



**UNITED INDIA INSURANCE CO.LTD**  
(Govt. of India Undertaking)  
Registered & Head Office : 24, Whites Road, Chennai-600014 Website: [www.uiic.co.in](http://www.uiic.co.in)

## **TENDER NOTICE**

### **Tender for Annual Maintenance Contract for Computer Hardware and Peripherals under Regional Office Patna having offices in Bihar and Jharkhand State for the period of 01/05/2022 to 30/04/2023 .**

We propose to cover the computer systems, network systems, peripherals and software configurations at our offices under Patna Region to be under Annual Maintenance Contract for the period of 01/05/2022 to 30/04/2023.

The eligibility criteria for the selection of vendors for AMC of computer systems, networking, peripherals and software configurations are as below:

- 1) Should be in the business of Maintenance of computer systems, networking, peripherals and software configurations for at least last three years.(supportive document proof should be provided)
- 2) Should have an average total turnover of Rs. 10 crores per year for the last three years and have made net profit at least in two years out of the last 3 financial years.
- 3) Experience in maintaining and troubleshooting :
  - a) Win 2003 / 2008 Server, Windows 7 / 8.1 / 10, Linux etc
  - b) Installation of various software as per client configuration, specifications and parameters.
  - c) Antivirus monitoring and configuration as per company and antivirus software features.
  - d) Dot Matrix, Deskjet and Laser Printers.
  - e) LAN Maintenance and LAN based network devices and cabling issues. Engineers should be equipped with crimping tools, testing tools or any other tools for troubleshooting the LAN issues in the offices. If required vendor should replace the LAN cable with proper crimping. LAN wire, patch cord and other accessories would be provided from UIIC. Scope of work under LAN Maintenance is limited to maintaining the existing LAN network and troubleshoot the LAN based issues.
  - f) Remote troubleshooting WAN based network via VPN and VNC.
  - g) Harddisk and its partition replication / cloning / rebuilding.
- 4) Should be in a position to provide at least one resident engineer having qualification BE / MCA / Diploma(Computer / Electronics / IT) and having industrial experience not below than 2 years. The Resident engineer/s have to work at UIIC RO on all working days as per the UIIC office timings. Resident engineer(s) have to work on Saturdays/Sundays/Holidays and after office hours, if necessary. If the resident engineer takes leave, a suitable replacement would have to be provided during the leave period.
- 5) Should have service center at Patna and Ranchi.
- 6) Maintain sufficient spares(Mother Board, Processor, Keyboard, Mouse, SMPS, RAM, BIOS, Battery, HardDisk, Crimper, LAN Tester, CD / DVD Drives, DVD cleaner etc) at our Regional Office with resident engineer.
- 7) Should have web based / email facility for call / complaint registration system and for call status monitoring.
- 8) Shall provide proper training, materials and tools quarterly to site engineers as per company need.
- 9) Installation of new versions, patch for our existing insurance software Genisys / CORE insurance and other software whenever / periodically required by company.
- 10) Installation and configuration of CDMS related software whenever a system is formatted or whenever required.

If you fulfill the criteria cited above, the total amount for all items put together would be taken into consideration for finalizing the L1 vendor for AMC depending upon initial requirement.

Any addition or removal of computer systems, networking, peripherals and software configurations during course of contract will be considered under the contract of AMC. Kindly note that the AMC should be comprehensive one including replacement of spare parts, configuration of softwares, virus removal, preventive and corrective maintainance quarterly. Quarterly payment may be released on closure of all pending calls, preventive maintainance report and availability of sufficient spares at regional office.

For finalization of contract, technical and commercial both will be considered. Those who are willing to accept the agreement in full as per the draft agreement wording attached with this offer need only to apply. Any deviation to the draft will disqualify the vendor for the bid process.

UNITED INDIA INSURANCE COMPANY LIMITED reserves the right to accept or reject any or all tender/s without any reason thereof.

**Technical and commercial bid can be submitted on UIIC e-procurement portal "<https://uiic.enivida.com>" on or before 11:00 AM on 18/04/2022.**

The technical bid will be opened online on **18/04/2022(12:00 PM)** by the committee and the financial / commercial bid of only shortlisted bidders will be opened on **22/04/2022 (12:00 PM)** by the committee on UIIC – eNIVIDA portal only.

In case of any queries please write to [tsspatna@uiic.co.in](mailto:tsspatna@uiic.co.in)

List of Enclosures :

- 1) Annexure 1 – List of Hardware to be included under AMC
- 2) Annexure 2 - Hardware Specifications
- 3) Annexure 3 - Draft of AMC agreement (SLA)
- 4) Annexure 4 - UIIC Office List under Patna region
- 5) Annexure 5 – Commercial / Financial Bid format
- 6) Annexure 6 – Technical Bid format

**Note : Separate technical and commercial bid should be submitted on the UIIC e-procurement portal - "<https://uiic.enivida.com>".**

**Tender Submission date – 18/04/2022 (11:00 AM)**

**Tender Opening Date (Technical Bid) – 18/04/2022 (12:00 PM)**

**Tender Opening Date (Financial Bid of only shortlisted bidders) – 22/04/2022 (12:00 PM)**

## **Annexure 1**

### **List of Hardware to be included under AMC**

S L	ITEM NAME	MAKE/MODEL	Purchase Order	Purchase Order Date	Qua ntit y	Locat ion
1	RO GEM SERVER	HCL INFINITY GLOBAL LINE 2701	HO:ITD:2011- 12:PO:001	20.04.2011	1	RO
2	SERVER	HCL INFINITI GLOBAL LINE 1701 GR SERVER	HO:ITD:2011- 12:PO:462	24.03.2011	18	OO
3	EXTERNAL HARD DISK	IOMEGA SELECT 250 GB HDD	HO:ITD:2011- 12:PO:462	24.03.2011	18	OO
4	SERVER	HCL INFINITY GLOBAL LINE 1701 BP	HO:ITD:2013- 14:PO:140	07.11.2013	20	MO
5	EXTERNAL HARD DISK	Western Digital My Passport 250GB	HO:ITD:2013- 14:PO:140	07.11.2013	20	MO
6	SERVER	Wipro Netpower Z1502 Server with IOMEGA 80 GB HDD	HO:ITD:2007- 08:PO:284	06.03.2008	7	OO
7	SERVER	Wipro Netpower Z1505 Server with IOMEGA 250 GB HDD	HO:ITD:2009- 10:PO:376	05.10.2009	1	MO
8	SERVER	WIPRO NETPOWER Z1531	HO:IT:2011-12:PO:43	23.01.2012	14	OO / RO
9	EXTERNAL HARD DISK	IOMEGA EGO 320 GB HDD	HO:IT:2011-12:PO:43	23.01.2012	14	OO / RO
10	SERVER	WIPRO NETPOWER Z1531	HO:IT:2012-13:PO:85- A	10.12.2012	18	MO
11	EXTERNAL HARD DISK	IOMEGA EGO 320 GB	HO:IT:2012-13:PO:86- A	10.12.2012	18	MO
12	SERVER - EXTERNAL HARD DISK	WESTERN DIGITAL MY PASSPORT 500 GB	HO:ITD:2013- 14:PO:144	13.01.2014	9	MO
13	SERVER	DELL POWEREDGE T110 II	HO:ITD:2013- 14:PO:144	13.01.2014	9	MO
14	DESKTOP COMPUTER	HP EliteDesk 705 G4 35W Desktop Mini PC	HO:IT:2018- 19:PO:411	10.12.18	115	RO / OO
15	DESKTOP COMPUTER	ACER & VERITON M2110G	HO:IT:2014- 15:PO:162	22.05.2014	245	RO / OO
16	DESKTOP	Acer Veriton	RO BUDGET	07.12.2017	13	OO

