



National Insurance Academy
25, Balewadi, Baner Road, NIA P.O., Pune 411 045
Tel: 020-27204000/4444, Fax: 020-27204555
Website: www.niapune.org.in

Through Online Mode Only
NIA E-PROCUREMENT WEBSITE IS :
<https://www.tenderwizard.com/NIA>

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E-TENDER / E-QUOTATION DOCUMENT
NIA/CC/ENQ/23-24/001
FOR
AMC of Computers and other equipments
(Computer Center Department)

NOTICE INVITING TENDER

E-Tender for
AMC of Computers and other equipments
at NIA, Pune

INFORMATION & INSTRUCTIONS TO THE BIDDERS

National Insurance Academy (NIA) invites Online Tender from authorized service partner of HP

Key Date: Online Tender Document Date of viewing of	From 15.05.2023 2.00 P.M. To 07.06.2023, 10.30 A.M.
Cost of Tender Document	NIL
Pre-bid meeting	29.05.2023 at 11.00 A.M.
Last Date, time for online submission of tender forms and documents.	07.06.2023 10.30 A.M.
EMD	30,000.00
Date & Time of Opening of Technical bid	11.00 AM. on 07.06.2023
Date & Time of Opening of commercial bid	Will be intimated later

e-Tender Processing Fees: (To be paid through online e-Payment Gateway on e-Procurement Portal by bidders, applicable in case of submission of tender)	e-Tender Processing Fees are applicable & Non-Refundable .
EMD : Rs. 30,000/-	The EMD is non-interest bearing and is refundable to unsuccessful bidders after signing of the Contract by the successful bidder. No exemption will be granted .
DIRECTOR	

FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (eTS).

Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website) <http://www.tenderwizard.com/NIA> adopted by National Insurance Academy, Pune as given in the subsequent pages will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

Bidders are required to enrol for Vendor Registration on the NIA e-Procurement Tender wizard Portal

(URL: <https://www.tenderwizard.com/NIA>) by clicking on the link “Registration” on the home page of e- Portal which is chargeable. (Rs.1000/- + GST (18%) (Non-Refundable) to be paid online e-payment gateway).

Note: The e-Payment Gateway are available on e-Procurement Portal for making the Online Vendor Registration Payment.

Note : Information about e-Procurement Portal.

More information useful for submitting online bids on the NIA e-Procurement Tender wizard Portal may be obtained at: <https://www.tenderwizard.com/NIA> . **N.B:** Bidders are requested to refer to the Vendor’s manual by downloading the Vendor’s Manual by visiting on home page of <https://www.tenderwizard.com/NIA> and following KEY INSTRUCTIONS for BIDDERS by clicking on **Latest Circulars/Formats/Help Manuals/FAQs”**. **The complete Step by Step Vendors Help Manual For e-Procurement / e-Tendering Process, Vendors Registration Process, System Settings Requirements & JAVA Settings Manuals, e-Payment Guidelines & Digital Signature Certificate Process** are available on e-Auction Website regarding the e-Auction.

Note: Online Support / Web Support / E-Mail Support / Phone Support are also available for Bidders as well as Dept. Officials. Online support through “Team viewer” or “ Ammy Admin “ Remote software only.

For Downloading this software, the downloading software links are available on home page of e-Auction Website.

- **Registration of the Contractors/Bidders:** All the Contractors intending to participate in the tenders floated online using Electronic Tendering System (ETS) are required to get registered on the e-Tender Portal (website) <http://www.tenderwizard.com/NIA>. After successful Registration on above mentioned portal contractor will get a User ID and Password to access the website.

- **Viewing of Online Tenders:** The contractors/bidders can view tenders floated on online Electronic Tendering System (ETS) hereinafter referred as “e-Tendering System” through portal (website) at <http://www.tenderwizard.com/NIA>. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download through they need to login on to the above portal and can download the tender documents of an e-Tender.

- **Key Dates:** The contractors/bidders can view the Online Scheduled dates of e-tendering System (time schedule) hereinafter referred as “**Key Dates**” for all the tenders floated using the online electronic tendering system on above mentioned portal (Website) <http://www.tenderwizard.com/NIA>

The bidders are strictly advised to follow dates and time as mentioned in Key Dates of a particular tender. The date and time will be binding on all the bidders. The bidders are required to complete the stage within the stipulated time as per the schedule (Key Dates) to continue their participation in the tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined. The bidder should ensure that the status of a particular stage should be shown as “Completed” before the expiry date and time of that particular stage and they should possess a copy of receipt of completion of each stage to be performed from their end which should match with the status with their offer on online portal. It will be the sole responsibility of the bidder if the status of a particular stage is “Pending” till the expiry date and time of that stage and he will not be able to proceed further in the e-Tendering process. The Key dates are subject to change in case of any amendment in schedule due to any reason stated by the Department.

