



# युनाइटेड इंडिया इंश्योरेंस कंपनी लिमिटेड UNITED INDIA INSURANCE CO. LTD.

Registered & Head Office : 24, Whites Road, Chennai - 600 014. Website: www.uilic.co.in

## TENDER NOTICE FOR ANNUAL MAINTAINANCE CONTRACT OF IT HARDWARE AT REGIONAL OFFICE KOLKATA INCLUDING PORT BLAIR AND GANGTOK

We invite sealed tenders for the Annual maintenance contract for the Computer, Laptops, Servers, DMPs, Hard Disk, All-in-One Printers, Scanner and Other related Peripherals which are installed at our operating offices under RO Kolkata spread across West Bengal, Gangtok and Port Blair for the period of 01-April-2017 to 31-March-2018.

The tender is comprises of two bids: 1-Technical Bid and 2-Price Bid. Only the bidders who meet all the requirements mention in Section "Eligibility Criteria" are eligible to participate in the Tender.

Proposal are required to be submitted in two sealed envelopes one bearing Technical Bid and another as Financial Bid on or before 15 February, 2016 by 4:00 P.M. addressed to "Committee for Annual Maintenance Contracts for Computers", United India Insurance Company Limited, Kolkata Regional Office, 2nd Floor, Himalaya House, 38B J L Nehru Road, Kolkata - 700071.

The AMC Committee of Regional Office will open Technical Bid and the bids Qualified would be considered for Financial Bid opening. L-1 bidder selected has to sign the AMC Agreement as per the draft SLA of our Head Office as per Annexure -4. The SLA Agreement should be strictly follow.

**NOTE: Please refer Annexure-1 for Location/List of the Offices, Annexure -2 for the Hardware List, Annexure-3 for Hardware Specification and Annexure-4 for the SLA Draft.**

### Eligibility Criteria:

1. The company should be in business of maintainance of Computers, peripherals and networking for the last 3 years.
2. The company should provide one Resident Engineer at Regional Office Kolkata.
3. The company should have an average turnover of ₹10Crore per year for the last 3 years.
4. The company should have made net profit at least in 2 years out of last three 3 financial years .
5. The necessary supporting documents (e.g. Audited Profit and Loss Statements and Balance Sheet) are required to be submitted for above criteria.

*Kanupriya Gupta*  
14/12/2016

Kanupriya Gupta, AO, Kolkata IT Dept.  
United India Insurance Co.

*Shahnawaz Azmi*  
14/12/2016

Shahnawaz Azmi, AO, Kolkata IT Dept.  
United India Insurance Co

युनाइटेड इंडिया इन्श्योरेंस कंपनी लिमिटेड  
For United India Insurance Co. Ltd.

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For United India Insurance Co. Ltd.

United India Insurance Co

क्षेत्रीय प्रबंधक / Regional Manager

के. एल. कुंजिल्वार / K. L. KUNJILWAR  
उप महा प्रबंधक / Dy. General Manager

KL Kunjilwar, Deputy General Manager

United India Insurance Co

क्षेत्रीय कार्यालय : 'हिमालय हाउस' (2मरी एवं 3री मंजिल) 38-बी, जे. एल. नेहरु रोड, कोलकाता-700 071 फोन : 2288 1351-52, फैक्स : (033) 2288 7306  
पंजीकृत व प्रधान कार्यालय : 24, वाइट्स रोड, चेन्नई - 600 014. फोन : 044-28520161, फैक्स : 044-28523402, वेबसाइट : www.uilic.co.in  
Regional Office : "Himalaya House" (2nd & 3rd Floor) 38-B, J. L. Nehru Road, Kolkata-700 071 Phone : 2288 1351-52, Fax : (033) 2288 7306  
Regd. & Head Office : 24, Whites Road, Chennai - 600 014. Phone : 044-28520161, Fax : 044-28523402, Website : www.uilic.co.in

