RDBMS and Developer 2000 and attendant configurations.
  5. Installation of Antivirus software, pre-emptive actions against virus spreads, detection/removal of virus
  6. Data recovery
  7. Configuration of internet **and proxy server**
  8. Configuration of applications (client/server)

9. Installation of hardware and accessories
  10. Installation of any other software as called for by the company from time to time
  11. CDMS – Installation and configuration of CDMS related software whenever a system is formatted or whenever required.
  12. Licensed Software would be provided by UIIC.
4. The vendor shall not sub-contract or permit any third party other than the Vendor's personnel to perform any work or service or other performance required of the Vendor under this agreement without the prior consent of the company.
  5. If the machines covered under this agreement are not attended for repair or problems are not rectified within the time frame mentioned in Annual Maintenance Agreement, such defective machines would be repaired by some third party and the amount spent for such repairs would be billed to the AMC vendor and the same shall be in addition to the penalty imposed.
  6. The vendor shall submit consolidated report (soft as well as hard copy) furnishing the details of breakdown calls attended its status and PMC reports on quarterly basis along with the Invoice for AMC payment.

The minimum information that should be available in the statement is given below:

- Call Number
  - Hardware Type
  - Office Code
  - Office Name
  - Call registered date
  - Call registered time
  - Call attended date
  - Call attended time
  - Call closed date
  - Call closed time
  - Nature of problem
  - Rectification type (repair / replacement / standby)
  - Engineer Name with Contact No
7. The vendor shall provide a minimum of one resident engineer who is well qualified and having good troubleshooting skills at UIIC RO on all working days (Monday to Saturday). However the number of resident engineers has to be increased by the vendor in case there is additional workload. The engineer/s have to work on holidays and after office hours, if necessary. If any resident engineer takes leave, a suitable replacement would have to be provided during the leave period. The resident engineer/s will not be normally deputed for any outside calls except at RO / designated offices. The vendor should make alternative arrangements for servicing calls received from Operating Offices.
  8. Replacement of parts will be at the vendor's cost with original spares of the brand / make of the computer and peripherals as far as possible. In the event of non-

availability of the spare parts, equivalent or higher configuration components should be substituted with the company's consent.

9. The vendor should maintain adequate stock of all components at RO / UIIC premises as well as at vendor's office to attend to service calls immediately. A standby equipment of similar or higher capacity must be provided, if the equipment is expected to be down for a time greater than that stipulated in clause 3.
10. The vendor should hand over the systems in working condition to the company after expiry of the contract. In case any damage is found at the time of handing over, the vendor is liable to rectify it even after the contract period.
11. In the case of major fault necessitating the equipment to be taken to Maintenance vendor's office / factory, STANDBY equipment of similar or higher capacity in good working condition has to be provided at no extra cost. The cost of the transportation of any defective item for repairs shall be borne by the Vendor.
12. All repairs and maintenance service shall be performed by qualified and authorized personnel totally conversant and familiar with the system. The Vendor should ensure that enough stock of basic items like keyboard, mouse, monitor, RAM, HDD, SMPS are maintained in RO Puducherry.
13. The Vendor shall provide maintenance services through qualified experienced and competent engineer. Service engineer / Field engineer should be well conversant with the latest trends in trouble shooting of computing equipment.
14. The Vendor shall be extending necessary assistance in maintaining the inventory, shifting and reinstallation of all the equipment's.
15. In addition to the above, the Vendor is required to provide Level 1 support for the systems that are under warranty. The scope of level 1 support includes receiving and attending the user calls and identifying the problem. Problems with the hardware or OEM installed OS are to be logged with the concerned Vendor. The onus will then lie on the concerned Vendor to ensure that the calls are closed.
16. Any new equipment shall be brought into ambit of maintenance contract through a written intimation or Addendum with due and equitable maintenance charges.
17. UIIC shall keep record of the nature of machine failure, date and time of booking the complaint at RO, the total down time day(s), if any, etc. This record shall be signed by the Resident Engineer of Vendor and UIIC representative(s). An appropriate Register shall be maintained for this purpose by the UIIC, RO Puducherry.
18. The service engineer shall also sign the attendance register kept in UIIC, RO Puducherry.
19. The Vendor shall provide any other expert engineer from time to time as may be required, for assistance to on site hardware engineers, in case the latter are not able to intervene and solve some complaints.