	COMPUTER		PURCHASE-1219/PT RO/ITD/Tender/2017- 18/12			
17	DESKTOP COMPUTER	ACER Veriton M2640G	PTRO/ITD/ BUDGET/2018- 19/08/1290	28.08.2018	11	OO
18	24 Port Managed Network Switch	DLINK - DES 3026	HO:MSD:2006- 07:PO:216	29.08.2006	38	RO / OO
19	LAPTOP	HCL ME 1044	HO:ITD:2012- 13:PO:84	19.11.2012	27	OO
20	LAPTOP	ACER TMP 243	HO:ITD:2012- 13:PO:89	21.12.2012	3	RO
21	LAPTOP	ACER TMP 249 G2 M(Model 2 i3 processor)	HO:IT:2016- 17:PO:320	09.01.2017	9	OO
22	LAPTOP	HP 240- Model 1 with i3 processor	HO:IT:2015- 16:PO:263	20.01.2016	1	RO
23	LAPTOP	ACER TMP 2410 -G2-M	HO:IT:2018-19:419	10.01.2019	1	RO
24	LAPTOP	ACER TMP249-G2-M	HO:IT:2017- 18:PO:380	08.03.2018	1	RO

## **Annexure 2 - Hardware Specifications**

### **HCL ME 1044 LAPTOP**

DESCRIPTION	DETAILS
PROCESSOR	ICi3-3110m 2.40G 3M R6ED CR
MEMORY	4 GB DDR3 RAM @1600 MHz
HARD DISK DRIVE	320 GB SATA HDD or higher
NETWORKING	Gigabit Ethernet, Wireless Network connection 802.11b/g/n
DISPLAY	14 ", 1366 x 768 Pixels HD LED backlit display
OPTICAL DISK DRIVE	Slim DVD Super Multi Drive
GRAPHICS	Intel HD Graphics 4000 or better
BATTERY	Minimum of 4 hours backup
OTHERS	1 x USB 3.0, 2 x USB 2.0, Integrated Web camera
WEIGHT	Less than 2.1 kg Kgs (including battery)

### **ACER TRAVEL MATE 243 LAPTOP**

#### **MINIMUM TECHNICAL SPECIFICATION FOR NOTE BOOK COMPUTER**

DESCRIPTION	DETAILS
PROCESSOR	Intel 3 <sup>rd</sup> Generation Core i5-3210M Processor (2.50 Ghz, 3MB L3 Cache) or better
MEMORY	4GB DDR3 RAM @1333 MHz
CHIPSET	Intel HM76 Express Chipset or better
HARD DISK DRIVE	500 GB SATA HDD or higher
NETWORKING	Gigabit Ethernet, Wireless Network connection 802.11b/g/n
DISPLAY	14", (WXGA : 1366 x 768), LED backlit display
OPTICAL DISK DRIVE	8X DVD Writer
GRAPHICS	Intel HD Graphics 4000 or better
BATTERY	Minimum of 4 hours backup
OTHERS	USB 3.0 ports, Integrated Web camera, Spill Resistant Keyboard
WEIGHT	Less than 2.65 Kgs (including battery)
BODY / Chassis	(Magnesium alloy / Carbon fiber / ABS plastic / Aluminum) body with Metallic hinge
OPERATING SYSTEM	Microsoft Windows 7 Professional 64-bit (English Version)
WARRANTY	3 YEARS COMPREHENSIVE WARRANTY except for Battery. (One year warranty for battery)
CARRY BAG	Shoulder (back pack) bag should be provided

**ANNEXURE - 3**

**MINIMUM TECHNICAL SPECIFICATION FOR NOTE BOOK COMPUTER**

DESCRIPTION	DETAILS
PROCESSOR	Intel Core i3-370M Processor (2.40 Ghz, 3MB L3 Cache)
MEMORY	4GB DDR3 SDRAM
CHIPSET	Intel HM55 Express Chipset
HARD DISK DRIVE	320 GB SATA HDD
NETWORKING	Gigabit Ethernet, Wireless Network connection 802.11b/g/n
DISPLAY	14" or above (WXGA : 1366 x 768) HD LED backlit (16:9 aspect ratio)
OPTICAL DISK DRIVE	8X DVD Super Multi drive
GRAPHICS	Integrated Intel HD Graphics
BATTERY	Up to 4 hours (Lithium - Ion 6 cells)
OTHERS	USB 2.0 ports, web camera, HDMI
WEIGHT	Less than 2.5 Kgs
OPERATING SYSTEM	Microsoft Windows 7 Professional 64-bit (English Version)
WARRANTY	<b>THREE YEARS COMPREHENSIVE WARRANTY FOR LAPTOP EXCEPT FOR THE BATTERY WHICH SHOULD HAVE ONE YEAR WARRANTY</b>
CARRY BAG	Should be provided



## HP 240- Model 1 with i3 processor Laptop

### ANNEXURE – III

#### MINIMUM TECHNICAL SPECIFICATION FOR NOTE BOOK COMPUTERS:

##### **MODEL 1:**

DESCRIPTION	DETAILS
PROCESSOR	4 <sup>th</sup> Generation Intel Core i5-Processor (1.60 GHz, 3MB L3 Cache) or better
MEMORY	4GB DDR3 RAM @1600 MHz
HARD DISK DRIVE	500 GB SATA HDD or higher
NETWORKING	Gigabit Ethernet, Wireless Network connection 802.11b/g/n, Bluetooth
DISPLAY	12"-14", (WXGA: 1366 x 768) HD
OPTICAL DISK DRIVE	8X DVD R/W
GRAPHICS	HD Graphics
BATTERY	4 Cell Battery
OTHERS	Web cam (integrated), spill resistant keyboard
I/O PORTS	USB 2.0, 3.0 ports, HDMI
WEIGHT	Less than 2.40 Kgs without Adaptor
OPERATING SYSTEM	Microsoft Windows 8 Pro 64-bit (English Version)
WARRANTY	<b>3 YEARS COMPREHENSIVE WARRANTY FOR LAPTOP EXCEPT FOR THE BATTERY WHICH SHOULD HAVE ONE YEAR WARRANTY</b>
CARRY BAG	Executive shoulder laptop bag should be provided (not backpack)

##### **MODEL 2:**

DESCRIPTION	DETAILS
PROCESSOR	4 <sup>th</sup> Generation Intel Core i3-Processor (1.80 Ghz, 3MB L3 Cache) or better
MEMORY	4GB DDR3 RAM @1600 MHz
HARD DISK DRIVE	500 GB SATA HDD or higher
NETWORKING	Gigabit Ethernet, Wireless Network connection 802.11b/g/n, Bluetooth
DISPLAY	12"-14", (WXGA: 1366 x 768) HD
OPTICAL DISK DRIVE	8X DVD R/W
GRAPHICS	HD Graphics
BATTERY	4 Cell Battery
CAMERA	Web cam (integrated)
I/O PORTS	USB 2.0, 3.0 ports, HDMI
WEIGHT	Less than 2.40 Kgs without Adaptor
OPERATING SYSTEM	Microsoft Windows 8 Pro 64-bit (English Version)
WARRANTY	<b>3 YEARS COMPREHENSIVE WARRANTY FOR LAPTOP EXCEPT FOR THE BATTERY WHICH SHOULD HAVE ONE YEAR WARRANTY</b>
CARRY BAG	Executive shoulder laptop bag should be provided (not backpack)





