



National Insurance Company Limited

Head Office, Information Technology Department
Premises No. 18-0374, Plot no.CBD-81, New Town, Kolkata-

ONLINE TENDER INVITATION FOR COMPREHENSIVE AMC COVERING THE HARDWARE STORAGE COMPONENTS FOR 1 YEAR

Last date of Submission: 12th June 2026 till

1:00 PM

Tender Opening: 12th June at 3:00 PM

Tender Reference: NIC/IT/RFP/15/2026/Storage AMC

Requirement: Procurement of Comprehensive AMC covering the hardware components for 1 year starting from date of issuance of PO.

Technical Bid: Annexure-A

Commercial Bid: Annexure-B

Address for communication and dropping Hard Copy:

CM-IT,

National Insurance Co. Ltd.,

Head Office, Premises No. 18-0374, Plot no.CBD-81, New Town, Kolkata-700156

Tender Documents can be downloaded from <https://nationalinsurance.nic.co.in>, GEM Portal CPP portal from 02nd June 2026



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National Insurance Co. Ltd., Head Office invites tender offers from eligible bidders and their authorized distributors/dealers for providing the **Procurement of Comprehensive AMC covering the hardware components (Storage) for 1 year** starting from date of issuance of PO as per the specifications and details given in Annexure – A.

Details are as follows:

- The offer shall be given in a sealed Covers, by marking “**Quotation for Comprehensive AMC covering the hardware components for 1 year.**”
- It will be a two-packet bidding system.
- The documents should be signed by the authorized official.
- Commercial Bid will be considered only when the Eligibility criteria (Refer Point no.1 of Terms and Conditions) is met and Technical Bid (ANNEXURE A) is complied with, or else commercial bid shall not be considered and bid will be rejected.
- Any bid incomplete in any respect will not be considered and shall be rejected.

TERMS AND CONDITIONS OF THE TENDER

1. Technical Eligibility Criteria:

- a) Bidder must be an empanelment vendor for NIC for PART-C. Documents needs to be submitted along with bid.
- b) The bidder must have an office in Kolkata.
- c) Self-attested BOM as provided in the Annexure- A, should be submitted along with the Bid.
- d) Bidder needs to submit POA in Rs 100 Non-Judicial Stamp Paper along with the bid as per format given in Annexure E.
- e) Bidder has to submit declaration for Conflict of Interest in their letter head at time of submitting bid as per format given below in Annexure-D
- f) Bidder has to submit self-declaration in their letter head at the time of submitting bid where they have to agree to all points mentioned pertaining to reverse auction process.
- g) ‘Bidders’ and ‘Suppliers/Authorized Channel Partners/Authorized Service Partners (ASP)’ who have failed to execute any purchase order issued by NIC, in last 5 financial years (2020-21, 2021-22, 2022-23, 2023-24 and 2024-25) are not eligible to participate in this tender exercise. Declaration needs to be submitted.
- h) The bidder should not be blacklisted by any PSU/ Govt./ State Govt./ Govt. departments. Self-declaration to be submitted by OEM and Bidder. If such information about blacklisting is found at any stage of RFP, entire bid will be rejected
- i) Tender Fees of Rs. 5,000/- and EMD of Rs. 5,00,000/- needs to be submitted along with the bid in form of BG/DD in favor of National Insurance or through NEFT in mentioned Bank Account



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Name as per Bank Account: National Insurance Company Limited

Bank Account Number: 6762010554

Type of Account: Current Account

Name of the Bank: Indian Bank

Name of the Branch: Russell Street, Kolkata – 700071

MICR Number of the Branch 700019018

IFSC No. of the Branch: IDIB000R024

- Non-furnishing of Earnest Money Deposit along with the bid will disqualify the Bidder and his bids will not be entertained.
- The EMD amount submitted by the bidder will be returned without any interest to unsuccessful bidders after issuance of purchase order to the successful bidder.
- For the successful Bidder the EMD amount, without any interest, will be refunded on submission of Performance BG as Security Deposit which will not carry any interest till warranty period is completed. The Performance Guarantee should be as per format given in Annexure F.
- This RFP Document is not transferable.

Please note that Bidder has to submit bids in both online and certified Hard Copies mode. Non-submission of any one, will result to the rejection of entire bid.

Note: SSI Units registered with NSIC and MSME can avail the following benefit on submission of relevant certificate:

Exemption from payment of EMD (Earnest Money Deposit) and Tender Fee.

