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## **TENDER FOR MAINTENANCE OF IT INFRASTRUCTURE**

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Ref: 140000/IT/Tender/01/2021-22



**UNITED INDIA INSURANCE CO. LTD**

**REGIONAL OFFICE - JAIPUR**

**INFORMATION TECHNOLOGY DEPARTMENT**

8<sup>TH</sup> FLOOR, NBCC CENTER, 17, SAHAKAR MARG, JYOTI NAGAR, LALKOTHI, JAIPUR- 302007  
CIN: U93090TN1938GOI000108



Release Date of Tender	24.09.2021
Earnest Money Deposit (EMD)	₹ 25,000/-
Last Date for queries submission	01.10.2021 (by 05:00 PM)
Last Date of Tender submission	12.10.2021 (by 03:00 PM)
Date of Opening of Eligibility Bid	12.10.2021 at 03:30 PM
Date of Opening of Financial Bid	Will be informed to eligible bidders

Address for Communication & Submission of Bids	The Regional Manager, Information Technology Department, 8 <sup>th</sup> Floor, NBCC Center, 17, Sahakar Marg, Jyoti Nagar, Lalkothi, Jaipur - 302007
E-Mail ID for communication	<a href="mailto:tssjaipur@uiic.co.in">tssjaipur@uiic.co.in</a>
Contact Number	0141-2741125

### Important Notice

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Bidders are advised to study this tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The response to this tender should be full and complete in all respects. Incomplete or partial bids shall be rejected. The Bidder must quote for all the items asked for, in this tender.

The Bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by UIICL. UIICL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.



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## 1. **ABOUT THE COMPANY**

United India Insurance Co. Ltd (UIIC) is a leading General Insurance Company wholly owned by Government of India with its Registered Office at 24, Whites Road, Chennai 600 014 and Head Office located at 19, Nungambakkam High Road, IV Lane, Chennai - 600 034. In addition, UIIC has 30 Regional Offices, 7 Large Corporate and Brokers Cells and 2000+ Operating Offices geographically spread throughout India.

## 2. **INSTRUCTIONS / GUIDELINES TO BIDDERS**

- a. Sealed bids are invited on behalf of **UIIC - Regional Office Jaipur** under two bids system (Eligibility Bid and Financial Bid) from reputed, well established and financially sound eligible bidders / IT companies in respect of Comprehensive maintenance of Desktop Computers, Servers, Laptops, Printers, Scanners, Projectors , Network Hubs / Switches and other Computer peripherals, at its various Offices, spread across the districts within Rajasthan State as per the terms and condition mentioned herewith.
- b. The Tender offer should be submitted in one sealed envelope mentioning **“OFFER FOR MAINTENANCE OF IT INFRASTRUCTURE”** which should in turn contain TWO sealed covers super scribed as **Cover ‘A’- Eligibility Bid & Cover ‘B’-Financial Bid**.
- c. **Cover ‘A’ - Eligibility Bid** should contain the following:
  - i. NEFT Details / Demand Draft towards the transfer of EMD amount
  - ii. Statement of no deviation as per [Annexure 2](#).
  - iii. No Blacklist Declaration as per [Annexure 3](#).
  - iv. duly filled eligibility criteria form as per [Annexure 4](#) along with supporting documents for the eligibility from Bidders.
- d. **Cover ‘B’ - Financial Bid** should contain the Commercial Offer [Annexure 5](#).

## 3. **THE TENDER OFFER**

- a. The Tender Offer as indicated above shall be addressed to **The Regional Manager, Information Technology Department** and shall be submitted at **United India Insurance Co. Ltd, Regional Office Jaipur, 8<sup>th</sup> Floor, NBCC Center, 17, Sahakar Marg, Jyoti Nagar, Lalkothi, Jaipur - 302007** on or before **03:00 PM, 12/10/2021**. If the last date for submission of tenders happens to be a holiday due to some unforeseen circumstances, then the tender can be submitted by 11 AM on the next working day.
- b. Bidders shall send the NEFT details of EMD well in advance before the submission of bids through email.
- c. **Cover ‘A’ - Eligibility Bid** would be opened by the Committee constituted by the Company in the presence of bidders who wish to be present at the address given above.
- d. Qualified Bidders in the eligibility bid, would be selected for opening **Cover ‘B’ - Financial Bid**.
- e. Bidders shall provide commercial quote strictly adhering to the format given in [Annexure 5](#). Any deviation from the format will be considered the bid as invalid.

