



UNITED INDIA INSURANCE COMPANY LIMITED

REGIONAL OFFICE JODHPUR, 3RD FLOOR, CITY CENTRE, OLYMPIC MAIN ROAD, JODHPUR-342001

REF: JDRO: ITD: AMC: 2021-22: TENDER-01

Date: 09.06.2021

Tender Notice for AMC of Computers, Other Peripherals & Networking Equipments

United India Insurance, Regional Office Jodhpur, invites sealed tenders regarding rate contract from eligible bidders/ concerns in respect of **AMC of Computers, Other Peripherals & Networking Equipments** at its various branches under the state of Rajasthan as per the specifications, Terms and Condition mentioned ahead.

Eligible participants are required to go through the 'Terms & Conditions' and 'Format for Technical & Financial Bid' & provide them within due time as stipulated therein.

Particulars of Bidding Process:

Date & Time of Submission of Bid	Date: 09.06.2021 to 22.06.2021 up to 3:00 p.m.
BID Opening Date & Time	Date: 23.06.2021 at 11.15 a.m.
BID Opening Place	United India Insurance Company Limited Regional Office Jodhpur, 3 rd Floor, City Centre, Olympic Main Road, Jodhpur – 342001, Contact Person/Mob. No.: MANISH SAINI/9413458134 TARACHAND MAURYA/7737419164 Email: tssjodhpur@uiic.co.in
Earnest Money Deposit (EMD)	₹ 25,000/- (Twenty Five Thousand Only) by Account Payee Demand Draft drawn in favor of "United India Insurance Co. Ltd."
AMC (Annual maintenance Contract) Period	01.07.2021 to 30.06.2022

Terms & Conditions

1. Eligibility Criteria

- The bidder should invariably quote for all the equipment's.
- The bidder must have 3 years past experience in field of providing annual maintenance services of computers and other peripherals or similar type of work. Necessary supporting documents must be submitted along with the tender as proof.
- The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices or any other reason, whatsoever or have not been debarred or blacklisted for similar type of work by Government Offices/ PSU/ Banks or any other similar organizations.
- The Bidder must have Offices in Rajasthan for providing Services to the Offices under the UIIC, Regional Office, Jodhpur.
- Bidder should have an average total turnover of Rs. 10 crores per year for the last 3 years.
- Bidder should have made net profit at least in two years out of the last 3 financial years
- Bidder should have a service Centre at Jodhpur/Jaipur.



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- h. Should provide a minimum of one resident engineer.
- i. MSME companies registered with NSIC are exempted from submission of EMD as per GOI guidelines. For exemption, bidders have to submit certificate

2. Procedure for Submission of Bid

- a. Tender documents duly completed in all respect should be submitted in one sealed envelope marked as “ANNUAL MAINTENANCE SERVICE OF COMPUTERS, OTHER PERIPHERALS & NETWORKING EQUIPMENTS”
- b. Tender should be addressed to “*United India Insurance Co. Ltd., IT Department, Regional Office Jodhpur, 3rd Floor, City Centre, Olympic Main Road, Jodhpur (Raj.) – 342001.* Postal delay or loss of tender in transit will not be the responsibility of UIIC. Offers sent by Fax or Email will not be considered. The Envelope should contain the following documents (Technical & Financial Bid should be in separate envelops):

TECHNICAL BID:

- a. Tender documents with all the pages numbered, signed and sealed by the bidder.
- b. Earnest money deposit (EMD) for ₹ 25,000/- .
- c. Copy of Permanent Account Number (PAN) allotted by Income Tax Department.
- d. Copy of GST certificate.
- e. Declaration by the bidder on bidders letterhead as per the format attached Annexure -1
- f. Profile of the bidder as per Annexure -2
- g. Experience and running contract as per Annexure – 3
- h. Last 3 years Annual turnover statement/ income tax return/Audited Balance sheet, Profit & Loss Account certified by CA.
- i. Documentary Evidence having 3 years’ experience in this field.
- j. Check List as per Annexure - 5

FINANCIAL BID duly completed in all respect as per Annexure-4.

- c. Date & Time for Submission of Tender:
As mentioned previously in the tender notice.
- d. Opening of Bids:
All bidder or their representatives if they so desire may remain present at the time and place of opening as notified in this tender document.

3. EMD:

- a. Bidder shall have to submit EMD of ₹ ₹ 25,000/- (Twenty Five Thousand Only) by Account Payee Demand Draft drawn in favor of “United India Insurance Co. Ltd”.
- b. Bid received without earnest money or in the form of other modes will not be entertained/ considered at all and will be rejected summarily.
- c. No interest would be paid on the Earnest Money Deposit.