20. All engineers should be on Own Payroll of the Vendor. Updated Escalation Matrix of contact Persons of the Vendor from Time to Time shall be provided by the vendor to the Company for reference and coordination.

### **3. LIQUIDATED DAMAGES**

The vendor shall attend to on-call services within 4 hours of lodging of the complaint for city offices (offices located at RO Locations and Urban agglomeration if any) and within 16 hours in respect of all other offices respectively. **Further the vendor should attend to and close all service calls in respect of all other hardware's within 24 hours of lodging of call irrespective of the location.** Hours mentioned are Clock Hours.

In the event the vendor is not able to close the call within the above-stipulated time a standby system of similar or higher capacity in good working condition should be provided, failing which penalty would be levied as under.

- **Rs.200/- per working day per Desktop computer.**
- **Rs.200/- per working day per Printer.**
- **Rs.600/- per working day per networking equipment (including modem).**
- **Rs 1,000/- per working day per server.**
- **Rs 1,000/- per working day for absence of Resident Engineer (shall be waived if alternate Resident Engineer is provided).**

In addition to the above penalty, the following additional penalties will be levied for non-compliance of clause 2.1 and 2.6 under Section IV, per quarter:

- 5% of the quarterly payment outgo for **non-submission of service call reports.**
- 15% of the quarterly payment for failure to execute preventive maintenance.

In the event of partial compliance of clause 2.1 and 2.6 under Section IV, pro-rata charges will be deducted towards penalty. In all, the penalty will be capped at a maximum of 25% of the quarterly payment.

The UIIC reserves the right to claim as damages from the Vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the Vendor, damage has been caused to equipment covered by the AMC or to any property of the UIIC even if it is not covered by the AMC.

### **4. OBLIGATIONS OF THE COMPANY**

1. The company shall pay Annual Maintenance Charges as mentioned in this agreement for the equipments specified in the Annexure II. The maintenance charges are payable at the end of each quarter after reviewing the performance of the vendor. The company shall effect payments of the AMC charges after completion of 15 days from the date of receipt of Invoice and all documents as stipulated in various paragraphs / clauses herein.
2. The company will use standard voltage stabilizers for ensuring stabilized power supply.

3. The company shall provide place with telephone extension for the resident engineer.
4. The company would ensure that rats, insects etc., do not invade the site and damage the systems especially cables etc.

#### **5. ENHANCEMENT / UPGRADATION OF EQUIPMENT**

The company shall have the right to make changes or attachments to the equipment's provided such changes or attachments do not prevent proper maintenance from being performed. All engineering changes generally adopted hereafter by the vendor for equipment similar to that covered by this agreement shall be made to the equipment at no cost to the company.

The actual quantity of equipments covered under the AMC may be increased or decreased by mutual written consent of both parties provided always that such consent is not unreasonably withheld. In the event that the quantity is increased or decreased the vendor is entitled for AMC charges on Pro-rata basis.

#### **6. WORKING DAYS**

The services of the vendor shall be available to the company from Monday to Saturday. Under exceptional circumstances, the service of the vendor shall be available on Sundays/Holidays in respect of server and networking device calls at no extra cost.

#### **7. 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. Faulty parts removed from the system belong to vendor. However, the company can retain the same and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor.

In case of need to replace any item/ component, the Vendor shall provide original make genuine parts/components of similar or higher configurations. The Vendor shall produce the Cash Memo's/Certificate/Document in proof of providing genuine components to replace the faulty ones on demand. Used/repared parts of any other brand from any other source are not acceptable.

#### **8. 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. It may be noted that re-location of equipment does not bring the equipment outside the purview of AMC unless intimated by the company.

## **9. EXCLUSIONS**

### **This maintenance agreement does not include**

Electrical work external to the equipment or maintenance of accessories, attachments, machines or other devices not covered under this agreement.

