



RFP FOR MAINTENANCE OF IT INFRASTRUCTURE

Ref: 300000/IT/RFQ/001/2025-26



UNITED INDIA INSURANCE CO. LTD

REGIONAL OFFICE - KOZHIKODE
INFORMATION TECHNOLOGY DEPARTMENT

2ND FLOOR, AL-NOOR COMPLEX, WAYAND ROAD, EAST NADAKKAVU, KOZHIKODE - 6730 06
CIN: U93090TN1938GOI000108

Release Date of Tender	13/06/2025
Earnest Money Deposit (EMD)	Rs. 50,000/-
Last Date for queries	18/06/2025 - 11:00 Hrs
Last Date of Tender submission	20/06/2025 - 15:00 Hrs

Address for Communication & Submission of Bids	The Deputy General Manager 2 nd Floor, Al-Noor Complex, Wayand Road, East Nadakkav, Kozhikode - 673006
E-Mail ID for communication	tsskozhikode@uiic.co.in

Important Notice

This document is the property of United India Insurance Company Ltd (UIIC). It should not be copied, distributed or recorded on any medium (electronic or otherwise) without UIICL's written permission. Use of contents given in this document, even by the authorised personnel/agencies for any purpose other than that specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law. This tender document is not transferable.

Bidders are advised to study this tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The response to this tender should be full and complete in all respects. Incomplete or partial bids shall be rejected. The Bidder must quote for all the items asked for, in this tender.

The Bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by UIICL. UIICL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.



CONTENTS

1.	ABOUT THE COMPANY	3
2.	INSTRUCTIONS / GUIDELINES TO BIDDERS	3
3.	THE TENDER OFFER	3
4.	EARNEST MONEY DEPOSIT (E.M.D)	3
5.	FORFEITURE OF E.M.D	4
6.	REFUND OF E.M.D	4
7.	THE COMPANY RESERVES THE RIGHT TO	4
8.	REJECTION OF TENDERS	4
9.	VALIDITY OF TENDERS	4
10.	FORMAT AND SIGNING OF BID	4
11.	GENERAL TERMS	5
13.	PRICE	6
14.	SECURITY DEPOSIT	6
15.	CONFIDENTIALITY	6
16.	INSOLVENCY	6
18.	SCOPE OF WORK	6
19.	ADDITIONAL ORDERS WITHIN THE CONTRACT PERIOD	10
20.	MAINTANANCE PENALTY	10
21.	PAYMENT TERMS	11
22.	OBLIGATIONS OF THE COMPANY	11
23.	ENHANCEMENT / UPGRADE OF EQUIPMENT	11
24.	EXCLUSIONS	12
25.	EXTENSION OF CONTRACT	12
	Annexure 1 - Query Format	13
	Annexure 2 - Statement of No Deviations	14
	Annexure 3 - No Blacklist Declaration	15
	Annexure 4 - Eligibility Criteria - Compliance Sheet	16
	Annexure 5 - Commercial Bid Format for Maintenance Charges	17
	Annexure 6 - Bid Submission Check List - for bidders	18

1. ABOUT THE COMPANY

United India Insurance Co. Ltd (UIIC) is a leading General Insurance Company wholly owned by Government of India with its Registered & Head Office Office at 24, Whites Road, Chennai 600 014. In addition, UIIC has 30 Regional Offices, 6 Large Corporate Business Cells and 1500 Business Offices geographically spread throughout India and has over 16000 employees.

