



**UNITED INDIA INSURANCE CO. LTD**

REGIONAL OFFICE: UI TOWERS P.B.NO.1020, 3-5-817&818, BASHEERBAGH, HYDERABAD-500029  
Phone: 040 040-23231673, Fax: 040 23243595, E-mail: [tsshyderabad@uiic.co.in](mailto:tsshyderabad@uiic.co.in)

Date: 26/06/2025

**REQUEST FOR PROPOSAL (RFP)**  
**FOR**  
**ANNUAL MAINTENANCE CONTRACT 2025- 26**  
**FOR DESKTOP PCS**  
**AT**  
**OFFICES UNDER REGIONAL OFFICE HYDERABAD**

**REF NO: - HRO: IT: ON:11:2025-26**

***Tender NO: UIIC/RO HYD IT/RFP/01/2025-2026***

The last date for submission of the quotes is **03-07-2025 on or before 3 PM**



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### **Important Notice**

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- 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.



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### **I. Objective**

United India Insurance Co. Ltd.,(UIIC) Regional Office, Hyderabad invites sealed commercial proposal from vendors for Annual Maintenance Contract for Desktop PC & Peripherals and having their own Office at Hyderabad and providing services across the state of Telangana and Andhra Pradesh (Rayalseema Region).

We propose to cover the Computer Systems/Peripherals at our Regional Office Hyderabad and Offices spread across the state of Telangana and Rayalseema Region of Andhra Pradesh under AMC (Annual Maintenance Contract) for the period from **19.07.2025 to 18.07.2026.**

### **II. Scope of Work**

The Objective of this RFP is for maintenance of computer hardware items listed in this RFP- The Annual Maintenance Contract Period for this RFP will be from 19.07.2025 to 18.07.2026.

Tentative quantity of the computer hardware items proposed to cover under Annual Maintenance Contract (AMC) at various branches and departments of Regional Office Hyderabad is as follows:

S. No.	Items with brief details	Estimated Quantity
1)	Desktop PCs	630

**Note:** The quantity mentioned above is estimated and not actual quantity. The quantity may vary. Before coming into agreement, physical asset verification to be done by the vendor on their own cost. **The PCs may be transferred from any office to any other office under the region of R.O Hyderabad without prior intimation. List of offices is attached as Annexure – 6.**

1. The scope of work covers comprehensive on-site maintenance of Desktops.
2. The replacement of all the spares is included under the AMC. Replacement of defective parts will be at the vendor'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, equivalent or higher configuration components should be substituted with the company's consent. Faulty parts removed from the system belong to vendor. 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
3. The vendor shall maintain adequate spare machine and other spares at the site to facilitate any temporary replacement.
4. The scope of work also includes software installation like Operating system, Upgradation of OS, Antivirus, CDMS, software patches, configuration of machine if required taking Data Backup before formatting the machines, bringing PC to Company domain after reinstallation of PC, installation/configuration of all software's provided by Company like Antivirus, VPN Installation and configuration, MS office, Acrobat, Java patches, email client configuration, Network and Browser configuration for GC CORE Software in client machine etc.
5. **The scope of work covers provision of resident service engineer in the Regional Office, Hyderabad from 10:00 to 18:00 hrs on all working days and if required, on Saturdays and Sundays /Holidays and also after 18:00 hrs on working days. One technically qualified service engineer with an experience**



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**of not less than 3 years in computer hardware as well as software maintenance will be at the disposal of Regional office. The engineer will remain seated in Regional Office. The engineer will provide online support for immediate solution and liaisons with field engineers deputed for branches.**

**\*In addition to the above, Video Conferencing also to be managed by resident engineer.**

6. The vendor should ensure that the equipment reported down (including due to OS related problems) on any working day is set right within 48 hours of reporting the complaint and in no case, later than three working days. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide stand-by of the same till the hardware is returned duly repaired at no extra cost to Company.

7. The Vendor shall maintain the equipment's as per the manufacture's guidelines and shall use standard and genuine components for replacements.

