



युनाइटेड इंडिया इन्श्युरेन्स कं.लि.

UNITED INDIA INSURANCE CO.LTD

(Govt. of India Undertaking)

Registered & Head Office : 24, Whites Road, Chennai-600014 Website: www.uiic.co.in

TENDER NOTICE

Tender for Annual Maintenance Contract for Computer Hardware, Peripherals and UPS under Regional Office Patna having offices in Bihar and Jharkhand State for the period of 01/05/2018 to 30/04/2019 .

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 01/05/2018 to 30/04/2019.

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 based network devices and cabling 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 one resident engineer having qualification BE / MCA / Diploma(Computer / Electronics / IT) and having industrial experience not below than 2 years.
- 5) Should have service center at Patna and Ranchi.
- 6) Maintain sufficient spares(Mother Board, Processor, Keyboard, Mouse, SMPS, RAM, BIOS, Battery, HardDisk, LAN Cable, Crimper, LAN Tester, CD / DVD Drives, DVD cleaner etc) at our Regional Office with resident engineer.
- 7) Should have web based / email facility as well as Telephonic toll free no. 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.

You may therefore arrange to send us the sealed technical and financial proposal for each item per unit basis as per annexure-5 and annexure-6. 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 nad 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.

Sealed cover should be addressed as below and submitted on or before **05:00 PM on 16/04/2018**.

“IT PROJECT MANAGER, UNITED INDIA INSURANCE CO. LTD., REGIONAL OFFICE, CHANKYA TOWERS, R-BLOCK, PATNA-800001”

The tender will be opened on **17/04/2018(11:00 AM)** by the committee in the presence of eligible tenderer.

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

Annexure 1

List of Hardware to be included under AMC							
Sr. No	ITEM NAME	MAKE/MODEL	Quantity	Date of Purchase	Location	Unit Price (in Rs.)	Total Value (in Rs.)
1	RO GEM SERVER	HCL INFINITY GLOBAL LINE 2701	1	20.04.2011	RO	144000	144000
2	SERVER	HCL INFINITI GLOBAL LINE 1701 GR SERVER	18	24.03.2011	OO	30750	553500
3	EXTERNAL HARD DISK	IOMEGA SELECT 250 GB HDD	18	24.03.2011	OO	2250	40500
4	SERVER	HCL INFINITY GLOBAL LINE 1701 BP	20	11.07.2013	MO	57993	1159860
5	EXTERNAL HARD DISK	Western Digital My Passport 250GB	20	11.07.2013	MO	4940	98800
6	SERVER	Wipro Netpower Z1502 Server with IOMEGA 80 GB HDD	7	03.06.2008	OO	30900	216300
7	SERVER	Wipro Netpower Z1505 Server with IOMEGA 250 GB HDD	1	10.05.2009	MO	42000	42000
8	SERVER	WIPRO NETPOWER Z1531	14	23.01.2012	OO / RO	74950	1049300
9	EXTERNAL HARD DISK	IOMEGA EGO 320 GB HDD	14	23.01.2012	OO / RO	4600	64400
10	SERVER	WIPRO NETPOWER Z1531	18	10.12.2012	MO	78920	1420560
11	EXTERNAL HARD DISK	IOMEGA EGO 320 GB	18	10.12.2012	MO	4500	81000
12	SERVER - EXTERNAL HARD DISK	WESTERN DIGITAL MY PASSPORT 500 GB	9	13.01.2014	MO	4345	39105
13	SERVER	DELL POWEREDGE T110 II	9	13.01.2014	MO	76627	689643
14	DESKTOP COMPUTER	HCL INFINITI M A 380 TRU	45	27.03.2013	RO	27306	1228770
15	DESKTOP COMPUTER	WIPRO 52XXX SERIES	40	30.03.2011	OO	20650	826000