2. INSTRUCTIONS / GUIDELINES TO BIDDERS

- a. Sealed bids are invited on behalf of UIIC - Regional Office Kozhikode under two bids system (Eligibility Bid and Financial Bid) from reputed, well established and financially sound eligible bidders / IT companies in respect of Comprehensive maintenance of Desktop Computers, Servers, Laptops, Printers, Scanners, Projectors , Network Hubs / Switches and other Computer peripherals, at its various Offices, spread across the districts of Kasargod, Kannur, Wayanad, Kozhikode, Malappuram, Thrissur & Palakkad within Kerala State as per the terms and condition mentioned herewith.
- b. The Tender offer should be submitted in one sealed envelope mentioning **“OFFER FOR MAINTENANCE OF IT INFRASTRUCTURE”** which should in turn contain TWO sealed covers super scribed as **Cover ‘A’ & Cover ‘B’**.
- c. **Cover ‘A’** should contain the following:
 - i. NEFT Details / Demand Draft towards the transfer of EMD amount
 - ii. statement of no deviation as per Annexure 2.
 - iii. No Blacklist Declaration as per Annexure 3.
 - iv. duly filled eligibility criteria form as per Annexure 4 along with supporting documents for the eligibility from Bidders.
- d. **Cover ‘B’** should contain the Commercial Offer.

3. THE TENDER OFFER

- a. The Tender Offer as indicated above shall be addressed to **The Deputy General Manager**, and shall be submitted at **United India Insurance Co. Ltd, Regional Office Kozhikode, 2nd Floor, Al-Noor Complex, Wayand Road, East Nadakkav, Kozhikode - 673006** on or before **15:00 Hrs; 20/06/2025**. If the last date for submission of tenders happens to be a holiday due to some unforeseen circumstances, then the tender can be submitted by 11:00 Hrs on the next working day.
- b. Bidders shall send the NEFT details of EMD well in advance before the submission of bids through email.
- c. Cover ‘A’ would be opened by the Committee constituted by the Company in the presence of bidders who wish to be present at the address given above.
- d. Qualified Bidders in the eligibility bid, would be selected for opening Cover ‘B’.
- e. Bidders shall provide commercial quote strictly adhering to the format given in Annexure 4.

4. EARNEST MONEY DEPOSIT (E.M.D)

- a. The intending bidders should pay an Earnest Money Deposit of **Rs. 50,000/- (Rupees fifty thousand Only)**.
- b. The E.M.D can be electronically credited to our Bank Account as given below:

Beneficiary Name	United India Insurance Company Ltd.
IFSC Code	INDB0000007
Account No	ZUIICL300000<name of party>
Bank Details	INDUS IND BANK, No.3, Village Road, Nungambakkam, Chennai-600034

- c. The EMD will not carry any interest.

- d. The electronic credit should be affected positively on the day prior to the tender submission date.
- e. if bidders wish to pay EMD through **Demand Draft**, the same may be drawn in favour of “**United India Insurance Co. Ltd payable at Kozhikode**”.

5. FORFEITURE OF E.M.D

The EMD made by the bidder will be forfeited if:

- a. The bidder withdraws the tender after acceptance.
- b. The bidder withdraws the tender before the expiry of the validity period of the tender.
- c. The bidder violates any of the provisions of the terms and conditions of this tender specification.
- d. The successful bidder fails to furnish the required Performance Security within 21 days from the date of receipt of Purchase Order.

6. REFUND OF E.M.D

- a. EMD will be refunded to the successful bidder, only after executing the agreement and purchase order.
- b. In case of unsuccessful bidders, the EMD will be refunded to them at the earliest after expiry of the final bid validity or before the 30th day after the award of the contract, whichever is earlier.

7. THE COMPANY RESERVES THE RIGHT TO

- a. Accept / Reject any of the Tenders.
- b. Add, Modify, Relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- c. Reject any or all the tenders without assigning any reason thereof.
- d. Cancel the purchase order to the successful bidder if the bidder fails to furnish the required Performance Security and counter signed agreement within 21 days from the date of receipt of Purchase Order.

8. REJECTION OF TENDERS

The tender is liable to be rejected:

- a. If it is not in conformity with the instructions mentioned herein,
- b. If it is not accompanied by the requisite proof of tender document fee paid.
- c. If it is not accompanied by the requisite proof of EMD paid.
- d. If it is not properly signed by the bidder
- e. If it is received after the expiry of the due date and time,
- f. If it is evasive or incomplete including non-furnishing the required documents.
- g. If it is quoted for period less than the validity of tender.
- h. If it is received from any blacklisted bidder or whose past experience is not satisfactory.

9. VALIDITY OF TENDERS

Tenders should be valid for acceptance for a period of at least 60 (Sixty) days from the last date of tender submission. Offers with lesser validity period would be rejected.