## 4. **EARNEST MONEY DEPOSIT (E.M.D)**

- a. The intending bidders should pay an Earnest Money Deposit of **₹25,000/- (Rupees Twenty-Five Thousand Only)**.
- b. The E.M.D can be electronically credited to our Bank Account as given below:

Beneficiary Name	United India Insurance Company Ltd.
IFSC Code	INDB0000007
Account No (Alphanumeric)	ZUIICL140000<name of party>



Account No (Numeric)	200999095210140000
Bank Details	INDUS IND BANK, No.3, Village Road, Nungambakkam, Chennai-600034

- c. The EMD will not carry any interest.
- d. The electronic credit should be affected positively on the day prior to the tender submission date.
- e. if bidders wish to pay EMD through **Demand Draft**, the same may be drawn in favor of **“United India Insurance Company Limited payable at Jaipur”**.

#### **5. FORFEITURE OF E.M.D**

The EMD made by the bidder will be forfeited if:

- a. The bidder withdraws the tender after acceptance.
- b. The bidder withdraws the tender before the expiry of the validity period of the tender.
- c. The bidder violates any of the provisions of the terms and conditions of this tender specification.
- d. The successful bidder fails to furnish the required Performance Security within 21 days from the date of receipt of Purchase Order.

#### **6. REFUND OF E.M.D**

- a. EMD will be refunded to the successful bidder, only after executing the agreement, purchase order and depositing the security deposit.
- b. In case of unsuccessful bidders, the EMD will be refunded to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.

#### **7. THE COMPANY RESERVES THE RIGHT TO**

- a. Accept / Reject any of the Tenders.
- b. Add, Modify, Relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- c. Reject any or all the tenders without assigning any reason thereof.
- d. Cancel the purchase order to the successful bidder if the bidder fails to furnish the required Performance Security and counter signed agreement within 21 days from the date of receipt of Purchase Order.

#### **8. REJECTION OF TENDERS**

The tender is liable to be rejected:

- a. If it is not in conformity with the instructions mentioned herein,
- b. If it is not accompanied by the requisite proof of tender document fee paid.
- c. If it is not accompanied by the requisite proof of EMD paid.
- d. If it is not properly signed by the bidder
- e. If it is received after the expiry of the due date and time,
- f. If it is evasive or in complete including non-furnishing the required documents.
- g. If it is quoted for period less than the validity of tender.
- h. If it is received from any blacklisted bidder or whose past experience is not satisfactory.

#### **9. VALIDITY OF TENDERS**

Tenders should be valid for acceptance for a period of at least 60 (Sixty) days from the last date of tender submission. Offers with lesser validity period would be rejected.



## **10. FORMAT AND SIGNING OF BID**

- a. Proposals submitted in response to this tender must be signed by (in all the pages) the Authorized signatory of the Bidder's organization as. **Power of Attorney or Letter of Authorization to be submitted in a suitable format.**
- b. The bid shall be in A4 size papers, numbered with index and neatly bind or filed accordingly. Each page in the bid shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. Each page of the bid shall be sealed by the Bidder's official seal.
- c. Any interlineations, erasures or overwriting shall be valid only if the person signing the bid counter signs them.
- d. Bids should be spirally bound or fastened securely before submission. **Bids submitted in loose sheets will be rejected as non-compliant.**
- e. Bidders responding to this tender must comply with the format requirements given in various annexure of the tender, bids submitted in any other format/type will be treated as non-compliant and may be rejected.

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## **11. GENERAL TERMS**

- a. The consequent agreement with the successful Bidder shall be in force for a period of 1 year from 01/11/2021 to 31/10/2022 with a provision to extend the same for further on the same rates, terms and conditions on mutual consent.
- b. The successful bidder shall sign the agreement within 21 days from the date of receipt of purchase order.
- c. Any queries may be communicated through e-mail as per the queries format mentioned in Annexure 1 in .xls/.xlsx format and responses to queries will be only by return e-mail.
- d. The offer containing erasures or alterations will not be considered. There shall be no handwritten material, corrections or alterations in the offer.
- e. Addendum/Amendments/Corrigendum, if any, will be communicated through website or e-mail only. UIIC reserves the right to cancel the tender at any time without incurring any penalty or financial obligation to any bidder.
- f. UIIC is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, GoI. The policy details are available on the website [www.msme.gov.in](http://www.msme.gov.in)
- g. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).
- h. Such MSEs would be entitled for exemption from furnishing earnest money deposit (EMD).
- i. Agencies/ Bidders desirous of availing exemptions/ preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.
- j. Bidders to note that, splitting of order would not be applicable in this tender.