16	DESKTOP COMPUTER	ACER & VERITON M2110G	245	22.05.2014	RO / OO	33861	8295945
17	24 Port Managed Network Switch	DLINK - DES 3026	38	29.08.2006	RO / OO	900	34200
18	PRINTER	RICOH AFRCIO SP5200DN	2	26.09.2012	MO	35000	70000
19	DOT MATRIX PRINTER	EPSON LQ 1150 II	1	17.08.2009	OO	11813	11813
20	DOT MATRIX PRINTER	EPSON LQ 1150 II	2	05.10.2009	OO	10100	20200
21	DOT MATRIX PRINTER	EPSON LQ 1150 II	39	27.03.2013	OO	8865	345735
22	DOT MATRIX PRINTER	EPSON LQ 1150 II	20	07.11.2013	MO	10100	202000
23	DOT MATRIX PRINTER	EPSON LQ-300+II	18	10.12.2012	MO	8100	145800
24	LAPTOP	HCL ME - 74	10	24.03.2011	RO / OO	30750	307500
25	LAPTOP	HCL ME 1044	30	19.11.2012	OO	32247	967410
26	LAPTOP	ACER TMP 243	4	21.12.2012	RO	41946	167784
27	LAPTOP	SONY VIO E-SERIES-VPCEB46FG	1	31.03.2011	RO	44711	44711
28	Online UPS	Numeric 5KVA	4	19.12.2012	RO / OO	153800	615200
29	Online UPS	Consul 1 KVA UPS	15	11.01.2013	MO	30915	463725
30	Online UPS	Consul 1 KVA UPS	4	07.03.2013	MO	30915	123660
31	Online UPS	Consul 1 KVA UPS	3	05.02.2014	MO	30915	92745
32	Online UPS	Consul 1 KVA UPS	7	17.04.2015	MO	30915	216405
33	Online UPS	Numeric 1KVA	3	05.11.2015	MO	16800	50400
34	Online UPS	Numeric 1KVA DHP 1000	4	17.08.2009	MO	19350	77400

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 rd 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)

HCL ME - 74 Laptop

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	



Numeric 1KVA Online UPS

MINIMUM TECHNICAL SPECIFICATIONS FOR ON-LINE 1 KVA UPS

DESCRIPTION	REQUIREMENT
Capacity	1 KVA
Technology	PWM IGBT
Switching Frequency	12 KHz. Or more
A. AC INPUT	
1. Voltage	230 V AC +/- 15%, 1 phase
2. Frequency	(50+/- 6%) Hz
3. Power Factor	Greater than 0.8
B. AC OUTPUT	
1. Voltage	230 V(single phase)
2. Regulation	+ / -1% nominal for any of the following conditions a) No load to full load b) 0.7 lag c) Minimum to maximum DC input voltage
3. Frequency	50 Hz +/- 1% Mains synchronized
4. Current	As per the UPS system's rating at 0.7 p.f. load
5. Load Power Factor	0.7 lag
6. Waveform	Sine Wave
7. Total Harmonic distortion	Less than 5% (For non-linear loads)
8. Audible noise	Less than 60 Db
9. Transient response	Less than 20 m. sec
10. Transient recovery	Up to +/- 1% of nominal voltage within 20 m. sec.
11. Over load	150% of rated load for 10 sec. 125% of rated load for 10 minutes 105% of rated load continuous (Rating to be maintained during battery operation also)
12. Efficiency with Active power factor correction	Inverter – 90% and more Charger – 90% and more Overall – 80% and more
13. Ripple on DC	Less than 2%
14. Compatible with High Crest Factor Loads	Not less than 3
C. BYPASS	
1. Manual	Yes