8. The timely updating of machine serial numbers will be responsibility of the vendor. The vendor would be required to maintain and submit to our IT Department Regional Office, on quarterly basis, location wise inventory list, duly updated with details of new installation, if any and incorporating the hardware movement during the period under reference.

9. Complaint can be registered either telephonically or by e-mail by respective branch/Office and proper record of the complaints to be maintained by the AMC Vendor.

Escalation matrix and name of persons coordinating AMC jobs to be submitted to IT Department, Regional Office Hyderabad immediately after AMC is awarded.

10. The engineers deployed for branches will get signed branch-visit report from Branch Head/Officers and submit one copy to branch. All the copies of branch-visit reports to be submitted to IT Department (in Regional office) quarterly.

11. A logbook shall be maintained in which the vendor shall record all the complaints made and parts taken out of branches/office for repair. The vendor shall submit copy of consolidated complaint reports furnishing the details of branch-wise breakdown calls lodged/attended and its status on quarterly basis to IT Department Regional Office, Hyderabad.

All the complaints received shall be attended by them in following manner.

- a. Minor faults immediately with telephonic support.
- b. Major faults which require visit to branch within 48 hrs.
- c. The vendor shall be responsible for taking backup data and programme available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under Acknowledgement.
- d. Repair and servicing of equipment shall be carried out at customer sites, in case the equipment is required to be transported to the vendor's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the vendor.
- e. The replacement of components shall be as per manufactures instructions and as per the decision of IT Department, Regional Office, Hyderabad. No hardware items



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or parts will be taken out for repair without prior written approval of IT Department Regional Office , Hyderabad.

12. The AMC coordinators of company must ensure their presence during monthly meeting with IT Department, Regional Office to share progress on pending issues of branches in order to make maintenance more effective ensuring best services to the branches.

13. The AMC Vendor should have the required drivers for maintaining the PCs and peripherals and for configuring them. The rates quoted should also cover the maintenance of operating system, software installation provided by Company, installation of patches, configuration of applications (clients) etc.

14. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments.

15. The AMC Vendor shall carry out Preventive Maintenance (PM) on quarterly basis and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment. The AMC Vendor has to submit the preventive maintenance report to IT Department, Regional Office, Hyderabad on quarterly basis for the release of AMC payment.

16. The schedule of preventive maintenance shall be as follows:-

a. To ensure computer hardware and peripherals are working properly in branch and no call pending in branch.

b. Checking of power supply source for proper grounding and safety of equipment.

c. Ensuring that the covers, screws, switches etc. are tenderly fastened in respect of each equipment.

d. Shifting of equipment as and when required in office/branches.

17. The vendor shall make AMC services available on all days as and when requested by the Company.

18. The scope of work will also include the provision of engineer for reinstallation of computer hardware in case of shifting of branch premises or others.

19. It shall be the responsibility of the AMC Vendor to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Branch/office after expiry of the contract. In case any damage is found, the AMC Vendor is liable to rectify in even after the contract.

20. Company may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computers during the AMC period will be calculated on pro-rata basis.

21. If the machines covered under this agreement are not attended for repair or problems are not rectified within the time frame mentioned in Annual Maintenance Agreement, such defective machines would be repaired by some third party and the amount spent for such repairs would be billed to the AMC vendor and the same shall



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be in addition to the penalty imposed.

### III. PENALTY FOR LACK OF SERVICE SUPPORT

Company expects proper service support during contract period. The Hardware should be set right within 48 hours of reporting the complaint. In case the machine is down for more than 3 working days and no substitute/standby system of similar or higher capacity in good working condition is provided by the vendor, the penalty per day may be charged as under.

SNO	HARDWARE ITEMS	PENALTY AMOUNT IN RUPEES
1	DESKTOP PC	200

**NOTE :** The above penalty shall not exceed 25% of the AMC cost per year for the affected hardware unit.

The penalty may be recovered from the amount payable to the vendor by the Company. The vendor can provide substitute/standby equipment for a maximum of 15 days. In case vendor could not repair/replace the hardware items within 15 days, the Company can get it repair from outside agency and cost of repair will be recovered from AMC payment.