1. Damage resulting from accidents, fire, lightning or transportation. The cost of repairs or replacements due to these factors will include charges for labour as well as charges for parts, which is payable to the AMC vendor apart from AMC charges.
2. Work due to alterations in the equipment by persons other than Vendors' personnel (except for minor rectification by UIIC in house systems engineer after intimating the Vendor).
3. Any work external to the equipment such as maintenance of non-AMC attachment, accessories etc.

The system maintenance does not include the cost of consumables like ribbons, magnetic tapes, Inkjet Cartridges, floppy. Toner cartridges and Fuser Assembly in case of Laser printers shall be treated as consumable.

## **10. CONTRACT VALIDITY AND CANCELLATION OF AGREEMENT**

This contract will be valid for the period from **01-04-2021 to 31-03-2022** with a provision to extend the same for a further period of one year or part thereof on the same rates, terms and conditions on mutual consent.

Either party may terminate the agreement prior to expiry of contract period by giving three months written notice. Any misrepresentation of facts by the vendor will lead to immediate termination of the contract and forfeiture of security deposit apart from taking any legal action.

## **11. JURISDICTION AND 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 provisions of the Indian Arbitration Act 1940 and its subsequent amendment and only Courts of Chennai / Puducherry shall have jurisdiction in all matters arising out or connected with this agreement. Further, this agreement is subject to laws of India alone.

## **12. 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, industrial dispute and the like which renders it impossible or impracticable for the vendor to

fulfil its obligations under the contract or any other cause/circumstances of whatsoever nature beyond vendor's control".

**13. LIABILITIES & INDEMNITIES**

The vendor represent and warrants that the repair and maintenance of service/products hereby sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other entity. The vendor agrees to indemnify UIIC in respect of any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

**14. CONFIDENTIALITY**

The vendor acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement or 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 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.

**15. TRAVEL EXPENSES**

No travel expenses shall be borne by the Company in respect of travel undertaken by the vendor towards fulfilment of obligations under the Contract.

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## SECTION V

### TECHNICAL BID REQUIREMENT

Sl. No.	Criteria	Documents required to be submitted along with Technical Bid
1	The Bidder should be located in Tamilnadu / Puducherry for the past 3 years at least as on 31.03.2020 and continuing.	Self-attested copy of Telephone bill / Electricity Bill / Registered Lease Deed indicating the address at Tamilnadu / Puducherry evidencing its location in the last 3 years as on 31.03.2020.
2	Should be registered as a Company / Firm	Self-attested copy of Registration Certificate.
3	The Bidder should have minimum three years of experience in providing similar nature of AMC as on 31.3.2020 and continuing.	Self-attested copies of work order.
4	Must have achieved minimum annual turnover of Rs. 10 Crores each during the last three completed financial years 2017-18 (AY- 2018-19), 2018-19 (AY 2019-20) & 2019-20 AY (2020-21) and must have made net profit in the last 3 years.	Statement of annual turnover and profit for the last three completed financial years (2017-18 , 2018-19 & 2019-20 ) from a registered practicing Chartered Accountant of the entity
5	Bank account should be in the name of the Bidding company / Firm.	Extracts of the Bank Account duly certified by the bank containing transactions for three months i.e. (Nov 2020 - Jan 2021)
6	Should have valid PAN and GST Registration Number,	Attested copies of PAN card and GST registration certificate.
7	Should be registered with appropriate authorities under Employees Provident Fund, Employees State Insurance Act and the Contract Labour (Regulation and Abolition Act)	i. Attested copy of the Employee Provident Fund registration letter/ certificate. ii. Attested copy of the Employee State Insurance registration letter/ certificate. iii. Attested copy of the Labour Licence under the Contract Labour (Regulation & Abolition) Act.
8	Should not have been blacklisted.	Declaration for not having been blacklisted by any State Government or by Government of India as per the format in Specimen I of this tender document.
9	Should have at least three running contracts as on 31/01/2021 of Public Sector Insurance company / Public sector Bank / Central or State Govt Undertaking/ Autonomous Institute / Corporate Establishment of repute in Tamilnadu / Puducherry.	Copies of the work order, specifying value and period of contract.