	Input under/over voltage trip
B. Inverter	High speed DC over current Output under/over voltage trip Output Overload Output Short Circuit
E. ALARMS	With reset push button for Mains failure Battery low UPS trip Inverter overload
F. LIST OF SWITCHES/CONTROLS	Inverter push button with reset Mains MCB Battery MCB Static Switch push button reset
G. METERING	One digital meter showing the following through a selection mode controller push button Input Voltage Output Voltage Output Current Output Frequency DC Voltage
H. INDICATIONS	Mains ON Mains Over voltage Mains Under voltage Battery Low Inverter ON Inverter Fault Load on Battery Load on By-pass Inverter Overload
I. ENVIRONMENT	Ambient Temperature - 0 to 45 degree centigrade Operating 10 deg. C to 50 deg. C Storage 20 deg. C to 70 deg. C Humidity up to 95% (RH non-condensing)
L. BATTERY	Back-up 2 Hrs Type : Tubular batteries of following makes - Exide El series Tubular, / Southern Tubular PP Tubular. Not less than 2160 VAH (3 nos. 12V 60Ah)
M. COMPUTER INTERFACE	RS 232 Port with Auto save software for DOS/WINDOWS

Consul 1KVA Online UPS

... CO. LTD.
... HEAD OFFICE

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MINIMUM TECHNICAL SPECIFICATIONS FOR ON-LINE 1 KVA UPS

DESCRIPTION	1 KVA	REQUIREMENT
Capacity		
Technology		
Switching Frequency	PWM IGBT	
	12 KHz. Or more	
A. AC INPUT		
1. Voltage		
2. Frequency	230 V AC \pm 15%	1 phase
3. Power Factor	(50-1-60%) Hz	Greater than 0.9
B. AC OUTPUT		
1. Voltage	230 V (single phase)	
2. Regulation	\pm 1% nominal for any of the following conditions	
	a) No load to full load	
	b) 0.8 lag or higher	
	c) Minimum to maximum DC input voltage	
3. Frequency	50 Hz \pm 3Hz in real or synchronized mode	
	50 Hz \pm 1% in battery mode	
4. Current	As per the UPS system's rating at 0.7 \pm f. load	
5. Load Power Factor	0.8 lag	
6. Waveform	Sine Wave	
7. Total Harmonic distortion	Less than 5% (For non-linear loads)	
8. Audible noise	Less than 60 dB	
9. Transient response	Less than 20 ms. sec	
10. Transfer/ recovery	Up to \pm 15% of nominal voltage within 60 ms. sec.	
	150% of rated load for 10 sec	
	110% of rated load for 10 minutes	
11. Efficiency	Inverter - 90% and more	
	Charger - 60% and more	
	Overall - 80% and more	
12. Efficiency with Active power factor correction		
	Less than 2%	
13. Ripple on DC	3:1	
14. Compatible with High Crest Factor Loads	Yes	
C. BYPASS		
1. Manual	Static bypass	
2. Static Switch		

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ACER & VERITON M2110G Desktop

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.

WIPRO NETPOWER Z1531 Server with IOMEGA EGO 320 GB HDD

I) MINIMUM TECHNICAL SPECIFICATIONS FOR XEON SERVER.

SNOComponents	Specifications
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

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
0	Optical Drives	8x DVD Writer
1	Keyboard & Mouse	104 Keys keyboard with PS2 / USB Optical Mouse
2	Monitor	15" or above Wide TFT Monitor with TCO'03 certification
3	USB	2 USB 2.0 ports
4	Communication Port	1 Serial Port
5	Graphics	On board
6	Compliance	RoHS, U/L or FCC for the Servers
7	Certification	Microsoft Windows 2003/2008*

*: 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.

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.