## CONDITIONS TO THE VENDORS

1	Tender must be submitted in a sealed envelopes as mentioned above.
2	Language for filling the Tender shall be English only.
3	No overwriting / erasing permitted. Such items shall be re-written correctly & legibly.
4	Tender shall be 'item rate' basis unless otherwise mentioned.
5	All rates quoted shall mean 'exclusive of all kinds of taxes' such as VAT, Cess etc. as applicable as per the laws & by the local authorities.
6	Rates quoted in tender shall be valid till the entire completion of the period. No variations shall be permitted.
7	The maintenance contract will be for the above mentioned period, but payments will be made at the end of every quarter for the completed period.
8	TDS / Work Contract Tax / all other taxes as applicable shall be deducted from every bill.
9	Submission of AMC quotation should be strictly as per our requirements mentioned, any deviation in this regard will not be considered/entertained.
10	Vendor is expected to have read the technical specification of each and every Hardware while entering to the Technical Bid.
11	Participation in the tender will be considered as the vendor has read the specimen Copy of Service Level Agreement including Penalty Clause thoroughly.
12	The vendor has to provide services even to remote Locations like Port Blair and Gangtok. The UIIC will not make any provision to bring the Hardware to RO Kolkata.
13	All transport charges shall be borne by the Vendor.
14	UIIC reserves the right to reject or accept any tender without clarifying the reasons thereof.
15	UIIC reserves right to award the tender either in full or in part if required.
16	Annexure-1 for Location/List of the Offices are tentative. The offices may tends to vary with the new opening of the offices. These new offices will be automatically considered in the AMC. Opening of the new office will be informed to the vendor.

**Annexure-1 for Location/List of the Offices**

Office Code	Office Name
030000	RO-Kolkata
030091	OD-Hub Kolkata
030092	TP Hub Kolkata
030093	TP Hub Burdwan
030094	TP Hub Haldia
030100	DO-1 Kolkata
030200	DO-2 Kolkata
030281	MO-Amtala
030282	MO-Jafarpur
030283	MO-Pujali
030300	DO-3 Kolkata
030381	MO-Rishra
030382	MO-Kulihanda
030383	MO-Bhadreswar
030400	DO-4 Kolkata
030401	BO-Kalyani
030481	MO-Barrackpore
030482	MO-Halisahar
030483	MO-Kanchrapara
030500	DO-5 Kolkata
030581	MO-New Barackpore
030582	MO-Garulia
030600	DO-6 Kolkata
030681	MO-Nibra
030682	MO-Maihari
030683	MO-Sarenga
030700	DO-Howrah
030701	BO-Howrah
030702	BO-Serampore
030704	BO-Chinsura
030705	BO-Dankuni
030782	MO-Mrigala
030783	MO-Kalara
030800	DO-8 Kolkata
030801	BO-Diamond Harbour
030881	MO-Chak Kashipur
030900	DO-9 Kolkata
031000	DO-7 Kolkata
031001	BO-Barasat
031081	MO-Taki
031082	MO-Baduria
031083	MO-Ashoknagar
031085	MO-Lake Town
031100	DO-10 Kolkata
031101	BO-Port Blair
031181	MO-Panihati
031182	MO-Kaugachi
031400	DO-Malda
031402	BO-Farakka
031403	BO-Raiganj
031405	BO-Berhampore
031482	MO-Dhuliyani
031483	MO-Kaliyaganj
031484	MO-Jaganj Ajimganj
031485	MO-Old Malda

031486	MO-Balurghat
031487	MO-Gazole
031500	DO-Durgapur
031505	BO-Durgapur
031508	BO-Bankura
031581	MO-Bahula
031582	MO-Chora
031584	MO-Kanksa
031600	DO-Burdwan
031602	BO-Krishnanagar
031603	BO-Arambagh
031604	BO-Kalna
031681	MO-Jagadanandapur
031682	MO-Nabadwip
031683	MO-Birnagar
031684	MO-Memari
031700	DO-Haldia
031701	BO-Contai
031781	MO-Tamluk
031800	DO-Asansol
031801	BO-Suri
031802	BO-Purulia
031803	BO-Raniganj
031881	MO-Bolpur
031882	MO-Neamatpur
031883	MO-Adra
031884	MO-Hindustan Cable
031885	MO-Dubrajpur
031900	DO-Siliguri
031901	BO-Siliguri
031903	BO-Darjeeling
031905	BO-Gangtok
031986	MO-Kurseong
031987	MO-Bagdogra
035000	DO-Midnapore
035081	MO-Debra
035082	MO-Kharagpur
035083	MO-Khirpai
035100	DO-Jalpaiguri
035101	BO-Coochbihar
035181	MO-Dhupguri
035182	MO-Mathabhanga
035183	MO-Bholar Dabri
035184	MO-Guriahati
035185	MO-Dinhata

**Annexure -2 for the Hardware List**

Desktop	Quantity
HCL CLIENTS ( FIRST) B086(5075) Series	253
HCL CLIENTS (SECOND) A096 Series	142
HCL CLIENTS (DIRECT RECRUITS)	11
HCL CLIENTS Infiniti M A 380 Tru Desktop	107
WIPRO 52XXX Series Desktop CLIENTS	106
<b>Total</b>	<b>619</b>