10. FORMAT AND SIGNING OF BID

- a. Proposals submitted in response to this tender must be signed by (in all the pages) the Authorized signatory of the Bidder's organization as. Power of Attorney or Letter of Authorization to be submitted in a suitable format.

- b. The bid shall be in A4 size papers, numbered with index and neatly bind or filed accordingly. Each page in the bid shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. Each page of the bid shall be sealed by the Bidder's official seal.
- c. Any interlineations, erasures or overwriting shall be valid only if the person signing the bid counter signs them.
- d. Bids should be spirally bound or fastened securely before submission. Bids submitted in loose sheets will be rejected as non-compliant.
- e. Bidders responding to this tender must comply with the format requirements given in various annexure of the tender, bids submitted in any other format/type will be treated as non-compliant and may be rejected.

11. GENERAL TERMS

- a. The consequent agreement with the successful Bidder shall be in force for a period from 01/07/2025 to 31/03/2028.
- b. The successful bidder shall sign the agreement within 21 days from the date of receipt of purchase order.
- c. Any queries may be communicated through e-mail as per the queries format mentioned in Annexure 1 in .xls/.xlsx format and responses to queries will be only by return e-mail.
- d. The offer containing erasures or alterations will not be considered. There shall be no handwritten material, corrections or alterations in the offer.
- e. Addendum/Amendments/Corrigendum, if any, will be communicated through website or e-mail only. UIIC reserves the right to cancel the tender at any time without incurring any penalty or financial obligation to any bidder.
- f. UIIC is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, GoI. The policy details are available on the website www.dcmsme.gov.in
- g. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).
- h. Such MSEs would be entitled for exemption from furnishing earnest money deposit (EMD).
- i. Agencies/ Bidders desirous of availing exemptions/ preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.
- j. Bidders to note that, splitting of order would not be applicable in this tender.
- k. The list of equipment with serial numbers and the list of offices with respective address & contact details shall be shared with the L1 bidder after the LoA is issued.

12. CONTRACT / AGREEMENT

- a. The consequent contract/agreement between the Vendor and the Purchaser will be signed in accordance with all the terms and conditions mentioned in this tender document.
- b. The successful bidder has to furnish two copies of the contract/agreement in a stamp paper of minimum Rs. 100/-, with all the above terms and conditions mentioned including the commercials. The draft of the contract/agreement will be shared to the successful bidder along with the LOA.
- c. The successful bidder has to furnish the duly signed contract/agreement along with the security deposit/performance guarantee for UIIC's counter signature within 21 days from the receipt of purchase order.

13. PRICE

- a. The bidders should quote only the base price. All applicable taxes/octroi will be paid as actuals.
- b. There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the bidders. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the agreement should be passed on to the Purchaser /Company.
- c. All the items should be quoted in INR (Indian Rupees) only.

14. SECURITY DEPOSIT

The successful bidder will have to furnish a security deposit to the tune of 10% of the total order value in the form of a Bank Guarantee for a period of **36 months** obtained from a nationalised/scheduled bank for proper fulfilment of the contract.

15. CONFIDENTIALITY

The bidder acknowledges that all material information which has or will come into its possession or knowledge in connection with this tender and subsequent agreement or performance thereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be cause loss to the Company. The bidder agrees to hold such material information in strict confidence, to release it only to employees requiring such information and not to disclose it to any other parties.

16. INSOLVENCY

The Company may terminate the contract by giving written notice to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent, provided that such termination will-not prejudice or affect any right of action or remedy which has accrued or will accrue.

17. ELIGIBILITY CRITERIA FOR BIDDERS

Any bidders submitting the bids to UIIC against this Tender shall comply with the below Eligibility Criteria as mentioned in Annexure 4. The Annexure 4 is also a Compliance Form for the Eligibility Criteria Compliance which is to be submitted as part of Cover A.

18. SCOPE OF WORK

The maintenance period shall be in force from 01/07/2025 to 31/03/2028 and shall cover all the items as specified in the Annexure 8. List of offices with address is provided in Annexure 7. The hardware equipment stated in Annexure 8 shall be placed under maintenance in "AS AND WHERE IS BASIS". It is further mutually agreed that the successful bidder will not insist upon the following from UIIC at the time of inception of the contract.