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Forfeiture of EMD

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. In case the successful bidder declines the contract, for whatsoever reason(s).

4. Validity of Contract

The contract shall be valid for One Year i.e. up to 30.06.2022 from date of award which may be extended for further period on the same terms and conditions on mutual consent at the discretion of UIIC. UIIC will have exclusive right to terminate the contract by giving one month's notice to the service provider. The Service provider has to give three months' notice to UIIC before cancellation of the contract.

5. Terms & Conditions (regarding the Bid)

- a. Before submission of the bid, bidders are required to make themselves fully conversant with the scope of the work, technical requirements and specifications etc., so that no ambiguity arises later on.
- b. Tender should be furnished in a properly sealed cover containing inside two separate sealed envelopes, one each for technical bid and financial bid subscribed as: Technical Bid and Financial Bid.
- c. The bidder shall, wherever called upon to do so, give full information with reference to the services in hand and shall permit the Regional Manager or any other officer nominated by him to inspect the premises of the tenderer / client at all reasonable times and shall give full assistance and information as may be required by him in connection with the contract.
- d. Bid is nontransferable. Subletting the contract or any part to any other Service Provider is not allowed / permissible. Conditional bid of any type will not be accepted and rejected summarily.
- e. All entries in the bid should be legible and filed clearly. Any overwriting or cutting which is Unavoidable shall be signed by the authorized signatory. Use of correction fluid anywhere in tender is prohibited. In case use of correction fluid is noticed anywhere in tender then such tender shall be liable for rejection. All amounts shall be indicated both in words as well as in figures where there is difference between words and figures the amount quoted in words shall prevail.
- f. In case of dispute, the decision of Regional Manager, IT Department, RO Jodhpur will be deemed as final & binding.
- g. The Company reserves the right to reject any or all applications without assigning any reason.

6. Other Terms & Conditions

The Service Provider shall provide 'Comprehensive' maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under AMC.

- a. AMC shall cover each and every part including plastic parts, replacement of any part necessary for keeping the computer systems active and free from any defects/disturbance; taking appropriate measures/steps in time to set right the malfunctioning of the computer systems. The replacement of all spares including plastic parts is included in the AMC except consumable items and Physical damage/s of hardware/peripherals.



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- b. The Service Provider shall provide maintenance services through qualified experienced and competent engineer. Service engineer should be well conversant with the latest trends in trouble shooting of computing equipment.
- c. In case of need to replace any item/ component, the Service Provider shall provide original make genuine parts/components of similar or higher configurations. The Service Provider shall produce the Cash Memo's/Certificate/Document in proof of providing genuine components to replace the faulty ones on demand. Used/repaired parts of any other brand from any other source are not acceptable.
- d. Service Provider shall also provide standby equipment of equivalent configuration for handling major repair and requiring shifting of such equipment to their test and repair center or as and when required at no additional cost to the UIIC.
- e. UIIC will neither provide transport facility of any type nor manpower. This will be arranged by the Service Provider on his own cost and risk.
- f. The Service Provider shall load/reload and configure operating systems and/or any other specific system software as the case may be in the equipment covered under AMC, at no extra cost to the UIIC, whenever the need arises.
- g. The scope of work also includes software issue like Operating system (Windows),reinstallation of OS, Antivirus, software patches, configuration of machine as if 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.
- h. The Service Provider shall, upon direction of officials, install office application software and make configuration changes in the equipment covered under AMC, free of cost
- i. Service engineer of the Service Provider shall make a mandatory visit every schedule per quarter / month whichever is convenient, for Preventive Maintenance irrespective of complaint lodged. Service engineer of the Service Provider shall inspect each system and will take the signature of end user for satisfactory working of the system. Preventive Maintenance activity shall include cleaning of the equipment, carrying of systems diagnostic tests and taking remedial action, etc.
- j. Since hard disk, optical drive (CD-R/W, DVD-R/W etc.), keyboard and mouse are susceptible to frequent breakdown, the same will be replaced immediately by the Service Provider with standby/replacement.
- k. The Service Provider shall be extend necessary assistance in maintaining the inventory, shifting and reinstallation of all the equipment's.
- l. UIIC shall provide the internet facilities / licensed copy of latest Anti-Virus software. The Service Provider shall be responsible for cleaning and removal of virus of any nature with upgrades, at no extra cost to the UIIC.
- m. UIIC shall not be responsible for any use of unlicensed anti-virus software, if any, used by the Service Provider. The responsibility shall rest with the Service Provider for using unlicensed software.
- n. In addition to the above, the Service Provider 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 Service Provider. The onus will then lie on the concerned Service Provider to ensure that the calls are closed.



