



# United India Insurance Co. Ltd.

Regional Office Two, IT Department, 3rd Floor, Maker Bhavan 1, Sir V. T. Marg, Mumbai, Pin – 400020.

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Tender Description	<b>TENDER FOR AMC-FMS OF COMPUTER HARDWARE &amp; PERIPHERALS AND NETWORKING IN MUMBAI REGIONAL OFFICE 2 AND OFFICES UNDER ADMINISTRATIVE CONTROL OF MUMBAI REGIONAL OFFICE 2</b>
Date & time of publishing of tender	12/10/2022 Time 10:30 AM
Last Date & Time for Bid Submission	19/10/2022 Time 04:30 PM
Address for Communication	United India Insurance Co Ltd, Regional Office Two, Information & Technology Department, 3rd Floor, Maker Bhavan 1, Sir V. T. Marg, Mumbai Pin – 400020
Last date for Queries	17/10/2022 Time 01:30 PM
Opening of Tender Bid	20/10/2022 Time 11:30 AM



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## **INTRODUCTION**

**MRO2/ITD/AMC-COMPUTER/2022-23/01**

United India Insurance Company Limited (hereinafter called "The Company") invite sealed bids from reputed, eligible and bona-fide maintenance providers/agencies having well established business/office/establishment located within Mumbai region for **Annual Maintenance Contract and Facility Management Services (AMC-FMS) of Computer Hardware, Peripherals and Networking** from eligible vendors as per Annexure C for a period of 1 (One) year starting from 01/11/2022 to 31/10/2023 which may be extended for 1 (One) or more years subject to satisfactory performance at the end of contract and with the approval of competent authority.

The hardware covered under this AMC- FMS contract are installed at different locations as mentioned below in Annexure A.

## **TERMS AND CONDITIONS**

1. The submitted bids documents will be opened by a Committee constituted by the company in the presence of those bidders who wish to remain present at the above mentioned address. The bid may be rejected in case the technical bid is incomplete with all relevant documents.
2. The committee will select technically qualified bidders whose commercial bid would be opened on 20/10/2022 at 11:30 am as duly noted in the advertisement.
3. Any commercial bid incomplete in any respect will not be considered. If amount is not mentioned it will be considered as Rs 0/- (Rupees Zero).
4. The commercial bids will be scrutinized for the Lowest Commercial Bid (L1 Price) and accordingly the L1 vendor will be identified. This procedure is subject to changes, if deemed required and the procedure adopted by the Company for opening the tender shall be final and binding on all the parties.



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5. The Committee reserves the right to reject the vendor without giving any reasons if it feels that the support infrastructure, services, reputation and image of the bidder/vendor in the industry is poor.

## **THE COMPANY RESERVES THE RIGHT TO**

1. Accept/ reject any of the tenders.
2. Revise the quantities at the time of placing the order.
3. Add, modify, relax, waive or alter any of the conditions stipulated in the tender specification wherever deemed necessary.
4. Reject any or all the tenders if --
  - a. The bid is not signed by the duly authorized person or
  - b. The bid submitted is unsigned or partially unsigned or
  - c. The bid is not in conformity with the instructions mentioned herein or
  - d. The bid is received after the expiry of the due date and time or
  - e. The bid is evasive or incomplete including non-furnishing the required documents or
  - f. The bid is quoted for period less than the validity of tender or
  - g. The bid is received from any blacklist bidder or whose past experience is not satisfactory: or the technical bid doesn't fulfill the requirement.

## **VALIDITY OF BIDS**

The bid price quoted shall be valid for a period of three months from the date of opening of the bid. In exceptional circumstances, UIIC may request the bidder's consent for an extension to the period of bid validity. The request and the responses thereto shall be made in writing. A bidder accepting the request for granting extension will not be permitted to modify his/her bid.