- Pre-inspection of any hardware device placed under maintenance contract.
- Repair / Replacement of any components / hardware device placed under maintenance contract thereof at any time during the contract period.

Detailed Scope of work is as follows:

a. General scope of work involving inventory collection and maintenance:

- i. Successful bidder has to do a **detailed inventory** of all equipment in all the offices and label them in the format "UIIC/OO_CODE/(PC/SRVR/Laptop)/Running Sequence No./OEM". This activity has to be completed inventory within the first quarter from the receipt of Purchase Order.

- ii. Undertake **preventive maintenance** (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior of the equipment (using mechanical devices like vacuum cleaner, blower etc.,) and necessary repairing of the equipment) once in every three months from the start of the contract.
- iii. Unscheduled on-call corrective and remedial maintenance services to set right the malfunctions of the system. This includes replacement of all unserviceable parts including Hard Disks, Solid state disks, Network Interface Cards, Mother Boards, Monitor / Display Panels, all electronic and plastic spares **except those specifically excluded** under this agreement, trouble-shooting for LANs including resolving LAN connectivity issues.
- iv. Unscheduled on-call corrective and remedial maintenance services may also be provided to set right the issues with any application softwares, driver installations for other IT peripheral equipment at UIIC's Offices.
- v. The following activities will be undertaken by the successful bidder:
 - Installation and Maintenance of operating system including OS upgrades.
 - Installation & updates of Drivers, Firmware, OS patches and hot fixes.
 - Installation of office suites and necessary updates.
 - Installation of Oracle RDBMS and Developer 2000 and attendant configurations (if necessary for Genisys Servers at Operating Offices).
 - Installation, maintenance, backup & recovery of various Genisys servers across the Operating Offices and its virtualised environment at Regional Office.
 - Installation of CDMS Suite (Anti Virus, Patch Management Tool, Encryption and DLP tools) whenever a system is formatted or as and when required.
 - Data back-up (if requested by the end users)
 - Configuration of internet, proxy server, FTP Server, Web Servers, Genisys Servers (virtualisation) at Regional Office Kozhikode.
 - Configuration of applications (client/server)
 - Installation of hardware and accessories.
 - Installation of any other software as called for by the company from time to time
- vi. The successful bidder shall not sub-contract or assign or permit any third party other than their own personnel to perform any work or service or other performance required of them under this agreement without the prior consent of the company.
- vii. All repairs and maintenance service shall be performed by qualified and authorized personnel familiar with such tasks. The successful bidder should ensure that enough stock of basic items like keyboard, mouse, monitor, RAM, HDDs, SSDs, SMPS, Network Cards, power chords, adapters, network cables (1m & 2m) are maintained at UIIC's Regional Office Kozhikode.
- viii. The successful bidder shall provide maintenance services at UIIC's Offices through qualified, experienced and competent engineers. Service engineers / Field engineers should be well conversant with the latest trends in trouble shooting of computing equipment.
- ix. In addition to the above, the successful bidder is required to provide first level support for the systems that are under warranty by the OEM. The scope of first level 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 respective Supplier/OEM. The successful bidder shall closely follow up such cases with the Supplier/OEM until closure.
- x. The successful bidder shall be extending necessary assistance in maintaining the inventory, shifting and reinstallation of all the equipment during any Office relocations / Office closures of UIIC. Such relocations may mostly occur during

holidays to minimize business impact and the successful bidder is expected to provide necessary human resources for the activity at no additional cost to UIIC. The company may relocate the system and keep the same informed.