Server	Quantity
HCL Xeon Server(5111 Series)	21
WIPRO Z1531_250GB Server and Ext. HDD	29
WIPRO Z1532 SERVER and Ext. HDD	2
HCL Xeon SERVER ( RO GEM) and Ext. HDD	1
HCL IGL 1701 BP Server and Ext. HDD	17
Wipro Netpower Z1531 Series and Ext. HDD	21
<b>Total</b>	<b>91</b>

Printers	Quantity
TVS MSP 355 DMP	106
EPSON DMP	2
HP.Officejet 4500 Printers	12
All in One Printer	1
HP Laserjet Pro MFP M128FN All-in-one Printer	1
EPSON LQ 300	18
EPSON LQ 1150 II	17
EPSON LQ 1150 DMP(4133AA Series)	62
<b>Total</b>	<b>219</b>

Laptop	Quantity
HCL LAPTOP 74 SERIES	24
HCL LAPTOP 1044 SERIES	24
WIPRO e-GO LAPTOP	4
ACER TRAVELMATE LAPTOP	5
HCL LAPTOP 1144 SERIES	1
SONY VAIO LAPTOP	1
<b>Total</b>	<b>59</b>

Scanners	Quantity
Canon Canoscan Lide 110 Scanner	1
HP/Canon Pixma MP145 Scanners	5
<b>Total</b>	<b>6</b>

Other Peripherals*	Quantity
Networking Components	43
Switches	52
<b>Total</b>	<b>95</b>

<b>GRAND TOTAL</b>	<b>1089</b>
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**\*Other Peripherals are proximate figures.**

**Annexure-3 for Hardware Specification**

**MINIMUM TECHNICAL SPECIFICATION FOR SONY VAIO MODEL - VPCSB38GG/B**

<b>DESCRIPTION</b>	<b>DETAILS</b>
PROCESSOR	Intel Core i7-2640M
MEMORY	4 GB DDR3 RAM @1333 MHz
HARD DISK DRIVE	750 GB SATA HDD or higher
NETWORKING	10/100/1000 Base-T ,Gigabit Ethernet, Wireless Network connection 802.11a/b/g/n
DISPLAY	13.3", 1366 x 768 Pixels HD LED backlit display
OPTICAL DISK DRIVE	Slim DVD Super Multi Drive
GRAPHICS	AMD Radeon HD 6470M
BATTERY	Minimum of 6 hours backup
OTHERS	1 x USB 3.0, 2 x USB 2.0, Integrated Web camera,Dolby Home Theater v3
WEIGHT	Less than 1.7 kg Kg (including battery)
OS	Windows 7Professional 64

## Minimum Technical Specifications for Desktop Computers

HCL 5075 Series

S.No.	Components	Specifications
1	Processor	(AMD Athlon 64 X2 4200+ @ 2.20 Ghz, 1MB L2 Cache) or better
2	Chipset	ECS / AMD / ATI / NVIDIA
3	Motherboard	ECS/Gigabyte/Asus/MSI @ 1Ghz bus
4	Memory	2GB DDR2 SD RAM @ 667 Mhz or above Non ECC Expandable to 4 GB
5	Hard Disk Drive	160-GB SATA Hard Drive 7200 RPM, NCQ, Smart III
6	Graphics & Audio	Integrated on board graphics and audio with internal speakers
7	Ethernet	(10/100/1000) Mbps onboard Gigabit Ethernet controller
8	Ports	4 USB ports with at least 2 USB ports on front. 1 parallel port & 1 Serial Port
9	PCI Slots	Minimum 2 free PCI Slots and one PCI Express
10	Form Factor	Tower or Small Form Factor
11	Power Supply	250-Watt Surge Tolerant Power Supply with FCC compliance
12	Monitor	17" Color TFT WXGA with 1280 x 800 with TCO'03 certification, tilting base, Integrated speakers & Non glare.
13	Keyboard	PS/2 or USB 104 keys keyboard
14	Mouse	PS/2 or USB two Button optical Scroll Mouse
15	Operating System	Windows Vista Business downgrade to Windows XP-Professional pre-loaded with latest Service Pack with both (XPP & Vista Business) media.
16	Recovery Tool	Facility to recover the OS for both Windows XPP and Vista Business in case of a OS crash and also provision to recover data.
17	Drivers for different O/S	Drivers should be freely available on OEM's web site
18	Diagnostic Tool	OEM's Diagnostic tool for hardware diagnostics
19	Security	1. Memory Change Alert through BIOS in Windows environment and on Management Console 2. Serial, Parallel, USB & Network Enable / Disable Port Control 3. Power-On Password 4. Setup Password 5. Removable media boot control 6. Facility to protect HDD with password 7. Kensington Cable & Lock (To Secure both Monitor and Desktop Computer)
20	Compliance And Certification for the Desktop Computer to be submitted	1. RoHS compliance. 2. UL certification / FCC compliance. 3. Win XPP and Windows Vista certification.
21	Warranty	Three years on-site comprehensive warranty for all components
22	Manuals & Media	Documentation CD, Media Recovery CD, Driver CD along with product manuals. Our company name and logo should be embossed / printed on CPU/Monitor/Key board. UIIC screen saver pre-loaded in the BIOS. Asset & Health Management capability.
23	Additional	All other agent software, being delivered as part of this agreement for remote management services, patch management etc. as stipulated, should be pre-loaded on the computer.



