



UNITED INDIA INSURANCE CO.LTD.

INFORMATION TECHNOLOGY DEPARTMENT

Regional Office, 30-15-153 Pavan Enclave, Dabagardens,
Visakhapatnam 530 020, 0891-2748612

Ref: VRO: IT: AMC: 2020-21:02

08/06/2020

REQUEST FOR QUOTATION (RFQ)

FOR

**ANNUAL MAINTENANCE CONTRACT FOR
DESKTOPS, SERVERS & MFU PRINTERS**

FOR

**OFFICES UNDER REGIONAL OFFICE
VISAKHAPATNAM**

The last date of submission of the quotes is **26-06-2020 on or before 2 PM**

I.Objective

United India Insurance Co. Ltd.,(UIIC) Regional Office, Visakhapatnam invites sealed commercial proposal from vendors for Annual Maintenance Contract for Desktops, Servers & MFU printers and having their own Office at Visakhapatnam and providing services across the state of Andhra Pradesh (Coastal Andhra).

We propose to cover the Computer Systems & MFU Printers at our Regional Office Visakhapatnam and Offices spread across the state of Andhra Pradesh (Coastal Andhra) under AMC (Annual Maintenance Contract) for the period from 01.07.2019 to 30.06.2021 (Indicative list of computers and peripherals is attached herewith – Annexure 1).

II. Scope of Work

The Objective of this RFQ is for maintenance of computer hardware items listed in this RFQ-Annexure 1. Annexure 1 is an indicative list and the final list shall be compiled post physical verification of hardware by successful vendor. The Annual Maintenance Contract Period for this RFQ will be from 01.07.2019 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 Visakhapatnam is as follows. Please refer the Specifications document of various desktops and servers.

SNo.	Items with brief details	Estimated Quantity
1)	Desktop PCs	268
2)	Servers	59
3)	RO GEM Server (HCL Infinity Global Line 2701)	01
4)	MFU Printers- HP Deskjet ink advantage (K2090) , HP Laserjet M1005MFP, Brother MFC 7360, HP Deskjet1050, HP M1213nfMFP	10
5)	Flatbed Scanner : Canon Scan Lide 300 Scanner	35
	TOTAL	338

Note : *The quantity mentioned above is estimated and not actual quantity. The quantity may vary. Before coming into agreement, physical asset verification to be done by the vendor on their own cost. The hardware equipment stated in the schedule shall be placed under AMC in "AS IS WHERE IS BASIS". It is further mutually agreed that the VENDOR (Bidder) will not insist upon the following from the Company 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.*

1. The scope of work covers comprehensive on-site maintenance of Desktops.
2. The vendor has to do a detailed inventory of all equipment in all the offices. The softcopies and hard copies of the detailed list of labeled assets should be submitted to UIIC after finishing inventory process.
3. 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 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
4. The vendor shall maintain adequate spare machine and other spares at the site to facilitate any temporary replacement.
5. The scope of work also includes software issue like Operating system (Windows), reinstallation of OS, 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 of CDMS Suite (Anti Virus, Patch Management Tool, Encryption and DLP tools) whenever a system is formatted or as and when required, installation/configuration of all software's provided by Company, email client configuration and Browser configuration for GC CORE Software in client machine etc.
6. The scope of work covers provision of resident service engineer in the Regional Office, Visakhapatnam 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 3 years in computer hardware as well as software maintenance should be at the disposal of Regional office. The resident engineer will be in Regional Office. The engineer will provide online support for immediate solution and liaisons with field engineers deputed for branches.
7. 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.
8. The Vendor shall maintain the equipment's as per the manufacture's guidelines and shall use standard and genuine components for replacements.
9. 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, duly updated with details of new installation, if any and incorporating the hardware movement during the period under reference.
10. Complaint can be registered either telephonically or by e-mail 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 Visakhapatnam immediately after AMC is awarded.

11. 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) quarterly.

12. The vendor shall submit consolidated statement (soft copy as well as hard copy) furnishing the details of service calls, its status (registered/closed/pending) along with the Invoice on quarterly basis for AMC payment for that particular quarter. Each such service call has to be supported by service report signed by the Vendor's attending engineer and UIIC employee at the respective office.

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

- Call Number
- Call Status
- 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

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, Visakhapatnam. No hardware items or parts will be taken out for repair without prior written approval of IT Department Regional Office , Visakhapatnam.

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, Visakhapatnam 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. The vendor should provide Escalation matrix for support clearly mentioning escalation levels with corresponding contact details.

23. 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.

24. 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.