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



Wipro Netpower Z1505 Server with IOMEGA 250 GB HDD

D) 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 Dual channel Memory architecture
3	RAID	SATA on board support providing RAID 0 & 1 in hardware with Min. 100 MB/Sec data transfer rate after RAID
4	Storage	Minimum 2 Hot swappable SATA Hard Disks of 80 GB capacity each.
5	Network	One no. 10/100 Mbps Ethernet controller card or better
6	Expansion Slots	Minimum of 3 PCI slots
7	Motherboard	Min 800 MHz FSB, Intel 3000 chipset server class motherboard or better chipset
8	Floppy Drive	3.5" Floppy Drive
9	Operating System	Highest level of Certifications for Win 2000 / 2003 & Red Hat AS 3.0 or higher.
10	Graphics	Onboard video with at least 4MB
11	Form Factor	Tower Model
12	Optical Drives	16X DVD Writer
13	Keyboard & Mouse	104 Keys keyboard with PS2 / optical Mouse
14	Monitor	SVGA 15" Colour Monitor supporting 1024 x 768 resolution
15	USB	Minimum of 2 USB 2.0 ports
16	Communication Port	Minimum of 1 Serial Port
17		
18	Certifications	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">• Minimum 4.MB of flash memory• Minimum 32 MB of RAM
3	Ports	<ul style="list-style-type: none">• 24 auto-negotiating 10 base-T/100 base-TX ports configured as Auto sensing• Console port for out of band management
4	Management	<ul style="list-style-type: none">• Free, Web based Network Management Software• Command line interface management through telnet• SNMP compatibility.• Single IP based Management required.
5	VLAN support	802.1Q, Minimum 64 Static VLAN supported
6	Performance	<ul style="list-style-type: none">• MAC address table size 8000• Switching 8 Gbps
7	Protocol	<ul style="list-style-type: none">• IEEE 802.1D Spanning-Tree Protocol• IEEE 802.1w Rapid Spanning - Tree protocol• IEEE 802.1Q VLAN• IEEE 802.1x support (MAC based authentication)
8		

RICOH AFRCIO SP5200DN LASER PRINTER

1. Minimum Technical Specifications for Mono Digital Network (Work group) Laser Printer.

Components	Specifications
Printing Speed	30 PPM (A4/Ltr) or more
Paper Size	A4
Life Span	Six Lakh pages or above
Print Resolution	600 X 600 dpi or better
Printer Memory	64 MB
Interface	10/100Base TX Ethernet and Hi-speed USB 2.0
Paper Capacity	One tray of 250 Sheets & one By pass (Multi - purpose) Tray
Operating System	Windows 98 SE/Me/NT4.0,2000,XP, Windows Server 2000, Windows Server 2003.
Protocols	TCP/IP
Network OS	Windows 2000, Windows NT4.0 , Windows Server 2003
Printer Languages / Emulations (PDL)	Mandatory : PCL6 Optional : PostScript3 compatibility
Duplex Mode	Auto Duplex
Drivers	Windows 98SE/Me/NT4.0/2000/XP/Server 2003
Mandatory Features in the driver	Booklet Printing , Combined Mode Printing – Two A5 pages in one A4 Sheet (per side) in Booklet Mode
Accessories	Necessary cables should be provided

EPSON LQ 1150 II Dot Matrix Printer

MINIMUM TECHNICAL SPECIFICATIONS FOR DOT MATRIX PRINTERS

1. Print Head Type	24 Wire (pin)
2. Print Direction	Bi-directional logic seeking
3. Print Width	136 Column @ 10cpi
4. Print Speed	
Character pitch (cpi)	10 12 15
Draft speed	250 300 375
High Speed Draft	300 360 -
Letter Quality	83 100 125
5. Input Buffer	100 KB or more
6. Interface : Standard	Centronics Bi-directional parallel IEEE-1284-A & RS 232 C Serial Auto Interface Switching
7. Drivers support	Win 9X, NT, 2000, ME & XP, Windows Vista

Annexure 3 - Draft of AMC agreement (SLA)