## Minimum Technical Specifications for Desktop Computers

S.No.	Components	Specifications
1	Processor	AMD Athlon 64 X2 4400+ @ 2.20 Ghz, 1MB L2 Cache) or better
2	Chipset	AMD / ATI / NVIDIA or better
3	Motherboard	Gigabyte/Asus/MSI/ECB for AMD @ 1Ghz bus
4	Memory	2GB DDR2 SD RAM @ 667 Mhz or above Non ECC Expandable to 4 GB
5	Hard Disk Drive	160-GB SATA Hard Drive 7200 RPM, NCQ, Smart III
6	Graphics & Audio	Integrated on board graphics and audio with internal speakers
7	Ethernet	(10/100/1000) Mbps onboard Gigabit Ethernet controller
8	Ports	4 USB ports with at least 2 USB ports on front 1 parallel port & 1 Serial Port
9	PCI Slots	Minimum 2 free PCI Slots and one PCI Express
10	Form Factor	Tower or Small Form Factor
11	Power Supply	250-Watt Surge Tolerant Power Supply with FCC compliance
12	Monitor	18.5" Color TFT WXGA with 1280 x 800 with TCO'03 certification , tilting base, Integrated speakers & Non glare.
13	Keyboard	PS/2 or USB104 keys keyboard
14	Mouse	PS/2 or USB two Button optical Scroll Mouse
15	Operating System	Windows Vista Business downgrade to Windows XP-Professional pre-loaded with latest Service Pack. With both (XPP & Vista Business) media.
16	Recovery Tool	Facility to recover the OS for both Windows XPP and Vista Business in case of a OS crash and also provision to recover data.
17	Drivers for different O/S	Drivers should be freely available on OEM's web site
18	Diagnostic Tool	OEM's Diagnostic tool for hardware diagnostics
19	Security	1. Memory Change Alert through BIOS in Windows environment and on Management Console 2. Serial, Parallel, USB & Network Enable / Disable Port Control 3. Power-On Password 4. Setup Password 5. Removable media boot control 6. Facility to protect HDD with password 7. Kensington Cable & Lock or OEM Lock (To Secure both Monitor and Desktop)
20	Compliance And Certification for the Desktop Computer to be submitted	1. RoHS / UL certification / FCC compliance. 2. Win XPP / Windows Vista certification.
21	Warranty	Three years on-site comprehensive warranty for hardware, OS & Software
22	Manuals & Media	Documentation CD, Media Recovery CD, Driver CD along with product manuals.
23	Additional	Our company name and logo should be embossed / printed on CPU/Monitor/Key board. UIIC screen sever pre-loaded in the BIOS. Asset & Health Management capability.  All other agent software being delivered as part of this tender or provided by UIIC shall be pre-loaded in the system.