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## **ELIGIBILITY CRITERIA**

- 1.** The Vendor should be in the business of maintenance of computers, peripherals and networking for the last three years. Experience in maintaining a local area network, Desktop OS, Server OS, Printers and networking components.
- 2.** The bidder should invariably quote for all the equipment's mentioned.
- 3.** The vendor should have an average total turnover of Rs 10 Crores per year for the last 3 years. He should have made net profit for at least two years out of the last 3 financial years.
- 4.** The bidder must have 3 years past experience in field of providing annual maintenance services of computers. He should have among his client list at least two PSU/Govt. Offices/Banks and should have executed orders worth Rs 5 Lac or above in such organization in past two years. Necessary supporting documents must be submitted along with the tender as proof.
- 5.** 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.
- 6.** Bidder should have ISO certifications. Necessary supporting documents must be submitted along with the tender as proof. This is not necessary but will provide advantage and preference over other bidders.
- 7.** Should provide a minimum of one resident engineer, should have a service center near UIIC MUMBAI RO 2 Office location and also maintain sufficient spares at their service center and also at UIIC MUMBAI RO 2 Office.



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## **PROCEDURE FOR SUBMISSION OF BID**

Tender documents duly completed in all respect should be submitted in one sealed envelope marked as **“Annual Maintenance Contract & Facility Management Services (AMC-FMS) of Computer Hardware, Peripherals and Networking.”**

Tender should be addressed to

**“Regional Manager, I.T Department, United India Insurance Co Ltd, Regional Office No.2 Mumbai”**

and dropped in the Tender Box kept at the I.T Department on 3rd floor of this office. Tender received by any other mode will not be entertained. No separate receipt will be given on submission of the tender.

The Envelope should contain the following documents:

1. Tender documents with all the pages numbered, signed and sealed by the bidder.
2. Declaration by the bidder on bidder's letterhead as per the format attached Annexure 'B'
3. Eligibility criteria as per Annexure 'C'
4. Profile of the bidder as per Annexure 'D'
5. Experience and running contract as per Annexure 'E'
6. Technical Bid Compliance - List of Items with configuration as per Annexure 'F'
7. Financial/Commercial Bid dully completed in all respect as per Annexure 'G'
8. Undertaking Regarding Non Blacklisting dully filled as per Annexure 'H'
9. Last 3 years' Annual turnover statement/income tax return/Audited Balance sheet, Profit & Loss Account certified by CA.
10. Documentary Evidence having 3 years' experience in this field.
11. Check List as per Annexure - 'I'.

**‘Technical Bid’** Envelope should contain Annexure ‘B’, Annexure ‘C’, Annexure ‘D’, Annexure ‘E’  
Annexure ‘H’ & **‘Financial Bid’** Envelope should contain Annexure ‘G’



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## **LAST DATE AND TIME FOR RECEIPT OF TENDER**

Bids must reach this office within the time notified in the Tender Notice

## **LATE BID**

No tender shall be entertained after due date and time as mentioned herewith and the delay on any account shall not be accepted.

## **BID PRICE**

1. Rates quoted should be in Indian Currency and shall include charges such as residential engineer, inventory survey and any tools & plants for support operations. Govt. levied taxes, if any, will be extra as applicable from time to time.
2. UIIC will be neither responsible for providing manpower nor transportation in any circumstances.
3. The bidder shall be totally responsible for complying with all the rules and regulation governing all government taxes and duties including Goods and Service Tax.

## **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.



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## **AWARDING OF CONTRACT**

1. The tender will be evaluated on overall basis and contract will be awarded to the lowest evaluated bidder whose consolidated total is found to be lowest.
2. However, the company reserves the right not to accept the lowest bid or to accept any bid or to divide the whole or a part of the contract among a number of bidders without assigning any reasons thereof & no correspondence will be entertained in this regard and decision of UIIC in this regard will be final and binding.

## **VALIDITY OF CONTRACT**

1. The contract shall be valid for One year 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.
2. The Service provider has to give three months' notice to UIIC before cancellation of the contract.

## **KEY DELIVERABLES**

1. The Service Provider shall provide 'Comprehensive' maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under AMC.
2. 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





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of all spares including plastic parts is included in the AMC except consumable items i.e. Printer Head, ribbon, tonner, Teflon and Physical damage/s of hardware/peripherals. Computer power cables, printer port/connectors/cables etc. are also covered under AMC.

3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. The loading of software shall include operating system/application software like Windows 8.1 Windows 10 Windows Server 2003 and Windows Server 2008, Linux, Word Processing software, Internet Browser, Anti-virus software and any other software used within the Company from time to time, re-installation of software, if corrupted. Data retrieval from virus infected hard



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disks and re-installation of corrupt software will also be included in basic troubleshooting activities.