ANNUAL MAINTENANCE CONTRACT

This agreement made at Patna on this day _____ of _____ 2018, 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 01/05/2018 to 30/04/2019 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	FLOOR:1 J.G. KAR, DAK BUNGLOW ROAD, PATNA	DAK BUNGLOW 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	210181	MO	BIHAR	PATNA	FATUHA	803201	FLOOR:1 SINGH MARKET, STATION ROAD, FATUHA	STATION ROAD
8	210182	MO	BIHAR	PATNA	DANAPUR	801503	HOUSE OF ARI PARAS RAI, SAGUNA MORE, BAILERY ROAD	SAGUNA MORE
9	210200	DO	BIHAR	MUZAFFARPUR	MUZAFFARPUR	842001	FLOOR:1 SURAKSHA BHAWAN, AKHARAGHAT ROAD, MUZAFFARPUR	AKHARAGH AT ROAD
10	210201	BO	BIHAR	MUZAFFARPUR	MUZAFFARPUR	842001	FLOOR:2 SHUKLA EMPERIOR, KALYANI, KALYANI	KALYANI
11	210202	BO	BIHAR	DARBHANGA	DARBHANGA	846001	PAHI MARKET, J.P.CHOWK, NEAR RADIO STATION	10 GM ROAD
12	210203	BO	BIHAR	W. CHAMPARAN	BETTIAH	845438	SOWABABU CHOWK, BETTIAH	SOWABABU CHOWK
13	210204	BO	BIHAR	SARAN	SARAN	841301	FLOOR:1 PLAZA COMPLEX, MUNICIPALITY CHOWK, CHAPRA	MUNICIPALITY CHOWK
14	210281	MO	BIHAR	MADHUBANI	MADHUBANI	847211	FLOOR:1, TILAK CHOWK, MAIN ROAD	TILAK CHOWK
15	210282	MO	BIHAR	MOTIHARI	MOTIHARI	845401	AGARWA ROAD	AGARWA ROAD

16	210283	MO	BIHAR	SAMASTIPUR	SAMASTIPUR	848101	MOHANPUR ROAD, SAMASTIPUR	MOHANPUR ROAD
17	210284	MO	BIHAR	SITAMARHI	SITAMARHI	843302	DUMRA ROAD, RAJOPATTI	DUMRA ROAD
18	210285	MO	BIHAR	SIWAN	SIWAN	841226	C/O SMT INDU DEVI, BABUNIA MORE, NEAR BUS STAND	BABUNIA MORE
19	210286	MO	BIHAR	SITAMARHI	BAIRGANIA	843313	VISHAL MARKET, HOSPITAL ROAD	HOSPITAL ROAD
20	210287	MO	BIHAR	SAMASTIPUR	MOHUD DINAGAR	848501	DEVESWAR BABOO BALAGACHH MARKET	
21	210288	MO	BIHAR	EAST CHAMPARAN	Sugauli	845456	UNION BANK OF INDIA BUILDING , NH-28	NH-28
22	210289	MO	BIHAR	WEST CHAMPARAN	RAMNAGAR	845106	PLOT NO 88, THANA ROAD, PURANIBAJAR, , PURANIBAJAR	THANA ROAD
23	210290	MO	BIHAR	SIWAN	SIWAN	841239	FLOOR NO 1, MAJHAULI ROAD, SIWAN	MAJHAULI ROAD
24	210293	MO	BIHAR	SIWAN	SIWAN	841238	PURANI BAZAR, , MAHARAJGANJ	PURANI BAZAR
25	210300	DO	BIHAR	BHAGALPUR	BHAGALPUR	812002	FLOOR:2 UNION BANK OF INDIA BUILDING, DR. RAJENDRA PRASAD ROAD, KHALIFABAGH CHOWK	DR. RAJENDRA PRASAD ROAD
26	210302	BO	BIHAR	KATIHA R	KATIHA R	854105	FLOOR:2 CANARA BANK BUILDING, GIRLS HIGH SCHOOL ROAD, ALAM MARKET	GIRLS HIGH SCHOOL ROAD
27	210303	BO	BIHAR	BHAGALPUR	KAHALGAON	813203	FLOOR:1 SHANKAR MARKET COMPLEX, NTPC ROAD, NEAR HATIA & CIRCUIT HOUSE	NTPC ROAD
28	210304	BO	JHARKHAND	DEOGHAR	DEOGHAR	814112	HOTEL PRABHA BUILDING, ASSAM ACCESS ROAD, MANI MARKET	ASSAM ACCESS ROAD
29	210305	BO	BIHAR	BEGUSARA I	BEGUSARA I	851117	FLOOR:1 SBI BUILDING, NH 31, KAPASIYA CHOWK	NH 31
30	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
31	210382	MO	BIHAR	ARARIA	JOGABANI	854328	FLOOR:1 K.K.COMPLEX, , NEAR OLD BALURGHAT GOLA	