## **ACER TMP249-G2-M Laptop**

### **ANNEXURE III**

#### **MINIMUM TECHNICAL SPECIFICATION FOR NOTE BOOK COMPUTERS:**

DESCRIPTION	DETAILS
PROCESSOR	7 <sup>th</sup> Generation Intel Core i5- Processor (2.30 Ghz, 3MB L3 Cache) or better
MEMORY	4GB DDR4 RAM @2100 MHz or more
HARD DISK DRIVE	500 GB SATA HDD or higher
NETWORKING	Gigabit Ethernet, Wireless Network connection 802.11b/g/n, Bluetooth
DISPLAY	14" or higher , (WXGA : 1366 x 768) HD or better
OPTICAL DISK DRIVE	8X DVD R/W (internal or external)
GRAPHICS	HD Graphics
BATTERY	4 Cell Battery
OTHERS	Web cam (integrated)
I/O PORTS	Minimum 2 USB 3.0 ports, HDMI
WEIGHT	Less than 2Kg without Adaptor
OPERATING SYSTEM	Microsoft Windows 10 Pro 64-bit (English Version)
WARRANTY	3 YEARS COMPREHENSIVE ONSITE WARRANTY FOR LAPTOP EXCEPT FOR THE BATTERY WHICH SHOULD HAVE ONE YEAR WARRANTY
COMPLIANCE	Energy Star 5/6 Compliant. EPEAT certification. ROHS(Restriction of Hazardous Substances) or U/L or FCC Compliant
ADDITIONAL	1. Call Centre nos. and Email Address should be pasted in the Laptop 2. Product brochure should be available in public domain and OEM website
CARRY BAG	Executive shoulder laptop bag should be provided (not backpack)





## ACER & VERITON Desktops

### MINIMUM TECHNICAL SPECIFICATION FOR DESKTOP COMPUTER:

S no.	DESCRIPTION	DETAILS
1	PROCESSOR*	AMD A8-6500 (The processor should be <u>SPEC CPU2006</u> benchmarked with minimum SPEC rating of at least 70-90 with 4GB memory and Windows 7 Professional (60% of SPECint_rate_base2006 plus 40% of SPECfp_rate_base2006 scores) or <u>PC Mark 7</u> benchmarked for Productivity Score in the range of at least 1850 to 2000 with 4GB memory and Windows 7 Professional 32-bit)
2	MEMORY	4GB DDR3 RAM @1333 MHz or more.
3	CHIPSET	AMD A75 Chipset or better.
4	MOTHERBOARD	ECS or OEM MNC
5	HARD DISK DRIVE	[500GB-SATA III -7200 RPM HDD] or higher.
6	LAN	10/100/1000 Mbps Network Card supporting dual stack IPv4 and IPv6.
7	EXPANSION SLOTS	Minimum of two PCI Express slots.
8	DISPLAY	Min. of 18.5" TFT- LCD/LED Monitor (TCO'05 Certified) with inbuilt speakers either in the monitor or system.
9	GRAPHICS	HD Graphics
10	KEYBOARD	104 Keys PS/2 or USB Keyboard.
11	MOUSE	Two/Three button optical/scroll mouse.
12	PORTS	2 nos. of USB 3.0 ports and 4 nos. of USB 2.0 Ports of which 2 nos. of USB Ports shall be in the front of CPU, 1 no. of PS2/USB Keyboard Port, 1 no. of PS2/USB Mouse Port.
13	FORM FACTOR	Tower / Mini/ Small Form Factor (SFF) with Volume less than 13.5 liter.
14	SMPS / Power	320W or less Power Supply. System should be Energy Star compliant. Vendor should quote the ideal, and benchmark running condition power consumption.
15	OPERATING SYSTEM	Microsoft Windows 8 Pro 64-Bit (English Version) downgrade to Windows 7 Professional 32-Bit SP1 <u>with XP mode pre-installed</u> . Recovery media kit to be supplied.
16	OS CERTIFICATION	If Certification of Authenticity(COA) is not supplied by M/s Microsoft for Windows 8 Pro then Windows 8 Pro Product Keys should be embedded in the BIOS (as System Locked Pre-Installation) and the vendor has to submit all unique product keys in their letter head. <u>Further the quoted PC model should be "Certified for Microsoft Windows 8 Client family, x64"</u> .
17	COMPLIANCE / CERTIFICATIONS	1. RoHS (Restriction of Hazardous Substances) or U/L or FCC. 2. Complete system should be Energy Star 5.0 compliant. 3. EPEAT status should also be readily available.

Three Year On Site Comprehensive Warranty including OS Support like

## **HPEliteDesk 705 G4 35W Desktop Mini PC**

### **ANNEXURE- III** **MINIMUM TECHNICAL SPECIFICATION FOR DESKTOP COMPUTERS**

SL NO	DESCRIPTION	DETAILS
1	PROCESSOR	Intel Core i3-7100T or higher / AMD A10-9700E Processor or higher with TDP not more than 35W
2	MEMORY	4GB (1*4GB) DDR4 RAM @ 2400 MHz or better upgradable up to 32GB OR more with minimum 2 SO DIMM slots
3	CHIPSET	Intel B250 or better Chipset / AMD B300 or better Chipset
4	MOTHERBOARD	OEM mother board with embossed OEM logo (no sticker)
5	HARD DISK DRIVE	[500GB-2.5"-SATA III 6.0Gbps -7200 RPM HDD] or higher with Pre-Configured 3 partitions at OEM factory
6	NETWORK	Integrated Ethernet LAN 10/100/1000, Wireless LAN 802.11ac
7	DISPLAY/ MONITOR	19.5" or higher OEM make TCO 7.0 Certified TFT Monitor with minimum resolution of 1440 x 900 or higher with Aspect Ratio of 16:9 and with power adapter. Provision to mount CPU behind monitor.
8	GRAPHICS	Integrated HD Graphics
9	KEYBOARD	104 Keys or Higher USB Keyboard, OEM Make.
10	MOUSE	USB 2 Button Optical scroll mouse, OEM make
11	PORTS	6 USB Ports with minimum 3 USB 3.1 / 3.0 Ports ; 1 RJ-45; 1 HDMI 1.4/Display port; 1 VGA Port.
12	FORM FACTOR	Maximum Chassis Volume- 1.5 Litre (with VESA standard necessary mounting for mounting the CPU behind the monitor)
13	OPERATING SYSTEM	Microsoft Windows 10 Pro 64-bit (English Version) latest Service Pack. Windows 10 Pro Product Keys should be embedded in the BIOS. Windows 10 Professional (64 bit) Original OS CDs along with Recovery Media to be provided.
14	POWER SUPPLY	65W external adapter.
15	COMPLIANCE	Energy Star 6.1 Compliant. EPEAT certification. ROHS(Restriction of Hazardous Substances) / U/L / FCC Compliant
16	SECURITY FEATURES	TPM 2.0, Password protected BIOS. Slot for locking CPU with monitor using lock with minimum 2 keys (Kensington/similar lock). Lock with keys should be provided by bidder.
17	WARRANTY	3 Years On-Site Comprehensive Warranty Including OS Support like Recovery of OS after Crash.
18	ADDITIONAL	UIC Logo should be embedded in BIOS Call Centre nos. and Email Address should be pasted in the CPU. Product Brochure should be available in OEM portal. The above specifications will be vetted against the document in OEM portal. Product Drivers should be available in OEM portal.



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## **WIPRO NETPOWER Z1531 Server with IOMEGA EGO 320 GB HDD**

### **I) MINIMUM TECHNICAL SPECIFICATIONS FOR XEON SERVER.**

<b>SNO</b>	<b>Components</b>	<b>Specifications</b>
1	Processor	Intel Quad Core Xeon X3430 ( 2.40 Ghz, 8 MB L3 Cache) or above
2	Memory	4 GB DDR3 RDIMMs @ 1066 Mhz or above
3	RAID	SATA on board support providing RAID 0 & 1 in hardware
4	Storage	2 nos. of SATA HDD of 320 GB or higher
5	Network	10/100/1000 Mbps Ethernet controller card
6	Expansion Slots	Min. of one PCI Express x8 connector / x8 lane or better
7	Motherboard	Intel 3420 series chipset server class motherboard or better
8	Operating System	Microsoft Windows Server 2008 Standard 32 bit (OEM pack) downgrade to Windows Server 2003 R2 Standard Edition
9	Form Factor	Tower Model
10	Optical Drives	8x DVD Writer
11	Keyboard & Mouse	104 Keys keyboard with PS2 / USB Optical Mouse
12	Monitor	15" or above TFT Monitor with TCO'03 Certification
13	USB	2 USB 2.0 ports
14	Communication Port	1 Serial Port
15	Graphics	On board
16	Compliance	RoHS or U/L or FCC for the Server
17	Certification	Microsoft Windows 2003/2008
18	Warranty	3 years Comprehensive On site warranty.

