



युनाइटेड इंडिया इंश्यूरेंस कंपनी लिमिटेड UNITED INDIA INSURANCE CO. LTD.

Registered & Head Office : 24, Whites Road, Chennai - 600 014. Website: www.uiic.co.in

TENDER NOTICE FOR ANNUAL MAINTENANCE CONTRACT OF IT HARDWARE UNDER REGIONAL OFFICE KOLKATA INCLUDING PORT BLAIR AND GANGTOK

We invite sealed tenders for the Annual maintenance contract for the Computer, Laptops, Servers, Hard Disk, All-in-One Printers, Scanner and Other related Peripherals which are installed at our operating offices under RO Kolkata spread across West Bengal, Gangtok and Port Blair for the period of 01-April-2021 to 31-March-2022.

The tender is comprises of two bids: 1-Technical Bid and 2-Financial Bid. The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed. The technical bids are to be opened by the AMC Committee of the RO. The financial bids of the bidder who will qualify in technical bid will be opened for the financial evaluation and ranking before awarding the contract. Proposal are required to be submitted in two sealed envelopes one bearing Technical Bid and another as Financial Bid **on or before 12th March, 2021 by 3:00 P.M. addressed to "Committee for Annual Maintenance Contracts for Computers", United India Insurance Company Limited, Kolkata Regional Office, 2nd Floor, Himalaya House, 38B J L Nehru Road, Kolkata -700071.**

The Tenders would be opened on 15th March, 2021 by 3:00 P.M. by the Committee constituted by the Company in the presence of bidders who are present at our Regional Office. In case, the date happens to be a holiday, then the tenders would be opened on a subsequent date, which would be advised. L-1 bidder selected has to sign the AMC Agreement as per the draft SLA of our Head Office as per Annexure -4. The SLA Agreement should be strictly followed.

EARNEST MONEY DEPOSIT (E.M.D) :

1. Bidder shall have to submit EMD of ₹ 25,000/- (Rupees Twenty Five Thousand only). Preferably by Account Payee Demand Draft drawn in favour of "United India Insurance Co. Ltd".
2. Bid received without earnest money or in the form of other modes will not be entertained/ considered at all and will be rejected summarily.
3. No interest would be paid on the Earnest Money Deposit.

Forfeiture of EMD:

1. The earnest money deposited (EMD) will be forfeited if the bidder withdraws or amends, impairs and derogates from the tender in any respect within the period of validity of tender.
2. In case the successful bidder declines the contract, for whatsoever reason(s).

Refund of EMD:

1. EMD will be refunded to the **unsuccessful** bidder within thirty days from the date of issue of letter of Intimation to the successful bidder and no interest would be paid thereon.
2. EMD will be refunded to the **successful** bidder within thirty days from the date of expiry of the contract/AMC Tender.

Residential Engineer:

1. The Service Provider shall depute one well-qualified and experienced service engineer with Computer/Hardware engineering qualification on each working day for attending to the routine maintenance related complaints.

2. The Service Provider 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.
3. In the absence of any engineer/personnel, it shall be the responsibility of the Service Provider to depute another competent and experienced engineer during the period of absence of the designated resident engineer/personnel. The maximum permissible absence of engineer will be 5 days in the entire AMC period. A penalty of 2% of total AMC charges will be charged for every additional day of absence.
4. The Service Provider will provide insurance cover to its resident engineer(s) in the UIIC. The engineers or their legal heirs shall not claim any insurance benefit from the UIIC in case engineers suffer any loss or damage to their life or person or property while commuting /working in the UIIC Premises.

NOTE: Please refer Annexure-1 for Conditions to the Vendor, Annexure-2 for Location/List of the Offices, Annexure -3 for the Hardware List, Annexure-4 for Qualification Details of Resident Engineer and Annexure-5 for the SLA Draft.

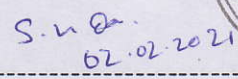

Eligibility Criteria (Technical Bid):

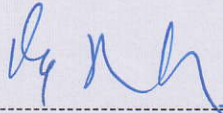
1. The company should be in business of maintenance of Computers, peripherals and networking for the last 3 years in **Public Sector Undertaking** (Banking, Financial Institution etc.)
2. The company should provide one Resident Engineer at Regional Office Kolkata. The qualification details of Resident Engineer to be deputed should be provided as per **Annexure-4**.
3. The company should have an average turnover of ₹10 Crore per year for the last 3 years.
4. Earnest money deposit (EMD) for ₹ 25,000/- must be included.
5. The company should have made net profit at least in 2 years out of last three 3 financial years .
6. The necessary supporting documents (e.g. Audited Profit and Loss Statements and Balance Sheet) are required to be submitted for above criteria.