- **Obtaining a Digital Certificate and its Usage:** On e-Tendering System the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text.

Note: Digital Signature Certificates: **Class III Signing** + Encryption Digital Signature Certificate is required for e-Tendering. (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.

- The contractors may obtain Class III digital certificate from any Certifying Authority or Sub certifying Authority authorized by the Controller of Certifying Authorities on the portal <http://cca.gov.in>. or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic submission.

E-Tendering System (ETS):

E-Tender helpdesk
#24, Sudha Complex,
03rd Stage, 04th Block,
Basaveshwaranagara,
Bangalore - 560079
dscprocessingunit@yahoo.com
Help Desk Contact Details:
Tel: 080-40482000/121/133/140
Mobile: 9686115304/9686115323
E-mail: lokesh.hr@antaressystes.com
raghuprashanth@antaressystems.com

- The Bid (Online Offer) for a particular e-Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.

- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for NIA Office Pune, as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an "Authorization Certificate" for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.

- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/NIA>.

NOTE:-

NIA AND TENDERWIZARD will not entertain any reasons/claims of Tenderer on account of Net Connection Failure/Current Connection Failure and any issues during the submission of tender online. Tenderer shall be solely responsible for all those facts and failure of Net Connectivity, Electricity Current Connectivity etc.

For Registration and for further details on e-tendering, please visit website above mentioned portal (website) or below mentioned address:-

E-Procurement Helpdesk Officials details.

Office Address:- E-Tender helpdesk, # 24, Sudha Complex, 03rd Stage, 04th Block, Basaveshwaranagara, Bangalore – 560 079

Help Desk Contact Details: -

- 1) Mr. Sanjay K. Chandak, (Pune & Mumbai Maharashtra) (E-mail : sanjay.kc@antaressystems.com) Or sanjay.kc@etenderwizard.com Ph: 9665721619.
- 2) Mr. Lokesh, (E-mail: lokesh.hr@antaressystems.com) Ph: 09686115304 & 080-40482140
- 3) Mr. Raghu Prashant, (E-mail:raghuprashanth@antaressystems.com) Ph: 09686115323

4) Mr. Vinay B P (E mail: vinaybp@antaressystems.com)

1. GENERAL TERMS & CONDITIONS

- a) The viewing of tender document will be available on all working days from **15.05.2023 to 07.06.2023**
- b) It is mandatory for the bidder to quote for AMC for all the items mentioned in the Tender.
- c) Selected vendor should provide help and on-site and off-site engineer support (telephonic/e-mail)
- d) Rate should be clearly written in the columns specified [in blue boxes]. No advice of any change in rate or conditions after opening of the tender will be entertained.
- e) Tender shall remain open for acceptance by the NIA for a **period of 90 days** from the date of opening the commercial bid which may be extended by mutual agreement and the tenderers shall not cancel or withdraw the tender during this period/extended period.
- f) The rates quoted should be excluding GST. Applicable GST should be shown separately.
- g) NIA reserves the right to accept / reject / select more than one Agency and to annul the bidding process of any or all bids at any time prior to award of contract without thereby incurring any liability to the affected tenderers.
- h) The tender will be appraised by committee formed by NIA.
- i) The Director, NIA, reserves all rights to reject any tender including of those tenderers who fail to comply with the instructions without assigning any reason what so ever and does not bind itself to accept the lowest or any specific tender. The decision of Director, NIA in this regard shall be final and binding on the tenderers.
- j) In case of any dispute arising with regards to this tender or its conclusion, the decision of the Director NIA shall be final.

1. SUBMISSION OF TENDER

Technical Bid

The Technical and Commercial bids have to be submitted as per the prescribed formats annexed to this tender document.

Bidder will have to pay **Rs.30,000/-** (Rupees Thirty Thousand only) towards EMD. e-Payment Gateway Facility are available on NIA e-Procurement Site , the vendors should have to pay EMD by e-Payment Gateway only . **DD Not accepted.**

Please note that the Technical component of the Proposal should not contain any pricing information whatsoever on the services offered. The Technical bid should contain the details as given in Annexure-A.