9. 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
10. 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.
11. 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.
12. The Service Provider shall be extending necessary assistance in maintaining the inventory, shifting and reinstallation of all the equipment's.
13. 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.
14. 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.



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15. 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. L1 Support will encompass under warranty machines including Desktops, Servers & Laptops.
16. Any new equipment shall be brought into ambit of maintenance contract through a written intimation or Addendum with due and equitable maintenance charges.
17. 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.
18. 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.
19. 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, Mumbai RO 2 as and when required.



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20. 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.
21. 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.
22. 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.
23. 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, R.O-2 Mumbai.



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## **INVENTORY**

At start of the AMC period, vendor needs to carry detailed survey of physical location of all the equipment and submit the consolidated inventory report mentioning the location and status of equipment.

## **RESIDENT ENGINEER**

1. The Service Provider shall depute one well-qualified and experienced service engineer having a minimum qualification of three years' regular diploma or higher qualification on each working day for attending to the routine maintenance related complaints. The service engineer shall also sign the attendance registers kept in UIIC, R.O-2 Mumbai.
2. 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.
3. In the absence of any engineer/personnel, it shall be the responsibility of the Service Provider to depute another similar 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.
4. 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



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suffer any loss or damage to their life or person or property while commuting /working in the UIIC Premises.

5. The resident engineer should be primarily stationed at Regional Office and attend to support calls at Regional Office. He will be responsible for the co-ordination, administration of support activities at our Regional Office, Divisional Offices and Branch Offices through a network of field engineers.

6. The visits of the resident engineer to branch or divisional offices & MO's should be restricted to second level or software configuration support.

7. Tender For AMC-FMS Of Computer Hardware & Peripherals And Networking in Mumbai Regional Office 2 And Offices under administrative control of MUMBAI REGIONAL OFFICE 2

## **PAYMENT TERMS**

1. The Comprehensive Maintenance charges shall be payable to the Service Provider in four equal quarterly installments against each separate invoice with PAN & GSTIN number and paid at the end of each quarter of AMC period after deducting penalties, if any. In any circumstance, no advance payment will be made

2. 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.

3. Payment will be made to concerned Service Provider through ECS only.



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## **TDS CLAUSE**

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

## **SERVICES ASSURANCE FOR ALL EQUIPMENTS**

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

## **PENALTY**

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

Sr. No.	Item / Equipment (All make / brand)	Amount (Rs.)/ working day
1	Desktop Computers	500
2	Laptops	600
3	Servers	900
4	Mouse and Keyboards (attached to desktop systems)	150

\*In every case the maximum penalty will be capped at 25% of the price for the unit in question.

1. 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.
2. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system shall be treated as continuously down.



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3. 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.

## **AGREEMENT**

The selected bidder shall have to sign an agreement on non-judicial stamp paper of Rs.100/- on cost of the bidder containing details of terms and conditions.

## **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.

## **FORCE MAJURE**

Service Provider shall not be liable or deemed to be liable for default or any delay or failure in performance stated in this tender resulting directly or indirectly from causes beyond its reasonable control and if Service Provider is prevented from performing its function under the instrument for a period longer than six months then both parties shall discuss the course of action to be taken





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afterwards and arrive at a solution / agreement which shall be binding on both parties.

## **ARBITRATION CLAUSE**

Any question, dispute arising under the contract, shall be referred to the arbitrators, the Regional Manager (UIIC), I.T Department, R.O-2, Mumbai 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 Mumbai and the expenses of arbitration shall be at the discretion of the arbitrators. Subject to as aforesaid, the Arbitration Act, 1996 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.

## **OTHER CONDITIONS**

1. 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.
2. 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.
3. Bid is non-transferable. 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.



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4. 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.
5. In case of dispute, the decision of Regional Manager, I.T Department, R.O. -2 Mumbai will be deemed as final & binding.
6. The Company reserves the right to reject any or all applications without assigning any reason

Please feel free to consult this office in any working days for any relevant query /specification/details/information (Land Line : 022-22624534/ 022-22624548).