10	The Bidder should have enough man power (Service Engineers / Field Engineers) available with them to provide the AMC service to the offices mentioned in Annexure I.	List of the Service Engineers / Field Engineers including the Name, Mobile Number of the Engineers and the Area / offices (Annexure I) which they are covering.
11	Company Profile	Document related to the Company Profile to be submitted by the bidder.
12	Two Official Email ID of the Company / Firm for Communication purposes.	a. b.

**Note:**

1. Wherever copy of a document is requested, it should be self attested along with seal of the Company / Firm.
2. Any substantiating documents / declarations should be in the letter head of the Company / Firm self attested with seal of the Company / Firm.
3. Substantiating documents / details / data for all the above 12 items should be provided by the Bidder failing which the Technical Bid will be disqualified.
4. If any mis-representation of the data / information provided is found in future, the contract will be terminated immediately apart from taking any legal action.

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**SPECIMEN – I**  
**(forming part of Technical Bid)**

**TO BE SUBMITTED IN THE LETTER HEAD OF THE BIDDER**  
**(TO BE ATTACHED WITH TECHNICAL BID)**

**SELF-DECLARATION – NO BLACKLISTING**

The Regional Manager,  
Information Technology Department,  
United India Insurance Co. Ltd.,  
Regional Office,  
Puducherry – 605 013.

Sir / Madam,

**Ref: TENDER NOTICE FOR AMC OF DESKTOP COMPUTERS, SERVERS,  
LAPTOPS, NETWORK HUBS / SWITCHES AND OTHER COMPUTER  
PERIPHERALS**

In response to the Tender Document for Selection of AMC Provider UNITED INDIA INSURANCE CO.LTD (UIIC), I / We hereby declare that presently our Company / Firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State / Central Government / PSU / Autonomous Body.

We further declare that presently our Company / Firm \_\_\_\_\_ is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices including violation of relevant labour laws by any State / Central Government / PSU / Autonomous Body.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security deposit may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be barred from bidding in future against any other tender.

Thanking You

Yours Faithfully,

Signature of the authorized person On behalf of the company/Firm (with seal) Name

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## SECTION VI

### FINANCIAL BID FORMAT

Item Description	Quantity	AMC Price per unit in Rs.
<b>SERVERS (Including External Storage Devices)</b>		
DELL - PowerEdge T110 II	9	
HCL - Infiniti Global Line 1701BP	15	
WIPRO - Netpower Z 1531	28	
DELL - Optiplex 3040	1	
FUJITSU - Primergy RX1330 M1	1	
<b>DESKTOPS</b>		
ACER Veriton AMD A8	130	
HCL Infinity	10	
HP EliteDesk 705 35W G4 Mini (from 01/01/2022)	110	
<b>LAPTOPS</b>		
HCL ME M1044	5	
i3 Acer	7	
i3 HP	5	
HCL - ME M74	5	
<b>MFDs</b>		
BROTHER	5	
CANON	1	
OTHERS	13	
<b>OTHERS</b>		
24 Port Switch	5	
HP ScanJet	25	

**Note:**

1. The bidder should invariably quote for all the equipments and the Rates quoted should be inclusive of residential engineer charges & any necessary tools and plants for support operations etc, excluding taxes.
2. All entries in the Financial Bid should be legible and filed clearly. Use of correction fluid or correction anywhere in the Financial Bid is prohibited and if found, the Financial Bid will not be considered for evaluation. In case of discrepancies between the amount mentioned in words and numerals, whichever is lower shall be considered.
3. The quantity above is based on our latest Inventory which may subject to change in future. Suitable addition / deletion shall be made in the quantity / description and the AMC outgo may change accordingly.