### IV . EXCLUSIONS

This AMC does not include:

- Electrical work external to the equipment or maintenance of accessories, attachments, machines or other devices not covered under this agreement.
- Damage resulting from accidents, fire, lightning or transportation. The cost of repairs or replacements due to these factors will include charges for labor as well as charges for parts, which is payable to the AMC vendor apart from AMC charges.
- Any work external to the equipment such as maintenance of non-AMC attachment, accessories etc.
- The system maintenance does not include the cost of consumables like ribbons, power cables, magnetic tapes, Inkjet Cartridges, floppy, Projector lamp, laptop battery and battery used for real time clock.

### V. PAYMENT TERMS

- AMC charges after deducting penalty will be paid quarterly at the end of Quarter. Taxes shall be paid extra as applicable.
- No advance payment will be released against the service order.
- The vendor shall submit GST invoices for payment of quarterly maintenance charges at IT Department Regional Office, Hyderabad.
- Consolidated complaint reports furnishing the details of branch-wise breakdown calls lodged/attended must be submitted for release of quarterly payment.
- Quarterly Preventive Maintenance Report must be submitted for release of quarterly



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payment.

### VI . BIDDING PROCESS

#### Bid Schedule

S No	Description	
1	Name of the Tender	REQUEST FOR PROPOSAL (RFP) FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTER HARDWARE AND PERIPHERALS AT RO HYDERABAD
2	Tender Reference Number	HRO: IT: ON:11:2025-26
3	Tender Release Date	27-06-2025
4	Last date for queries through email ( <a href="mailto:tsshyderabad@uiic.co.in">tsshyderabad@uiic.co.in</a> )	30-06-2025
5	Last date for bid submission	03-07-2025 (03:00 PM)
6	Address for submitting of Bids	The bidding process is completely online. Bidders are requested to submit all documents online as detailed in this RFP. For further instructions regarding submission of bids online, the bidders shall visit the GeM portal ( <a href="https://gem.gov.in/">https://gem.gov.in/</a> ).
7	Email ID for communication	<a href="mailto:tsshyderabad@uiic.co.in">tsshyderabad@uiic.co.in</a>

### INSTRUCTIONS / GUIDELINES TO BIDDERS

- The UNITED INDIA INSURANCE Co. Ltd. invites bids for the Annual Maintenance Contract for Computer Hardware & Peripherals at Head Office for the period from 19.07.2025 to 18.07.2026
- The bidding process is completely online. Bidders are requested to submit all documents online as detailed in this RFP.
- Bidders should submit hard copy (physically signed) of all the documents to the department in **two** separate **sealed** envelopes for Technical Bid & Financial Bid.

#### ONLINE SUBMISSION

- All tender process including bidding is in online mode through e-tendering portal (<https://gem.gov.in/>).

#### ONLINE DOCUMENTS TO BE SUBMITTED

- The bidders should mandatorily upload below mentioned documents DIGITALLY SIGNED in the respective sections.



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### **ELIGIBILITY BID DOCUMENTS (ONLINE SUBMISSION – SCANNED DOCUMENTS)**

- Declaration by the vendor Annexure 1.
- Bidder profile Annexure 2.
- Eligibility Criteria Declaration Form as per Annexure 3. All supporting documents as detailed in Annexure 3.
- Authorized signatory of the bidder signing the Bid Documents should be empowered to do so. Proof in the form of letter signed by a Director or Company Secretary to be attached.
- Experience details Annexure 4.
- Bid Submission Check List as per Annexure 7.

### **FINANCIAL DOCUMENTS (ONLINE SUBMISSION):**

- Financial Bid as per Annexure 5.