32	210383	MO	BIHAR	MUNGER	KHARAGPUR	813221	H/O SRI PRAVASH CHANDRA CHAUBEY,GANDHINAGAR, ASHA SINGH MORE, TARAPUR	ASHA SINGH MORE
33	210384	MO	JHARKHAND	DUMKA	JARMUNDI	814141	HARI OMM COMPLEX,FLOOR:1,DEOGHAR-DUMKA ROAD, , JARMUNDI	DEOGHAR-DUMKA ROAD
34	210400	DO	BIHAR	GAYA	GAYA	823001	FLOOR:1 SWASTIK, A.N. ROAD	
35	210403	BO	BIHAR	NALANDA	BIHARS HARIF	803101	FLOOR:1 RANJAN COMPLEX, RANCHI ROAD	RANCHI ROAD
36	210404	BO	BIHAR	ROHTAS	SASARAM	821115	FLOOR:1, G.T. ROAD, RAJ COLONY	G.T. ROAD
37	210484	MO	BIHAR	GAYA	MAKHDUMPUR	804407	H/O GOPAL PRASAD, MAIN ROAD, BARI LAKSHMI ASTHAN	MAIN ROAD
38	210485	MO	BIHAR	NALANDA	SILAO	803117	H/O AKHILESH KUMAR, RAJGIR-BYE-PASS ROAD, VISHWAKARMANAGAR	RAJGIR-BYE-PASS ROAD
39	210500	DO	JHARKHAND	DHANBAD	DHANBAD	826001	FLOOR:2 RAJHANS MANSION, JHARIA ROAD, BANK MORE	JHARIA ROAD
40	210501	BO	JHARKHAND	DHANBAD	DHANBAD	826001	FLOOR:2, KATRAS ROAD, BANK MORE	KATRAS ROAD
41	210502	BO	JHARKHAND	GIRIDIH	GIRIDIH	815301	FLOOR:1, KUTCHERI ROAD, GIRIDIH	KUTCHERI ROAD
42	210503	BO	JHARKHAND	DHANBAD	KATRASGARH	828113	FLOOR:1, RAJGANJ ROAD, KATRAS BAZAR	RAJGANJ ROAD
43	210504	BO	JHARKHAND	DHANBAD	GOVINDPUR	828109	FLOOR:1, G.T. ROAD, LAL BAZAR	G.T. ROAD
44	210581	MO	JHARKHAND	DHANBAD	BHAGATDIH	828111	NONIA TOLA, , NONIA TOLA	
45	210582	MO	JHARKHAND	DHANBAD	LOYABAD	826001	H.MADANADIH,DHANBAD, ,	
46	210583	MO	JHARKHAND	DHANBAD	SIJUA	828121	NEAR JAGTA PS, , NEAR JAGTA PS	
47	210584	MO	JHARKHAND	DHANBAD	CHANDANUR	828121	SUBASH CHOUK,NEAR RELIANCE TOWER,TELUMARI, , SUBASH CHOUK,NEAR RELIANCE TOWER,TELUMARI	
48	210585	MO	JHARKHAND	DHANBAD	CHHATANR	828121	SAI MARKET,KALIMANDIR,KENDUA BAZAR, SAI MARKET,KALIMANDIR,KENDUA BAZAR	
49	210600	DO	JHARKHAND	RANCHI	RANCHI	834001	FLOOR:1 VYAPAR BHAWAN, LALJI HIRJI ROAD, RANCHI	LALJI HIRJI ROAD