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- o. Any new equipment shall be brought into ambit of maintenance contract through a written intimation or Addendum with due and equitable maintenance charges.
- p. The systems that are not serviceable by the Service Provider due to obsolescence of Technology or non-availability of parts/components / assemblies shall be withdrawn from the maintenance contract. Withdrawal of such system shall be communicated to the Service Provider and equivalent maintenance charges shall be deducted from the amount due to the Service Provider.
- q. The contract extends only to problems arising out of normal functioning of equipment's and the contract does not cover break down or services or spare parts arising out of damages caused due to fire, theft, riots, accidents, earthquake, storm and other natural calamities.
- r. To monitor the maintenance activities and to discuss other related matters, a meeting between UIIC and Service Provider shall be held at Regional Office, UIIC, Jodhpur as and when required.
- s. The Service Provider shall ensure that all materials and information which may come into its possession or knowledge in connection with this contract or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to the UIIC, will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the AMC and to release it only to employees requiring such information for the purpose of performing obligations arising out of the AMC and not to any other Service Provider. The Service Provider shall ensure that appropriate action shall be taken with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.
- t. The Service Provider shall certify that the repair and maintenance of services/products sold does not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity.
- u. The UIIC reserves the right to claim as damages from the Service Provider to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the Service Provider, 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.
- v. UIIC shall keep record of the nature of machine failure, date and time of booking the complaint at mutually agreed location, the total down time day(s), if any, etc. This record shall be signed by the service engineer of Service Provider and UIIC representative(s). An appropriate Register shall be maintained for this purpose by the UIIC, RO Jodhpur.
- w. UIIC reserves the right to verify the infrastructure of the firm.
- x. Updated Escalation Matrix of contact Persons of the Service Provider from Time to Time shall be provided for reference to all the UIIC Offices.

7. Residential Engineer

- a. 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 have 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. 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.



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- b. The service engineer shall also sign the attendance registers kept in UIIC, RO Jodhpur.
- c. 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.
- d. 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.
- e. 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.

8. Payment Terms

- a. The Comprehensive Maintenance charges shall be payable to the Service Provider in four equal quarterly instalments against each separate invoice with PAN number and GST number paid at the end of each quarter of AMC period after deducting penalties, if any. In any circumstance, no advance payment will be made. The AMC Vendor has to submit the preventive maintenance report to IT Department, Regional Office, Jodhpur on quarterly basis for the release of AMC payment.
- b. Any increase or decrease of taxes, duties or prices of part/s, components, etc. will not affect the AMC rates during the entire period of AMC. No difference shall be paid or claimed as a result of the above.
- c. At the time of payment, TDS and any other Govt. levies applicable on bill as per Govt. of India instructions issued from time to time shall be deducted.

9. Maximum permissible Downtime

Maximum acceptable downtime shall be 2 days excluding weekly and public holidays from the time at which complaint was made.

10. Penalty

Penalty for non-completing the calls after the time as indicated in service assurance will be as follows:

- a. If the end user concerned is not able to hand over the systems to Service Provider for maintenance purpose, such time shall not be considered for the down time penalty.
- b. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system shall be treated as continuously down.
- c. UIIC will be free to get the machine attended/ repaired from another Service Provider for non- attending the call by stipulated time period and the cost will be adjusted against the Service Provider's due bill.
- d. 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.



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Rs.500/- per working day per Server.

Rs.200/- per working day per Desktop computer/Laptop/Peripherals.

11. Agreement

a. The selected bidder shall have to sign an agreement, non-judicial stamp paper of appropriate value on cost of the bidder containing details of terms and conditions.

b. Responsibility for executing Contract

The Service Provider is to be entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions as specified. The Service Provider shall not sublet transfer or assign the contract or any part thereof without the written permission of the UIIC. If, at any time, it comes to the notice of the UIIC that such sub-letting has been done, the UIIC at its discretion may terminate the contract without referring the matter further to the Service Provider. The UIIC will be at liberty to realize all the expenses it had to incur in this connection, either by adjusting from the payments due to the Service Provider or through other means.