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### **Annexure 1**

#### **DECLARATION**

I / We.....  
(here in after referred to as The Bidder) being desirous of bidding for providing 'Comprehensive' annual maintenance services of Desktops and Servers coming under jurisdiction of Regional Office, Hyderabad and having fully understood the nature of the work and having carefully noted all the terms and conditions, specifications etc., as mentioned in the tender documents, DO HEREBY DECLARE THAT:

1. The Bidder is fully aware of all the requirements of the Corporation and agrees with all the terms and conditions mentioned in the tender document, the work requirement and undertake to comply with them.
2. The Bidder is capable and financially solvent to execute and complete the contract.
3. The Bidder accepts all risks and responsibilities directly or indirectly connected with the performance of the contract.
4. The Bidder has not been debarred or black listed from similar type of work by UIIC/Government Offices/PSU/Banks, and other similar organizations.
5. This offer shall remain valid for acceptance for three months from the date of opening of FINANCIAL BID.

The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information /fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature and seal of the bidder



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### Annexure 2

#### Profile of the Bidder

<b>Name of Firm/ Service Provider</b>	
<b>Office Address</b>	
Address : (with Pin code)	
Email:	
Website:	
Phone No. (With STD Code):	
Mobile No.:	
Fax No.(With STD Code)::	
Contact Person with Cell No.:	
<b>Bank Details</b>	
Bank Name	
Branch Name	
Account Number	
MICR Code	
IFSC Code	
<b>Registration Particulars</b>	
Income Tax Permanent Account Number	
GST Number	
<b>Financial Turnover in Last 3 Years</b>	(in lakhs)
2022-2023	
2023-2024	
2024-2025	

Note: \*Where copies are required to be furnished, these are to be attested and certified photocopies.



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### **Annexure 3 - ELIGIBILITY CRITERIA**

SNo	Eligibility Criteria	Compliance (Yes/No)	Detail of Proof Attached /Undertaking
1.	The bidder should be a Company/Firm and should have its own service / repair center at Hyderabad.		
2.	Should be in the business of maintenance of computer hardware and peripherals for the last three years.		
3.	Should have an annual turnover of Rs.2 crores or above per year for the last 3 years.		
4.	Should have made net profit at least in two years out of the last 3 financial years.		
5.	The Resident Service Engineer shall be on the direct payroll of the vendor.		
6.	The bidder should have not been black listed by any of Government Authority or Public Sector Undertaking (PSUs).Provide an undertaking in company letter head.		
7.	Vendor should have valid PAN No. and GSTIN No.		



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### Annexure- 4

#### EXPERIENCE & RUNNING CONTRACT (Min Three Contract)

Sl. No	Name of the client	Nature of contract	period of contract	contract value



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### Annexure- 5

#### FINANCIAL BID

#### PRICE QUOTE FOR AMC OF DESKTOP PCs

Sl no	Description of Item	no of units	rate per unit per annum	total charges excl tax
1	Desktop -Acer	296		
2	Desktop-Dell optiplex 3050	123		
3	HP-Elite desk	161		
4	Servers	50		

Above rates shall be exclusive of taxes. Taxes shall be paid as applicable as per Govt, Guidelines.

Note:-

1. Rates quoted should be inclusive of resident engineer charges & any necessary tools and plants for support operations etc.
2. The quantities mentioned above are estimated and not actual quantity. There may be variation in quantity. Before start of the contract, physical asset verification to be conducted by the vendor at their own cost.
3. All entries in the bid should be legible and filed clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory. All amounts shall be indicated both in words as well as in figures where there is difference between words and figures, the amount quoted in words shall prevail.