- xi. External optical drive, USB mass storage devices (external HDDs / Pen Drives) & USB based Wi-Fi dongles for installation / updates of Operating System/Drivers/Software shall be supplied to the engineers by the successful bidder. The engineers visiting the UIIC's Offices shall have these devices at their disposal for any requirements. UIIC shall not be in a position to supply such devices for all districts under the Regional Office.

b. LAN maintenance:

- i. The successful bidder shall ensure that day-to-day functioning of office work, existing network setup and connectivity should not get disrupted during the process of any LAN maintenance activity.
- ii. Any damage to the interiors during process of installation of LAN would have to be made good at no extra cost to the UIIC. Hanging cables and untidy cable management should be avoided.
- iii. No charges for crimping tools, fixing tools, testing tools or any other tools (*to be used by the successful bidder for installation of the LAN*) would be paid by UIIC. UIIC will not provide any tools.
- iv. Successful bidder shall ensure that LAN Cabling is done through separate PVC Conduits/ Casing-Caping with the walls / false ceiling. Neither OFC nor UTP should be laid open. Engineers may give necessary recommendations to fix the LAN cabling anomalies to the respective Office Incharges in the form of a service report.
- v. The successful bidder shall ensure that the network racks in each Office is maintained neatly with proper labelling of ports and cables. Cable dressing should be done with cable ties or velcro ties at no extra cost to UIIC.

c. Spares and repairs:

- i. Replacement of parts will be at the successful bidder'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, functionally and technically equivalent or higher configuration components should be substituted with the company's consent. Similarly, in the case of major fault necessitating the equipment to be taken to successful bidder's office / factory for maintenance, **STANDBY** equipment of similar or higher capacity in good working condition has to be provided at no extra cost. The cost of the transportation of any defective item for repairs shall be borne by the successful bidder.
- ii. In case of any desktop computers or laptops with hard disks, in an event of hard disc failure, such hard disks should be replaced with 512GB SSDs (solid state disk) alone. Wherever possible, if the Desktop/laptop supports NVMe SSD, the replacement should be with the same. If the Desktop/Laptop is already installed with SSDs larger than 512GB capacity, the replacement should also be reciprocated with the equivalent capacity. *[This should be at no additional cost to UIIC].*
- iii. The successful bidder should maintain adequate stock of all components at UIIC's Regional Office premises as well as at the bidder's Office to attend to service calls immediately. A standby equipment of similar or higher capacity must be provided, if the equipment is expected to be down for more than 72 hours (3 business days).
- iv. For each 100 nos. of desktop computers 2 nos. of desktop computers as standby shall always be maintained.

- v. For each 50 nos. of laptop 2 nos. of laptop computers as standby shall always be maintained.
- vi. The successful bidder shall replace any parts of the hardware on failure with hardware parts having equivalent or higher functional capabilities.
- vii. Parts required for the maintenance of the equipment and / or correction of faults will be supplied at no extra cost to the company.
- viii. Faulty parts removed from the system belong to successful bidder. 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.
- ix. If the machines covered under this agreement are not attended for repair or problems are not rectified within the time frame stipulated, such defective machines would be repaired by some third party and the amount spent for such repairs would be billed to the successful bidder and the same shall be in addition to the penalty imposed.

d. Reports and statements:

- i. The bidder shall provide access to the web app & mobile app to UIIC Officials so that we can raise service call requests, view them and update service calls. While the admin rights for such a portal shall rest with the successful bidder, UIIC shall be provided with basic dashboard facility and all sorts of report/MIS generation as the need arises. This will ease out the process of monthly reports/quarterly reports and respective penalty calculations.
- ii. The successful bidder shall submit consolidated statement (soft copy as well as hard copy) furnishing the details of service calls, its status (registered/closed/pending) along with the Invoice on quarterly basis for maintenance charges payment for that particular quarter. Each such service call has to be supported by service report signed by the bidder's attending engineer and UIIC employee at the respective office. Such report shall also be maintained in the form of a register by the Resident Engineer stationed at UIIC's Regional Office Kozhikode.
- iii. Maintain a tidy list of IP addresses of all users/desktops & all network devices at UIIC's Regional Office Kozhikode and Offices under it.
- iv. Minimum information that should be available in such consolidated statement are:
 - Call Number
 - Call Status
 - Hardware Type
 - Office Code
 - Office Name
 - Call registered date
 - Call registered time
 - Call attended date
 - Call attended time
 - Call closed date
 - Call closed time
 - Nature of problem
 - Rectification type (repair / replacement / standby)
 - Engineer Name with Contact No
- v. The successful bidder should hand over the systems in good working condition to the company after expiry of the maintenance period. In case any damage is found at the time of handing over, the vendor is liable to rectify it even after the contract period.