Commercial Bid

The Commercial bid to be submitted as per the format given in Annexure B.. Failure to separate technical and financial information will result in immediate disqualification.

Requirements

Bids are invited for Annual Maintenance Contract for computers and other equipments installed in NIA , 25 Balewadi , Baner Road , NIA PO, Pune - 411045. Details of equipments are given in **Annexure-‘B’** and scope of work is given in **Annexure ‘C’**.

Minimum of 2 (two) resident engineers have to be provided by the Service Provider at the site at all times. These engineers should be permanent employees of Service Provider’s organisation and not from any franchisee of the Service Provider. These engineers shall not be assigned any other job than that of NIA during the contract period.

Engineers should be Graduate/Diploma and should have completed some hardware course and must have knowledge in hardware, networking, security, and windows and facility management. Engineers should have at least one year experience in your company.

The AMC contract will be awarded for period of one year from the date of award of contract. The contract can be extended for another one or two years on mutual consent and satisfactory performance by the service provider.

NIA may terminate the contract by giving one month notice.

The successful bidders shall enter into a detailed Agreement with NIA

2. QUALIFICATION CRITERIA OF THE BIDDER

The Academy will evaluate the proposals and select the firm which satisfies all the criteria listed below:

1. Bidder should be a limited company and incorporated under Indian Companies Act (Company Registration/Incorporation certificate to be uploaded).
2. The Bidder should have experience in this field for a minimum period of five years. (No. of years in Existence should be at least 5 years)
3. Bidder should be authorized service partner of HP (Authorization letter from HP to be uploaded).
4. The bidder should have a minimum **average** Annual Turn-over of Rs. **Two Crores** in the last three financial years (2019-20, 2020-

- 21, 2021-22) with profit in any two of these three financial years. CA certificate in support to be enclosed in the Technical bid.
5. Bidder should have experience of providing Annual Maintenance contract in last 3 years (Min. 3 Work Orders copies of last 3 years to be uploaded online and detailed to be filled in Annexure D of Technical Bid Form).
 6. Bidder should have Experience in providing AMC with at least one organization where there are at least 50 PCs in operation.
 7. Bidder should have service centre in Pune employing at least 5 qualified engineers on their payroll. (details to be filled in Annexure E of Technical Bid Form).

Bids from vendors who do not qualify based on the above criteria will be rejected.

Following supporting documents for fulfilling the qualification criteria will have to be submitted in Technical bid.

1. PAN Card
2. GSTIN Details
3. Company Registration certificate
4. CA certificate specifying Turnover and Profit in Financial year 2019-20, 2020-21, 2021-22 OR Audited Balance sheet and Profit and Loss account statement
5. Work order copies of last three years. (Minimum 3 with one PO of AMC of more than 50 PCs)
6. Authorization letter from HP
7. Engineers' Certificates

3. EARNEST MONEY DEPOSIT (EMD) and Performance Security

- a) Bidders are required to submit Rs.30,000/- (Rupees Thirty Thousand only) as EMD for the bids. e-Payment Gateway Facility are available on NIA e-Procurement Site , the vendors should have to pay EMD by e-Payment Gateway only . **DD Not accepted.**
- b) The EMD is non-interest bearing and is refundable to unsuccessful bidders after signing of the Contract by the successful bidder. No exemption will be granted
- c) The Successful bidder has to submit Bank Guarantee of 10% of the price from Commercial bank which should be valid for a period of 60 days beyond the completion of all contractual obligations of the supplier including warranty. Performance security is to be forfeited and credited to the Academy in the event of breach of

contractual obligation by the supplier, in terms of relevant contract.

- d) The successful Bidders EMD will be returned after getting the Bank Guarantee.
- e) The EMD will be forfeited if a bidder withdraws his bid during the period of validity.