**ANNEXURE – A**

Office Code	Office Name	Address
120091	OD HUB MUMBAI 2	1, OD HUB MUMBAI 2, MAKER BHAVAN NO. I FloorNo -3 SIR V.T.MARG NEW MARINE LINES CHURCHGATE MUMBAI MAHARASHTRA - 400020
120092	TP HUB MUMBAI 2	2, TP HUB MUMBAI 2, UNION CO-OP INS BUILDING 23 FloorNo -5 SIR PM ROAD FORT MUMBAI MAHARASHTRA - 400001
120100	DO 2 MUMBAI	0, DO 2 MUMBAI, UNIVERSAL INSURANCE BUILDING FloorNo -5 SIR P M ROAD, FORT MUMBAI MAHARASHTRA - 400001
120200	DO 8 MUMBAI	0, DO 8 MUMBAI, UNION CO-OP. INS. BUILDING 23 FloorNo -5 SIR P M ROAD, FORT MUMBAI MAHARASHTRA - 400001
120300	DO 11 MUMBAI (H	0, DO 11 MUMBAI (H, MAKER BHAVAN NO. I FloorNo -1 SIR V.T.MARG NEW MARINE LINES CHURCHGATE MUMBAI MAHARASHTRA - 400020
120201	BO 13 MUMBAI	0, DO 13 MUMBAI, UNION CO-OPERATIVE INSURANCE BLDG FloorNo -2 SIR PM ROAD FORT MUMBAI MAHARASHTRA - 400001
120500	DO PANJIM	0, DO PANJIM, MASCHARENHAS BUILDING FloorNo -2 M.G.ROAD PANAJI GOA PANAJI NORTH GOA GOA - 403001
120502	BO VASCO DA GAM	2, BO VASCO DA GAM, COLACO BUILDING FloorNo -1 SWATANTRA PATH VASCO DA GAMA SOUTH GOA GOA - 403802
120503	BO MAPUSA	3, BO MAPUSA, VEMEKKAR BLDG. FloorNo -1 ABOVE DENA BAK MAPUCA MAPUSA-BARDEZ NORTH GOA GOA - 403507
120581	MO SOCORRO	1, MO SOCORRO, LOURDES APARTMENT DEFENCE COLONY FloorNo - 0 - PORVORIM, BARDEZ SOCORRO NORTH GOA GOA - 403501
120600	DO MARGAO	0, DO MARGAO, SALGAONKAR CHAMBERS FloorNo -2 MARGAO SALCETE GOA - 403601
120602	BO PONDA	2, BO PONDA, ASHIRWAD,GAUNKEAR BLDG. 1 FloorNo -0 KAVLEM ROAD PONDA SALCETE GOA - 403401
120700	DO Chembur	0, DO Chembur, NATRAJ CINEMA BLDG, N G ACHARYA MARG, FloorNo -1 CHEMBUR (E) MUMBAI MAHARASHTRA - 400071
120704	BO ANDHERI	4, BO ANDHERI, SHRIPAL COMPLEX FloorNo -0 SUREN ROAD NEAR CINEMAGIC THEATRE ANDHERI EAST MUMBAI MAHARASHTRA - 400093
120800	DO THANE	0, DO THANE, PINK GALAXY FloorNo -1 KAPURBAWDI JUNCTION OPP BIG BAZAR,MAJIWADA THANE WEST MAHARASHTRA - 400607
120801	BO 1 THANE	1, BO 1 THANE, SHIVKRIPA BUILDING FloorNo -1 GOKHALE ROAD NAUPADA THANE MAHARASHTRA - 400602
120900	DO BORIVALI	0, DO BORIVALI, STAR TRADE CENTRE 17 FloorNo -1 MANDPESHWAR ROAD, SODAWALA LANE, BORIVALI (WEST) MUMBAI MAHARASHTRA - 400092
120902	BO DAHANU	2, BO DAHANU, KRISHNA KUNJ 2 FloorNo -2 DAHANU ROAD BEHIND BANK OF BARODA, DAHANU THANE MAHARASHTRA - 401602

