



UNITED INDIA INSURANCE CO.LTD.

INFORMATION TECHNOLOGY DEPARTMENT

Regional Office, Chibber House, 1st Floor, Christianbasti, GS Road, Guwahati,
Kamrup (M) - 781005

Ref: GRO: IT: AMC: COMP:2020-21:1

29/05/2020

REQUEST FOR QUOTATION (RFQ)

FOR

ANNUAL MAINTENANCE CONTRACT FOR DESKTOPS, SERVERS, LAPTOPS & MFP

FOR

OFFICES UNDER REGIONAL OFFICE GUWAHATI

The last date of submission of the quotes is **19-06-2020 on or before 2 PM**

I.Objective

United India Insurance Co. Ltd.,(UIIC) Regional Office, Guwahati invites sealed commercial proposal from vendors for Annual Maintenance Contract for Desktops,Laptops,Servers & Multi-function Printer having their own Office at Guwahati and providing services across the state of Assam, Meghalaya, Arunachal Pradesh, Nagaland, Manipur, Mizoram and Tripura.

We propose to cover the Computer Systems & Multi-function Printer at our Regional Office Guwahati and Offices spread across the state of Assam, Meghalaya, Arunachal Pradesh, Nagaland, Manipur, Mizoram and Tripura under AMC (Annual Maintenance Contract) for the period from 01/07/2020 to 30/06/2021.

II. Scope of Work

The Objective of this RFQ is for maintenance of computer hardware items listed in this RFQ-Annexure 1. The Annual Maintenance Contract Period for this RFQ will be from 01/07/2020 to 30/06/2021.

Tentative quantity of the computer hardware proposed to be covered under Annual Maintenance Contract (AMC) at various branches and departments of Regional Office Guwahati is as follows. The details of the items to be under AMC are in Annexure-1. Please refer the Specifications document of various items (attached separately)

SNo.	Items with brief details	Quantity
1)	Desktop PCs	291
2)	Servers	54
3)	Laptops	52
4)	Multi-function printer	01
	TOTAL	398

1. The scope of work covers comprehensive on-site maintenance of Desktops, Servers, Laptops and Multi-function Printer.

2. The replacement of all the spares is included under the AMC. Replacement of defective 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. Faulty parts removed from the system belongs 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

3. The vendor shall maintain adequate spare machine and other spares at the site to facilitate any temporary replacement.

4. The scope of work also includes software issue like Operating system (Windows), reinstallation of OS, CDMS installation, Antivirus, software patches, configuration of machine as required, taking Data Backup before formatting the machines, configuring printers, Scanners, Biometric devices, bringing PC to Company domain after reinstallation

of PC, installation/configuration of all software's provided by Company like Antivirus, software patches, MS office, Acrobat, Java patches, email client configuration and Browser configuration for GC CORE Software in client machine etc.

5. The scope of work also includes:

- Downloading and installation of OS patches and hot fixes. Installation of Antivirus software, pre-emptive actions against virus spreads, detection/removal of virus.
- Data recovery and configuration of applications.
- Installation of hardware and accessories after Software/OS repair
- Installation of any software/upgradation of system security, as called for by the company from time to time.
- Centralised Desktop Management System – Installation and configuration of CDMS related software as and when required.
- No pirated version of OS or any software to be used by vendor. It will call for violation of AMC condition and legal penalty will be imposed at the discretion of UIIC.
- Original and licensed version of software will be provided by UIIC.

6. 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.

7. The scope of work covers provision of resident service engineer in the Regional Office, Guwahati from 10:00 to 18:00 hrs on all working days and if required, on Saturdays and Sundays /Holidays and also after 18:00 hrs on working days. A technically qualified service engineer with an experience of not less than 2 years in computer hardware as well as software maintenance should be at the disposal of Regional office. The engineer will provide online support for immediate solution and liaison with field engineers deputed for branches. 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. The service engineer shall also sign the attendance register kept in UIIC, RO Guwahati. All engineers should be on Own Payroll of the Vendor.

8. The vendor should ensure that the equipment reported down (including due to OS related problems) on any working day is set right within 48 hours of reporting the complaint and in no case, later than three working days. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide stand-by of the same till the hardware is returned duly repaired at no extra cost to Company.

9. The Vendor shall maintain the equipment's as per the manufacture's guidelines and shall use standard and genuine components for replacements.

10. The timely updating of machine serial numbers will be responsibility of the vendor. The vendor would be required to maintain and submit to our IT Department Regional Office, on quarterly basis, location wise inventory list with IP numbers, duly updated with details of new installation, if any and incorporating the hardware movement during the period under reference.