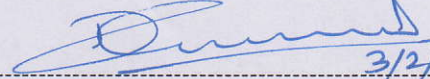
*Only the bidders who meet all the Technical Bid requirements mention in Section "Eligibility Criteria "above are eligible to participate in the Financial Bid Tender.



 Shahnawaz Azmi, AM, IT Dept
 RO Kolkata, UIICL


 S. n. Das
 02.02.2021

 Sovan Kr. Das, Dy. Manager, IT Dept
 RO Kolkata, UIICL


 03/02
 Rajesh Kumar, Regional Manager
 RO Kolkata, UIICL


 3/2/2021
 Debashis Purkait, Deputy General Manager
 RO Kolkata, UIICL

Annexure-1 for Conditions to the Vendor

1	Tender must be submitted in sealed envelopes as mentioned above.
2	Language for filling the Tender shall be English only.
3	No overwriting / erasing permitted. Such items shall be re-written correctly & legibly.
4	Tender shall be 'Item rate' basis unless otherwise mentioned.
5	All rates quoted shall mean 'exclusive of all kinds of taxes' such as GST etc. as applicable as per the laws & by the local authorities.
6	Rates quoted in tender shall be valid till the entire completion of the period. No variations shall be permitted.
7	The maintenance contract will be for the above mentioned period, but payments will be made at the end of every quarter for the completed period.
8	TDS / Work Contract Tax / all other taxes as applicable shall be deducted from every bill.
9	Submission of AMC quotation should be strictly as per our requirements mentioned, any deviation in this regard will not be considered/entertained.
10	Vendor is expected to have read the technical specification of each and every hardware while entering to the Technical Bid.
11	Participation in the tender will be considered as the vendor has read the specimen Copy of Service Level Agreement including Penalty Clause thoroughly.
12	The vendor has to provide services even to remote Locations like Port Blair and Gangtok. The UIIC will not make any provision to bring the Hardware to RO Kolkata.
13	All transport charges shall be borne by the Vendor.
14	UIIC reserves the right to reject or accept any tender without clarifying the reasons thereof.
15	UIIC reserves right to award the tender either in full or in part if required.
16	Annexure-1 for Location/List of the Offices are tentative. The offices may tend to vary with the new opening of the offices These new offices will be automatically considered in the AMC. Opening of the new office will be informed to the vendor.

Annexure-2 for Location/List of the Offices*

OFFICE CODE	OFFICE NAME
030000	RO KOLKATA
030091	OD HUB KOLKATA
030092	TP HUB KOLKATA
030095	TP HUB SILIGURI
030096	NON MOTOR HUB KOLKATA
030100	DO 1 KOLKATA
030200	DO 2 KOLKATA
030281	MO AMTALA
030282	MO JAFARPUR
030283	MO PUJALI
030300	DO 3 KOLKATA
030381	MO RISHRA
030400	DO 4 KOLKATA
030401	BO Kalyani
030481	MO BARRACKPORE
030483	MO KANCHRAPARA
030500	DO 5 KOLKATA
030582	MO GARULIA
030600	DO 6 KOLKATA
030682	MO MAHIARI
030700	DO Howrah
030701	BO Howrah
030702	BO Serampore
030704	BO Chinsurah
030705	BO Dankuni
030800	DO 8 KOLKATA
030801	BO Diamond Harbour
030900	DO 9 KOLKATA
031000	DO 7 KOLKATA
031001	BO Barasaat
031083	MO ASHOKENAGAR KALYANGARH
031085	MO Lake Town/Baguiati
031100	DO 10 KOLKATA
031101	BO PortBlair
031182	MO KAUGACHI
031400	DO Malda
031402	BO Farakka
031403	BO Raiganj
031405	BO Berhampore
031482	MO DHULIYAN
031483	MO KALIYAGANJ
031484	MO JIAGANJ AZIMGANJ MO
031485	MO OLD MALDA
031486	MO BALURGHAT
031487	MO GAZOLE