120904	BO BOISAR	4, BO BOISAR, SWEET DREAM APARTMENT FloorNo -1 BOISAR PALGHAR ROAD, NEAR RAILWAY STATION BOISAR PALGHAR THANE MAHARASHTRA - 401501
121301	DO CBD	0, DO CBD, VINDHYA COMMERCIAL COMPLEX FloorNo -3 SECTOR-11 PLOT NO:1 BELAPUR NAVI MUMBAI THANE MAHARASHTRA - 400614
121302	BO PANVEL	1, BO PANVEL, BURHANI MANSION 914/915 FloorNo -2 NETAJI SUBHAS CHANDRA BOSA MARG. TAPAL NAKA PANVEL RAIGAD MAHARASHTRA - 410206
121384	MO NERUL	1, MO NERUL, SHIV KRUPA CO-OP.HSG. SOCIETY SHOP NO. 6/PLOT NO B-80 FloorNo -0 DRAVE ( G.E.S) NERUL Navi Mumbai MAHARASHTRA - 400706
121100	DO ALIBAUG	0, DO ALIBAUG, SREEBAUG R/14 FloorNo -1 SREEBAUG SHREEBAUG ALIBAG RAIGAD MAHARASHTRA - 402201
121200	DO MALAD	0, DO MALAD, JAINSON PLAZA 201 FloorNo -2 S.V.ROAD MALAD[W] MUMBAI MAHARASHTRA - 400064
121201	BO BASSEIN	1, BO BASSEIN, HIRA NIKETAN FloorNo -0 NAVGHAR VASAI[W] THANE MAHARASHTRA - 400601
121281	MO GOREGAON	1, MO GOREGAON, ASOKA SUPER MARKET B/27 FloorNo -0 S V ROAD GOREGAON (WEST) GOREGAON MUMBAI MAHARASHTRA - 400062
121300	DO VASHI	0, DO VASHI, VARDHAMAN CHAMBERS 20,21,22 & 24 FloorNo -0 PLOT NO. 84 SECTOR 17 VASHI NAVI MUMBAI MAHARASHTRA - 400705
121381	MO AIROLI	1, MO AIROLI, DIVE PEARL CO HSG SOCIETY PLOT NO : 40, SHOP NO : 6 FloorNo -0 AIROLI NAVI MUMBAI MAHARASHTRA - 400708
121382	MO TALOJA PANCH	2, MO TALOJA PANCH, SHREEJI SOLITAIRE SHOP NO 3 FloorNo -0 - PLOT NO. 45 SECTOR-11 TALOJA PANCHNAND MAHARASHTRA - 410208
121400	DO KALYAN	0, DO KALYAN, PARDESHI BUILDING FloorNo -2 STATION ROAD LAXMI MARKET KALYAN THANE MAHARASHTRA - 421301
121401	BO DOMBIVLI	1, BO DOMBIVLI, SADICHHA BUILDING FloorNo -2 MANAPADA ROAD ABOVE BANK OF MAHARASTRA, OPP NAV JEEVAN HOSPITAL, DOMBIVLI THANE MAHARASHTRA - 421201
121402	BO ULHASNAGAR	2, BO ULHASNAGAR, BHATIA CHAMBER FloorNo -2 ULHASNAGAR ULHASNAGAR THANE MAHARASHTRA - 421003
121403	BO BHIWANDI	3, BO BHIWANDI, BLDG NO D-3 FloorNo -2 MUMBAI AGRA ROAD GOPAL NAGAR BHIWANDI THANE MAHARASHTRA - 421302
121481	MO BADLAPUR	1, MO BADLAPUR, SHRADHASAGAR COMPLEX ROOM NO.212 FloorNo -2 STAION ROAD OPP BADLAPUR RAILWAY STATION (EAST) BADALAPUR THANE MAHARASHTRA - 421302
121483	MO THAKURLI	Shop no. C-20, Ground Flor, Bhagirathi Galaxy CHS, Dombivli MIDC Road, Chole Village, Opp. State Bank of India, Thakurli (E)

**\*\*Note:** Locations are subject to change and may be informed to contract awarding vendor in due course.

**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 T<sub>W</sub>O, Mumbai 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 has physically verified all the systems along with each and every part of the equipment before quoting the rates.
3. The Bidder is capable and financially solvent to execute and complete the contract.
4. The Bidder accepts all risks and responsibilities directly or indirectly connected with the performance of the contract.
5. The Bidder has not been influenced by any statement or promises of the U.I.I.C or any of its employees.
6. The Bidder has not been debarred or black listed from similar type of work by U.I.I.C /Government Offices/PSU/Banks, and other similar organizations.
7. This offer shall remain valid for acceptance for three months 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**