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## SECTION VII

### ANNEXURES

#### ANNEXURE I

UNITED INDIA INS CO LTD – RO PUDUCHERRY – OFFICES ADDRESS			
Code	Office Name	Address	Pin
280000	RO – PUDUCHERRY	Plot No: 35,36 & 37, 1st & 2nd Floor, AR Plaza, 45 Feet Road, Balaji Nagar, Puducherry.	605 013
280091	OD HUB – VELLORE	No. 46-51, T.K.M. Complex, 2nd Floor, Katpadi Road, Vellore.	632 004
280092	TP HUB - VELLORE	No. 46-51, T.K.M. Complex, 2nd Floor, Katpadi Road, Vellore.	632 004
280093	TP HUB - PUDUCHERRY	Plot No: 35,36 & 37, 1st & 2nd Floor, AR Plaza, 45 Feet Road, Balaji Nagar, Puducherry.	605 013
280094	OD HUB - PUDUCHERRY	Plot No: 35,36 & 37, 1st & 2nd Floor, AR Plaza, 45 Feet Road, Balaji Nagar, Puducherry.	605 013
280100	DO 1 - KANCHEEPURAM	No. 47/58C, Kamarajar Salai, Kancheepuram.	631 501
280181	MO - KALPAKKAM	No.162, East Coast Road, Pudupattinam, Kalpakkam.	603 102
280182	MO - WALLAJABAD	No.54, Raja Street, Wallajabad.	631 605
280200	DO 2 - PUDUCHERRY	No. 46, Jawaharlal Nehru Street, Pondicherry.	605 001
280201	BO - PUDUCHERRY	No. 46, Jawaharlal Nehru Street, Pondicherry.	605 001
280281	MO - VILLIANUR	South Gopuram Street, Villianur, Pondicherry.	605 110
280282	MO - OZHUKARAI	No. 88, Villianur Main Road, Moolakulam, Pondicherry.	605 110
280300	DO 3 - VELLORE	No. 46-51, T.K.M. Complex, 1st Floor, Katpadi Road, Vellore.	632 004
280301	BO - GUDIYATHAM	No. 17, G.P.M. Chetty Street, Gudiyattam.	632 602
280381	MO - PALLIKONDA	No. 55/1, Gudiyattam Main Road, Pallikonda, Vellore.	635 809
280382	MO - PERNAMBUT	No.2, Mohammed Ali, 2nd Street, High Road, Pernambut.	635 810
280384	MO - SATHUVACHARI	No.263/B, RTO Office Road, Phase-II , Sathuvachari.	632 009
280387	MO - ALLAPURAM	No. 0/1, Nagalinga Eswarar Koil Street, Allapuram Bus Stop, Periya Allapuram.	632 002
280400	DO 4 - RANIPET	No. 4&5, Kandasamy Mudali Street, Ranipet.	632 401
280401	BO - ARNI	No.33, Gandhi Road, 1st Floor, Opp.Old Bus Stand, Bank of Baroda Upstairs, Arni.	632 301
280402	BO - ARAKONAM	No. 262, 1st Floor, TNHB, Jothi Nagar, Arakonam.	631 001
280403	BO - RANIPET	No. 4&5, Kandasamy Mudali Street, Ranipet.	632 401
280481	MO - SHOLINGHUR	No. 118, Post Office Street, Sholinghur.	631 102
280482	MO - TIRUTTANI	No. 73, Chittoor Road, Tiruttani.	631 209
280483	MO - MELVISHARAM	No. 285, Anna Salai, Kathiyavadi Bus Stop, Melvisharam.	632 509
280484	MO - THIRUVETHIPURAM	No. 7/1, Adhi Kesava Perumal Koil Street, Thiruvethipuram.	604 407
280485	MO - NARASINGAPURAM	No. 59/106-A, M.B.T. Road, Pushpa Complex, Narasingapuram.	632 515
280486	MO - WALAJAPET	No.74, D.S. Complex, 2nd Floor, M.B.T. Road, Walajapet.	632 513
280500	DO 5 - NEYVELI	United India Insurance Complex, 1st Floor, Aurobindo Road, Block - 19, Neyveli.	607 803
280501	BO - NEYVELI	United India Insurance Complex, Ground Floor, Aurobindo Road, Block - 19, Neyveli.	607 803
280502	BO - KALLAKURICHI	No.1-A, 1st Floor, D.M. Building, Salem Main Road, Kallakurichi.	606 202
280581	MO - VRIDHACHALAM	G-2, K B Nair Castle, B. Sarojini Nair Nagar, Vridachalam.	606 001
280582	MO - PANRUTI	No. 26, D/9, Kumbakonam Main Road, Vadakailasam, Panruti.	607 106
280583	MO - PENNADAM	Appudusamy Valagam, 1st Floor, Opp. to Anbu Hospital, Patti Street, Pennadam.	606 103
280584	MO - ULUNDURPET	No. 15, Salem Main Road, 1st Floor, Opp. to Women Police Quarters, Ulundurpet.	606 107
280585	MO - CHINNASALEM	No. 175, 1st Floor, Salem Main Road, Chinna Salem.	606 201
280586	MO - SRI MUSHNAM	No. 56, 2nd Floor, Sannathi Street, Sri Mushnam	608 703
280600	DO 6 - CUDDALORE	No. 13-A, Netaji Road, Manjakuppam, Cuddalore.	607 001
280601	BO - VILLUPURAM	R.K.S. Complex, 1st Floor, No. 171 E, Nehruji Road, Villupuram.	605 602
280602	BO - CHIDAMBARAM	Sri Venkateswara Shopping Complex, No. 100, South Car Street, Chidambaram.	608 001