12. Settlement of Disputes

Any question, dispute arising under the contract, shall be referred to the arbitrators, the Regional Manager (UIIC), IT Department, RO Jodhpur and Service Provider or in case; they are being unable or unwilling to act as arbitrators, they may appoint some other person to act on their behalf. The awards of the arbitrators shall be final and shall be binding on the parties of this contract. The arbitrators shall be entitled to extend the time of arbitration and award by consent of the parties from time to time. The venue of the arbitration shall be Jodhpur and the expenses of arbitration shall be at the discretion of the arbitrators. Subject to as aforesaid, the Arbitration Act, 2015 and the rules there under, any statutory modification thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this condition.



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Annexure-1

DECLARATION

I / We..... (hereinafter referred to as
The

Bidder) being desirous of bidding for providing 'Comprehensive' annual maintenance services of computers and other peripherals comes under jurisdiction of Regional Office, Jodhpur and having fully understood the nature of the work and having carefully noted all the terms and conditions, specifications etc., as mentioned in the tender documents, DO HEREBY DECLARE THAT:

1. The Bidder is fully aware of all the requirements of the Corporation and agrees with all the terms and conditions mentioned in the tender document, the work requirement and undertake to comply with them.
2. The Bidder is capable and financially solvent to execute and complete the contract.
3. The Bidder accepts all risks and responsibilities directly or indirectly connected with the performance of the contract.
4. The Bidder has not been debarred or black listed from similar type of work by UIIC/Government Offices/PSU/Banks, and other similar organizations.
5. This offer shall remain valid for acceptance for three month from the date of opening of FINANCIAL BID.

The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information /fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature and seal of the bidder



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Annexure - 2

Profile of the Bidder

Name of Firm/ Service Provider	
Office Address	
Address : (with Pin code)	
Email:	
Website:	
Phone No. (With STD Code):	
Mobile No.:	
Fax No.(With STD Code)::	
Contact Person with Cell No.:	
Bank Details	
Bank Name	
Branch Name	
Account Number	
MICR Code	
IFSC Code	
Registration Particulars	
Income Tax Permanent Account Number	
GST Number	
Financial Turnover in Last 3 Years	(in lakhs)
2016-2017	
2017-2018	
2018-2019	

*Note: *Where copies are required to be furnished, these are to be attested and certified photocopies.*



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ANNEXURE - 3

EXPERIENCE & RUNNING CONTRACT (Min Three Contract)

Sl. No.	Name of the client with address, contact person and Tel.No.	Nature of contract	Period of contract		Contract value
			From	To	



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Annexure-4

FINANCIAL BID

No. may vary marginally on redistribution/un- serviceability, if any and shall be finalized by joint verification by both parties for purpose of AMC.

Sl. No.	Description of Items	Nos. of Units	Rate per annum per Machine (₹.)*	Total charges (₹.)*	Total charges (₹.)*(In Words)
1.	Desktop PCs	209			
2.	Servers	44			
3.	Laptops	27			
4.	Switch	30			
5.	Projector	1			
	GRAND TOTAL				

*. Exclusive of Taxes

Note:-

1. Rates quoted should be inclusive of residential engineer charges & any necessary tools and plants for support operations etc.
2. All entries in the bid should be legible and filed clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory. Use of correction fluid anywhere in tender is prohibited. In case use of correction fluid is noticed anywhere in tender then such tender shall be liable for rejection. All amounts shall be indicated both **in words as well as in figures** where there is difference between words and figures the amount quoted in words shall prevail.



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Annexure-5

Checklist

S.No	Documents	Attached or Not (Y/N)
1	Invariably quoted for providing annual maintenance service of all the equipment's as per Annexure-'4' and enclosed in a sealed cover super scribe as "ANNUAL MAINTENANCE SERVICE OF COMPUTERS, OTHER PERIPHERALS & NETWORK EQUIPMENTS".	
2	Attached Documentary Evidence having 3 years' experience in this field (Annexure-3).	
3	Attached Original Demand Draft of ₹ 25,000/- towards Earnest money (EMD) excepted for MSME registered with NSIC	
4	Declaration on bidder's letterhead as per the format given (Annexure-1)	
5	Attached Last 3 years Annual turnover (10 crore) statement/income tax return/Audited Balance sheet, Profit & Loss Account certified by CA (Annexure-2)	
6	Financial Bid (Annexure-4)	
7	Service centre at Jodhpur/Jaipur	

Bidders to ensure

Bidder should fulfill all the eligibility criteria before submitting the bid otherwise same may be rejected summarily.