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	PENALTY AMOUNT IN RUPEES
1	DESKTOP PC	300
2	SERVERS INCLUDING RO GEM	500
3	MFU PRINTER	300
4	ABSENCE OF RESIDENT ENGINEER (SHALL BE WAIVED IF ALTERNATE RESIDENT ENGINEER IS PROVIDED)	500

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

In addition to the above penalty, the following additional penalties will be levied for non-compliance of points 12-13 and 17 under Section II respectively, per quarter:

- 5% of the quarterly payment outgo for non-submission of service call reports.
- 10% of the quarterly payment for failure to execute preventive maintenance.

In the event of partial compliance of points 12-13 and 17 under Section II, pro-rata charges will be deducted towards penalty.

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 Printers Plastic Parts, Printer heads, 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, Visakhapatnam.
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:

The CHIEF REGIONAL MANAGER
United India Insurance Co. Ltd, Regional Office, Visakhapatnam
4th Floor , IT Department, Pavan Enclave, 30-15-153,
Daba Gardens, Visakhapatnam-530020

The last date of submission of the quotes is **26-06-2020 on or before 2 PM.**

Sealed Commercial Bid of only eligible vendors shall only be opened and evaluated. Tender will be opened on **26-06-2020 (3:00 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.

UIC 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 Visakhapatnam 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:

Email : tssvizag@uiic.co.in

Contact : 0891-2748612

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 & Printers for AMC

The list below is indicative. Before start of the contract, physical asset verification is to be conducted by the vendor at their own cost. The final list needs to be submitted to UIIC, RO Vizag by the L1 vendor come to actual AMC cost.

UIIC reserves the right to add or remove items in AMC during the contract period.

SI No	Office Code	Office Name	Desktop ACER	Desktop HCL	Desktop Wipro / Zebronics	Server - HCL/DEL L/WIPRO	MFU Printers (HP/Brother)
1	150000	RO Visakhapatnam	38	03	05	Dell: 2, Wipro:2, RO GEM HCL: 1	HP Deskjet ink advantage (K2090) : 1, HP Laserjet M1005MFP: 5, Brother MFC 7360: 1, HP Deskjet1050: 1, HP M1213nfMFP: 1 Flatbed Scanner : 4
2	150100	DO1, Vizag	4	1	0	1 Wipro	
3	150101	BO Steel City	4	0	0	1Wipro	
4	150181	MO Madhurawada	0	1	0	0	Flatbed Scanner * : 01
5	150182	MO Bheemunipatnam	0	0	0	1Wipro	Flatbed Scanner : 01
6	150200	DO2, Vizag	5	2	0	0	
7	150201	BO 1 , Vizag	2	2	0	0	
8	150203	BO 3 , Vizag	4	0	0	1Wipro	
9	150205	BO 4 , Vizag	4	1	1	1Wipro	
10	150300	DO3, Vizag	4	2	0	0	
11	150303	BO Gajuwaka	4	0	0	1HCL	
12	150304	BO, Anapalle	4	1	0	1HCL	
13	150381	MO Narsipatnam	1	0	0	0	Flatbed Scanner : 01
14	150382	MO-Pendurthi	0	1	0	1DELL	
15	150400	DO, Srikakulam	5	2	0	1HCL	Flatbed Scanner : 01
16	150401	BO, Vizianagaram	5	0	0	1Wipro	
17	150402	BO , Parvathipuram	4	1	0	1Wipro	
18	150403	BO , Rajam	4	0	0	1Wipro	
19	150481	MO- Palasa	0	0	0	1DELL	Flatbed Scanner : 01
20	150482	MO- Nellimarla	0	0	0	1HCL	Flatbed Scanner : 01
21	150484	MO- Ichapuram	1	0	0	0	Flatbed Scanner : 01
22	150483	MO- Sriramnagar	1	0	0	0	Flatbed Scanner : 01
23	150500	DO , Kakinada	3	1	0	0	
24	150582	MO-Yanam	0	0	0	1DELL	Flatbed Scanner : 01
25	150583	OPO- RC Puram	0	1	0	0	Flatbed Scanner : 01
26	150506	BO , Kakinada	3	1	0	1Wipro	