11. Complaint can be registered either telephonically or by e-mail or by online portal by

respective branch/Office and proper record of the complaints to be maintained by the AMC Vendor. Escalation matrix and name of persons coordinating AMC jobs must be submitted to IT Department, Regional Office Guwahati immediately after AMC is awarded.

12. 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. The engineers deployed for branches will get signed branch-visit report from Branch Head/Officers and submit one copy to branch. All the copies of branch-visit reports should be submitted to IT Department (in Regional office Guwahati) quarterly.

13. A logbook shall be maintained in which the vendor shall record all the complaints made and parts taken out of branches/office for repair. The vendor shall submit copy of consolidated complaint reports furnishing the details of branch-wise breakdown calls lodged/attended and its status on quarterly basis to IT Department, Regional Office, Guwahati.

All the complaints received shall be attended by them in following manner.

- a. Minor faults immediately with telephonic support.
- b. Major faults which require visit to branch within 48 hrs.
- c. The vendor shall be responsible for taking backup data and programme available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under Acknowledgement.
- d. Repair and servicing of equipment shall be carried out at customer sites, in case the equipment is required to be transported to the vendor's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the vendor.
- e. The replacement of components shall be as per manufactures instructions and as per the decision of IT Department ,Regional Office, Guwahati. No hardware items or parts will be taken out for repair without prior written approval of IT Department Regional Office , Guwahati.

14. The AMC co-coordinators of company must ensure their presence during monthly meeting with IT Department, Regional Office to share progress on pending issues of branches in order to make maintenance more effective ensuring best services to the branches.

15. The AMC Vendor should have the required drivers for maintaining the PCs and peripherals and for configuring them. The rates quoted should also cover the maintenance of operating system, software installation provided by Company, installation of patches, configuration of applications (clients) etc.

16. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments.

17. The AMC Vendor shall carry out Preventive Maintenance (PM) on quarterly basis and

shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment. The AMC Vendor has to submit the preventive maintenance report to IT Department, Regional Office, Guwahati on quarterly basis for the release of AMC payment.

18. The schedule of preventive maintenance shall be as follows:-

- a. To ensure computer hardware and peripherals are working properly in branch and no call pending in branch.
- b. Checking of power supply source for proper grounding and safety of equipment.
- c. Ensuring that the covers, screws, switches etc. are properly fastened in respect of each equipment.
- d. Shifting of equipment as and when required in office/branches.

19. The vendor shall make AMC services available on all days as and when requested by the Company.

20. The scope of work will also include the provision of engineer for reinstallation of computer hardware in case of shifting of branch premises or others.

21. It shall be the responsibility of the AMC Vendor to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Branch/office after expiry of the contract. In case any damage is found, the AMC Vendor is liable to rectify in even after the contract.

22. Company may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner and other peripherals during the AMC period will be calculated on pro-rata basis.

23. 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.

24. UIIC reserves the right to add/delete any kind of item during currency of the AMC with prior intimation of seven(7) days. The AMC price will increase/decrease for any addition/deletion as per this tender, on pro-rata basis.

III. PENALTY FOR LACK OF SERVICE SUPPORT

Company expects proper service support during contract period. The Hardware should be set right within 48 hours of reporting the complaint. In case the machine is down for more than 3 working days and no substitute/standby system of similar or higher capacity in good working condition is provided by the vendor, the penalty per day may be charged as under.

SNO	HARDWARE ITEMS / OTHERS	PENALTY AMOUNT IN RUPEES
1	DESKTOP PC AND LAPTOP	100
2	SERVERS	500
3	MULTI FUNCTION PRINTER	100
4	ABSENCE OF RESIDENT ENGINEER (PER DAY)	500 PER DAY (will be waived if alternate resident engineer is provided)

NOTE : The above penalty shall not exceed 25% of the AMC cost per year for the affected hardware unit.

The penalty may be recovered from the amount payable to the vendor by the Company. The vendor can provide substitute/standby equipment for a maximum of 15 days. In case vendor could not repair/replace the hardware items within 15 days, the Company can get it repair from outside agency and cost of repair will be recovered from AMC payment.