## Annexure - III

HCL A 380 True  
Desktop

## I) MINIMUM TECHNICAL SPECIFICATIONS FOR DESKTOP COMPUTER.

Sl No:	Description	Technical Specification
1	Processor	[Intel Pentium Dual Core Processor G870 @ 3.1 GHz, 3 MB Intel Smart Cache] or better
2	Chipset	[Intel H61] or higher
3	Mother Board	Intel
4	Expansion Slots	Minimum 1 PCI Express Slot
5	Memory	4 GB DDR3 RAM @1333 MHz
6	Hard Disk Drive	[500GB – SATA – 7200 RPM] or better
7	Optical Drive	16X DVD ROM or higher
8	Display	[18.5" wide TFT Monitor with TCO'05 certification and minimum resolution of 1024 x 768] or higher
9	Graphics	On board Graphics
10	Keyboard	104 Keys PS/2 or USB Keyboard.
11	Mouse	Two Button Optical Scroll Mouse
12	LAN	10/100/1000 Mbps Network Card supporting IPv6
13	Ports	4 nos. USB 2.0 ports of which 2 ports shall be in the front of the CPU, 1 PS2 / USB Keyboard Port , 1PS2/USB Mouse Port
14	Form Factor	Tower
15	SMPS	280 W or less power supply
16	Operating System	Microsoft Windows 8 Pro 32bit downgrade to Windows 7 Professional 32 bit and installed with Windows XP mode feature. Both Windows 8 Pro media kit and Image recovery Media kit of Windows 7 Professional installed with Windows XP mode feature to be supplied.
17	OS Certification	<b>If Certification of Authenticity(COA) is not supplied by M/s Microsoft for Windows 8 Pro 32 bit edition then Windows 8 Pro product keys should be embedded in the BIOS as (System Locked Pre-Installation) and the vendor has to submit unique product keys in their letter head along with the invoices. Further, certified for Microsoft Windows 8 Pro 32-bit edition is mandatory.</b>
18	Compliance	ROHS (Restriction of Hazardous substances) or U/L or FCC .
19	Designed for / Compatible with	Microsoft Windows 7 Logo
20	Warranty	Three Years on-site comprehensive warranty including OS support like recovery of OS after crash.

## II) MINIMUM TECHNICAL SPECIFICATIONS FOR DOT MATRIX PRINTER

LQ 1150 II DMP Epsm

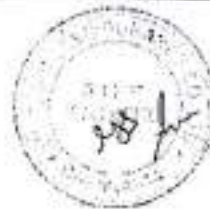
1. Print Head Type	24 Wire (pin)		
2. Print Direction	Bi-directional logic seeking		
3. Print Width	136 Column @10cpi		
4. Print Speed			
Character pitch (cpi)	10	12	15
Draft speed	250	300	375
High Speed Draft	300	360	-
Letter quality	83	100	125
5. Input Buffer	100 KB or more		
6. Interface	Bi-directional Parallel IEEE-1284-A & RS 232 C Serial Auto Interface Switching		
7. Drivers	Windows XP and above		
8. Warranty	Comprehensive on-site three years warranty including print head		



## Annexure - III

MINIMUM TECHNICAL SPECIFICATION OF DESKTOP COMPUTER

Sl No.	Description	Technical Specification
1	Processor	Intel Pentium Dual Core 3.0 GHz (E5700) with 800 MHz FSB or higher
2	Cache Memory	2MB L2 Cache
3	Chipset	Intel G41 Express Chipset
4	Mother Board	Intel
5	Expansion Slots	Minimum 1 PCI Express Slot
6	Memory	1 X 2 GB DDR3 RAM 800 MHz or above
7	Hard Disk Drive	250GB -7200RPM or higher SATA
8	Monitor	18.5" or higher TFT Monitor with TCO 03 certification (wide screen) 1024 x 768 Resolution with tilting base
9	VGA Card	Integrated On board Graphics
10	Keyboard	104 (or above) Keys.
11	Mouse	Two Button Optical Scroll Mouse
12	Network Card	Integrated Onboard 10/100/1000 Mbps Network Card
13	Ports	1 Serial Port, 1 Parallel Port ,4 USB 2.0 ports of which 2 ports shall be in the front of the CPU, 1 PS2 / USB Keyboard Port , 1PS2/USB Mouse Port
14	Form Factor	Tower
15	SMPS	200 W or higher surge tolerant power supply
16	Operating System	Microsoft Windows 7 Professional 32 bit with downgrade to Windows XP Professional. Drivers CD's & Product manuals should be provided. Vendor must furnish the list of serial numbers of all COA along with system Serial Numbers for OS licenses (Windows 7 Professional 32 bit)
17	Certification	Certificate of Authenticity (COA) Certified Windows 7 Professional 32 bit edition
18	OS Compatibility	Microsoft Windows XP Professional
19	Compliance	ROHS (Restriction of Hazardous substances) Compliant (Documentary Proof should be submitted)
20	Software tools with Manageability features	Utility for hardware fault diagnosis, Utility for System protection which includes recovery of operating system, application and data, Asset management, Health management.
21	Warranty	Three Years on-site comprehensive warranty including OS support like recovery of OS after crash, etc.
22	Additional	UIC Logo should be embossed / printed on CPU, Monitor, Keyboard & Mouse. UIC Logo should be pre-loaded in the BIOS. Call Center Telephone Nos. and Email Address should be pasted in the CPU.