**ELIGIBILITY CRITERIA**

<b>Sr.No.</b>	<b>Particulars</b>	<b>Compliance (Yes/No)</b>
1	The bidder should be of reputed background and well established in IT Hardware support business in India for the last 5 years on May 1 <sup>st</sup> 2022. <i>(The bidder has to submit the Registration number of the firm along with the CST/VAT/GSTN number and PAN number.)</i>	
2	The vendor should have an average total turnover of Rs 10 Cr per year for the last 3 years. He should have made net profit for at least two years out of the last 3 financial years. <i>(Purchase order and Audited Balance sheets &amp; Chartered Accountant Certificates to be submitted; also fill-in Annexure - D)</i>	
3	The bidder must have 3 years past experience in field of providing annual maintenance services of computers. He should have among his client list at least two PSU/Govt. Offices/Banks and should have executed orders worth Rs 5 Lac or above in such organization in past two years. Necessary supporting documents must be submitted along with the tender as proof. <i>(Please fill-in Annexure – E)</i>	
4	Bidder should have ISO certifications for IT support services. <i>(Necessary supporting documents must be submitted along with the tender as proof.)</i>	
5	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. <i>(Please fill-in the undertaking Annexure – H.)</i>	

Signature and seal of the bidder

**PROFILE OF THE BIDDER**

1	Name of Firm/Service Provider:	
2	Name of Director/Chief Executive / Partner/ MD/CEO etc.	
	<b>Office Address</b>	
3	Address : (with Pin code)	
4	Email:	
5	Web Site:	
6	Phone No.(With STD Code):	
7	Mobile No.:	
8	Fax No.(With STD Code)	
9	Contact Person with Cell No.:	
	<b>Communication Address</b>	
10	Address : (with Pin code)	
11	Email:	
12	Phone No.(With STD Code):	
13	Mobile No.:	
14	Fax No.(With STD Code)	
15	Contact Person with Cell No.:	
	<b>Bank Details</b>	
16	Bank Name	
17	Branch Name	
18	Account Number	
19	MICR Code	
20	IFSC Code	
21	NEFT Code	
	<b>Registration Particulars</b>	
22	Income tax PAN	
23	Service tax number/GSTIN	
	<b>*Financial Turnover in the Last 3Years</b>	(in lakhs)
24	20 -20	
25	20 -20	
26	20 -20	

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

**Signature and seal of the bidder**

**ANNEXURE - E****EXPERIENCE & RUNNING CONTRACT (Min Two PSU/GOVT/BANK Contract)**

Sr.No.	Name of the client with address, contact person name and contact number	Nature of contract	Period of contract		Contract value (in lakhs)
			From	To	

**Signature and seal of the bidder**



## TECHNICAL BID

Sr.No.	Items	Make	Configuration	Compliance (Yes/No)
1	Desktops	HP ELITEDESK with HP V203p Monitor	CPU 705G4EDeD,A109700E,500h,4GB,54k,OS: Windows 10	
		ACER VERITON M2110G	AMD A8+ CPU, Radeon APU chipset, 500 GB SATA HDD, 4GB DDR RAM,OS: Windows 7	
		HCL INFINITI M A380 PRO	LX Infiniti M A380 Pro/Tru is an intel H61 express single chip based m-ATX MBD supporting single intel core i5 processor CPU in LGA 1155 package with single/dual channel DDR III 1066/1333 MHz memory support.	
2	Server	ACER ALTOS G330	Intel Xeon E3110 CPU, Acer 5DXSL Intel 3200 chipset Motherboard, 1 x 1 GB ECC DDR2 SDRAM, 2 x 80 GB SATA Drive, OS: Windows 2003 Server	
		DELL POWEREDGE T110 II	Intel Xeon E3-1200 Win7/Server 2008 R2 SP1,Intel® C202,4GB DDR3,Matrox G200eW w/8MB Memory	