031500	DO Durgapur
031505	BO Durgapur
031508	BO Bankura
031582	MO CHHORA
031584	MO KANKSA
031600	DO Burdwan
031602	BO Krishnanagar
031603	BO Arambagh
031604	BO Kalna
031681	MO JAGADANANDAPUR
031684	MO Memari
031700	DO Haldia
031701	BO Contai
031702	BO Midnapore
031781	MO TAMLUK
031782	MO KHARAGPUR
031783	MO DEBRA
031784	MO KHIRPAI
031800	DO Asansol
031801	BO Suri
031802	BO Purulia
031803	BO Raniganj
031881	MO BOLPUR
031882	MO NEAMATPUR
031883	MO ADRA
031884	MO HINDUSTAN CABLE
031885	MO DUBRAJPUR
031900	DO Siliguri
031901	BO Siliguri
031903	BO Darjeeling
031905	BO Gangtok
031986	MO KURSEONG
031987	MO BAGDOGRA
035100	DO Jalpaiguri
035101	BO Coochbehar
035181	MO DHUPGURI
035182	MO Mathabhanga
035183	MO Bholar Dabri
035184	MO Guriahati
035185	MO Dinhata
035186	MO Malbazar

**List is tentative and can be changed during AMC Contract Period*

Annexure -3 for the Hardware List

Desktop	Quantity
*Old HCL/WIPRO Desktops	90
HCL CLIENTS Infiniti M A 380 Tru Desktop	65
Acer make Veriton M2110G	286
Acer make Veriton M14	5
DELL Optiplex 3020	1
Total	447

Server	Quantity
HCL Xeon Server(5111 Series)	21
WIPRO Z1531_250GB Server and Ext. HDD	29
WIPRO Z1532 SERVER and Ext. HDD	2
HCL Xeon SERVER (RO GEM) and Ext. HDD	1
HCL IGL 1701 BP Server and Ext. HDD	17
Wipro Netpower Z1531 Series and Ext. HDD	21
Total	91

Printers	Quantity
HP Officejet 4500 Printers	10
HP Officejet 4645 Printers	2
HP Officejet J4580	1
HP Deskjet 2135 All in One printer	3
HP Laserjet Pro MFP M128FN All-in-one Printer	1
Total	17

Laptop	Quantity
HCL LAPTOP 74 SERIES	6
HCL LAPTOP 1044 SERIES	22
WIPRO e-GO LAPTOP	2
ACER TRAVELMATE LAPTOP	5
HCL LAPTOP 1144 SERIES	1
LENOVO THINK PAD NJ6	1
SONY VAIO LAPTOP	1
ACER Travel mate P246 MG	1
HP 240 G4	1
HP PRO BOOK 430G2	1
Acer TMP 249 G2M i3 Model	18
Acer TMP 249 G2M i5 Model	2
Total	61

Other Peripherals*	
Networking Components	43
Switches	52
Total	95
One Resident Engineer	1

GRAND TOTAL	712
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**Old HCL/WIPRO Desktops comprises HCL CLIENTS (FIRST) INFINITI K5075 (B086 Series), HCL CLIENTS (SECOND) INFINITI K5075 (A096 Series), HCL CLIENTS (DIRECT RECRUITS) INFINITI A330, HCL A103 Series, WIPRO WSG 52XXX Series Desktop CLIENTS .*

**Other Peripherals are approximate figures.*

Annual Maintenance Contract

This agreement made at Kolkata on this Between, Kolkata herein after called the "VENDOR" which expression shall wherever the context so requires, mean and include its successors and UNITED INDIA INSURANCE COMPANY LTD, hereinafter called "THE COMPANY" sets forth the terms and conditions for the Comprehensive Annual Maintenance of equipment's inclusive of repairs, replacement and preventive maintenance of equipments set forth in the annexure enclosed.

1 .SCOPE OF AGREEMENT

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 to this agreement.

2 .OBLIGATIONS OF THE VENDOR

The vendor shall provide the following service to keep the equipments in good working condition.

2.1.1 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 & dirt from the interior of the equipment and necessary repairing of the equipment) once in a quarter.

2.1.2 Unscheduled on-call corrective and remedial maintenance service to set right the malfunction of the system. This includes replacement of unserviceable part including Hard disk, CD Drives, DAT Drives, Picture Tubes, Network Interface cards, Printer heads and all electronic and plastic spares except those specifically excluded under this agreement, trouble-shooting for LANs including resolving network connectivity problem etc.