Wipro Z1531 Series -  
250GB

Annexure III

**I) MINIMUM TECHNICAL SPECIFICATIONS FOR XEON SERVERS**

SNO	Components	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 Hard Disks 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	Microsoft Windows Server 2008 Standard 32 bit (OEM Pack) downgrade to Windows Server 2003 R2 Standard Edition
9	Graphics	On board
10	Form Factor	Tower Model
11	Optical Drives	8X DVD Writer
12	Keyboard & Mouse	104 Keys keyboard with PS2 / USB Optical Mouse
13	Monitor	15" or above TFT Monitor with TCO'03 certification
14	USB	2 USB 2.0 ports
15	Communication Port	1 Serial Port
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

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

**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 250 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	Microsoft Windows 2003 compatible
5	Bundled Software	Bundled software supporting scheduling of data transfer and Creation of pre configured folder backup from same OEM
6	Accessories	USB 2.0 cable and power cord as per Indian standards.
7	Warranty	3 years Comprehensive On site Warranty



) Hcl Infiniti Global line Server **5111 Series**

SNO	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, UL 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.



**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	2 GB DDR3 RAM Registered DIMM @ 1066 Mhz or above
3	RAID	SATA on board support providing RAID 0 & 1 in hardware
4	Storage	Min. 2 Hot swappable SATA Hard Disks of 160 GB capacity each
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	Microsoft Windows 2008 server edition (OEM Pack) downgrade to Windows Server 2003
9	Graphics	On board
10	Form Factor	Tower Model
11	Optical Drives	8X DVD Writer
12	Keyboard & Mouse	104 Keys keyboard & Optical Mouse
13	Monitor	15" or above TFT Monitor with TCO'03 certification
14	USB	Minimum 2 USB 2.0 ports
15	Communication Port	1 Serial Port & One Parallel port
16	Compliance	RoHS, U/L or FCC for the Servers
17	Certification	Microsoft Windows 2003/2008 Server
18	Warranty	3 years Comprehensive On site warranty

**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 160 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	Microsoft Windows 2003 compatible
5	Bundled Software	Bundled software supporting scheduling of data transfer and Creation of pre configured folder backup from same OEM
6	Accessories	USB 2.0 cable and power cord as per Indian standards.
7	Warranty	3 years Comprehensive On site Warranty

**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
Draft speed	250 300
High Speed Draft	300 360
Letter Quality	83 100
5. Input Buffer	100 KB or more
6. Interface : Standard	Centronics Bi-directional parallel IEEE-1284-A, RS 232 C & USB
7. Drivers support	MS Windows 98, 2000 & XP, Windows Server 2003/2008
8. Warranty	On site three years comprehensive warranty including print head



2) HCL Xeon Server and ext HDD.

**D) 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

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

**III) 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 250 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	Microsoft Windows 2003 compatible
5	Bundled Software	Bundled software supporting scheduling of data transfer and Creation of pre configured folder backup from same OEM
6	Accessories	USB 2.0 cable and power cord as per Indian standards.
7	Warranty	3 years Comprehensive On site Warranty



# HCL Xeon Server - IGL 1701 BP Server

## ANNEXURE - III

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

SNO	Components	Specifications
1	Processor	Intel Xeon Quad Core E3-1230 (3.20 Ghz, 8 MB L3 Cache) or above
2	Memory	4 GB ECC DDR3 RAM @ 1066 Mhz or above
3	RAID	SATA on board support providing RAID 0 & 1 in hardware
4	Storage	2 nos. of SATA HDD of 250 GB or above
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 C204 Chipset or better
8	Form Factor	Tower
9	Optical Drive	8x DVD Writer
10	Keyboard & Mouse	104 Keys keyboard & Optical Mouse
11	Monitor	15" or above TFT 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 Standard edition
17	Warranty	3 years Comprehensive On site warranty.

### 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 250 GB of native capacity with support for encryption of stored data
3	Operating System	Microsoft Windows 2003 compatible
4	Accessories	USB 2.0 cable and power cord as per Indian standards.
5	Warranty	3 years Comprehensive On site Warranty

### III) MINIMUM TECHNICAL SPECIFICATIONS FOR DOT MATRIX PRINTER - EPSON LQ 1150

SNO	Components	Specifications
1	Print Head Type	24 Wire (pin)
2	Print Direction	Bi-directional
3	Print Width	136 Column
4	Print Speed	
	Character pitch (dpi)	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	Bi-directional IEEE-1284 Parallel & USB (Both the cables should be provided)
7	Drivers	Windows XP, Windows 7 and above
8	Warranty	On site three years comprehensive warranty
9	Print Head Warranty	Two years comprehensive warranty

## I) MINIMUM TECHNICAL SPECIFICATIONS FOR XEON SERVER.

S/NO	Components	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 UFL or FCC for the Server
17	Certification	Microsoft Windows 2003/2008
18	Warranty	3 years Comprehensive On site warranty.