- vi. UIIC shall keep a manual record/register for the nature of equipment failures, date and time of booking the complaint at Regional Office, the total down time, etc. This record shall be maintained by the Resident Engineer posted by the successful bidder at UIIC - Regional Office Kozhikode.

e. Resident Engineer & Field Support:

- i. The successful bidder shall provide a minimum of one resident engineer at UIIC's Regional Office on all working days (Monday to Friday). Working hours during working days would be 10am to 6pm. However, the number of resident engineers have to be increased by the successful bidder in case there is additional workload. The engineer(s) may have to work on Saturdays/Sundays/Holidays and after office hours, if necessary.
- ii. Resident Engineer shall be on Bidder's own payroll.
- iii. Resident engineer should be qualified and conversant with computing and networking systems in both hardware and software and should also have good troubleshooting skills. The engineer should have at least 3 years of experience in similar projects. The resident engineer may have to sign the attendance register kept in UIIC's Regional Office Kozhikode.
- iv. If a resident engineer is on leave, suitable replacement has to be provided during the period of such leaves.
- v. The successful Bidder shall provide any other expert engineer on case to case basis as may be required, for assistance to on site hardware engineers, in case the latter are not able to intervene and solve some complaints.
- vi. Resident engineer will not be normally deputed for any outside calls except at designated offices. Alternative arrangements (field engineers) will have to be made for servicing calls received from Operating Offices.
- vii. Resident engineer shall act as help desk for and attend to any LAN port and local network related issues. Install /Co-ordinate with the support team for any new port installation and other LAN issues. Preparation of BOQ (Bill of Quantity) for new installation if required.
- viii. Co-ordinate with and assist other third party support teams (like Network Helpdesk, Printer Help Desk, etc).
- ix. Maintain a tidy list of IP addresses of all users/desktops & all network devices at Offices under UIIC's Regional Office Kozhikode.
- x. Resident Engineer(s) shall be appointed within two weeks from the date of Purchase Order.
- xi. Field Support - Successful Bidder shall provide maintenance services through qualified, experienced and competent engineers. Service engineer / Field engineer should be well conversant with the latest trends in trouble shooting of computing/networking equipment.

19. ADDITIONAL ORDERS WITHIN THE CONTRACT PERIOD

UIIC may release additional purchase orders to the successful bidder during the contract period for covering additional equipment at the agreed prices. Such additional orders shall be accepted by the bidder and the equipment shall be covered under maintenance from the date stipulated in such orders.

20. MAINTANANCE PENALTY

MTTR1	Mean time to Respond	2 hours
MTTR2	Mean time to Resolve	48 hours

- a. The successful Bidder shall attend to on-call services within 4 hours of lodging of the complaint.
- b. The successful Bidder shall resolve all logged cases within 72 hours of lodging of the complaint irrespective of location.
- c. If successful bidder is not able to close the call within the above-stipulated time a stand by system of similar or higher capacity in good working condition should be provided, failing which penalty would be levied as under.

S#	Item	Penalty
i.	Desktop/Laptop Computers	Rs. 500/- per business day
ii.	Printer/Scanner/Projector	Rs. 500/- per business day
iii.	Work Stations / Servers	Rs. 1000/- per business day
iv.	Networking equipment	Rs. 1000/- per business day
v.	Absence of Resident Engineer	Rs. 1500/- per business day
Penalty against absence of Resident Engineer shall be waived if an alternate resource is provided		
The above penalty not exceeding Rs. 5000/- per Desktop/Laptop/Printer/Scanner/Projector (quarterly)		
The above penalty not exceeding Rs. 10000/- per Workstations / Servers/ Networking equipment (quarterly)		
There is no penalty capping for the absence of Resident Engineer.		
In addition to the above 25% of the quarterly payment shall be levied against failure to execute preventive maintenance (location wise).		