## **HCL INFINITI GLOBAL LINE 1701 GR SERVER with IOMEGA SELECT 250 GB HDD**

### **Annexure III**

#### **MINIMUM TECHNICAL SPECIFICATIONS FOR XEON SERVER**

SNO	Components	Specifications
1	Processor	Intel Quad Core Xeon X3430 (2.40 Ghz, 8 MB L3 Cache) or above
2	Memory	4GB DDR3 RDIMMs @ 1066 Mhz or above
3	RAID	SATA on board support providing RAID 0 & 1 in hardware
4	Storage	2 nos. of SATA HDDs of 250 GB or above
5	Network	10/100/1000 Mbps Ethernet controller card
6	Expansion Slots	Min. of one PCI Express x8 connector / x8 lane or better
7	Motherboard	Intel 3420 series chipset server class motherboard
8	Operating System	Non OS
9	Form Factor	Tower Model
10	Optical Drives	8x DVD Writer
11	Keyboard & Mouse	104 Keys keyboard with PS2 / USB Optical Mouse
12	Monitor	15" or above Wide TFT Monitor with TCO'03 certification
13	USB	2 USB 2.0 ports
14	Communication Port	1 Serial Port
15	Graphics	On board
16	Compliance	RoHS, U/L or FCC for the Servers
17	Certification	Microsoft Windows 2003/2008*
18	Warranty	3 years Comprehensive On site warranty

\*: The Server should be compatible with Microsoft Windows 2003 Server Operating System (32-bit)

#### **MINIMUM TECHNICAL SPECIFICATIONS FOR EXTERNAL STORAGE DEVICE**

Components	Specifications
Interface	USB 2.0 Interface with System with Hot plug and play
Capacity	Minimum 250 GB of native capacity with support for compression and encryption of stored data
Performance	Min. 15 MB / Sec of data transfer speed
Operating System	Microsoft Windows 2003 compatible
Bundled Software	Bundled software supporting scheduling of data transfer and Creation of pre configured folder backup from same OEM
Accessories	USB 2.0 cable and power cord as per Indian standards.
Warranty	3 years Comprehensive On site Warranty

## DELL POWEREDGE T110 II Server with WESTERN DIGITAL MY PASSPORT 500 GB

### D. MINIMUM TECHNICAL SPECIFICATIONS FOR XEON SERVER WITHOUT SYSTEM:

SNO	Components	Specifications
1	Processor	Intel Xeon Quad Core E3-1230v2 ( 3.30 Ghz, 8 MB L3 Cache) or above
2	Memory	4 GB ECC DDR3 RAM @ 1066 Mhz or above
3	RAID Controller	RAID module with storage I/O controller supporting RAID 0 & 1 in hardware
4	Storage	2 nos. of SATA II HDD of 500 GB, 3.5", 7.2K RPM Enterprise (Server Class)
5	Network	10/100/1000 Mbps Ethernet controller card with IPv6 Compliance
6	Expansion Slots	Min. of one PCI Express x8 connector / x8 lane or better
7	Motherboard	Intel C202 Chipset or better
8	Form Factor	Tower 5U
9	Optical Drive	8x DVD Writer
10	Keyboard & Mouse	104 Keys keyboard & Optical Mouse
11	Monitor	18.5" or above LED Monitor with TCO'05 Certification
12	USB	2 nos. of USB 2.0 ports
13	Communication Ports	1 Serial Port & 1 Parallel Port
14	Graphics	On board
15	Compliance	RoHS or U/L or FCC for the Server
16	OS Support	Microsoft Windows 2003 Server either native or in virtual mode.
17	Warranty	3 years Comprehensive On site warranty including installation of OS after cr
18	Systems Management	IPMI 2.0 compliant
19	Industry standards	TPM and ACPI

### D) MINIMUM TECHNICAL SPECIFICATIONS FOR EXTERNAL STORAGE DEVI

NO	Components	Specifications
1	Interface	USB 2.0 Interface with System with Hot plug and play
2	Capacity	Minimum 500 GB of native capacity with support for encryption of stored data
3	Operating System	Microsoft Windows 2003/2008 compatible
4	Accessories	USB 2.0 cable and power cord as per Indian standards.
5	Warranty	3 years Comprehensive On site Warranty

## HCL INFINITY GLOBAL LINE 2701 Server

### ANNEXURE-III

#### NIMUM TECHNICAL SPECIFICATIONS FOR XEON SERVERS.

NO	Components	Specifications
1.	Processor	Intel Quad Core Xeon 5550 (2.66 Ghz, 8 MB L3 Cache) or above
2	Memory	12GB DDR3 RDIMMs @ 1333 Mhz or above
3	RAID	Hardware based 8 Port SATA RAID controller providing RAID-5/6 with 512 Mb cache
4	Storage	Minimum of 6 Hot swap/Hot plug 2.5" or 3.5" SATA HDDs of 500GB each
5	Network	Dual 10/100/1000 Mbps Ethernet controller card
6	Expansion Slots	Min. of one PCI Express x8 connector / x8 lane or better
7	Motherboard	Intel 5520 series chipset or better
8	Operating System	Non-OS
9	Form Factor	Rack mountable
10	Optical Drives	8x DVD Writer
11	USB	2 USB 2.0 ports
12	Communication Port	1 Serial Port
13	Compliance	RoHS, U/L or FCC for the Servers
14	Certification	Red Hat certified(supported) for RHEL 5.0
15	OS Support	All necessary drivers should be provided for Red Hat Enterprise Linux 5.0
16	System Management	Integrated IPMI 2.0 compliant remote management
17	Warranty	3 years Comprehensive On site warranty.





## Wipro Netpower Z1505 Server with IOMEGA 250 GB HDD

I) MINIMUM TECHNICAL SPECIFICATIONS FOR P4 SERVERS		
SNO	Components	Specifications
1	Processor	Pentium P4 2.8 GHz or higher, L2 Cache 1 MB minimum
2	Memory	1GB DDR RAM with 1 bit error correction and 2 bit detection
3	RAID	Dual channel Memory architecture
4	Storage	SATA on board support providing RAID 0 & 1 in hardware with Min. 100 MB/Sec data transfer rate after RAID
5	Network	Minimum 2 Hot swappable SATA Hard Disks of 80 GB capacity each.
6	Expansion Slots	One no. 10/100 Mbps Ethernet controller card or better
7	Motherboard	Minimum of 3 PCI slots
8	Floppy Drive	Min 800 MHz FSB, Intel 3000 chipset server class motherboard or better chipset
9	Operating System	3.5" Floppy Drive
10	Graphics	Highest level of Certifications for Win 2000 / 2003 & Red Hat AS 3.0 or higher.
11	Form Factor	Onboard video with at least 4MB
12	Optical Drives	Tower Model
13	Keyboard & Mouse	16X DVD Writer
14	Monitor	104 Keys keyboard with PS2 / optical Mouse
15	USB	SVGA 15" Colour Monitor supporting 1024 x 768 resolution
16	Communication Port	Minimum of 2 USB 2.0 ports
17	Warranty	Minimum of 1 Serial Port
18	Certifications	3 years Comprehensive on site warranty. RoHS and FCC Class B or UL Certification
II) MINIMUM TECHNICAL SPECIFICATIONS FOR EXTERNAL STORAGE DEVICE		
SNO	Components	Specifications
1	Interface	USB 2.0 Interface with System with Hot plug and play
2	Capacity	Minimum 80 GB of native capacity with support for compression and encryption of stored data
3	Performance	Min. 15 MB / Sec of data transfer speed
4	Operating System	Win 2003 / 2000 Server compatible
5	Bundled Software	Bundled software supporting scheduling of data transfer and Creation of pre configured folder backup from same OEM
	Accessories	USB 2.0 cable and power cord 3 year On site Warranty

