



United India Insurance Company Limited

Tender Notice for AMC of Computer, Other peripherals & Networking Equipment

United India Insurance, Regional Office Raipur, invites sealed tenders regarding rate contract from eligible bidders/ concerns in respect of **AMC of Computer, Other Peripherals & Networking Equipment's** at its various branches in the state of Chhattisgarh as per the specifications, Terms and Condition mentioned in the tender document.

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	On or before 10/10/2022, 3:00 PM
Tentative BID Opening Date & Time	Date: 10/10/2022, 3:30 PM
BID Opening Place	United India Insurance Company Limited Regional Office Raipur, Shop No:-647A -649 , 6 th Floor Magneto Offizo, Magneto the Mall Raipur (CG) 492001, Phone -0771-2259380, Email: tssraipur@uiic.co.in
Earnest Money Deposit (EMD)	Rs.15,000/- (Rupees Fifteen thousand only) by Account Payee Demand Draft drawn in favor of "United India Insurance Co. Ltd." payable at Raipur

1. TERMS AND CONDITIONS

- The bidder should invariably quote for all the equipment.
- The bidder should be in the business of maintenance of Computers, Peripherals and networking for the last three years.
- Bidder must have experience in maintaining Local Area Network and Wide Area Network
- Bidder must have experience in maintaining Linux, Windows Server 2003/Server 2008, Windows 7/8/10 printers and Networking Components and applications such as LAN, Hubs, Switches, etc.
- The bidder should have a service engineer at respective location or near by location.
- Bidder should have made net profit in at least two years out of the last three financial years.
- The bidder should have an average total turnover of Rs.10 Crores per year for the last three years.
- Sufficient spares as mentioned at the respective support locations as standby arrangement.
There will not be any handing over of faulty parts from our offices without receipt of equivalent or higher capacity replacement.
- In case of unsatisfactory services the AMC agreement can be terminated by UIIC with one month notice period.
- Agreement copy to be submitted on a sufficient amount stamp paper on the commencement of the AMC contract.
- The systems are to be taken on as is where is basis without any pre inspection.
- Centralized call logging facility for all locations along with instant call logging number generation facility. One email ID should be provided for logging calls and subsequent tracking of calls. Call monitoring facility for Regional Office Concerned person at your call registering software. If a call is not logged because of non updation of your software and tracking systems UIIC



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shall not be held responsible and may invoke liquidated damages in such situation and may lead to termination of contract.

- m. 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.

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 & NETWORK EQUIPMENTS"
- b. Tender should be addressed to *"United India Insurance Company Limited Regional Office Raipur, Shop No:-647 -649, 6th Floor Magneto Offizo, Magneto the Mall, Raipur (CG) — 492010.* 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 Rs. 15,000/- .
- c. Copy of Permanent Account Number (PAN) allotted by Income Tax Department.
- d. Copy of GST certificate.
- e. Declaration by the bidder on bidder's 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.

3. EMD (to be submitted with Technical Bid):

- a. Bidder shall have to submit EMD of 15,000/- (Rupees Fifteen Thousand only) by Account Payee Demand Draft drawn in favor of "United India Insurance Co. Ltd" payable at Raipur.
- 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.



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 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 Chief Regional Manager, RO Raipur 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

Tentative list of Computer hardware proposed to be covered under AMC at various offices of Regional Office Raipur is given below:



<i>Sr no</i>	<i>Description of items</i>	<i>No of units</i>
<i>1</i>	<i>Desktop PC</i>	<i>142</i>
<i>2</i>	<i>Laptop</i>	<i>13</i>
<i>3</i>	<i>Server</i>	<i>29</i>

The final list with location shall be shared with the vendor after physical verification of hardware by successful vendor.

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;
- B. 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 03 of 15 except consumable items and Physical damage/s of hardware/peripherals. Computer power cables, printer port/connectors/cables etc. are also covered under AMC.
- C. 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.

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/repared 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 loading of software shall include operating system/application software like Windows Server 2003/2008 Windows 7/8/10, Linux, Word Processing software, Internet Browser, Anti-virus software and any other software used within the Company from time to time,



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re-installation of software, if corrupted. Data retrieval from virus infected hard disks and re-installation of corrupt software will also be included in basic troubleshooting activities.

- 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. One service Engineer of the service provider to be stationed at UIIC, Regional Office, Raipur.
- N. 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.
- O. 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.
- P. Any new equipment shall be brought into ambit of maintenance contract through a written intimation or Addendum with due and equitable maintenance charges.
- Q. 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.



- R. 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.
- S. 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, Raipur as and when required.
- T. 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.
- U. 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.
- V. 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.
- W. 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 Raipur.
- X. UIIC reserves the right to verify the infrastructure of the firm.
- Y. Updated Escalation Matrix of contact Persons of the Service Provider from Time to Time shall be provided for reference to all the UIIC Offices.
- Z. Any request for relaxations/waiver as per technical bid requirement should be supported by documentary evidence of GOI circular/certificate/letter.
The admissibility of the document will be subject to relevance to AMC tender, validity of certificate/circular as on date of opening the bid.



7. 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, Raipur 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.

8. MAXIMUM PERMISSIBLE DOWNTIME

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

9. PENALTY

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

400/- per working day per Laptop

500/- per working day per Server

100/- per working day per Desktop computer

300/- per working day per network equipment

200/- per working day per Printer



10. 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 UIIC. If, at any time, it comes to the notice of UIIC that such sub- letting has been done, UIIC at its discretion may terminate the contract without referring the matter further to the Service Provider. 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.

11. SETTLEMENT OF DISPUTES

Any question, dispute arising under the contract, shall be referred to the arbitrators, the Chief Regional Manager (UIIC), RO Raipur 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 Raipur 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.