That all pages have been stamped and signed by the authorized person(s). That all the pages have been numbered. **That all the documents are legible (Clearly readable)**



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Indicative List of Hardware under UIIC RO Jodhpur

S. No.		Desktop				Server	Laptop	Switch	Projector
		HCL	Acer	Dell	Mellenium				
1	RO JODHPUR	0	5	18	3	0	2	1	1
2	OD HUB	0	3	0	1	0	0	1	0
3	TP HUB	1	1	0	2	0	0	1	0
4	DO 1 Jodhpur	3	5	3	1	1	1	1	0
5	BO 3 Jodhpur	1	6	0	0	1	1	1	0
6	MDB Jodhpur	0	2	3	1	1	1	1	0
7	MO PHALODI	0	0	0	0	1	0	0	0
8	MO MAHAMANDIR	0	1	0	0	0	0	0	0
9	MO KAYALANA	0	0	0	0	0	0	0	0
10	DO2 Jodhpur	2	6	1	0	1	1	1	0
11	BO 2 Jodhpur	1	4	0	0	1	1	1	0
12	BO PIPAR CITY	0	0	0	0	1	0	0	0
13	MO PAL	0	0	0	0	1	0	0	0
14	MO MATA KA THAN	0	0	0	0	0	0	0	0
15	MO JHALAMAND	0	0	0	0	0	0	0	0
16	DO Pali	1	6	0	0	1	1	1	0
17	BO Aburoad	1	6	0	0	1	1	1	0
18	BO Sumerpur	1	4	0	0	1	1	1	0
19	BO Bilara	1	4	0	0	1	1	1	0
20	MO FALNA	0	0	0	0	1	0	0	0
21	MO SADRI	0	0	0	0	1	0	0	0
22	MO JAITARAN	0	0	0	0	1	0	0	0
23	MO SOJAT CITY	0	0	0	0	1	0	0	0
24	MO Sheoganj	0	0	0	0	1	0	0	0
25	DO Barmer	2	5	0	0	1	1	1	0
26	BO Balotra	1	5	0	0	1	0	1	0
27	BO Jalore	1	4	0	0	1	1	1	0
28	MO DHORIMANA	0	0	1	0	0	0	0	0
29	DO 1 Udaipur	2	4	0	0	1	1	1	0
30	BO 1 Udaipur	1	4	0	0	1	1	1	0
31	DO 2 Udaipur	2	5	0	0	1	1	1	0
32	BO Dungarpur	1	5	0	0	1	1	1	0
33	BO Banswara	1	4	0	0	1	1	1	0
34	BO Kankroli	1	6	0	0	1	1	1	0
35	MO SAGWARA	0	0	0	0	1	0	0	0
36	MO FATEHNAGAR	0	0	0	1	0	0	0	0
37	MO PINDWARA	0	0	0	0	1	0	0	0
38	DO Bikaner	3	3	0	0	1	1	1	0



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39	BO Nagaur	1	6	0	0	1	1	1	0
40	BO BICHWAL	0	1	0	0	0	0	0	0
41	MO NOKHA	0	0	0	0	1	0	0	0
42	MO LADNU	0	1	0	0	1	0	0	0
43	MO KARNI NAGAR	0	0	0	0	0	0	0	0
44	DO Bhilwara	2	4	0	0	1	1	1	0
45	BO Chittorgarh	1	5	0	0	1	1	1	0
46	BO Bhilwara	1	3	0	0	1	1	1	0
47	MO MANDAL	0	0	0	0	1	0	0	0
48	DO Sriganganagar	2	5	0	0	1	1	1	0
49	BO Hanumangarh	1	4	0	0	1	0	1	0
50	BO Raisinghmagar	1	4	0	0	1	1	1	0
51	BO NOHAR	0	0	0	0	1	0	0	0
52	MO SURATGARH	0	0	0	1	1	0	0	0
53	MO CHAK 4Z	0	0	0	0	1	0	0	0
54	MO SANGARIA	0	0	0	0	0	0	0	0
55	DO Jaisalmer	1	4	0	0	1	1	1	0
56	MO POKRAN	0	0	0	1	1	0	0	0
	Total	37	135	26	11	44	27	30	1

S.No.	Description of Items	No. of Units
1	Desktop PCs(HCL, Acer, etc.)	209
2	Servers(Dell, HCL etc.) + EXT HDD	44
3	Laptops	27
4	Switch	30
5	Projector	1