IV . EXCLUSIONS

This AMC 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 accidents, fire, lightning or transportation. The cost of repairs or replacements due to these factors will include charges for labor as well as charges for parts, which is payable to the AMC vendor apart from AMC charges.
- c) Any work external to the equipment such as maintenance of non-AMC attachment, accessories etc.
- d) The system maintenance does not include the cost of consumables like ribbons, Power cables, magnetic tapes, Inkjet Cartridges, floppy, Projector lamp, laptop battery and battery used for real time clock.
- e) In case of MFP, Plastic Parts, Toner cartridges, Drum unit Assembly and Fuser kit Assembly shall be treated as consumable and not covered under AMC.

V. PAYMENT TERMS

1. AMC charges after deducting penalty will be paid quarterly at the end of Quarter. Taxes to be shown clearly in invoices. Only taxes applicable as per Govt. norms will be paid.
2. No advance payment will be released against the service order.
3. The vendor shall submit GST invoices for payment of quarterly maintenance charges at IT Department Regional Office, Guwahati.
4. Consolidated complaint reports furnishing the details of branch-wise breakdown calls lodged/attended must be submitted for release of quarterly payment.
5. Quarterly Preventive Maintenance Report must be submitted for release of quarterly payment.

VI. BIDDING PROCESS

Interested bidders may therefore arrange to send sealed Technical Bid - Annexure-II with supporting documents , sealed Commercial bid - Annexure III and signed copy of this RFQ thereby agreeing to the Terms & Conditions mentioned herein. All the documents shall be put in a cover super-scribed as “Quotation for Comprehensive AMC of Computer Hardware & Peripherals” addressed to the following:

CHIEF REGIONAL MANAGER

United India Insurance Co. Ltd, Regional Office, Guwahati
1st Floor, Chibber House, Christianbasti, GS Road, Kamrup (M), Assam -781005,
Landmark : Post Office Bus stop

The last date of submission of the quotes is 19-06-2020 on or before 2 PM.

Sealed Commercial Bid of only eligible vendors shall only be opened and evaluated. Tender will be opened on 19.06.2020 (2:30 PM).

In commercial bid evaluation the total amount (**including applicable taxes**) for all items put together would be taken into consideration for identifying the L1 vendor.

All hardware mentioned in the list is to be covered for AMC, partial proposals will be rejected. The **COMMERCIAL BID** should contain the rate against each item separately.

Commercial bid should be in clear words, categorically mentioning each and every terms specifying the rates, etc. Any kind of ambiguous / obscure / unclear terms may lead to the bid being disqualified.

UIIC reserves the right to reject any or all the bids without assigning any reasons.

Kindly note that the AMC will be on comprehensive basis, inclusive of repairs and replacement of spare parts except consumables without any extra payment. A copy of AMC agreement is enclosed for ready reference. AMC agreement must be produced by selected L1 vendor in Rs.100 Non-Judicial Stamp at their own cost.

Late Bids: Any bid received by UIIC, RO Guwahati after the deadline for submission of bid prescribed by us will be rejected and/or returned unopened to the Bidder, if bidder desire so.

For queries and clarifications bidders may contact on below email id and phone nos:

Last date of Query: 12/06/2020

Email : tssguwahati@uiic.co.in

Contact : +91-7989300564 (Sanjay Sarmah), +91- 8759491634 (Deepak Choudhary)

Document Checklist

Following documents complete in all respect is to be submitted in the bid:

1. Signed copy of this RFQ thereby agreeing to the terms & conditions mentioned herein.
2. Technical Bid (Annexure II) duly filled and signed along with supporting documents.
3. Sealed Commercial Bid (Annexure III).

Annexure I – Indicative List of Hardware & MF Printer for AMC

The complete list with serial no. will be shared with the L1 vendor. The technical specifications are attached separately.

SI No	Item	Brand	No. of Items
1	Desktop	ACER	224
2	Desktop	HCL	67
3	Server	WIPRO Netpower (Z1531 & Z1502)	30+18=48
4	Server	Dell	02
5	Server	HCL (Xeon)	02
6	Server	ACER	02
7	Laptop	HCL (Me1044 & Me 74)	28+8=36
8	Laptop	ACER	13
9	Laptop	HP	01
10	Laptop	Wipro	02
11	MFP	Kyocera TASKalfa 1800	01
	Total:		398

Name of the Location where UIIC Offices are Situated (Guwahati Region)