4. GENERAL TERMS AND CONDITIONS

- a) **Cost Details and Validity:** Prices quoted shall be in Indian Rupees, shall be firm and shall not be subject to exchange rate variations, fluctuations in price, labour conditions and freights or any conditions whatsoever. The quoted Rate / Cost should be as per Annexure - B. The Bidder shall make note of the latest amendment to the excise / VAT / GST/ Service TAX / WCT / Octroi Act /LBT and shall include the tax as applicable. The validity of the proposal against this Request for Proposal (RFP) should be valid for a period of 90 days from date of submission of bid.
- b) Tax Deducted at Source (TDS) towards income tax calculated at the rate prescribed from time to time under the relevant sections of the Income Tax Act, shall be made from the bills of the Bidder and the amount so deducted shall be deposited with the Income Tax Department.
- c) The Academy reserves the right to accept or reject any or more bid(s) without assigning any reasons or cancel the tendering process and reject all bids at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidder(s).
- d) The Academy reserves the right to amend or withdraw any of the terms and conditions contained in the tender document before accepting the tender or to reject any or all the tenders without giving any notice or assigning any reason and it shall not be bound to accept the lowest tender. The decision of the academy in this regard shall be final and binding on all.

5. PAYMENT TERMS:

- a) Payment for AMC will be processed on quarterly basis at the end of each quarter , by means of submission of bills after deduction of charges / penalty (if any) mentioned in the agreement.

- b) All the payments of bills for the work shall be made online through RTGS / NEFT transfers only.
- c) In case of any systems, which are under AMC are taken out of AMC or included into AMC , the pro-rata AMC charges will be reduced/added from the AMC amount.

6. BID SUBMISSION:

Bidders should submit the Bids strictly in accordance with the information given in the Annexure – A and Annexure-B.

7. OPENING OF COMMERCIAL BIDS:

Commercial Bids of only bidders who have been found to meet the technical criteria will be opened.

8. INDEMNITY:

The Bidder will indemnify NIA to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. due to Bidder's violation of any patents and copy rights.


9. MISCELLANEOUS:

- a) In case the Bidder is not able to accept the contract after it is awarded to him or if he is not able to do the job after accepting the contract, he will be liable to pay the damage to NIA including the extra rate, which NIA will have to pay to any other party for getting such work done.
- b) Bids should be in clear words, categorically mentioning each and every terms specifying the rates, etc. Any kind of ambiguous/obscure/unclear terms would lead the firm's bid being disqualified.
- c) NIA reserves the right to Add, Modify, Relax or waive any of the conditions stipulated in the bid document wherever deemed necessary.
- d) Any publicity by you in which the name of NIA is associated should be only with the written permission of NIA.
- e) All Bidders will have to submit the Bid only if they agree to all the terms and conditions mentioned in the bid document. Any other requests for the change in the specifications of software, terms and conditions of the bid document, will not be accepted. Conditional Bids shall be rejected.

- f) Any query kindly e-mail to contactus@niapune.org.in and mention in the subject **Tender For “Annual Maintenance contract of computers and other equipments”**


FORMAT OF TECHNICAL BID

The below format for Technical bid is for bidder's information & reference purpose only. The fillable Excel sheet is available on NIA e-Procurement Website. Bidders need to download the same from respective bidder's user id and then further complete the e-tender process online.

 NATIONAL INSURANCE ACADEMY,PUNE		
E-TENDER / E-QUOTATION DOCUMENT FOR AMC of Computers and other equipments (Computer Center Department)		
Tender No.:NIA/CC/ENQ/23-24/001		
FORMAT OF Technical BID : TENDER PROFORMA TO BE FILLED IN BY THE TENDERER .		
Name of The Bidder (Compulsory)		
Sr. No.	Required Information (QUERY)	ANSWER / REMARKS
1	Address of Bidder	
2	PAN/TAN Service Tax Registration Cert.	
3	GSTIN No.	
4	Name of Contact Person(s) with contact numbers and e-mail ID	
5	Annual Turn-over and Profitability CA certificate in support to be enclosed . Same Scan Copies Should be uploaded online.	
6	Turnover :	
	2019-2020	
	2020-2021	
	2021-2022	
7	Profit :	
	2019-2020	
	2020-2021	
	2021-2022	
8	Type of Firm Deed of constitution/ registration certificate to be enclosed (Scan Copy Should be uploaded online)	
9	No. of years in existence	
10	Experience in Annual Maintenance contract. Work Orders copies of last three years to be enclosed. (Min 3) (Provide details in Annexure E and upload scanned copies of work order) Bidder should have Experience in providing AMC with at least one organization where there are more than 50 PCs in operation.	
12	Whether authorized service partner of HP .Please enclose authorization letter from HP . (Scan Copy Should be Uploaded Online)	
13	Address of service center in Pune	
14	No of technically qualified engineers at service center in Pune. Provide list of Engineers with their qualification and experience in Annexure D	
	Following supporting documents for fulfilling the qualification criteria will have to be uploaded in Technical bid.	Uploaded (Yes/No)
	1. PAN Card copy	
	2. GSTIN Details	
	3. Company Registration certificate	
	4. CA certificate specifying Turnover and Profit in Financial year 2019-20, 2020-21, 2021-22 OR Balance sheet and Profit and Loss account statement	
	5. Work order copies of last three years. (Minimum 3) Atleast one work order of more than 50 PCs.	
	6. Authorization letter from HP	
	7. EMD of Rs.30,000/- paid	
Note:		
Instructions To Bidders : The above Technical Bid sheet allow only enter the "Answer/Remarks" in above "Coloured Blue Cells" only .The bidders can quote and allow only in above "Blue Cells" . The Bidders should have to mentioned the Name Of The Bidder in above Blue Cell only.		
"This Is Electronic Spread Sheet Signature Is Not Required"		