Note: Only Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by department of Micro, Small and Medium Enterprises (MSME) are exempt from submission of EMD (Bid Security) and tender fees. Bidders claiming exemption of EMD under this rule (170 of GFR) are however required to submit a signed Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract,



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or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 12 months from being eligible to submit bids. Non submission against the same at bids submission stage, will disqualify the bidder. Certificate needs to be produced.

1.1 Other Conditions:

- i. A bid determined not substantially responsive will be rejected by the purchaser and cannot be made subsequently responsive.
- ii. No consideration will be given to a bid received after the date and time stipulated by NIC and no extension of time will be permitted for submission of Bids. However, NIC reserves the right to extend the last date and time for submission of the bids at its own discretion.
- iii. Canvassing/misleading information in any form in connection with Bids is strictly prohibited and Bids submitted by bidders who resort to these types of activities are liable to be rejected.
- iv. NIC reserves the right to call for any clarification from any/all Bidder during the evaluation of the bids. However, no correspondence on bids will be entertained.
- v. No price variation / adjustment, explanation, correction or any other escalations will be entertained.
- vi. Over-writing without proper authentication is not permitted in filling up the bids and may entail rejection of the bids.
- vii. The products and price offered cannot be withdrawn by the bidder from GeM during the bid validity period.
- viii. NIC will not have any liability to bidders for any interruption or delay in access to the GeM site irrespective of the cause.

NATIONAL INSURANCE COMPANY LIMITED DOES NOT BIND ITSELF TO ACCEPT ANY BID AND RESERVES THE RIGHT TO ACCEPT/REJECT ANY BID WITHOUT ASSIGNING ANY REASONS THEREOF.



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Note: Bidder has to submit self-declaration in their letter head at time of submitting bid where they have to agree to all points mentioned above pertaining to reverse auction process.

2. Payment Terms: National Insurance Co. Ltd., will make Payment through NEFT/RTGS Quarterly basis upon submission of hard copy of invoices. No advance payment will be made by NIC.

3. Others:

- a) The offer must be made in Indian Rupees only; all costs should be given in figures and words. No upward revision of price will be acceptable even if any changes or fluctuation in rupee dollar rates.
- b) There shall be no deviation from the specified technical specifications given in ANNEXURE-A. The bid which deviates from the given specification will be rejected.
- c) The bids will be opened through GEM Portal at 3:00 PM on 11th June 2026.
- d) Price for the items shall be quoted as per the Annexure-B.
- e) Successful bidder needs to submit 3% of Performance bank guarantee of total contract value within 14 days of issuance of PO. Non-Submission of the same may result to the cancellation of PO.
- f) Documentary proofs regarding eligibility criteria (Refer Point 1) must be enclosed or else bid shall be rejected

4. Summary of support covered under the Annual Maintenance Contract:

- On-site engineer support and access to advanced engineers (L1, L2 & L3).
- Comprehensive hardware maintenance with unlimited parts replacement up to the full part replacement if required without any extra cost.
- Unlimited time on-site engineer visits if required without any extra charges.
- Dedicated parts sparring specifically.
- On-site engineer support and Access to Advanced Engineers (L1, L2 & L3).
- Flexible contract – contract termination (60-day notice).
- 3 deep engineer model with primary and secondary engineers.
- Successful bidder will Provide support 365 days even in Public/National Holiday also.



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ANNEXURE A (BOM)

OEM	PRODUCT DESCRIPTION	SERVICE TYPE	SERVICE LEVEL (SLA)	SERIAL NUMBER	QUANTITY
NetApp	FAS2750 Single Controller 24x1.8TB 10K-C	Parts Tech & Labor	7x24x4	952003000176	1
NetApp	FAS2750 Single Controller			952003000177	1
NetApp	1.0TB SSD NVMe PCIe x8 SLC Module				2
NetApp	DS2246 Shelf w/24x1.8TB 10K SAS 6Gb/s 2.5in HDD				4
NetApp	DS224C Shelf				1
NetApp	1.8TB 10K SAS 12Gb/s 128MB 2.5in HDD				6
NetApp	960GB SSD SAS 12Gb/s 2.5in Disk				12
		Park View Automated Support	Standard	952003000176	1

- Whether Eligibility criteria as per Point no.1 of Terms and Conditions is met? (YES/NO)
- All the required documents related to Eligibility Criteria is submitted? (YES/NO)

