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UNITED INDIA INSURANCE COMPANY LTD.

AT UNITED INDIA, IT'S ALWAYS U BEFORE I

“6th Floor, United India Bhavan, Regional Office Ahmedabad,
Near Income Tax circle, Ashram Road, Ahmedabad, 380014.
Phone 079-27544703,27544716, Fax 079-27544718”, Email: tssahmedabad@uiic.co.in

Date: -08.03.2018

Tendering Proposal for Annual Maintenance Contract of IT Hardware under Regional Office Ahmedabad

Sealed proposals/bids are invited for Annual Maintenance Contract for the Computers and peripherals for the Period of 01/04/2018 to 31/03/2019 for United India Insurance Regional office Ahmedabad and Divisional ,Branch and Micro offices under the Ahmedabad Region. Hardware equipments are installed in all these locations. Location details are also attached in Annexure 1.

In concern with that we have compiled the inventory of PCs, Servers and Laptops that are required to be covered in aforementioned AMC and the same is attached in Annexure 2, 3 & 4.

Only the bidders who meet all the requirements mentioned in Section “Eligibility Criteria” of this RFP are eligible to participate in this RFP.

Proposals are required to be submitted in two envelopes one bearing technical bid and another as financial bid.

The AMC committee at Regional Office will open technical bids and the bids qualified would be considered for financial bid opening. L-1 bidder selected has to sign the AMC agreement as per the draft SLA of our Head Office as per Annexure 5. The SLA agreement should be strictly followed. Following are few of the points of special concern and we would like to draw attention of bidders:

1. Preventive Maintenance is to be carried for all the assets under cover in this AMC on quarterly basis.
2. For SLA (Service level agreement) time please refer Annexure-5 attached. Point no.3 (Liquidated Damages) should be strictly followed while giving quote for proposal.
3. If neither the call is closed nor the stand by is provided by the vendor within prescribed time limit then penalty will be levied for each such call as under:-

Desktop per day: Rs. 100

Server per day: Rs. 500

Laptop per day : Rs. 100

Maximum penalty clause-

Penalty mentioned in agreement, will not exceed 20% of the AMC cost per year for the affected unit.

4. There should be a provision from vendor's side for the pro-rata addition and deletion of asset from AMC while AMC period is in progress.

5. A resident engineer should be placed in Regional Office on all working days during the contract period.

Hence, for the AMC of said period in accordance with aforementioned points, kindly provide your technical & financial proposal by dt. 23/03/2018 upto 05.45 PM in the following manner:-

1. Rate for one desktop (Desktop PC with Monitor)
2. Rate for one Server(With Monitor)
3. Rate for one Laptop
4. Rate for one High end server(Gem server)
6. The value of AMC for the whole year excluding tax and including it also(Mention both) .

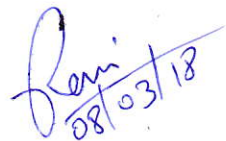
Please note that although L1 bidding is our primary concern however management has all the rights to select the vendor based on its infrastructure and profile. Therefore, quotes may be supported by the list of clients with whom you are working.

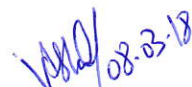
Eligibility Criteria:-


1. Should be in the business of maintenance of computer, peripherals and networking for the last 3 years.
2. Should provide one resident Engineer at Regional office.
3. Should have service centers at RO Refer Annexure 1.
4. Should have an average total turnover of Rs. 10 crore per year for the last 3 years.
5. Should have made net profit at least in 2 years out of last 3 financial years.
6. Maintain sufficient spares at their service centre and also at UI office.

The necessary supporting documents are required to be submitted for above criteria.

The Company reserves the right to reject or accept any or all bids without assigning any reason thereof.


(Ravi Kumar Shrivastava)
Admn. Officer


(Vishal)
Asst. Manager


(S P Singh)
Regional Manager


(R P Mittal)
Deputy General Manager