50	210601	BO	JHARKHAND	RANCHI	RANCHI	834001	FLOOR:1 SHANTI BHAWAN,ALBERT EKKA CHOWK	.
51	210604	BO	JHARKHAND	RANCHI	RANCHI	834002	DR. B.N. PRASAD COMPLEX, NEAR S.B.I. DORANDA, DORANDA	NEAR S.B.I. DORANDA
52	210605	BO	JHARKHAND	RANCHI	RANCHI	834005	FLOOR:2 MANYA TOWER, RATU ROAD, PISKA MORE, HEHAL	RATU ROAD
53	210683	MO	JHARKHAND	RANCHI	MURI	835102	STATION ROAD,, BADA MURI,	STATION ROAD,
54	210684	MO	JHARKHAND	RAMGARH	ARA	834002	NH - 33, NEAR ORIENTAL BANK OF COMMERCE, DATMA MORE, KUJJU	
55	210685	MO	JHARKHAND	LATEHAR	LATEHAR	829206	MAIN ROAD,CHATTI MUHALLA,NEAR MAHABIR MANDIR,	MAIN ROAD
56	210700	DO	JHARKHAND	BOKARO	BOKARO	827004	A/17 FLOOR:2, BOKARO STEEL CITY, CITY CENTRE SECTOR -IV	BOKARO STEEL CITY
57	210701	BO	JHARKHAND	BOKARO	CHAS	827013	CHAS FLOOR:1 PATEL BHAWAN, BYE PASS ROAD, CHAS	BYE PASS ROAD
58	210702	BO	JHARKHAND	HAZARI BAGH	RAMGARH	829122	FLOOR:2 BATA BUILDING, MAIN ROAD, SUBHASH CHOWK	MAIN ROAD
59	210781	MO	JHARKHAND	BOKARO	CHANDRAPURA	828403	N.A CHOBEY MARKET, STATION ROAD, STATION ROAD	STATION ROAD
60	210782	MO	JHARKHAND	BOKARO	PHUSRO	829144	NEW BHAGALPUR SCHOOL ROAD NEAR DPS SCHOOL, SHASTRI NAGAR, PHUSRO BAZAR	SHASTRI NAGAR
61	210783	MO	JHARKHAND	JAMTARA	JAMTARA	815351	PLOT NO.-2893 FLOOR:2 BIKASH KUMAR DUBEY, DUMKA ROAD, NEAR VYAPAR MANDAL	DUMKA ROAD
62	210800	DO	JHARKHAND	SINGHBHUM EAST	JAMSHEDPUR	831001	FLOOR:1, BISTUPUR, OPPOSITE RAM MANDIR	BISTUPUR
63	210801	BO	JHARKHAND	SINGHBHUM EAST	JAMSHEDPUR	831001	FLOOR:1, N.ROAD, NEAR TRAFFIC SIGNAL	N.ROAD
64	210881	MO	JHARKHAND	SINGHBHUM EAST	JAMSHEDPUR	831013	FLOOR:1 AMAR BHAVAN, ADITYAPUR MAIN ROAD,, ADITYAPUR	ADITYAPUR MAIN ROAD,
65	210900	DO	BIHAR	PATNA	PATNA	800001	FLOOR:1 BRINDAVAN KUNJ,	EXHIBITIO