## 24 Port Managed Network Switch - DLINK - DES 3026

### ANNEXURE - 3

(ATTACHED TO PO NO. \_\_\_\_\_ DATED 28.08.00)

#### 1. TECHNICAL SPECIFICATIONS FOR 24 PORT RACK MOUNTABLE MANAGED SWITCH

SNO.	Components	Specifications
1	Chassis	19"rack mountable chassis with common power, collision LED and individual port LED showing activity
2	Hardware	<ul style="list-style-type: none"><li>• Minimum 4.MB of flash memory</li><li>• Minimum 32 MB of RAM</li></ul>
3	Ports	<ul style="list-style-type: none"><li>• 24 auto-negotiating 10 base-T/100 base-TX ports configured as Auto sensing</li><li>• Console port for out of band management</li></ul>
4	Management	<ul style="list-style-type: none"><li>• Free, Web based Network Management Software</li><li>• Command line interface management through telnet</li><li>• SNMP compatibility.</li><li>• Single IP based Management required.</li></ul>
5	VLAN support	802.1Q, Minimum 64 Static VLAN supported
6	Performance	<ul style="list-style-type: none"><li>• MAC address table size 8000</li><li>• Switching 8 Gbps</li></ul>
7	Protocol	<ul style="list-style-type: none"><li>• IEEE 802.1D Spanning-Tree Protocol</li><li>• IEEE 802.1w Rapid Spanning – Tree protocol</li><li>• IEEE 802.1Q VLAN</li><li>• IEEE 802.1x support (MAC based authentication)</li></ul>
8	Warranty	5 years onsite warranty ✓

### **Annexure 3 - Draft of AMC agreement (SLA)**

#### **ANNUAL MAINTENANCE CONTRACT**

This agreement made at Patna on this day \_\_\_\_\_ of \_\_\_\_\_ 2022, between hereinafter called the "VENDOR" which expression shall wherever the context so requires, mean and include its successors and UNITED INDIA INSURANCE COMPANY LTD. hereinafter called "THE COMPANY" sets forth the terms and conditions for the Comprehensive Annual Maintenance of equipment's inclusive of repairs, replacement and preventive maintenance of equipment's set forth in the annexure enclosed.

#### **1 . SCOPE OF AGREEMENT:**

The contract shall be in force for the period from \_\_\_\_\_ to \_\_\_\_\_ and shall cover all those items as specified in the Annexure to this agreement.

#### **2. OBLIGATIONS OF THE VENDOR:**

The vendor shall provide the following services to keep the equipment in good working condition.

2.1.1 It is mutually agreed that the vendor will undertake preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior of the equipment and necessary repairing of the equipment) once in a quarter.

2.1.2 Unscheduled on-call corrective and remedial maintenance services to set right the malfunctions of the system. This includes replacement of unserviceable parts including Hard Disks, Floppy Drives, CD-Drives, Picture Tubes, Network Interface Cards, Printer Heads, and all electronic and plastic spares except those specifically excluded, with a new one of the same or compatible configuration of damaged part under this agreement, trouble-shooting for LANs including resolving network connectivity problem. The new printer head(s) will be duly certified by RO I.T. Officials & the same should be installed at the operating office. All the new heads must accompany Warranty/Guarantee certificate (in triplicate) of one year which will be signed by the I.T. Officials & the AMC provider. One copy will be retained at R.O., one by the AMC provider & one at the operating office. In addition to above, networking equipment like switches and hubs are also required to be maintained during the AMC period either in the form of repair(s) or replacement.

2.1.3 Maintenance of operating system, installation of OS patches, office suites, oracle RDBMS, Antivirus software, preemptive actions against virus spreads, detection/removal of virus, data recovery, configuration of internet, configuration of applications (client/server), installation of hardware accessories and any other software as called for by the company from time to time. (Licensed Software would be provided by UIIC).

2.1.4 M/s \_\_\_\_\_ will subcontract / permit anyone including M/s Engineer/ any person other than M/s \_\_\_\_\_ personnel to render the Services or any part thereof under this Agreement or any Statement of Work issued hereunder, with prior written intimation to the Customer, provided however that M/s

shall be wholly and squarely responsible for the performance/non-performance of the sub-contractors and agents so appointed.

2.1.5 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 got repaired by some third party and the amount spent for such repairs by the Company would be billed to the AMC vendor and the same shall be in addition to the penalty imposed .

2.1.6 The vendor shall submit consolidated report furnishing the details of breakdown calls attended and its status on quarterly basis along with the Invoice for AMC payment.

2.1.7 The vendor shall provide a minimum of one resident engineer at UIIC RO on all working days (Monday to Saturday). However the number of resident engineers have to be increased by the vendor in case there is additional workload. The engineer/s have to work on holidays and after office hours, if necessary. If any resident engineer takes leave, a suitable replacement would have to be provided during the leave period. The resident engineer/s will not be normally deputed for any outside calls except at RO/designated offices. The vendor should make alternative arrangements for servicing calls received from Operating Offices.

2.1.8 Replacement of 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.

2.1.9 The vendor should maintain adequate stock of all components at RO/UIIC premises as well as at vendor's office to attend to service calls immediately. A standby equipment of similar or higher capacity must be provided, if the equipment is expected to be down for more than 24/48 hours as the case may be.

2.1.10 The vendor should hand over the systems in working condition to the company on expiry of the contract. In case any damage is found at the time of handing over, the vendor is liable to rectify it even after the contract period, *for which UIIC will temporarily hold payment due to the Vendor, of the amount due for the last Quarter, till the expiry of 2 Calendar months immediately succeeding to the Contract expiry date within which the defective machines are to be rectified to the satisfaction of RO IT Dept. Patna Regional Office.*

2.1.11 In the case of major fault necessitating the equipment to be taken to Maintenance vendor's office/factory, **STANDBY** equipment of similar or higher capacity in good working condition has to be provided at no extra cost. The cost of the transportation of any defective item for repairs shall be borne by the Vendor.

2.1.12 All repairs and maintenance service shall be performed by qualified and authorized personnel totally conversant and familiar with the system.

### **3. LIQUIDATED DAMAGES:**

The vendor shall attend to on -call services within 4 hours of lodging of the complaint for city offices (offices located at RO Locations and Urban agglomeration if any) and within 16 hours in respect of all other offices respectively. Further the vendor should close all service calls within 24 hours of lodging of calls in respect of city offices (offices located at RO Locations and Urban agglomeration if any) and in respect of all other offices within 48 hours respectively.

In the event the vendor is not able to close the call within the above-stipulated time a standby system of similar or higher capacity in good working condition should be provided, failing which penalty would be levied as under.

**Rs.500/- per working day per Server (DVD DRIVE)**

**Rs.100/- per working day per Desktop computer.**

**Rs.100/- per working day per Printer.**

**Rs.300/- per working day per networking equipment.**

**Rs.150/- per working day per UPS.**

However the maximum penalty amount shall not exceed 25% of the AMC cost per year for the affected unit.

### **4. OBLIGATIONS OF THE COMPANY**

4.1.1 The company shall pay Annual Maintenance Charges as mentioned in this agreement for the equipment specified in the Annexure. The maintenance charges are payable at the end of each quarter on receipt of copy of PM(preventive maintenance)report / visit report of all the offices including Micro-Offices under UIIC-PATNA RO and after reviewing the performance of the vendor. In the event of non-submission of the PM report/visit report with invoice (100%), proportionate amount will be withheld & the same will not be adjusted in succeeding quarterly payment. The company shall effect payments of the AMC charges after completion of 15 days from the date of receipt of Invoice and all documents as stipulated in various paragraphs/ clauses herein.

4.1.2 The company will use standard voltage stabilizers for ensuring stabilized power supply, **if required.**

4.1.3 The company shall provide place with telephone extension for the resident engineer.

4.1.4 The company would ensure that rats, insects etc., do not invade the site and damage the systems especially cables etc.