Code	Office Name	Address	Pin
280603	BO - TINDIVANAM	Meenakshi Complex, 2nd Floor, No. 28, Mailam Road, Tindivanam.	604 001
280681	MO - KATTUMANNARKOIL	No. 5A, Vetri Residency, Sivankoil Sannathi Street, Kattumannar Koil.	608 301
280682	MO - THIRUKOILUR	No. 136, South Street, Thirukoilur.	605 757
280683	MO - KURINJIPADI	K.K.R. Building, Periyar Nagar, Cuddalore Main Road, Kurinjipadi.	607 302
280684	MO - BHUVANAGIRI	Vijalakshmi Complex, Bazar Street, Bhuvanagiri.	608 601
280685	MO - MARAKKANAM	No. 27/1, Dharampuru Street, Marakkanam.	604 303
280700	DO 7 - KATPADI	"Ramanas:, No.84, 14th East Cross Road, Gandhi Nagar, Vellore.	632 006
280701	BO - AMBUR	No.20/1, KMR Complex, By-Pass Road, Ambur.	635 802
280781	MO - VANIAMBADI	No. 139, 1st Floor, C.N. Annadurai Road, Khaderpet, Vaniyambadi.	635 761
280782	MO - TIRUPATHUR	No. 74/A2, Sathya Medical Complex, Vaniyambadi Road, Tirupathur.	635 601
280783	MO - KANGEYANALLUR	No. 45/1, 1st Floor, New Thiruvallam Road, Opp. VIT University, Kangeyanallur, Vellore.	632 014
280800	DO - TAMBARAM	2nd Floor, SBA Complex, No.7/73, Venkatesa Choudry street, West Tambaram, Chennai.	600 045
280900	DO - TIRUVANNAMALAI	No. 195, Big Street, Thiruvannamalai.	606 601
280981	MO - CHENGAM	1st Floor, Sri Ramajayam Complex, Bangalore Main Road, Thukkpet Chengam.	606 709
280982	MO - VETTAVALAM	No. 159/4, 1st Floor, Gandhi Salai, Vettavalam.	606 754
280983	MO - KALAMBUR	No. 26/D1, 1st Floor, Opp. Anna statue, Arni-Polur Main Road, Kalambur.	606 903
280984	MO - POLUR	2/H2, Railway Station Road, Polur.	606 803
280985	MO - GINGEE	No. 59, Tindivanam Road, Ghouse Complex, Gingee, Villupuram.	604 202

## ANNEXURE II

Item Description	Quantity (Q)
Servers	54
Desktops	250 *
Laptops	22
24 Port Switch	5
HP ScanJet	25
MFD	19

\* For 110 Numbers of HP EliteDesk 705 35W G4 Mini, AMC starts from 01/01/2022

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