FORMAT FOR COMMERCIAL BID

“The below E-Quotation/Price Bid Sheet is for bidder’s information & reference purpose only. The fillable Excel sheet is available on NIA e-Procurement Website. Bidders need to download the same from respective bidder’s user id and then further complete the e-tender process online.

 NATIONAL INSURANCE ACADEMY,PUNE				
E-TENDER / E-QUOTATION DOCUMENT FOR AMC of Computers and other equipments (Computer Center Department)				
Tender No.:NIA/CC/ENQ/23-24/001				
Format of Commercial Bid for AMC of Computers to be filled up by Bidder				
Name of the Bidder (Compulsory)				
Sl. No.	Item	Qty	Rate	Price
1	HP Elite 8300 with Intel Core i5-3470 CPU on Q77 series Chipset 4 GB DDR3 RAM , 500 GB HDD 18.5 " LED Monitor, DVD RW , Optical Mouse with USB Interface .	87		0.00
2	HP Elite 8300 SFF with Intel Core i7-3770 CPU on Q77 series Chipset 4 GB DDR3 RAM , 500 GB HDD 18.5 " LED Monitor, DVD RW , Optical Mouse with USB Interface	93		0.00
3	HP LaserJet P1606DN	3		0.00
4	HP Scanjet Pro 3000 S2	1		0.00
5	HP Laserjet Pro MFP M226dn printer	1		0.00
6	HP Deskjet Ink Advantage 4645 e-All-in-one printer	2		0.00
7	HP LaserJet Pro P1108 Printer	1		0.00
8	HP Scanjet G3110	2		0.00
9	HP ProBook 4430 Laptop	4		0.00
10	HP Pro 3330MT Desktop PC	2		0.00
11	HP Officejet J4580 All-in-one Printer	1		0.00
12	HP M425 dn mono laser printer	5		0.00
13	HP M476 dw color laser printer	1		0.00
14	HP laserjet PRO MFP M377 dw	1		0.00
15	HP 348 G3 Notebook	2		0.00
16	HP EliteDesk 705 G1 MT - AMD A10 , 4 GB DDR3 RAM , 500 GB HDD 18.5 " LED Monitor, DVD RW , Optical Mouse with USB Interface.	135		0.00
17	HP 406 G1 - Intel Core i7. 4 GB DDR3 RAM , 500 GB HDD 18.5 " LED Monitor, DVD RW , Optical Mouse with USB Interface.	50		0.00
18	HP Office Jet Pro 6960(Print/Scan/Copy/Fax)	1		0.00
19	HP LaserJet 1020 Plus – Mono	3		0.00
20	HP LaserJet Pro MFP M126nw	1		0.00
21	HP Laserjet Pro MFP M226dw printer	1		0.00
22	HP 348 G4 Notebook	2		0.00
23	HP 240 G7 Notebook	2		0.00
24	HP Laserjet Pro MFP M377 dw	1		0.00
	Total AMC Charges			0.00
	GST 18%			0.00
	Total AMC charges including GST			0.00
25	Support charges of Resident Engineers for 12 months (Specify rate for one engineer for 12 months)	2		0.00
	GST (Specify GST %) if any [DO NOT PUT % SIGN]			0.00
	Support charges including GST			0.00
	TOTAL COST			0.00
Note : Vendors Should have to quote the prices in above blue cells only except sheet are protected.				
"This is Electronic Spread Sheet Signature Is Not Required"				

SCOPE OF AMC

Activities to be covered under AMC:

Comprehensive Maintenance

The vendor shall provide comprehensive maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under AMC

The vendor shall keep the stock of all the required spares for maintenance and upkeep of the hardware in the NIA, Pune.