### **5. ENHANCEMENT/UPGRADATION OF EQUIPMENT/WITHDRAWAL OF EQUIPMENT**

The company shall have the right to make changes or attachments to the equipment's provided such changes or attachments do not prevent proper maintenance from being performed

The actual quantity of equipment covered under the AMC may be increased or decreased by mutual written consent of both parties provided always that such consent is not unreasonably withheld. In the event that the quantity is increased in the mid of the AMC period, the vendor is entitled for AMC charges on Pro-rata basis as applicable to the component which has been included.

The actual quantity of equipment covered under the AMC may be increased or decreased by mutual written consent of both parties provided always that such consent is not unreasonably withheld. In the event of any quantity decreased which is very much reasonable , made by the Company during the AMC period the Vendor is eligible for the AMC Charges for the period upto which such equipment was a member of the AMC Contract

## **6 . WORKING DAYS**

The services of the vendor shall be available to the company from Monday to Saturday. Under exceptional circumstances, the service of the vendor shall be available on Sundays/Holidays in respect of server and networking device calls at no extra cost.

## **7 . REPLACEMENT OF PARTS**

The vendor shall replace any parts of the hardware on failure with hardware parts having similar or equivalent functional capabilities.

Parts required for the maintenance of the equipment and / or correction of faults will be supplied at no extra cost to the company. 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.

## **8 . RELOCATION OF SYSTEMS**

During the maintenance agreement in force, the company may relocate the system and keep the vendor informed. In case of relocation of equipment, transport and other incidental charges will be borne by company. *Necessary technical Hardware and Software will be extended by vendor at such relocated site for installation & Annual Maintenance during the AMC period.*

## **9 . EXCLUSIONS**

This maintenance agreement does not include:

- a) Electrical work external to the equipment or maintenance of accessories, attachments, machines or other devices not covered under this agreement.
- b) Damage resulting from accidents, fire, lightning or transportation. The cost of repairs or replacements due to these factors will include charges for labour as well as charges for parts, which is payable to the AMC vendor apart from AMC charges.

Work due to alterations in the equipment by persons other than Vendors' personnel (except for minor rectification by UIIC in house systems engineer after intimating the Vendor).

- c) 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, magnetic tapes, Inkjet Cartridges, floppy and battery used for real time clock. Toner cartridges and Fuser Assembly in case of Laser printers shall be treated as consumable.

## **10 . CONTRACT VALIDITY AND CANCELLATION OF AGREEMENT.**

This contract will be valid for the period from \_\_\_\_\_ **to** \_\_\_\_\_ with a provision to extend the same for a further period of one year or part thereof on the same rates, terms and conditions on mutual consent.

Either party may terminate the agreement prior to expiry of contract period by giving three months written notice.

## **11. JURISDICTION AND ARBITRATION**

In case of any dispute or any difference arising at any time between the parties in respect of this agreement, the same shall be resolved by mutual discussion and if not resolved then in accordance with and subject to the provisions of the Indian Arbitration Act 1996 and its subsequent amendment and only Courts of **city of Patna** shall have jurisdiction in all matters arising out or connected with this agreement. Further, this agreement is subject to laws of India alone.

## **12 . FORCE MAJEURE:**

The vendor shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay results from any of the following: -

"Act of God, refusal of permissions or other Government Act, Fire, Explosion, Accident, industrial dispute and the like which renders it impossible or impracticable for the vendor to fulfill its obligations under the contract or any other cause/circumstances of whatsoever nature beyond vendor's control" , *which the vendor faces after the award of this contract & faces the same at the time of demand for performance.*

## **13 . LIABILITIES & INDEMNITIES**

The vendor represent and warrants that the repair and maintenance of service/products hereby sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other entity. The vendor agrees to indemnify UIIC in respect of any claim, directly or indirectly resulting from or arising out of any breach or breach of this warranty.

## **14 . CONFIDENTIALITY**

The vendor, sub-contractors, any person appointed by the vendor for the specific task falling within the ambit of this agreement and Vendor's employees acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to company. The vendor , sub-contractors, any person appointed by the vendor for the

specific task falling within the ambit of this agreement and Vendor's employees agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information and not to disclose it to any other parties. The vendor, shall take appropriate action with respect to its employees, sub-contractors, any person appointed by the vendor for the specific task falling within the ambit of this agreement to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied.

#### **15. TRAVEL EXPENSES.**

No travel expenses shall be borne by the Company in respect of travel undertaken by the vendor towards fulfilment of obligations under the Contract.

#### **16. AGREEMENT AMOUNT:**

The annual maintenance charges payable by the Company shall Rs ***(for the contract period of 12 months)*** as per annexure attached, which will be paid on quarterly basis, on fulfilment of conditions mentioned at clause 2.1.5 , 2.1.10 , 3 & 4.1.1

The impact of any increase / decrease in taxes, duties or any other statutory levies shall be borne by the Customer on both sides of the change.

#### **Limitation of Liability**

Notwithstanding anything contained herein, neither Party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, speculative, exemplary, consequential or incidental damages (including, without limitation, loss of use, data, revenue, profits, business), irrespective of whether it had an advance notice of the possibility of any such damages under this Agreement and the aggregate liability of M/s , under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this Agreement during the six months preceding the date of such claim. Total for all claims shall not exceed the total fees

Aggregate liability of M/s received  
by M/s Under this Agreement.

#### **Customer Information**

M/s may also share contract / engagement / project details and relevant Documentation to its customers / prospective customers solely for the purpose of, and with the intent to, evidence and support its experience earned under this Agreement.

#### **General Clause**

Notwithstanding any contrary provision set forth in this Master Agreement or any Statement of Work, M/s shall be permitted, at its own cost, to assign and/or sell its rights to receive payments hereunder and thereunder without obtaining Client's consent.

Where M/s has made a request in writing, all amounts payable to M/s under and / or in relation to this Agreement shall be paid into a specified bank account ("Collection and Payout Account"), provided the written request specifies the details of the account.

## **Confidentiality**

Neither party shall, without the prior written approval of the other party, disclose the other Party's designated confidential information, and shall take all necessary steps to ensure that its employees, agents and sub-Service Providers do not disclose the other party's confidential information. The confidentiality obligation of Customer and Service Provider shall continue for one (1) year after the expiry/ termination of this Agreement.

## **Non-Solicitation**

During the term of this Agreement Customer shall not, directly or indirectly, hire or solicit for hire, any of the personnel engaged by M/s \_\_\_\_\_, without the prior written consent thereof from M/s \_\_\_\_\_. Thus, the Customer agrees to the entry of an injunction against it in the event of actual or threatened breach of its obligations hereunder, and acknowledges such relief shall be in addition to such other and further relief as may be available to M/s at law or in equity.

**In Witness whereof the parties** have executed this contract on the above mentioned date

Authorised Signatory of **THE COMPANY** with official stamp

(Signature) \_\_\_\_\_  
(Name & Designation)

Witness:  
(Signature) \_\_\_\_\_  
(Name & Designation)

Authorised Signatory of the **VENDOR**

with Official stamp

(Signature) \_\_\_\_\_  
(Name & Designation)

Witness:  
(Signature) \_\_\_\_\_  
(Name & Designation)