		HCL INFINITI GL 1701BP	Intel Xeon X3430 CPU, Intel S3420GPV Mother Board, 2 x 2GB ECC DDR3 SDRAM, 1 x 320 GB SATA DRIVE (Systems are RAID 1 Configured with on- board RAID controller),OS: Windows 2003 Server Standard Edition	
		HCL INFINITI GL 1701GR	Intel Xeon X3430 CPU, Intel S3420GPV Mother Board, 2 x 2GB ECC DDR3SDRAM, 1 x 320 GB SATA DRIVE (Systems are RAID 1 Configured with on-board RAID controller),OS: Windows 2003 Server Standard Edition	
		HCL INFINITI GL 2701 HC	Intel Xeon Quad Core 5550 CPU, Intel 5520 Chipset, 12 GB ECC DDR3 SDRAM, 6 x 500 GB Hot Swap SATA HDD, OS: Red hat Enterprise Linux 5.0	
		WIPRO NETPOWER Z1505	Intel Xeon X3430, Intel S3210SH Mother Board, 2 x 1 GB ECC DDR2 SDRAM, 2 x 80GB,OS: Windows 2003 Server Standard Edition	
		WIPRO NETPOWER Z1531	Intel Xeon X3470, Intel 3420 chipset Mother Board, 2 x 1 GB 4 DDR3 DIMM sockets, 2 x 80GB,OS: Windows 2003 Server Standard Edition	
3	Laptops	ACER TRAVELMATE P243-M	Intel Core-i3, 4 GM RAM, 500 GB, OS: Windows 7	
		DELL LATITUDE E5500	Intel Core 2 DuoT7520 CPU,2 GB RAM, 250 GB HDD OS: Windows XP	
		DELL VOSTRO 1450	Intel Core-i5, 4 GM RAM, 500 GB, OS: Windows 7	
		HCL ME ICON M 1044	Intel Core -i3, 4GB RAM, 320 GB, OS: Windows 7	
		HCL ME ICON M 74	Intel Core -i3 CPU,4GB RAM,250GB HDD OS: Windows7	
		WIPRO EGO LITHIUM PRO AH4700K	Intel Core -i3, 4GB RAM, 320 GB, OS: Windows 7	

**Signature and seal of the bidder**

## FINANCIAL/COMMERCIAL BID

To be filled by bidder in commercial bid envelop

Sr.No.	Type of Hardware	Make Model	Tentative Quantity	Rate per unit	Cost (Qty x Rate)(A)	GST (B)	Total cost (A+B)
1	Desktops including CPU Monitor Keyboard Mouse	HP, ACER, HCL etc.	381				
2	Servers	ACER,DELL,HCL,WIPRO etc.	41				
4	Laptops	ACER,DELL,HCL etc.	38				
5	Network Switches	CISCO D-LINK	2				
	<b>Total AMC Cost Rs (inclusive of all taxes)</b>						

**\*\* Other hardware which are presently under warranty with HP/ACER/DELL/WIPRO/HCL Etc. are likely to be added during the year and the amount of the AMC will be increased or decreased accordingly.**

Signature and seal of the bidder

**UNDERTAKING REGARDING NON BLACKLISTING**

Tender: ITD/AMC-FMS/2022-23/01

We, M/s \_\_\_\_\_  
Participating in the bid confirm that we have not been disqualified/blacklisted/de-paneled  
and the product quoted is not disqualified/blacklisted/de-paneled by any Central/State  
Government /Public Sector Bank/ Financial institution in India including UIIC during last three  
years till last date of the tender.

Dated at - \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

**Signature of the company secretary:**

**Signature:**

**Name:**

**Designation:**

**Name & Address of the company:**

**Seal of the company:**

## CHECK LIST

Sr.No.	Documents	Check List	Page No.
1	Invariably quoted for providing annual maintenance service of all the equipment's as per Annexure and enclosed in a sealed cover super scribe as <b>"Annual Maintenance Contract &amp; Facility Management Services (AMC-FMS) of Computer Hardware, Peripherals and Networking."</b>		
2	Attached Documentary Evidence having 5 years' experience in this field.		
3	Attached Original Tender Document along with annexures with all the pages numbered and signed by the bidder.		
4	Attached Declaration on bidder's letterhead as per the format given		
5	Attached Last 3 years' Annual term over statement/income tax return/Audited Balance sheet, Profit & Loss Account certified by CA		
6	Attached undertaking regarding non-black listing		

Bidders to ensure

Bidder should full fill all the eligibility criteria before submitting the bid otherwise same may be rejected summarily. All pages have been stamped and signed by the authorized person(s). All the pages have been numbered. All the documents are legible (Clearly readable)