While taking any hardware out of NIA premises for repairs, the vendor will have to arrange for standby replacement of the respective hardware e.g. PC, etc of equivalent configuration and capacity. The transportation involved for carrying either the vendor personnel or equipment will be borne by the vendor and it will not be payable by NIA.

AMC vendor should keep sufficient spares at our office and at their office and should provide the replacement parts including hard disks, floppy & CD/DVD-Drives, power supplies, cards, memory, monitors, keyboard, mouse, etc. within a reasonable period and in no case more than 48 hours. Replacement of parts will be at the vendor's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares

Preventative Maintenance : To be carried out quarterly .

System Administration and Maintenance

Minimum two qualified and well trained maintenance engineer will be stationed at NIA by the Agency at no extra cost to NIA, on all working days. Engineers will be working in shifts. One Engineer will be in the morning shift from 9.00 A.M. to 5.00 P.M. and another Engineer from 12.30 P.M. to 8.30 P.M. or time specified by NIA. Engineers may have to work on Sunday or other holidays also.

Hardware engineers should carry out following activities

Help Desk – Calls management, Recording Calls, Calls Escalations and monitoring action taken.

Supporting OS (Windows 11/Windows10/Windows 8):

- ❖ Device Management – Re-configure (when needed) and manage devices / peripherals, Re-arrange/regroup resources according to user needs.
- ❖ Disk Management – Manage Disk space, mirroring, disk partitions etc.

- ❖ Trouble shooting of problems related to Operating system viz. Process/terminal hanging, spool jobs stuck in the queue etc.
- ❖ Disaster recovery in case of crashes. Keeping contingency plan ready in case of failure of existing systems.
- ❖ Reinstallation of OS as per requirement.
- ❖ Clients connectivity, resource sharing etc.
- ❖ Creation and updating of emergency repair disk.
- ❖ Loading of upgrades service packs.
- ❖ Patch Management for all windows, PCs & Servers.
- ❖ Supporting desktop OS and office automation software .
- ❖ Installing any software on desktops
- ❖ User training on common problems.
- ❖ Performance tuning and monitoring.
- ❖ Solve any software related problems
- ❖ Solve problems related to MS Office and online sessions/meetings conducted using MS Teams , Zoom etc.


e-mail administration : Ms Outlook administration

Antivirus Management :

- ❖ Installing of Antivirus software.
- ❖ Clean the network from virus – initial exercise of disconnecting all the computers from network and cleaning, in the minimum possible time.
- ❖ Updating the anti virus package at a regular interval, as and when the updates are released.
- ❖ Training users how to use the anti virus package and how to avoid the virus coming to the system.
- ❖ Scheduled virus check.
- ❖ Ensure virus free environment at all times.


Annexure D

The below format is for bidder's information & reference purpose only. The fillable Excel sheet is available on NIA e-Procurement Website. Bidders need to download the same from respective bidder's user id and then further complete the e-tender process online.

 NATIONAL INSURANCE ACADEMY,PUNE							
E-TENDER / E-QUOTATION DOCUMENT FOR AMC of Computers and other equipments (Computer Center Department) Tender No.:NIA/CC/ENQ/23-24/001 ANNEXURE D PARTICULARS OF ENGINEERS AVAILABLE IN SERVICE CENTER IN PUNE							
Name of The Bidder (Compulsory)							
Sr. No.	Name	Age	Academic Qualification	Certification if any	Hardware Course completed	No. of years of service in the company	Previous Experience details
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

Annexure E

The below Format is for bidder's information & reference purpose only. The fillable Excel sheet is available on NIA e-Procurement Website. Bidders need to download the same from respective bidder's user id and then further complete the e-tender process online.

		NATIONAL INSURANCE ACADEMY,PUNE				
E-TENDER / E-QUOTATION DOCUMENT FOR						
Tender No.:NIA/CC/ENQ/23-24/001						
ANNEXURE E						
LIST OF AMCS COMPLETED DURING LAST THREE YEARS						
Name of The Bidder (Compulsory)						
S.N.	Name of the organization	Name and designation of the contact person with Tel. / Mobile No (s)	Period for which the contract is awarded	No. of persons deployed by your company	No. of devices covered under AMC	Nature of Work.
1						
2						
3						
4						
5						