Authorized Signatory
Name & Designation:
Stamp



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(Annexure-B) Commercial Bid

Procurement of Comprehensive AMC covering the hardware components for 1 year starting from					
Item Description	Quantity	Unit Price (Exclusive of taxes)	Total Price (Exclusive of taxes)	Tax Applicable	Total Price (Inclusive of taxes)
Procurement of Comprehensive AMC covering the hardware components for 1 year	As pe BOM	₹	₹	₹	₹
Total Price In Rupees (Inclusive of taxes)		(Indian Rupees only)			

NOTE:

1. Commercial Bid will be valid only when the eligibility criteria (Refer Point no.1 of Terms and Conditions) is met and ANNEXURE-A is complied with, or else the commercial bid will not be considered.
2. Price discovered through GEM portal would be considered as final price.
3. National Insurance Co. Ltd., reserves the right to accept/reject any or all the offers without assigning any reason whatsoever.

Note: The L1 price would be decided on the basis of 'Total Price' as given in Annexure B.

Authorized Signatory

Name:

Designation:

Stamp:



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Annexure-D

Self-Declaration (To be signed on Bidder's Company Letter-Head) Re:

Declaration regarding Conflict of Interest (COI) in Public Procurement

We, hereby declare that the participation by our bidding firm (Bidder's Name) or any of our affiliates are neither involved in the consultancy contract to which this procurement is linked; nor we are part of more than one bid in the procurement; nor our bidding firm or our organization personnel have relationships or financial or business transactions with any official of Procuring Entity i.e. M/s National Insurance Company Limited who are directly or indirectly related to tender or execution process of contract; nor have access to information of (procuring entity name) to gain unfair advantage in the procurement process. We, also confirm that:

1. We, (Bidder's Name) or our constituent do not have common controlling shareholding or other ownership interest
2. Any constituent of us (Bidder's Name) is not a constituent of another bidder.
3. We, (Bidder's Name) do not have the same legal representation with any other bidder for the purpose of the bid.
4. We, (Bidder's Name) do not have any relationship with any other bidder that puts us in a position to allow access to each other's information or to influence the bid of any other bidder.
5. We, (Bidder's Name) have not participated in preparation of any document, design or technical specification for the project.

(Signed & Stamped from Bidder)



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**BID SECURITY FORMAT (EMD): (In case of EMD in form of BG)
For Procurement of Comprehensive AMC covering the hardware components for 1 year**

(To be given by the bank in appropriate stamp paper)

Whereas (Hereinafter called the 'Bidder') has submitted its bid dated for **Procurement of Comprehensive AMC covering the hardware components for 1 year** (hereinafter called the "Bid").

KNOW ALL MEN by these presents that WE

..... of

..... having our registered office at (hereinafter called "the Bank") are bound unto the National Insurance Company Limited having registered office at #18-0374, Plot no.CBD-81, New Town, Kolkata-700156 (hereinafter called "the Purchaser") in the sum of Rs.5,00,000/- (Rupees Five lakhs) only for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by Day of 2026.

THE CONDITIONS of the obligations are:

If the Bidder, having its Bid during the period of bid validity specified by the Bidder on the Bid Form or if the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity.

- a. Withdraws his bid at any time before the LOI or Purchase Order or Advice for execution is issued against the RFP.
OR
- b. Fails or refuses to execute the work after having been identified L1 before or after LOI/Purchase Order/Advice for execution is issued.
OR
- c. Fails or refuses to furnish the Performance Guarantee of 3% of the Contract Value
OR



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- d. Fails or refuses to execute the Contract
OR
- e. Fails or refuses to execute the work as per the Contract.
OR

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or more of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to one year from the date of submission of the RFP, and any demand in respect thereof should reach the Bank not later than the above date.

(Authorized Signatory of the Bank) _____



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Annexure F

GENERAL FORMAT FOR PERFORMANCE BANK GUARANTEE

PROFORMA BANK GUARANTEE FOR PAYMENT (TO BE SUBMITTED IN NON- JUDICIAL STAMP PAPER OF APPROPRIATE VALUE PURCHASED IN THE NAME OF THE ISSUING BANK)

To

National Insurance Company Ltd.

