



UNITED INDIA INSURANCE CO. LTD.  
REGIONAL OFFICE AHMEDABAD  
6<sup>th</sup> FLOOR, UNITED INDIA BHAVAN, NEAR INCOME TAX CIRCLE,  
ASHRAM ROAD, AHMEDABAD-380014  
Phone: - 079-27544716/728, Website: - www.uiic.co.in  
CIN: U93090TN1938GOI000108

Date: 03.03.2020

## **Tender 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 01.04.2020 to 31.03.2021 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" are eligible to participate in this tender.

Proposal bids are required to be submitted in two envelopes one bearing technical bid and another as financial bid by 26.03.2020 upto 05.45 PM.

The bids will be opened on 27.03.2020 at 12:00 P.M. at the above address. The bidders interested in attending the opening of the tender may do so at the above mentioned time and address.

Qualified bids 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 standby 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. 26.03.2020 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. Total 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.

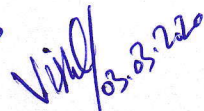
**Eligibility Criteria: -**

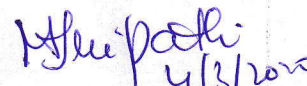
1. Should be in the business of maintenance of computer, peripherals and networking for the last 3 years.
2. Should provide one resident Engineer at Regional office.
3. Should have service centers at RO Refer Annexure I.
4. Should have an average total turnover of Rs. 10 crores per year for the last 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.

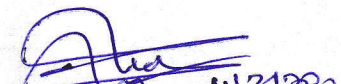
The necessary documents Balance Sheet, P/L statement & other supporting documents are required to be submitted for above criteria.

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

  
(M N Pancholi)  
Sr. Assistant

  
(Vishal)  
Asst. Manager

  
(Meenakshi Tripathi)  
Regional Manager

  
(N K Sidhu)  
Deputy General Manager