



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
FOR
Renewal of “Microsoft licenses”**

(Computer Center)
(Ref. No. : NIA/CC/Enq/26-27/001)

NOTICE INVITING TENDER

**E-Tender for
Renewal of “Microsoft licenses”
at NIA, Pune**

INFORMATION & INSTRUCTIONS TO THE BIDDERS

National Insurance Academy (NIA) invites Online Tender from authorised partners of Microsoft.

Key Date: Online Tender Document Date of viewing of	From 09.04.2026, 3.00 PM To 23.04.2026 6.00 PM
Cost of Tender Document	NIL
Last Date, time for online submission of tender forms and documents.	23.04.2026 6.00 PM
EMD	30,000.00
Date & Time of Opening of Technical bid	11.00 A.M. on 24.04.2026
Date & Time of Opening of commercial bid	Will be intimated at a later date
e-Tender Processing Fees: (To be paid through online e-Payment Gateway on e-Procurement Portal by bidders,	e-Tender Processing Fees are applicable & Non-Refundable .

applicable in case of submission of tender)	
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 through 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. . Those bidders who have enrolled recently need not register. The validity of registration is one year.

- **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):

Antares Systems Limited.

E-Tender helpdesk # 137/3 , ‘Honganasu’ Kengeri, Bangalore Mysore Road, Bangalore – 560 060.

Help Desk Contact Details:

Tel: 080-40482000/121/133/140

Mobile: 9686115304/9686115323

E-mail: lokesh.hr@antaressystemes.com

raghuprashanth@antaressystems.com

sanjay.kc@etenderwizard.com (Pune , Mumbai Maharashtra – MO.9665721619)

- 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 # 137/3 , 'Honganasu' Kengeri, Bangalore Mysore Road, Bangalore – 560 060,

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

1. GENERAL TERMS & CONDITIONS

- a) The viewing of tender document will be available on all working days from **09.04.2026 to 23.04.2026**
- b) In case of any queries please send e-mail to contactus@niapune.org.in till **13.04.2026**.
- c) No alteration or amendments shall be allowed after submission and opening of the tenders.
- 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) The rates quoted should be **for one year** and excluding GST. Applicable GST should be shown separately.
- f) The tender will be appraised by committee formed by NIA.
- g) The Director, NIA, reserves all rights to reject any bid including of those bidders 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 bid. The decision of Director, NIA in this regard shall be final and binding on the tenderers.
- h) NIA reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document including quantity/amount of items to be supplied or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Director, NIA in this regard shall be final.
- i) In case of any dispute arising with regard to this tender or its conclusion, the decision of the Director NIA shall be final.

- j) Cost Details :** 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.

- k) Validity:** The validity of the proposal against this Request for Proposal (RFP) should be for a period of 90 days from date of opening of commercial bid.

- l) 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.

- m) Any downward revision in the market prices of the software should be passed on to NIA.

- n) NIA reserves the right to accept or reject any bid and to suspend this process and reject all bids at any time prior to the award of contract, without thereby incurring any liability to the affected bidders on the grounds of the purchasers inaction.

- o) NIA reserves the right to alter the software requirements as also the quantity

to be purchased.

- p) NIA reserves the right to reject any Bid if the bidder gives any wrong information to create conditions for acceptance of the Bid.
- q) 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.
- r) 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.
- s) Any publicity by you in which the name of NIA is associated should be only with the written permission of NIA.
- t) 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.
- u) Any query kindly e-mail to contactus@niapune.org.in and mention in the subject **Tender For "Renewal of Microsoft licenses"**

2. SCOPE OF WORK

NIA had purchased licenses which are due for renewal as per the table given in Annexure-C.

- 1. Please note that our current license is active till 31st May 2026. We need to renew these licenses for the period 1st June 2026 to 31st May 2027***
2. We will be using Microsoft 365 A3 for student use benefit which is free of cost.
3. The Microsoft Agreement will be for the period of one year with office 365 online service including exchange online, MS Teams and Microsoft Office Professional (online and desktop both).
- 4. During renewal process, all current e-mails and data on OneDrive of existing users should remain intact.***
5. Successful bidder will provide necessary technical support for successful installation, roll out and smooth functioning of the software at NIA.
6. Successful bidder will provide support for following activities
 - a. Implementation of Azure Active Directory license for user authentication and Single Sign On
 - b. Synchronization of Active Directory users on Azure Active Directory with Wi-Fi controller (On premises or cloud based)
 - c. Telephonic/ e-mail support required for upgrading OS to Windows 11
 - d. Implementation of Intune

- e. Archiving of e-mails
- f. Any other requirements or problems encountered during the agreement period.

3. SUBMISSION OF BID

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.

4. QUALIFICATION CRITERIA OF THE BIDDER

- a) The bidder should have a minimum Annual Turn-over of Rs.1 Crore (Rupees One Crores Only) in the last three financial years (2022-23, 2023-24, 2024-25) with profit in any two of these three financial years. CA certificate or Audited Balance sheet and Profit and loss statements to be enclosed in the Technical bid.
- b) The bidder must be a Private Limited Company registered under the Companies Act. A copy of the Certificate of Incorporation must be submitted.
- c) The Bidder should have experience in this field for a minimum period of five years. (No. of years in Existence of company should be at least 5 years)
- d) The bidder should have supplied Microsoft Licenses including M365 or office 365 of at least 3 organisations/companies during last three financial years (2023-24, 2024-25, 2025-26) .
- e) The Bidder should be authorized Microsoft Partner. Authorisation letter from Microsoft to be enclosed.
- f) Bidder should have at least 3 Microsoft certified resources on their rolls.