GUWAHATI CITY
JAGIROAD
JORABAT
NORTH GUWAHATI
BIJAYNAGAR
PATHSALA
BOKO
TINSUKIA
DIBRUGARH

DIGBOI
DOOMDOOMA
MORAN
DULIAJAN
MARGHERITA
MAKUM
JORHAT
NAGAON
SIBSAGAR
GOLAGHAT
BOKAKHAT
MARIANI
SONARI
SILCHAR
HOJAI
DIPHU
PANCHGRAM
KARIMGANJ
HAILAKANDI
AMBIKAPUR (SILCHAR)
BONGAIGAON
DHALIGAON
BARPETA ROAD
DHUBRI
GOALPARA
KOKRAJHAR
BILASIPARA
BARPETA
GOSSAIGAON

BIJNI
DHALIGAON
TEZPUR
NORTH LAKHIMPUR
MANGALDOI
DHEKIAJULI
BISWANATH CHARIALI
DHEMAJI
TANGLA
NALBARI
RANGIA
BYRNIHAT (JORABAT, MEGHALAYA)
SHILLONG (MEGHALAYA)
TURA (MEGHALAYA)
JOWAI (MEGHALAYA)
MAIRANG (MEGHALAYA)
MADANRITING (MEGHALAYA)
PYNTHORUMKHRAH (MEGHALAYA)
AGARTALA (TRIPURA)
DHARMANAGAR (TRIPURA)
UDAIPUR (TRIPURA)
KAILASAHAR (TRIPURA)
INDRA NAGAR (TRIPURA)
ITANAGAR (ARUNACHAL PRADESH)
DIMAPUR (NAGALAND)
IMPHAL (MANIPUR)
AIZAWL (MIZORAM)

Annexure II – Technical Bid

SI No	Description	Compliance (Yes/No)	Details of Proof Attached
1.	The bidder should be a Company/Firm and should have its own service / repair center at Guwahati. Minimum ISO 9001 certified in India. Preferably ISO 20000-1 certified. Validity of ISO certificate shall be in force. (Mandatory)		
2.	Should be in the business of maintenance of computer hardware and peripherals for the last three years. (Mandatory)		
3.	The bidder should have experience in maintaining Operating System like Windows & Linux, Printers (LaserJet) and networking components such as hubs, switches etc. (Mandatory)		
4.	Should have an annual turnover of Rs. 10 crores or above per year for the last 3 years. (Mandatory)		
5.	Should have made net profit at least in two years out of the last 3 financial years. (Mandatory)		
6	Should provide minimum One Resident Service Engineer at Regional Office who shall be on the direct payroll of the vendor. (Mandatory)		
7.	The bidder should have not been black listed by any of Government Authority or Public Sector Undertaking (PSUs). Provide an undertaking in company letter head. (Mandatory)		
8.	Vendor should have valid PAN No. and GST No. (Mandatory)		
9.	Should have web based / email facility as well as Telephonic toll free no. for call / complaint registration system and for call status monitoring. (Mandatory)		
10.	Should have Sufficient Engineers at Guwahati, Bongaigaon, Tezpur, North-Lakhimpur, Jorhat, Dibrugarh, Silchar, Agartala, Imphal, Aizawl, Dimapur, Shillong. List of Engineers to be provided. (Mandatory)		
11.	Should maintain sufficient spares at their service centers and also at UIIC Regional Office. (Mandatory)		
12.	The vendor has to provide / submit the certificate of MSME in order to avail the relaxation under the MSME guidelines of Govt. of India.		

Annexure III – COMMERCIAL BID FORMAT

<COMPANY LETTER HEAD>

PRICE QUOTE FOR AMC OF DESKTOP PCs, LAPTOPS, SERVERS & MF PRINTERS

S N O.	ITEM DESCRIPTION	NO. OF ITEMS (INDICATIVE ONLY)	BASIC AMC RATE PER ITEM IN RUPEES	TOTAL AMC RATE	TOTAL GST (@_____)	TOTAL AMC COST (INCLUSIVE OF TAXES)
		(A)	(B)	(C=A*B)	(D)	(C+D)
1	DESKTOP PC	291				
2	SERVERS	54				
3	LAPTOP	52				
4	MF PRINTER	01				
TCO (Total Cost of Ownership) (1+2+3+4) (INCLUSIVE OF TAXES):						

Note:

- Cost comparison will be on the basis of Total Cost of Ownership calculated for all above mentioned items. L-1 bidder will be decided on the basis of Grand Total (TCO value) of all items in above table.
- UIIC reserves the right to add/delete any item during currency of the AMC with prior intimation of seven(7) days.
- Price mentioned shall be inclusive of taxes. Taxes applicable as per Govt. guidelines should be clearly mentioned.

Date:

Signature_____

Seal of company/firm

Name_____