Head Office, 18-0374, Plot no.CBD-81,

New Town, Kolkata-700156

Dear Sirs,

In consideration of your having placed a Purchase Order for **Comprehensive AMC covering the hardware components for 1 year** (with and your agreeing to pay the aforesaid

Messers

.....(hereinafter referred to as 'The Supplier' and shall include his heirs, successors and permitted assigns) a sum of

`..... (Rupees.....) as and by way of payment in terms of the Contract / Supply Order / Purchase Order No. dated with you (hereinafter referred to as 'Contract') on your agreeing to furnish to you with our guarantee in the manner hereinafter contained, we(Bankers Name) located atwith registered office at

DO HEREBY COVENANT AND AGREE AS FOLLOWS:



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1. We, Bank Ltd. having our office located at do hereby undertake to indemnify National Insurance Company Limited or their heirs, successors or permitted assigns (hereinafter referred to as NIC) and keep indemnified to the extent of the sum of ` . (Rupees) from and against all losses and damages that may be caused to NIC in relation to the payment to be made by NIC to the Supplier as aforesaid by reason of any default or defaults on the part of the Supplier in the due supply of plant / machinery / equipment / spares / services for carrying out any work or discharging supplier's obligation as per the said contract in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof and in the event of any default or defaults on the part of the Supplier as aforesaid we shall forthwith on demand and without demur pay to NIC any sum not exceeding in the total the said sum of (Rupees) as may be claimed by NIC to be due from the Supplier by way of refund of such payment or any portion or otherwise as NIC's losses and / or damages, costs charges or expenses incurred by reason of such default or defaults on the part of the Supplier as aforesaid.
2. Notwithstanding anything to the contrary, NIC's decision as to whether the Supplier has made any such default or defaults and the amount or amounts to which NIC is entitled by reasons thereof will be binding on us and we shall not be entitled to ask NIC to establish their claim or claims under this guarantee, but will pay the same forthwith on NIC's demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by NIC on the applications by the Supplier after successful delivery of **Comprehensive AMC covering the hardware components for 1-year** terms and conditions at site provided always this guarantee shall in no event remain in force after the day of Without prejudice to NIC's claim or claims arisen and demanded from or otherwise notified to us in writing on or before the seventh day after the said date of expiry of the guarantee which will be enforceable against us notwithstanding that the same is or not enforced after the said date.
4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period this agreement till such time with the Supplier's consent on the request by NIC.
5. NIC will have the fullest liberty without affecting this guarantee, either to vary, or to modify and to revoke any of the terms and conditions of the said contract or to extend the time of performance of the Supplier or to postpone for any time or from time to time any of NIC's rights or powers against the Supplier and either to enforce or to forbear to enforce any of the terms and conditions of the said contract and we shall not be released from our liability under



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this guarantee by the exercise of NIC's liberty. With reference to matters aforesaid or by reason of any time being given to the Supplier, or any other forbearance, act or omission on NIC's part or any indulgence by NIC to the Supplier or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties, would but for the provisions hereof, have the effect of so releasing us from our liability hereunder provided always nothing herein contained will enlarge our liability hereunder beyond the limit of ` (Rupees...

.....) as aforesaid or extend the period of the guarantee beyond the said day ofUnless expressly agreed to by us in writing.

6. This guarantee shall not in any way be affected by NIC's taking or varying or giving up any securities from the Supplier or any other person, firm or company on their behalf or by winding up, dissolution, insolvency or death as the case may be of the Supplier or his company/firm.
7. In order to give full effect to the guarantee herein contained, NIC shall be entitled to act as if we were your principal debtors in respect of all NIC's claims against the Supplier hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.
8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the Supplier from time to time arising out of or in relation to the said contract and in respect of which NIC's claim in writing is lodged on us on or before the seventh day after expiry of this guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been lodged / given / submitted when the same is posted.
10. This guarantee and the powers and provisions herein contained, are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees hereto before given to NIC by us and now existing un-cancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. This guarantee shall not be affected by any change in the constitution of the Supplier or us nor shall it be affected by any change in your constitution or by amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.
12. This guarantee shall come into force simultaneously with NIC's making the aforesaid payment to the Supplier and shall not be revoked by us whether before its coming into force or any time during its currency without NIC's prior consent in writing.
13. We further agree and undertake to pay to NIC the amount demanded by NIC in writing irrespective of any dispute or controversy between NIC and the Supplier.



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14. Notwithstanding anything contained hereinabove our liability under this agreement is restricted to `..... (Rupees). Unless a written claim is lodged on us for payment under this guarantee within seven days of the date of expiry of this guarantee i.e. on or before all NIC's rights under this guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us, discharged.
15. We have power to issue this guarantee in NIC's favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED ON THE DAY OF FOR & ON
BEHALF OF THE BANK LTD.
FOR & ON BEHALF OF (BANKER'S NAME) Branch Manager (Banker's seal)

Address.....

.....

P.S.: The amount referred to above will be as per the terms of payment specified