Date:

Seal of company/firm

Signature\_\_\_\_\_

Name\_\_\_\_\_



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### **Annexure 6**

#### **LIST OF OFFICES UNDER RO HYDERABAD**

S NO	OFFICE CODE	OFFCIE NAME
1	50000	RO HYDERABAD
2	50051	CI HUB SZ HYDERABAD
3	50091	SERVICE HUB HYDERABAD
4	50092	TP HUB, HYDERABAD
5	50093	TP HUB KADAPA
6	50094	TP HUB KARIMNAGAR
7	50095	PCH HYDERABAD
8	50096	HEALTH HUB HYDERABAD
9	50200	DO 2 SECUNDERABAD
10	50202	BO TARNAKA
11	50252	MO BHEL
12	50281	MO MALKAJGIRI
13	50300	DO 3 HYDERABAD
14	50302	BO CHIKKADPALLY
15	50306	BO KUKATPALLY
16	50307	BO MIRYALAGUDA
17	50308	BO SANGAREDDY
18	50309	BO FATEH MAIDAN
19	50381	MO BHONAGIR
20	50382	MO HITECH CITY
21	50383	MO JEEDIMETLA
22	50400	DO 4 HYDERABAD
23	50500	DO 5 HYDERABAD
24	50503	BO KHAIRATABAD
25	50600	DO WARANGAL
26	50682	MO MAHABOOBABAD



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27	50683	MO JANGAON
28	50700	DO NIZAMABAD
29	50701	BO KAMAREDDY
30	50702	BO NIRMAL
31	50781	MO BHAINSA
32	50782	MO BODHAN
33	50900	DO KADAPA
34	50901	BO PRODDATUR
35	50905	BO NANDYAL
36	50981	MO MYDUKUR
37	50982	MO RAYACHOTI
38	50983	MO RAJAMPET
39	51000	DO ANANTAPUR
40	51001	BO DHARMAVARAM
41	51006	BO KURNOOL
42	51084	MO ADONI
43	51200	DO TIRUPATI
44	51202	BO RENIGUNTA
45	51282	MO TIRUMALA
46	51283	MO NAGARI
47	51500	DO 7 HYDERABAD
48	51504	BO PLI
49	51600	DO CHITTOOR
50	51602	BO MADANAPALLE
51	51603	BO PALAMANER
52	51681	MO KUPPAM
53	51682	MO PUNGANUR
54	51900	DO ADILABAD
55	51901	BO MANCHERIAL
56	51982	MO BELLAMPALLY
57	52100	DO 10 HYDERABAD
58	52101	BO MAHBUBNAGAR
59	52181	MO RAJENDRANAGA
60	52182	MO WANAPARTHY
61	52183	MO GADWAL



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62	52200	DO 11 HYDERABAD
63	52201	BO KOTI
64	52282	MO CHOUTUPPAL
65	52283	MO SANTOSH NAGAR
66	52300	DO KARIMNAGAR
67	52301	BO RAMAGUNDAM
68	52381	MO PEDDAPALLY
69	52384	MO HUZURABAD
70	52400	DO-12 HYDERABAD
71	52401	BO ECIL
72	52402	BO TANDUR
73	52481	MO ALWAL
74	52482	MO BOLARAM
75	52500	DO KHAMMAM
76	52581	MO BHADRACHALAM
77	52584	MO KOTHAGUDEM
78	52600	DO KACHIGUDA





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### Annexure 7

#### Checklist

Sl. No	Documents	Attached(Y/N)
1	Invariably quoted for providing annual maintenance service of all the equipment's as per Annexure-'5' and enclosed in a sealed cover super scribed as "ANNUAL MAINTENANCE SERVICE OF SERVERS AND DESKTOPS"	
2	Attached Documentary Evidence having 3 years' experience in this field.	
3	Attached Declaration on bidder's letterhead as per the format given	
4	Attached Last 3 years Annual turnover statement/income tax return/Audited Balance sheet, Profit & Loss Account certified by CA	
5	Attached Check List	

#### **Bidders are advised to ensure the following before submitting their bids:**

1. The bidder meets **all eligibility criteria** as specified in the tender document. Failure to do so may result in **summary rejection** of the bid.
2. **All pages** of the bid document have been **duly signed and stamped** by the authorized signatory.
3. **All pages are sequentially numbered.**
4. **All submitted documents are clear and legible.**

Non-compliance with the above requirements may lead to rejection of the bid.