## Annexure - III

## I) MINIMUM TECHNICAL SPECIFICATIONS FOR EXTERNAL STORAGE DEVICE

L1531 Additional  
HDD

SN	Components	Specifications
1	Interface	USB 2.0 Interface with System with Hot plug and play
2	Capacity	Minimum 250 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	Microsoft Windows 2003 compatible
5	Bundled Software	Bundled software supporting scheduling of data transfer and Creation of pre configured folder backup from same OEM
6	Accessories	USB 2.0 cable and power cord as per Indian standards.
7	Warranty	3 years Comprehensive On site Warranty

## II) MINIMUM TECHNICAL SPECIFICATIONS FOR DOT MATRIX PRINTER

EPSON LQ300

1. Print Head Type	24 Wire (pin)
2. Print Direction	Bi-directional
3. Print Width	80 Column
4. Print Speed	
Character pitch (cpi)	10
High Speed Draft	300 cps
5. Input Buffer	40 KB or more
6. Interface	IEEE-1284- Parallel & USB
7. Drivers	Windows XP & Windows 2003 Server
8. Warranty	On site three years comprehensive warranty
9. Print Head Warranty	Two years comprehensive warranty

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**Annexure III**

**MINIMUM TECHNICAL SPECIFICATIONS FOR DOT MATRIX PRINTERS**

TVS MSP 355 DMP

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



### 3) HCL ME 74 Series Laptops

#### 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



MINIMUM TECHNICAL SPECIFICATION FOR NOTE BOOK COMPUTER

HCL ME 1044 LAPTOP

<u>DESCRIPTION</u>	<u>DETAILS</u>
<u>PROCESSOR</u>	Intel Core i3-2328M Processor (2.2 Ghz, 3MB L3 Cache) or better
<u>MEMORY</u>	4GB DDR3 RAM @1333 MHZ
<u>CHIPSET</u>	Mobile Intel HM65 Express Chipset or better
<u>HARD DISK</u>	320 GB SATA HDD or higher
<u>DRIVE</u>	
<u>NETWORKING</u>	Gigabit Ethernet, Wireless Network connection 802.11b/g/n
<u>DISPLAY</u>	14" or above (WXGA : 1366 x 768) HD LED back lit (16:9 aspect ratio)
<u>OPTICAL DISK DRIVE</u>	8X DVD Super Multi drive
<u>GRAPHICS</u>	Integrated Intel HD Graphics
<u>BATTERY</u>	4 hours (6 cells Lithium-Ion)
<u>PERIPHERALS</u>	1.3 MP Webcam (integrated)
<u>I/O PORTS</u>	USB 2.0 ports, HDMI
<u>WEIGHT</u>	Less than 2.5 Kgs without Adaptor
<u>OPERATING SYSTEM</u>	Microsoft Windows 7 Professional 64-bit (English Version)
<u>WARRANTY</u>	<b>THREE YEARS COMPREHENSIVE WARRANTY   LAPTOP EXCEPT FOR THE BATTERY WHICH SHOULD HAVE ONE YEAR WARRANTY</b>
<u>ACCESSORIES</u>	Should be provided

ACCESSORIES

Wipro Ego

ANNEXURE - 3

MINIMUM TECHNICAL SPECIFICATION FOR NOTE BOOK COMPUTER

DESCRIPTION	DETAILS
PROCESSOR	2 <sup>nd</sup> Generation Intel Core i3-2310M Processor (2.10 GHz, 3MB L3 Cache) or better
MEMORY	4GB DDR3 RAM @1333 MHz
CHIPSET	Mobile Intel HM65 Express Chipset or better
HARD DISK DRIVE	320 GB SATA HDD or higher
NETWORKING	Gigabit Ethernet, Wireless Network connection 802.11b/g/n
DISPLAY	14" or above (WXGA : 1366 x 768) HD, LED back lit (16:9 aspect ratio)
OPTICAL DISK DRIVE	8X DVD Super Multidrive
GRAPHICS	Integrated Intel HD Graphics
BATTERY	4 hours (6 Cells Lithium-Ion)
CAMERA	1.3 MP Webcam (integrated)
I/O PORTS	USB 2.0 ports, HDMI
WEIGHT	Less than 2.5 Kgs without Adaptor
OPERATING SYSTEM	Microsoft Windows 7 Professional 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	Should be provided



Acer Travel Mate  
P243

**ANNEXURE - III**

**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 <b>except for Battery.</b> <b>(One year warranty for battery)</b>
CARRY BAG	Shoulder (back pack) bag should be provided

**MINIMUM TECHNICAL SPECIFICATION FOR HCL LAPTOP M 1144**

<b>DESCRIPTION</b>	<b>DETAILS</b>
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)

**Annexure-4 for the SLA Draft.**

**Annual Maintenance Contract**

This agreement made at Kolkata on this ..... Between ....., Kolkata herein after 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 equipments set forth in the annexure enclosed.