2.1.3 Maintenance of operating system, installation and maintenance of CDMS(Centralized Desktop Management Solution) comprising Directory services, client management solution and antivirus solution, installation of OS patches, office suites, oracle RDBMS, antivirus software, pre-emptive actions against virus spreads, detection/ removal of virus, data recovery, configuration of internet, configuration of application (client/ server), installation of hardware accessories and any other software as called for by the company from time to time.(Licensed Software would be provided by UIIC).

2.1.4 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.

2.1.5 If the machines covered under this agreement are not attended for repair or problems are not rectified within the time frame mentioned in Para 3 of the Annual Maintenance Agreement or standby machines are not provided within 24/48 hours as the case may be, such defective machines would be repaired by some third party and amount spent for such repairs would be billed to the AMC vendor and the same shall be in addition to the penalty imposed.

2.1.6 The vendor shall submit consolidated report furnishing the details of breakdown calls attended and its status on quarterly basis along with the invoice for AMC payment.

2.1.7 The vendor shall provide a minimum of one resident engineer 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 has 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 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.

2.1.8 Replacement of parts will be at 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.

2.1.9 The vendor should maintain adequate stock of all components at RO/ UIIC premises as well as vendor's office to attend to service calls immediately. A standby equipment of similar or high capacity must be provided, if the equipment is expected to be down for more than 24 hours in Kolkata and 48 hours in Mofussil area or as the case may be.

2.1.10 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.

2.1.11 In 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 during the period. The cost of transportation of any defective item for repairs shall be borne by the Vendor.

2.1.12 All repairs and maintenance services shall be performed by qualified authorized personnel totally conversant with the system.

3. LIQUIDATED DAMAGES

The vendor shall attend to on-call services preferably within 2 -3 hours and max within 24 hrs of lodging of the complaint for city offices (offices located at RO locations and urban agglomeration if any) and preferably within 24 hrs and max within 48 hours in respect of all other offices respectively. Further the vendor should close all service calls within 24 hours of lodging of calls in respect of city offices (offices located at RO locations and urban agglomeration if any) and in respect of all other offices within 48 hours respectively.

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:

₹500/- per working day per Server (including USD Drive & SCSI Hard Drives)

₹100/- per working day per Desktop computer and ₹100/- Per working day per Laptop

₹100/- per working day per printer

₹100/- per working day per networking equipment.

Maximum penalty clause-

Penalty mentioned in agreement, will not exceed 25% of the AMC cost per year for the affected unit.

4. OBLIGATIONS OF THE COMPANY

4.1.1 The company shall pay Annual maintenance charges as mentioned in this agreement for the equipments specified in the annexure. 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 within the completion of 15 days from the receipt of invoice and all documents as stipulated in various paragraphs/ clauses herein.

4.1.2 The company shall use standard voltage stabilizers for ensuring stabilized power supply.

4.1.3 The company shall provide with telephone extension for the resident engineer.

4.1.4 The company would ensure that rats, insects etc. do not invade the site and damage the systems especially cables etc.

5. ENHANCEMENTS / UPGRADATION OF EQUIPMENT

The company shall have the right to make changes or attachments to the equipments provided, such changes or attachments do not prevent proper maintenance from being performed. 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 provide always that such consent is not withheld. In the event that the quantity is increased 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 the 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.

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 the company.

9. EXCLUSIONS

The maintenance agreement does not include:

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

B. Damage resulting from an accident, fire, lightening 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 AMC vendor apart from AMC charges.

C. Work due to alterations in the equipment by persons other than Vendor's personnel (except for minor rectification by UIIC in house systems engineer after intimating the vendor) is not permitted.

D. 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 and battery used for real time clock. 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.

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 then in accordance with and subject to the provisions of the Indian Arbitration Act 1940 and its subsequent amendments and only Courts of West Bengal shall have jurisdiction in all matters arising out or connected with this agreement. Further, this agreement is subject to the 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 misfile out of this contract, if the failure or delay results from any of the following:-

"Act of God, refusal of permission 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/ circumstance of whatsoever nature beyond vendor's control".

13. LIABILITIES AND INDEMNITIES

The vendor represents 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 come into its possession or knowledge in connection with this agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to any 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.