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

- CA Certificate OR Audited Balance sheet and Profit and loss statements for financial years 2022-23, 2023-24,2024-25
- Certificate of Incorporation
- Minimum three Purchase order copies of Microsoft Licenses including M365 or office 365 during last three financial years (2023-24, 2024-25, 2025-26).
- Authorisation letter from Microsoft (MAF)
- Name of engineers and certification details of at least 3 engineers on Company's Letterhead
- Pan Card
- GST Certificate
- Bank Details .

5. 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 7% of the price (excluding GST) 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.

6. PAYMENT TERMS:

- a) No advance payments shall be made. Full payments will be made to the Successful Bidder after delivery and proper installation , activation of licenses of the software.
- b) 100% payment will be made within 15 working days after receiving the invoice and license details and after installation, testing and availability of new agreement on Admin Portal with downloads and product keys.

- c) **Penalty for Default in Services:** If the Bidder fails to deliver the items within stipulated time, NIA will impose a penalty of 1% of the order value for the late delivered items for each weeks delay or part thereof, subject to maximum of 5% of value of the late delivered items. In case the delay exceeds four weeks, NIA reserves the right to cancel the order.

7. BID SUBMISSION:

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

8. OPENING OF COMMERCIAL BIDS:

Commercial Bids of only bidders who have been found to meet the Qualification Criteria mentioned in point no. 4 will be opened.

9. DELIVERY SCHEDULE:


The contracted Bidder shall ensure to deliver and activate the Microsoft Licenses within 15 days after receiving the purchase order.

10. 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.

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 25, BALEWADI, BANER ROAD, NIA P.O., PUNE 411 045		
Name of Work : E-Tender for Renewal of "Microsoft licenses" at NIA, Pune		
Tender No :- NIA/CC/Enq/26-27/001		
Computer Centre Department		
FORMAT OF TECHNICAL BID : TENDER PROFORMA TO BE FILLED IN BY THE BIDDER		
Name Of The Bidder		
Sr. No.	Required Information	ANSWER / REMARKS
1	Address of Bidder	
2	PAN/TAN Service Tax Registration No.	
3	GSTIN No.	
4	Registered Address	
5	Address for all communications during the execution of project	
6	Name of Contact Person(s) with contact numbers and e-mail ID	
7	Annual Turn-over and Profitability (CA certificate or audited Balance Sheet and Profit and Loss statement : Scan Copies Should be uploaded online)	
	Turnover :	
A	2022-2023	
B	2023-2024	
C	2024-2025	
	Profit :	
A	2022-2023	
B	2023-2024	
C	2024-2025	
8	Type of Firm Deed of constitution/ incorporation/registration certificate (Scan Copy Should be uploaded online)	
9	No. of years in existence	
10	Experience in supplying and maintaining Microsoft licenses including M365 or office 365 (Min 3) (Scan Copy of PO during last three financial years 2023-24,2024-25,2025-26 Should be uploaded online)	
11	Whether authorized partner of Microsoft . (Scan Copy of Authorisation letter from Microsoft Should be Uploaded Online)	
12	No. of Microsoft certified resources. (Name of engineers and certification details on Company's Letterhead:Scan Copy Should be Uploaded Online)	
13	Paid EMD of Rs.30,000/-	
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"		

Annexure-B

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.

Computer Centre Department					
PRICE BID FORM : FORMAT FOR COMMERCIAL BID					
Name of The Bidder (Mandatory)					
Product Code	Item Name	Description	Quantity	Rate for one year	Price
CFQ7TTC0LHPL	Microsoft 365 A3 (Education Faculty)	M365 A3 Edu Open Fac	150		0.00
CFQ7TTC0LHPL	Microsoft 365 A3 for student use benefit	M365 A3 Edu Open Student UseBenefit	6000		0.00
CFQ7TTC0LHSF	Power BI Pro (Education Faculty Pricing)	Power BI Pro Open Fac	50		0.00
CFQ7TTC0HDB0	Planner and Project Plan 3	Project Professional	1		0.00
KW5-00359	Windows Device Edu Upgrade SA OLV E 1YAcad Ent	Windows upgrade	5		0.00
	Total Price				0.00
	GST (%)				0.00
	Total Price including GST				0.00
	Annual Support charges for one year (if applicable)				0.00
	GST (%) on Annual Support charges				0.00
	Total Annual Support charges including GST				0.00
	Grand Total				0.00
Instructions To Bidders : The above BOQ sheet allow only enter the "Rate In Figures" in above "Coloured Blue Cells" only					
"This is Electronic Spread Sheet Signature Is Not Required"					

Details of Existing License Agreement and Licenses

Program:	Open Value Subscription Education Solutions
Customer Name:	National Insurance Academy
Reseller:	Genie Infotech Pvt. Ltd.
Agreement Number:	V9798786
Start Effective Date:	2025-05-31
End Effective Date:	2028-05-31

Order Details

Part Number	Product Description	Quantity Ordered	Coverage Period
CFQ7TTC0LHPL	M365 A3 Edu Open Fac	150	2025-06-01 - 2026-05-31
CFQ7TTC0LHPL	M365 A3 Edu Open Student UseBenefit	6000	2025-06-01 - 2026-05-31
CFQ7TTC0LHSF	Power BI Pro Open Fac	50	2025-06-01 - 2026-05-31
CFQ7TTC0HDB0	Project Professional	1	2025-06-01 - 2026-05-31
KW5-00359	Windows upgrade	5	2025-06-01 - 2026-05-31