**Annexure 4 - UIIC Office List under Patna region**

SL	Office Code	MO / BO / DO / RO	State	District	Place	Pincode	Postal Address	Nearest Landmark
1	210000	RO	BIHAR	PATNA	PATNA	800001	R BLOCK FLOOR:3 CHANAKYA COMPLEX, BIR CHAND PATEL MARG	BIR CHAND PATEL MARG
2	210100	DO	BIHAR	PATNA	PATNA	800001	2 FLOOR:2 LAXMI APARTMENT, FRASER ROAD, PATNA	FRASER ROAD
3	210101	BO	BIHAR	PATNA	PATNTA	800020	FLOOR:2 COMMERCIAL HOUSE, KANKARBAGH MAIN ROAD, KANKARBAGH	KANKARBA GH MAIN ROAD
4	210102	BO	BIHAR	PATNA	PATNA	800001	2 FLOOR:2 LAXMI APARTMENT, FRASER ROAD, PATNA	FRASER ROAD
5	210103	BO	BIHAR	PATNA	PATNA	800008	GURUDWRA ROAD, JHAUGANJ	GURUDWR A ROAD
6	210104	BO	BIHAR	PATNA	PATNA	800001	FLOOR:2 LAXMI APARTMENT, FRASER ROAD, PATNA	FRASER ROAD
7	210182	MO	BIHAR	PATNA	DANAPU R	801503	OFFICE NO. 306, 3RD FLOOR, GOPI TOWERS, SAGUNA MORE	SAGUNA MORE
8	210200	DO	BIHAR	MUZAFF ARPUR	MUZAFF ARPUR	842001	FLOOR:1 SURAKSHA BHAWAN, AKHARAGHAT ROAD, MUZAFFARPUR	AKHARAGH AT ROAD
9	210201	BO	BIHAR	MUZAFF ARPUR	MUZAFF ARPUR	842001	FLOOR:2 SHUKLA EMPERIOR, KALYANI, KALYANI	KALYANI
10	210202	BO	BIHAR	DARBHA NGA	DARBHA NGA	846001	PAHI MARKET, J.P.CHOWK, NEAR RADIO STATION	10 GM ROAD
11	210203	BO	BIHAR	W. CHAMPA RAN	BETTIAH	845438	SOWABABU CHOWK, BETTIAH	SOWABABU CHOWK
12	210204	BO	BIHAR	SARAN	SARAN	841301	FLOOR:1 PLAZA COMPLEX, MUNICIPALITY CHOWK, CHAPRA	MUNICIPAL ITY CHOWK
13	210281	MO	BIHAR	MADHU BANI	MADHU BANI	847211	FLOOR:1, TILAK CHOWK, MAIN ROAD	TILAK CHOWK
14	210282	MO	BIHAR	MOTIHA RI	MOTIHA RI	845401	AGARWA ROAD	AGARWA ROAD
15	210283	MO	BIHAR	SAMAST IPUR	SAMAST IPUR	848101	MOHANPUR ROAD, SAMASTIPUR	MOHANPUR ROAD

16	210284	MO	BIHAR	SITAMARHI	SITAMARHI	843302	DUMRA ROAD, RAJOPATTI	DUMRA ROAD
17	210285	MO	BIHAR	SIWAN	SIWAN	841226	C/O SMT INDU DEVI, BABUNIA MORE, NEAR BUS STAND	BABUNIA MORE
18	210287	MO	BIHAR	SAMASTIPUR	MOHUD DINAGAR	848501	DEVESWAR BABOO BALAGACHH MARKET	
19	210288	MO	BIHAR	EAST CHAMPARAN	Sugauli	845456	UNION BANK OF INDIA BUILDING , NH-28	NH-28
20	210290	MO	BIHAR	SIWAN	SIWAN	841239	FLOOR NO 1,MAJHAULI ROAD,SIWAN	MAJHAULI ROAD
21	210300	DO	BIHAR	BHAGALPUR	BHAGALPUR	812002	FLOOR:2 UNION BANK OF INDIA BUILDING, DR.RAJENDRA PRASAD ROAD, KHALIFABAGH CHOWK	DR.RAJENDRA PRASAD ROAD
22	210302	BO	BIHAR	KATIHA R	KATIHA R	854105	FLOOR:2 CANARA BANK BUILDING, GIRLS HIGH SCHOOL ROAD, ALAM MARKET	GIRLS HIGH SCHOOL ROAD
23	210303	BO	BIHAR	BHAGALPUR	KAHALGAON	813203	FLOOR:1 SHANKAR MARKET COMPLEX, NTPC ROAD, NEAR HATIA & CIRCUIT HOUSE	NTPC ROAD
24	210304	BO	JHARKHAND	DEOGHAR	DEOGHAR	814112	HOTEL PRABHA BUILDING, ASSAM ACCESS ROAD, MANI MARKET	ASSAM ACCESS ROAD
25	210305	BO	BIHAR	BEGUSARAI	BEGUSARAI	851101	PARAM SHAURYA COMPLEX, 2ND FLOOR, POWER HOUSE CHOWK (ABOVE DENA BANK),	ABOVE DENA BANK
26	210381	MO	BIHAR	PURNEA	PURNEA	854301	B BLOCK FLOOR:1 AUTO DIESEL WORKS BUILDING, NH 31 NEAR OLD BUS STAND, GULABBAGH, AMBEDKAR MARKET	NH 31 NEAR OLD BUS STAND
27	210384	MO	JHARKHAND	DUMKA	JARMUNDI	814141	HARI OMM COMPLEX,FLOOR:1,DEOGHAR-DUMKA ROAD, , JARMUNDI	DEOGHAR-DUMKA ROAD
28	210400	DO	BIHAR	GAYA	GAYA	823001	FLOOR:1 SWASTIK, A.N. ROAD	
29	210403	BO	BIHAR	NALANDA	BIHARS HARIF	803101	FLOOR:1 RANJAN COMPLEX, RANCHI ROAD	RANCHI ROAD
30	210404	BO	BIHAR	ROHTAS	SASARAM	821115	FLOOR:1, G.T. ROAD, RAJ COLONY	G.T. ROAD
31	210484	MO	BIHAR	GAYA	MAKHDUMPUR	804407	H/O GOPAL PRASAD, MAIN ROAD, BARI LAKSHMI ASTHAN	MAIN ROAD

32	210485	MO	BIHAR	NALANDA	SILAO	803117	H/O AKHILESH KUMAR, RAJGIR-BYE-PASS ROAD, VISHWAKARMANAGAR	RAJGIR-BYE-PASS ROAD
33	210500	DO	JHARKHAND	DHANBAD	DHANBAD	826001	FLOOR:2 RAJHANS MANSION, JHARIA ROAD, BANK MORE	JHARIA ROAD
34	210501	BO	JHARKHAND	DHANBAD	DHANBAD	826001	FLOOR:2, KATRAS ROAD, BANK MORE	KATRAS ROAD
35	210502	BO	JHARKHAND	GIRIDIH	GIRIDIH	815301	FLOOR:1, KUTCHERI ROAD, GIRIDIH	KUTCHERI ROAD
36	210503	BO	JHARKHAND	DHANBAD	KATRAS GARH	828113	FLOOR:1, RAJGANJ ROAD, KATRAS BAZAR	RAJGANJ ROAD
37	210504	BO	JHARKHAND	DHANBAD	GOVIND PUR	828109	FLOOR:1, G.T. ROAD, LAL BAZAR	G.T. ROAD
38	210581	MO	JHARKHAND	DHANBAD	BHAGAT DIH	828111	NONIA TOLA, , NONIA TOLA	
39	210600	DO	JHARKHAND	RANCHI	RANCHI	834001	FLOOR:1 VYAPAR BHAWAN, LALJI HIRJI ROAD, RANCHI	LALJI HIRJI ROAD
40	210601	BO	JHARKHAND	RANCHI	RANCHI	834001	FLOOR:1 SHANTI BHAWAN,ALBERT EKKA CHOWK	.
41	210604	BO	JHARKHAND	RANCHI	RANCHI	834002	DR. B.N. PRASAD COMPLEX, NEAR S.B.I. DORANDA, DORANDA	NEAR S.B.I. DORANDA
42	210605	BO	JHARKHAND	RANCHI	RANCHI	834005	FLOOR:2 MANYA TOWER, RATU ROAD, PISKA MORE, HEHAL	RATU ROAD
43	210683	MO	JHARKHAND	RANCHI	MURI	835102	STATION ROAD,, BADA MURI,	STATION ROAD,
44	210700	DO	JHARKHAND	BOKARO	BOKARO	827004	A/17 FLOOR:2, BOKARO STEEL CITY, CITY CENTRE SECTOR - IV	BOKARO STEEL CITY
45	210701	BO	JHARKHAND	BOKARO	CHAS	827004	A/17 FLOOR:2, BOKARO STEEL CITY, CITY CENTRE SECTOR - IV	BOKARO STEEL CITY
46	210702	BO	JHARKHAND	HAZARI BAGH	RAMGA RH	829122	FLOOR:2 BATA BUILDING, MAIN ROAD, SUBHASH CHOWK	MAIN ROAD
47	210781	MO	JHARKHAND	BOKARO	CHANDR APURA	828403	N.A CHOBAY MARKET, STATION ROAD, STATION ROAD	STATION ROAD
48	210782	MO	JHARKHAND	BOKARO	PHUSRO	829144	NEW BHAGALPUR SCHOOL ROAD NEAR DPS SCHOOL, SHASTRI NAGAR, PHUSRO BAZAR	SHASTRI NAGAR
49	210783	MO	JHARKHAND	JAMTARA	JAMTARA	815351	PLOT NO.-2893 FLOOR:2 BIKASH KUMAR DUBEY,	DUMKA ROAD



