



UNITED INDIA INSURANCE CO. LTD.

Mumbai Regional Office No. II, Maker Bhavan No. 1

Sir V.T.Mara. MUMBAI – 400 020

Ref: MRO:II:IT:004:2020-2021

Dated: 16th Sep 2020

REQUEST FOR QUOTATION (RFQ)

FOR

**ANNUAL MAINTENANCE CONTRACT
FOR COMPUTER SYSTEMS &
PERIPHERALS**

AT

**OFFICES UNDER
MUMBAI REGIONAL OFFICE II**

The last date of submission of the quotes is 28-09-2020 on or before 5 PM



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I. Objective

United India Insurance Co. Ltd.,(UIIC) Mumbai Regional Office No. II invites sealed commercial proposal from vendors for Annual Maintenance Contract for Desktop PC & Peripherals and having their own Office at Mumbai and providing services across the state of Maharashtra & Goa.

We propose to cover the Computer Systems/Peripherals at our Mumbai Regional Office No. II and Offices spread across the state of Maharashtra & Goa. under AMC (Annual Maintenance Contract) for the period from 01.10.2020 to 30.09.2021.. (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 01.10.2020 to 30.09.2021.

Tentative quantity of the computer hardware items proposed to covered under Annual Maintenance Contract (AMC) at various branches and departments of Mumbai Regional Office II is as follows:

SNo	Items with brief details	Estimated Quantity
1)	Desktop PCs	238
2)	Server	41
3)	Switches	32
4)	Printer	1
5)	Laptops	38
	TOTAL	350

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.

1. The scope of work covers comprehensive on-site maintenance of Desktops and peripherals.
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 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



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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, 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.
5. The scope of work covers provision of resident service engineer in the Mumbai Regional Office II 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. One technically qualified service engineer with an experience of not less than 3 years in computer hardware as well as software maintenance will be at the disposal of Regional office. The engineer will remain seat in Regional Office. The engineer will provide online support for immediate solution and liaisons with field engineers deputed for branches.
6. 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.
7. The Vendor shall maintain the equipment's as per the manufacture's guidelines and shall use standard and genuine components for replacements.
8. 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.
9. 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 to be submitted to IT Department, Mumbai Regional Office II immediately after AMC is awarded.
10. 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 to be submitted to IT Department (in Regional office) quarterly.
11. 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 Mumbai Regional Office II.



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

12. The AMC co-ordinators 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.

13. 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.

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

15. 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, Mumbai Regional Office II on quarterly basis for the release of AMC payment.

16. 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 vendorly fastened in respect of each equipment.
- d. Shifting of equipment as and when required in office/branches.

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

18. 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.



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19. 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.

20. 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, other peripherals during the AMC period will be calculated on pro-rata basis.

21. 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.

22. 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.

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 ACCOUNT IN RUPEES
1	DESKTOP PC & Laptops	100/-
2	Server	500/-
3	Printer	100/-
4	Switches	300/-
5	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.



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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 labour 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 shall be paid extra as applicable.
- 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 Mumbai Regional Office II.
- 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

- 6.Interested vendors may therefore arrange to send sealed commercial bid (Annexure III) along with the filled Eligibility Criteria (Annexure II) and signed copy of this RFQ. All the documents shall be put in a cover super-scribed as “Quotation for Comprehensive AMC of Computer Hardware & Peripherals” addressed to the following :

Deputy General Manager
United India Insurance Co. Ltd.
Mumbai Regional Office No. II,
3rd Floor, Maker Bhavan No. 1,
Sir V.T.Marg, MUMBAI – 400020



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The last date of submission of the quotes is 28-09-2020 on or before 5 PM.

Sealed Commercial Bid of only eligible vendors shall only be opened and evaluated on 29/09/2020 at 4:00 PM in Conference Room of Regional Office.

In commercial bid evaluation the total amount (excluding 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.

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

Kindly note that the AMC will be comprehensive one inclusive of repairs and replacement of spare parts except consumables, without any extra payment.

Late Bids: Any bid received by the purchaser after the deadline for submission of bid prescribed by the purchaser 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 : tssmumbai2@uiic.co.in , adityaraona@uiic.co.in,

tushardongare@uiic.co.in

Contact : 9641687195 (Aditya Raona),

9820935471 (Tushar Dongare)

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. Eligibility Criteria (Annexure II) duly filled and signed along with supporting documents.
3. Sealed Commercial Bid (Annexure III).



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Annexure I - Indicative List of Hardware for AMC

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

Sl No	Item	Brand	No. of Items
1	Desktop	ACER	185
2	Desktop	HCL	53
3	Server	WIPRO Netpower	22
4	Server	Dell	02
5	Server	HCL (Xeon)	15
6	Server	HP	02
7	Laptop	HCL (Me1044 & Me 74)	16
8	Laptop	ACER	19
9	Laptop	HP	03
10	Printer	HP	01
11	Switch 24 port	Cisco / Dlink	32
		Total:	350



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Annexure II - ELIGIBILITY CRITERIA

SNo	Eligibility Criteria	Compliance (Yes/No)	Detail of Proof Attached/ Undertaking
1	Should be in the business of maintenance of computers, peripherals and networking for the last three years		
2	Experience in maintaining a local area network		
3	The bidder should have experience in maintaining Operating System like Windows & Linux, Printers (LaserJet) and networking components such as hubs, switches etc.		
4	Should provide a minimum of one resident engineer in case of regional office AMC		
5	Should have a service centre at RO Location		
6	Should have an average total turnover of Rs 10 crores per year for the last year		
7	Should have made net profit at least in two year out of the last 3 financial year		
8	Maintain sufficient spares at their service centre and also at UIIC Office		
9	Should have valid GST.no		



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Annexure III – COMMERCIAL BID FORMAT

<COMPANY LETTER HEAD>

PRICE QUOTE FOR AMC OF DESKTOP PCs & PRINTERS

SNO.	ITEM DESCRIPTION	NO. OF ITEMS (INDICATIVE ONLY)	AMC COST PER ITEM (EXCLUSIVE OF TAXES)	TOTAL AMC COST (EXCLUSIVE OF TAXES)
1	DESKTOP PC	238		
2	Server	41		
3	Switches	32		
4	Printer	1		
5	Laptops	38		
	TCO (Total Cost of Ownership) - Grand Total (1+2+3+4+5) (EXCLUSIVE 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 exclusive of taxes. Taxes as applicable shall be paid as per Govt. guidelines.

Date:

Signature _____

Name _____

Seal of
the
firm/Com
pany