



## UNITED INDIA INSURANCE COMPANY LIMITED

INFORMATION TECHNOLOGY DEPARTMENT

Regd. Office, 24 Whites Road, Chennai 600 014.

000100/HO IT/Rfq/591/2021-2022

25.01.2022

To,

- 1) ACER INDIA PVT. LTD
- 2) CMS IT SERVICES PVT. LTD
- 3) TEAM COMPUTERS
- 4) HITACHI SYSTEMS MICRO CLINIC PVT. LTD.
- 5) INGRAM MICRO INDIA PVT LTD

**Re: Annual Maintenance Contract (AMC) for Dell Hardware – Hyper Converged Infrastructure both at UIIC DC and DR site 12.12.2021 to 11.12.2022.**

Dear Sir,

We propose to cover the Dell Hardware at our DC and DR site under AMC (Annual Maintenance Contract) for the period from **12.12.2021 to 11.12.2022** (List of service tags and support details is attached herewith). The eligibility criteria for the selection of the vendors for the AMC of Dell Hardware are given as under.

1. Should be in the business of maintenance of computer hardware and peripherals for the last three years.
2. Company should have a service center of its own in Mumbai(DC) and Hyderabad(DR).
3. Experience in maintaining Windows Desktop operating system, desk jet printers and Servers.
4. Maintaining monthly reports of Call logs
5. The response time would be 4 hours for any calls registered with the vendor and resolution would be within 24 hours.
6. Maintaining a record of movement of Spares/Replacement of non-working parts.

Addresses for UIIC data centers are as follows:

### Data Center, Mumbai

Sify Technologies  
4<sup>th</sup> Floor, Reliable Plaza, K-10,  
Kalwa Industrial Estate, Airoli,  
Navi Mumbai - 400708

### Disaster Recovery Center (DR), Hyderabad

Ctrl's Data Center Ltd.,  
Plot No.16,  
Software Units Layout, Madhapur,  
HITECH City, Hyderabad - 500081

Rest Assured With Us

Website: [www.uiic.co.in](http://www.uiic.co.in)

Telephone: 044- 28599515



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The AMC support due for renewal of following components is as given below :

SR NO	ITEM DETAILS	SERVICE TAG NO	SUPPORT DETAILS	LOCATION	AMOUNT (EXCL.OF TAX)
1.	DELL XC NODES				
1.1		BGK2VG2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DC	
1.2		BM25VG2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DR	
1.3		BM30VG2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DR	
1.4		BM14VG2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DR	
1.5		BM21VG2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DR	
1.6		BM32VG2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DR	
1.7		BG52VG2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DC	
1.8		BGHZTG2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DC	
1.9		BG32VG2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DC	
1.10		BG73VG2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DC	
2.	DELL SWITCHES				
2.1		771YWC2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DC	
2.2		971YWC2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DC	
2.3		C81YWC2	1Yr ProSupport Plus and Mission Critical: (7x24) 4-hour Onsite Service Extension	DR	
Total Amount (INCL.TAX)					

(Taxes Extra)

You may therefore arrange to send us a commercial proposal through e-NIVIDA. The total amount **(including applicable taxes)** for all items put together would be taken into consideration for identifying the L1 vendor. All hardware (Service Tags) mentioned in the list to be covered for AMC; partial proposals will be rejected.

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Kindly note that the AMC should be a comprehensive one including replacements of spare parts, preventive and corrective maintenance. The AMC payment would be released at the end of each quarter after reviewing the performance of the completed period (A copy of AMC agreement is enclosed for ready reference).

**You are therefore required to submit your commercial proposal on or before 04.02.2021 (before 3 pm).**

Thanking you,  
Yours faithfully,

(ALOK KUMAR JAIN)  
CHIEF MANAGER