27	150581	MO-Tuni	0	0	0	1DELL	Flatbed Scanner : 01
28	150584	MO- Jaggampeta	0	0	01	0	Flatbed Scanner : 01
29	150585	MO-Pithapuram	1	0	0	0	Flatbed Scanner : 01
30	150600	DO , Eluru	6	1	0	1Wipro	Flatbed Scanner : 01
31	150604	BO , Bhimavaram	4	0	0	1Wipro	
32	150681	MO-Palakol	0	0	0	1DELL	Flatbed Scanner : 01
33	150682	MO, Jangareddygudem	0	0	0	1DELL	
34	150683	MO- Narasapuram	0	0	0	1HCL	
35	150700	DO 1, Vijayawada	4	3	0	1Wipro	
36	150093	Motor OD HUB - VjJAYAWADA	5	0	0	0	*HP laserjet MFP : 01
37	150094	Motor TP HUB - VIJAYAWADA	3	1	0	0	HP laserjet MFP : 01
38	150701	BO 1, Vijayawada	3	0	0	1HCL	
39	150703	BO 3, Vijayawada	2	1	0	1HCL	
40	150704	BO , Jaggayyapeta	2	0	0	0	Flatbed Scanner : 01
41	150781	MO-Ibrahimpattanam	1	0	0	0	Flatbed Scanner : 01
42	150800	DO , Guntur	5	1	0	1HCL	
43	150801	BO 1, Guntur	4	0	0	1HCL	
44	150802	BO 2, Guntur	4	1	0	1HCL	
45	150804	BO , Tenali	3	0	0	0	
46	150881	MO-Mangalgiri	1	0	0	0	Flatbed Scanner : 01
47	150883	MO-Cherukupalli	1	0	0	0	Flatbed Scanner : 01
48	150882	MO-Poonnuru	1	0	0	0	Flatbed Scanner : 01
49	150900	DO , Chilakaluripeta	3	2	0	1HCL	
50	150901	BO , Ongole	3	1	0	1HCL	
51	150903	BO , Chirala	4	1	0	0	
52	150904	BO , Narasaraopeta	3	1	0	1Wipro	
53	150982	MO- Markapur	1	0	0	1DELL	Flatbed Scanner : 01
54	150981	MO-Bapatla	1	0	0	1DELL	Flatbed Scanner : 01
55	150983	MO- Kandukuru	0	0	0	1DELL	Flatbed Scanner : 01
56	151000	DO 2, Vijayawada	5	4	0	1HCL	
57	151001	BO , Vuyyuru	2	1	0	1HCL	
58	151002	BO , Machilipattanam	2	0	0	1HCL	
59	151003	BO , Gudivada	2	0	0	1HCL	
60	151100	DO , Rajamundry	5	0	0	1Wipro	
61	151101	BO , Amalapuram	2	0	0	1Wipro	
62	151102	BO , Mandapeta	4	0	0	1Wipro	
63	151182	MO- Dowleswaram	0	0	0	1DELL	Flatbed Scanner : 01

64	151181	MO-Rav'palem	0	0	0	1DELL	Flatbed Scanner : 01
65	151200	DO 1 Nellore	4	0	0	1Wipro	
66	151204	BO 2 Nellore	4	1	0	1Wipro	
67	151202	BO Sullurpeta	4	0	0	1WIPRO	
68	151281	MO-Naidupeta	0	0	0	1DELL	Flatbed Scanner : 01
69	151500	DO 2 Nellore	4	1	0	1WIPRO	
70	151501	BO Kavali	4	0	0	1WIPRO	
71	151502	BO3 Nellore	4	0	0	0	
72	151581	MO-Venkatachalam	0	0	0	1DELL	Flatbed Scanner : 01
73	151582	MO-Venkatagiri	0	1	0	0	Flatbed Scanner : 01
74	151400	DO , Tadepalligudem	4	1	0	1WIPRO	
75	151481	MO- Tanuku	0	0	0	1DELL	
76	151401	BO Nidadavole	4	0	0	1WIPRO	
77	151482	MO-Bhimadole	0	0	0	1HCL	Flatbed Scanner : 01
		Total:	219	42	07	Wipro:25 Dell: 16, HCL:18, RO GEM:1	Scanner : 35

Total Desktops:	268
Total Servers	59
RO GEM	1
MFU Printers	11
Flatbed Scanner	35

***Flatbed Scanner : Canon Scan Lide 300 Scanner**

*** HP laserjet MFP : HP Laserjet M436 DNA 3 in 1 MFP**

Annexure II – Technical Bid

SI No	Description	Compliance (Yes/No)	Detail of Proof Attached
1.	The bidder should be a Company/Firm and should have its own service / repair center at Visakhapatnam. 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 Visakhapatnam, Rajahmundry, Kakinada, Vijayawada, Guntur, Ongole and Nellore (Mandatory)		
11.	Should maintain sufficient spares at their service centers and also at UIC 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.		
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Annexure III – COMMERCIAL BID FORMAT

<COMPANY LETTER HEAD>

PRICE QUOTE FOR AMC OF DESKTOP PCs, SERVERS & MFU 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	268				
2	SERVERS	59				
3	RO GEM SERVER	01				
4	MFU PRINTER	10				
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.
- The quantities mentioned above are estimated and not actual quantity. There may be variation in quantity.
- Before start of the contract, physical asset verification to be conducted by the vendor at their own cost.
- Price mentioned shall be inclusive of taxes. Taxes applicable as per Govt. guidelines should be clearly mentioned.

Date:

Signature _____

Seal of company/firm

Name _____