21. PAYMENT TERMS

- a. The successful bidder may raise invoices along with service call reports at the end of every quarter. Service call reports shall be submitted in printed and bound form.
- b. Payments shall be released by UIC in arrears at the end of each quarter.
- c. Other charges, if any, would be paid upon completion of the relevant activity and submission of the work completion report signed by the authorized official.
- d. Taxes shall be paid in actuals.

22. OBLIGATIONS OF THE COMPANY

- a. The company shall pay Annual Maintenance Charges as mentioned in this agreement for the equipment specified in the Annexure 8. The maintenance charges are payable at the end of each quarter. The company shall effect payments of the maintenance charges within 15 days from the date of receipt of invoice and all documents as stipulated in various paragraphs/ clauses herein.
- b. The company shall use enterprise grade UPS for ensuring stabilized power supply in all Offices covered under this scope
- c. The company shall provide a work desk along with Desktop or Laptop for the resident engineer.
- d. The company would ensure that rats, insects etc., do not invade the site and damage the systems especially cables etc.

23. ENHANCEMENT / UPGRADE OF EQUIPMENT

The company shall have the right to make changes or attachments to the equipment provided that such changes or attachments do not prevent proper maintenance from being performed. All engineering changes generally adopted hereafter by the vendor for equipment similar to that covered by this agreement shall be made at no cost to the company. The actual quantity of equipment covered under the maintenance contract may be increased or decreased by mutual written consent of both parties

provided always that such consent is not unreasonably withheld. In the event that the quantity is increased the successful bidder is entitled for corresponding maintenance charges on pro-rata basis.

24. EXCLUSIONS

This maintenance agreement does not include:

- a. Electrical work (except LAN troubleshooting & labelling 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 successful bidder apart from maintenance charges.
- c. Physical damages to the equipment due to negligence of the end users.
- d. Work due to alterations in the equipment by persons other than successful bidder's personnel (except for minor rectification by UIIC in house systems engineer after intimating the successful bidder).
- e. Any work external to the equipment such as maintenance of equipment/ accessories that are not covered under the maintenance contract.
- f. Plastic parts, teflon sheet, printer maintenance kits and printer heads shall not be covered under the maintenance contract.
- g. Projector lamps and scanner lamps shall not be covered under the maintenance contract.
- h. The system maintenance does not include the cost of consumables like ribbons, magnetic tapes, Inkjet Cartridges, CD/DVD, external storage devices and laptop battery.
- i. Toner cartridges and fuser assembly in case of laser printers shall be treated as consumable.

25. EXTENSION OF CONTRACT

The contract with successful bidder may be extended for a further period of one year or two years as per the same terms and conditions on mutual agreement.

Annexure 1 - Query Format

Query#	Page #	Clause #	Existing Clause in Tender	Modification/Suggestion Requested	Remarks



Annexure 2 - Statement of No Deviations
(to be submitted on Bidder's letter head)

Ref. No:

Date:

To

The Deputy General Manager,
United India Insurance Co. Ltd,
Regional Office - Kozhikode
2nd Floor, Al-Noor Complex,
Wayanad Road, East Nadakkav
Kozhikode - 673 006

Re: Your Tender Ref: 300000/IT/RFQ/001/2025-26

Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

Yours faithfully,

(signature of Bidder's authorized official with seal)



Annexure 3 - No Blacklist Declaration
(to be submitted on Bidder's letter head)

Ref. No:

Date:

To

The Deputy General Manager,
United India Insurance Co. Ltd,
Regional Office - Kozhikode
2nd Floor, Al-Noor Complex,
Wayanad Road, East Nadakkav
Kozhikode - 673 006

Re: Your Tender Ref: 300000/IT/RFQ/001/2025-26

Sir,

We do hereby declare and affirm that we have not been blacklisted by Central / any State Government / PSU's or any regulatory bodies as on the date of bid submission.