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, Raipur 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 (with pincode)	
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)	
2019-2020	
2020-2021	
2021-2022	



ANNEXURE – 3

EXPERIENCE & RUNNING CONTRACT (Min Three Contract)

S. NO.	Name of the client with address, contact person and Tel.No.	Nature of contract	Period of contract		Contract value



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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.

Si. No.	Description of Items	No's of Units	Rate per annum per Machine (Rs.)	Total charge	Total charges (words)
1.	Desktop PCs	142			
2.	Servers	29			
3.	Laptops	13			



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Annexure-5

Checklist

SI. No.	Documents	Attached or Not (YIN)
1	Invariably quoted for providing annual maintenance service of all the equipment's as per Annexure-'5' and enclosed in a sealed cover superscript as " ANNUAL MAINTENANCE SERVICE OF COMPUTERS, OTHER PERIPHERALS & NETWORK EQUIPMENTS "	
2	Attached Documentary Evidence having 3 years' experience in this field.	
3	Attached Original Tender Document along with annexure 1 to 5 with all the pages numbered and signed by the bidder	
4	Attached Original Demand Draft of Rs. 15,000/-towards Earnest money (EMD)	
5	Attached Declaration on bidder's letterhead as per the format given	
6	Attached Last 3 years Annual turnover statement/income tax return/Audited Balance sheet, Profit & Loss Account certified by CA	
7	Attached Check List	



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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)**

Office Locations to be Serviced

Office (MO/BO/DO/Service Hub etc)	Address	Land Line Telephone nos
RO RAIPUR 270000	647A,648,649, 6TH FLOOR MAGNETO OFFIZO, MAGNETO THE MALL,	0771 - 2259370 TO
DO -1, RAIPUR	SHOP NO 205 TO 216, KRISHNA COMPLEX, JAIL ROAD, RAIPUR,	0771 - 4034772, 2228403,
BO -JAGDALPUR	1st Floor, ANUPAMA CHOWK, JAGDALPUR CG.	07782 - 222451, 223155
BO DHAMTARI 270103	1 st floor, Above Indian Bank, Tikarapara Chowk, Bastar Road, Dhamtari-	07722 - 238546
MO MAHASAMUND	1st Floor, infront of Ashram complex, Mandi Road, Mahasamund	07723 - 224472
MO BHATAPARA	NEAR POST OFFICE, STATION ROAD, BHATAPARA, CG 493118	07726 - 223197
DO - KORBA 270200	PLOT NO. C-8 A, C1C2, 1st & 2ND FLOOR, SIDE BY NAKODA JEWELLER,	07759 - 247297, 248304
MO AKALTARA 270283	NEAR GHANTAGAH, NIHARIKA KORBA PIN: 495677 C.G.	07817 - 252111
MO PATTHALGAON	SHOP NO. 5, 1ST FLOOR, G.S.PLAZA, RAIGARH ROAD, IN FRONT OF SBI, AT/PO	07765 - 234401
MO DIPKA 270285	OPP. GARDEN, MAIN ROAD, AT/PO DIPKA, DIST. KORBA CG 495452	07815 - 275211
MO KATGHORA	SHUKLA COMPLEX, OPP. PNB, MAIN ROAD KATGHORA DISTT. KORBA CG	07815 - 250020
DO - BHILAI 270300	TARA COMPLEX G.E. ROAD, POWER HOUSE, BHILAI, CG 490011	0788 - 2296872, 2296873,
BO - RAJNANDGAON	1st Floor, Biba Complex, OPP. UNITED HOSPITAL, ABOVE SYNDICATE BANK,	07744 - 403741, 224413
MO DURG 270381	PARAS COMPLEX, OPP. SBI, NEAR GURUDAWARA, STATION ROAD, DURG CG	0788 - 4013045
MO KUMHARI 270382	BESIDE BANK OF MAHARASHTRA, NH-6, KUMHARI, DISTT. DURG CG 490042	07817 - 247035
MO KHAIRAGARH	1st FLOOR, AMAN ASHISH LADGE NEAR JAISTAMBH CHOWK, OLD BUS STAND,	07820 - 226480
MO DONGARGAON	1ST FLOOR HOUSE OF MR. PAWAN JAIN, SADAR LINE, AT/PO DONGARGAON,	07745 - 271660
DO - BILASPUR 270400	1st Floor. LIC Building, Magarpara Road, Bilaspur	07752 261042, 261043,
BO - RAIGARH 270402	2 ND FLOOR, SHANTI PALACE, CHAKRDHAR NAGAR CHOWK, RAIGARH CG	07762 - 223102
MO BODRI 270481	Ward no 15, Chakarbhata, Main Road, 1 st Floor, above PNB ATM, Bodri, Dist.	07752 - 275011
DO - 2, RAIPUR	JEEVAN PRAKASH, GROUND FLOOR, LIC BUILDING, PANDRI, RAIPUR, CG-	0771 - 2100385, 2583635,
BO TATIBANDH-	SHOP NO 106,107,108, 1ST FLOOR, R-EMINENCE COMPLEX, GE ROAD,	0771-2573217
DO - AMBIKAPUR	NEAR KUMKUM HOTEL, BRAHM ROAD, AMBIKAPUR CG 497001	07774 - 222588, 222567
MO VISHRAMPUR	AMBEDKAR CHOWK, MAIN ROAD, VISHRAMPUR, DIST. SARGUJA CG 497226	07775 - 265407
TP Cell, Raipur	SHOP NO 205 TO 216, KRISHNA COMPLEX, JAIL ROAD, RAIPUR,	
TP Hub, Raipur	1st Floor. LIC Building, Magarpara Road, Bilaspur	