**1 .SCOPE OF AGREEMENT**

The contract shall be in force for the period from 01.04.2017 to 31.03.2018 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 service to keep the equipments 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 & 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 service to set right the malfunction of the system. This includes replacement of unserviceable part including Hard disk, CD Drives, DAT Drives, Picture Tubes, Network Interface cards, Printer heads and all electronic and plastic spares except those specifically excluded under this agreement, trouble-shooting for LANs including resolving network connectivity problem etc.

2.1.3 Maintenance of operating system, installation of OS patches, office suites, oracle RDBMS, antivirus software, pre-emptive actions against virus spreads, detection/ removal of virus, data recovery, configuration of internet, configuration of application (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 The vendor shall not sub contract or permit any third party other than the Vendor's personnel to perform any work or service or other performance required of the Vendor under this agreement without the prior consent of the company.

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 Para 3 of the Annual Maintenance Agreement or standby machines are not provided within 24/48 hours as the case may be, such defective machines would be repaired by some third party and amount spent for such repairs 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 has to be increased by the vendor, in case there is additional workload. The engineer has 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 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 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 vendor's office to attend to service calls immediately. A standby equipment of similar or high capacity must be provided, if the equipment is expected to be down for more than 24 hours in Kolkata and 48 hours in Mofussil area or as the case may be.

2.1.10 The vendor should hand over the systems in working condition to the company after 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.

2.1.11 In 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 during the period. The cost of transportation of any defective item for repairs shall be borne by the Vendor.

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

### **3. LIQUIDATED DAMAGES**

The vendor shall attend to on-call services within 24 hours of lodging of the complaint for city offices (offices located at RO locations and urban agglomeration if any) and within 48 hours in respect of all other offices respectively. Further the vendor should close all service calls within 48 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 72 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:

₹500/- per working day per Server (including USD Drive & SCSI Hard Drives)

₹100/- per working day per Desktop computer and ₹100/- Per working day per Laptop

₹100/- per working day per printer

₹100/- per working day per networking equipment.

#### **Maximum penalty clause-**

Penalty mentioned in agreement, will not exceed 20% 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 equipments specified in the annexure. The maintenance charges are payable at the end of each quarter after reviewing the performance of the vendor. The company shall effect payments of the AMC charges within the completion of 15 days from the receipt of invoice and all documents as stipulated in various paragraphs/ clauses herein.

4.1.2 The company shall use standard voltage stabilizers for ensuring stabilized power supply.

4.1.3 The company shall provide 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. ENHANCEMENTS / UPGRADATION OF EQUIPMENT**

The company shall have the right to make changes or attachments to the equipments provided, such changes or attachments do not prevent proper maintenance from being performed. All engineering changes generally adopted hereafter by the vendor for equipment similar to that covered by this agreement shall be made to the equipment at no cost to the company.

The actual quantity of equipments covered under the AMC may be increased or decreased by mutual written consent of both parties provided always that such consent is not withheld. In the event that the quantity is increased the vendor is entitled for AMC charges on Pro – Rata basis.

## **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 the 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 the company.

## **9. EXCLUSIONS**

The 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 an accident, 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 AMC vendor apart from AMC charges.

C. Work due to alterations in the equipment by persons other than Vendor's personnel (except for minor rectification by UIIC in house systems engineer after intimating the vendor) is not permitted.

D. 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 01.04.2016 to 31.03.2017 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 then in accordance with and subject to the provisions of the Indian Arbitration Act 1940 and its subsequent amendments and only Courts of West Bengal shall have jurisdiction in all matters arising out or connected with this agreement. Further, this agreement is subject to the 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 misfile out of this contract, if the failure or delay results from any of the following:-

"Act of God, refusal of permission or other Government Act, Fire, Explosion, Accident, Industrial dispute and the like which renders it impossible or impracticable for the vendor to fulfil its obligations under the contract or any other cause/ circumstance of whatsoever nature beyond vendor's control".

#### **13. LIABILITIES AND INDEMNITIES**

The vendor represents 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 claimed breach of this warranty.

#### **14. CONFIDENTIALITY**

The vendor acknowledges that all materials and information which has come into its possession or knowledge in connection with this agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to any or use by third parties will be damaging or cause loss to company. The vendor 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 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.