Yours faithfully,

(signature of Bidder's authorized official with seal)

Annexure 4 - Eligibility Criteria - Compliance Sheet
(to be submitted on Bidder's letter head)

S#	Criteria	Documentary Proof Required	Yes/No	Remarks
a.	The bidder should be a public/private Limited company and should be in existence in India	Copy of the Certificate of Incorporation issued by Registrar of Companies		
b.	The bidder should have an average turnover of at least Rs. 25 Crores for the last three financial year's viz. 2021-22, 2022-23 and 2023-24.	Audited financial statements		
c.	The bidder should have made Net Profit after taxation in at least one year in the last three financial year's viz. 2021-22, 2022-23 and 2023-24.			
d.	The bidder should have valid PAN and GST Registration Number	Copies of PAN Card & GST Registration certificate		
e.	The bidder should have a valid ISO 9000-2015, ISO 20000 & ISO 27001 in Services related to IT infrastructure repair and maintenance	Copy of the valid ISO certificate		
f.	The bidder should be based out of Kerala / Karnataka / Tamil Nadu. [Registered / Head Office / Corporate Office should be located in any of the mentioned two states]	Copy of the Certificate of Incorporation / Self declaration highlighting the company website's URL mentioning the address of the Registered / Head Office / Corporate Office		
g.	Bidders are required to service PC/Peripherals of all makes. Bidders should provide proof that they are able to service PC/Peripherals of any make, capacity and age. The bidder should have an experience in supporting minimum two customers of similar project in any BFSI segment with not less than 50 locations in Kerala in the last financial year.	Copies of Purchase Orders from the client during last financial year.		
h.	The bidder should have sufficiently staffed Service Center in Kozhikode, Kerala	Details of the service center (GST certificate, addresses and contact numbers) in a self-declaration		
i.	The Bidder should have enough manpower (Service Engineers / Field Engineers) available with them to provide the maintenance service to the offices mentioned in Annexure 6	Self-declaration listing Service Engineers / Field Engineers including the Name, Mobile Number of the Engineers and the Area /offices (Annexure I) which they are covering.		
j.	The bidder should not be blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India	Self-Declaration		

(Signature of Bidder's authorized official with seal)

Annexure 5 - Commercial Bid Format for Maintenance Charges

{all amounts should be in INR}
(to be submitted on Bidder's letter head)

S#	Item Description	Qty	Annual price per unit (Rs.)	Total
1	GENISYS SERVERS	15		
2	DESKTOP PCs - Dell Optiplex 3070	75		
3	DESKTOP PCs - HP Elitedesk 705 G4	100		
4	DESKTOP PCs - Acer Veriton 2110G	100		
3	WORKSTATION COMPUTERS (Assembled)	3		
4	LAPTOPs (various models - HCL, Acer & Lenovo)	41		
5	AIO CABIN PRINTERS (LASER) Brother DCP L2541DW	2		
6	AIO CABIN PRINTER (INK TANK) Epson L3150	1		
7	AIO HEAVY DUTY PRINTER (LASER) Konica Minolta Bizhub 205i	1		
8	LCD PROJECTOR - Epson EB1718W	1		
9	SCANNER - Epson DS1630	1		
10	NETWORK SWITCH (48 Port) Dlink DGS-1210-52	2		
11	NETWORK PATCH PANEL (24 Port) - Dlink	4		
12	PoE NETWORK SWITCH (8 Port) Dlink DGS-1008MP	1		
13	Wi-Fi Access Points Dlink DAP 2680	6		
14	RESIDENT ENGINEER	1		
TOTAL (Excluding GST)				

*(All prices must be in INR excluding taxes.)

*(The actual quantity of the Desktops shall be revised after the inventory is finalised)

(Signature of Bidder's authorized official with seal)



Annexure 6 - Bid Submission Check List - for bidders
(to be submitted on Bidder's letter head)

S#	Document	Attached (Yes/No)	Page#
COVER - A			
1.	Covering Letter		
2.	Bid Submission Check List for Cover A // Index		
3.	EMD Remittance Details		
4.	Power of Attorney or Letter of Authorization for Authorized Signatory (in suitable format)		
5.	Statement of No Deviations as per Annexure 2		
6.	No Blacklist Declaration as per Annexure 3		
7.	Eligibility Criteria Form as per Annexure 4 (with supporting documents)		
COVER - B			
1.	Covering Letter		
2.	Commercial Bid as per Annexure 5		