							EXHIBITION ROAD	N ROAD
66	210901	BO	BIHAR	PATNA	PATNA	800001	8 FLOOR:1 COMMERCIAL PLOT, S.K.PURI, S.K.PURI	S.K.PURI
67	210902	BO	BIHAR	ARA	ARRAH	802301	FLOOR:0, MAHAVIR TOLA,	JAIL ROAD
68	210903	BO	BIHAR	VAISHALI	HAZIPUR	844101	R BHAWAN FLOOR:3, RAMASHIS CHOWK, MAA BHAGWATI ESTATE AT & PO : ANWARPUR	CINEMA ROAD
69	210981	MO	BIHAR	PATNA	PATNA	801105	BMP-16, KHAGAUL ROAD, PHULWARI SHARIF	KHAGAUL ROAD
70	210982	MO	BIHAR	PATNA	BAKHTI YARPUR	803212	FLOOR:1, ., MAIN ROAD, HAKIKATPUR, WARD NO:- 09	
71	210983	MO	BIHAR	PATNA	MOKAMA	803302	FLOOR:1 YAMUNA BHAWAN, HOLDING NO.-1, WARD NO.-10,	HOLDING NO.-1
72	210984	MO	BIHAR	PATNA	PATNA	800002	FLOOR:1 H/O SRI ARVIND SINGH,, BALAMICHAK,, ANISABAD,	BALAMICHAK,
73	210985	MO	BIHAR	BHOJPUR	SHAHPUR	802166	WARD NO:-01 PLOT N0:-6244, MAIN ROAD, SHAHPUR	MAIN ROAD
74	210986	MO	BIHAR	BHOJPUR	ARRAH	802207	CHANDRA COMPLEX,NO.10,ARRAH-SASARAM MAIN ROAD, MAIN ROAD,PIRO, MAIN ROAD,PIRO	ARRAH-SASARAM MAIN ROAD
75	211000	BO	JHARKHAND	HAZARI BAGH	HAZARI BAGH	825301	FLOOR:1, RAVINDRA PARK, NEAR OLD BUS STAND	RAVINDRA PARK
76	211001	BO	BIHAR	NAWADAH	NAWADAH	805110	OPPO-HDFC BANK H/O RUPENDRA KUMAR, MAIN ROAD, INFRONT OF BATA SHOE	HOSPITAL RD
77	211081	MO	JHARKHAND	KODERMA	JHUMRI TILAIYA	825049	FLOOR:1, PATNA RANCHI ROAD, NEAR SAMANTO AUTO SERVICE	PATNA RANCHI ROAD

Annexure 5 – Commercial / Financial Bid format

Sr. No	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	HCL INFINITI M A 380 TRU	45		
15	DESKTOP COMPUTER	WIPRO 52XXX SERIES	40		
16	DESKTOP COMPUTER	ACER & VERITON M2110G	245		
17	24 Port Managed Network Switch	DLINK - DES 3026	38		
18	PRINTER - LASER	RICOH AFRCIO SP5200DN	2		
19	DOT MATRIX	EPSON LQ 1150 II	1		

	PRINTER			
20	DOT MATRIX PRINTER	EPSON LQ 1150 II	2	
21	DOT MATRIX PRINTER	EPSON LQ 1150 II	39	
22	DOT MATRIX PRINTER	EPSON LQ 1150 II	20	
23	DOT MATRIX PRINTER	EPSON LQ-300+II	18	
24	LAPTOP	HCL ME - 74	10	
25	LAPTOP	HCL ME 1044	30	
26	LAPTOP	ACER TMP 243	4	
27	LAPTOP	SONY VIO E-SERIES-VPCEB46FG	1	
28	Online UPS	Numeric 5KVA Digital HP Max 5000	4	
29	Online UPS	Consul 1 KVA UPS	15	
30	Online UPS	Consul 1 KVA UPS	4	
31	Online UPS	Consul 1 KVA UPS	3	
32	Online UPS	Consul 1 KVA UPS	7	
33	Online UPS	Numeric 1KVA DHP 1000	3	
34	Online UPS	Numeric 1KVA DHP 1000	4	

Note :

- All rates quoted should be exclusive of GST nad other taxes.
- TDS and other applicable taxes shall be deducted from every bill.
- Rates quoted should be inclusive of 1 Resident engineer at UIIC Regional Office
- Rates quoted in the tender shall be valid till the AMC contract period.

Annexure 6 – Technical Bid format

S L	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)		
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 one resident engineer having qualification BE / MCA / Diploma(Computer / Electronics / IT) and having industrial experience not below than 2 years. (Mandatory)		
4	Should have service center at Patna and Ranchi. (Mandatory)		
5	Should have web based / email facility as well as Telephonic toll free no. for call / complaint registration system and for call status monitoring. (Mandatory)		