							DUMKA ROAD, NEAR VYAPAR MANDAL	
50	210800	DO	JHARKHAND	SINGHBHUM EAST	JAMSHEDPUR	831001	FLOOR:1, BISTUPUR, OPPOSITE RAM MANDIR	BISTUPUR
51	210801	BO	JHARKHAND	SINGHBHUM EAST	JAMSHEDPUR	831001	FLOOR:1, N.ROAD, NEAR TRAFFIC SIGNAL	N.ROAD
52	210900	DO	BIHAR	PATNA	PATNA	800001	FLOOR:1 BRINDAVAN KUNJ, EXHIBITION ROAD	EXHIBITION ROAD
53	210901	BO	BIHAR	PATNA	PATNA	800001	8 FLOOR:1 COMMERCIAL PLOT, S.K.PURI, S.K.PURI	S.K.PURI
54	210902	BO	BIHAR	ARA	ARRAH	802301	FLOORNO -1 MAHAVIR TOLA NEAR SAHID BHAWAN	
55	210903	BO	BIHAR	VAISHALI	HAZIPUR	844101	R BHAWAN FLOOR:3, RAMASHIS CHOWK, MAA BHAGWATI ESTATE AT & PO : ANWARPUR	CINEMA ROAD
56	210981	MO	BIHAR	PATNA	PATNA	801105	BMP-16, KHAGAUL ROAD, PHULWARI SHARIF	KHAGAUL ROAD
57	210982	MO	BIHAR	PATNA	BAKHTIYARPUR	803212	FLOOR:1, ., MAIN ROAD, HAKIKATPUR, WARD NO:- 09	
58	210983	MO	BIHAR	PATNA	MOKAMARA	803302	FLOOR:1 YAMUNA BHAWAN, HOLDING NO.-1, WARD NO.-10,	HOLDING NO.-1
59	210984	MO	BIHAR	PATNA	PATNA	800002	FLOOR:1 H/O SRI ARVIND SINGH,, BALAMICHAK,, ANISABAD,	BALAMICHAK,
60	211000	BO	JHARKHAND	HAZARI BAGH	HAZARI BAGH	825301	FLOOR:1, RAVINDRA PARK, NEAR OLD BUS STAND	RAVINDRA PARK
61	211001	BO	BIHAR	NAWADAH	NAWADAH	805110	OPPO-HDFC BANK H/O RUPENDRA KUMAR, MAIN ROAD, INFRONT OF BATA SHOE	HOSPITAL RD
62	211081	MO	JHARKHAND	KODERMA	JHUMRITILAIYA	825049	FLOOR:1, PATNA RANCHI ROAD, NEAR SAMANTO AUTO SERVICE	PATNA RANCHI ROAD

**Annexure 5 – Commercial / Financial Bid format**

S L	ITEM NAME	MAKE/MODEL	Quantity	Unit AMC Price Annually	Total AMC Price Annually
1	RO GEM SERVER	HCL INFINITY GLOBAL LINE 2701	1		
2	SERVER	HCL INFINITI GLOBAL LINE 1701 GR SERVER	18		
3	EXTERNAL HARD DISK	IOMEGA SELECT 250 GB HDD	18		
4	SERVER	HCL INFINITY GLOBAL LINE 1701 BP	20		
5	EXTERNAL HARD DISK	Western Digital My Passport 250GB	20		
6	SERVER	Wipro Netpower Z1502 Server with IOMEGA 80 GB HDD	7		
7	SERVER	Wipro Netpower Z1505 Server with IOMEGA 250 GB HDD	1		
8	SERVER	WIPRO NETPOWER Z1531	14		
9	EXTERNAL HARD DISK	IOMEGA EGO 320 GB HDD	14		
10	SERVER	WIPRO NETPOWER Z1531	18		
11	EXTERNAL HARD DISK	IOMEGA EGO 320 GB	18		
12	SERVER - EXTERNAL HARD DISK	WESTERN DIGITAL MY PASSPORT 500 GB	9		
13	SERVER	DELL POWEREDGE T110 II	9		
14	DESKTOP COMPUTER	HPEliteDesk 705 G4 35W Desktop Mini PC	115		
15	DESKTOP COMPUTER	ACER & VERITON M2110G	245		
16	DESKTOP COMPUTER	Acer Veriton	13		
17	DESKTOP COMPUTER	ACER Veriton M2640G	11		

18	24 Port Managed Network Switch	DLINK - DES 3026	38		
19	LAPTOP	HCL ME 1044	27		
20	LAPTOP	ACER TMP 243	3		
21	LAPTOP	ACER TMP 249 G2 M(Model 2 i3 processor)	9		
22	LAPTOP	HP 240- Model 1 with i3 processor	1		
23	LAPTOP	ACER TMP 2410 -G2-M	1		
24	LAPTOP	ACER TMP249-G2-M	1		
25	CDMS Activity (Cetralized Desktop Management System)	CDMS settings including Antivirus installation and other required application installation on as and when required basis	For all Desktops / Laptops		
26	LAN Maintenance	Maintaining and Troubleshooting LAN connectivity	For all offices		
27	Resident Engineer	Dedicated engineer at UIIC Regional Office	1		

**Note :**

- All rates quoted should be exclusive of GST and other taxes.
- TDS and other applicable taxes shall be deducted from every bill.
- Rates quoted in the tender shall be valid till the AMC contract period.
- Please refer eligibility crieteria – 3 (e) of tender notice, Page no. 1 for LAN maintainance.
- Please refer eligibility crieteria -4 of tender notice, Page no. 1 for Resident engineer.

### **Annexure 6 – Technical Bid format**

SL	Description	Compliance (Yes / No)	Supportive documents Attached (Yes / No)
1	Should be in the business of Maintenance of computer systems, networking, peripherals and software configurations for at least last three years. (Mandatory)		
2	Should have an average total turnover of Rs. 10 crores per year for the last three years. (Mandatory)		Audited financial statement of annual turnover and profit for the last three completed financial years 2018-19 (AY-2019-20), 2019-20 (AY 2020-21) & 2020-21 (AY 2021-22) from a registered practicing Chartered Accountant of the entity.
3	Should have made net profit at least in two years out of the last 3 financial years. (Mandatory)		
4	Should be in a position to provide at least one resident engineer having qualification BE / MCA / Diploma(Computer / Electronics / IT) and having industrial experience not below than 2 years. (Mandatory)		
5	Should have service center at Patna and Ranchi. (Mandatory)		Physical verification of the service centers may done from UIIC end.
6	Should have web based / email facility for call / complaint registration system and for call status monitoring. (Mandatory)		
7	The Bidder should have enough manpower (Service Engineers / Field Engineers) available with them to provide the AMC service to the UIIC offices in Bihar and Jharkhand mentioned in Annexure II (Mandatory)		List of the Service Engineers / Field Engineers including the Name, Mobile Number of the Engineers and the Area / UIIC offices (Annexure 6) which they are covering.
8	Should not have been blacklisted/ disqualified in past 3 years from tender processes.		Self Declaration for not having been blacklisted by Central / any State Government / PSU's / PSU Banks or any regulatory bodies.