## **12. CONTRACT / AGREEMENT**

- a. The consequent contract/agreement between the Vendor and the Purchaser will be signed in accordance with all the terms and conditions mentioned in this tender document with a provision to extend the same for a further on the same rates, terms and conditions on mutual consent.
- b. The successful bidder has to furnish two copies of the contract/agreement in a ₹500/- stamp paper, with all the above terms and conditions mentioned including



the commercials. The draft of the contract/agreement will be shared to the successful bidder along with the LOA.

- c. The successful bidder has to furnish the duly signed contract/agreement along with the security deposit/performance guarantee for UIIC's counter signature within 14 days from the receipt of purchase order.

### **13. PRICE**

- a. The bidders should quote only the base price. All applicable taxes/octroi will be paid as actuals.
- b. There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the bidders. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the agreement should be passed on to the Purchaser /Company.
- c. All the items should be quoted in INR (Indian Rupees) only.

### **14. SECURITY DEPOSIT**

The successful bidder will have to furnish a security deposit to the tune of 10% of the total order value in the form of a Bank Guarantee for a period of **24 months (valid from 01.11.2021)** obtained from a nationalised/scheduled bank for proper fulfilment of the contract.

### **15. CONFIDENTIALITY**

The bidder acknowledges that all material information which has or will come into its possession or knowledge in connection with this tender and subsequent agreement or performance thereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be cause loss to the Company. The bidder agrees to hold such material information in strict confidence, to release it only to employees requiring such information and not to disclose it to any other parties.

### **16. INSOLVENCY**

The Company may terminate the contract by giving written notice to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent, provided that such termination will-not prejudice or affect any right of action or remedy which has accrued or will accrue.

### **17. TERMINATION**

UIIC shall be entitled to terminate the agreement/purchase order with the Bidder at any time giving 30 days' prior written notice to the Bidder if the Bidder breaches its obligations under the tender document or the subsequent agreement/purchase order and if the breach is not cured within 15 days from the date of notice.

### **18. ELIGIBILITY CRITERIA FOR BIDDERS**

Any bidders submitting the bids to UIIC against this Tender shall comply with the below Eligibility Criteria. The Eligibility Criteria Compliance Form as per Annexure 4 shall be submitted as a part of Cover A.

S#	Criteria	Documentary Proof Required
a.	The bidder should be a public/private Limited company/LLP and should be in existence in India	Copy of the Certificate of Incorporation issued by Registrar of Companies
b.	The bidder should have an average turnover of at least Rs. 10 Crores for the last three	Audited financial statements



	financial year's viz. 2018-19, 2019-20 and 2020-21.	
c.	The bidder should have made Net Profit after taxation in at least one year in the last three financial year's viz. 2018-19, 2019-20 and 2020-21.	
d.	The bidder should have valid PAN and GST Registration Number	Copies of PAN Card and GST Registration certificate
e.	The bidder should have experience in maintaining LAN, Windows Machines, printers, network components and other peripherals at reputed Public sector Undertakings / Central or State Govt Departments / Autonomous Institute / Corporate Establishments spread across Rajasthan	Copies of atleast three Purchase Orders from the last three financial years masking the order values.
f.	The bidder should have a Service Center in Jaipur, Rajasthan	Self-Declaration mentioning the service center addresses and contact numbers
g.	The Bidder should have enough manpower (Service Engineers / Field Engineers) available with them to provide maintenance services to the offices mentioned in Annexure 7	Self-declaration listing Service Engineers / Field Engineers including the Name, Mobile Number of the Engineers and the Area /offices (Annexure 7) which they are covering.
h.	The bidder should not be blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India	Self-Declaration

## 19. SCOPE OF WORK

The maintenance period shall be in force from 01/11/2021 to 31/10/2022 and shall cover all those items as specified in the Annexure 8. List of offices with address is provided in Annexure 7. The hardware equipment stated in Annexure 8 shall be placed under maintenance in "AS AND WHERE IS BASIS". It is further mutually agreed that the successful bidder will not insist upon the following from UIIC at the time of inception of the contract.

- Pre-inspection of any hardware device placed under maintenance contract.
- Repair / Replacement of any components / hardware device placed under maintenance contract thereof at any time during the contract period.

Detailed Scope of work is as follows:

### a. General scope of work involving inventory collection and maintenance:

- Successful bidder has to do a **detailed inventory** of all equipment in all the offices and label them in the format "UIIC/OO\_CODE/(PC/SRVR/Laptop)/Running Sequence No.". This activity has to be completed inventory within the first quarter from the receipt of Purchase Order.
- 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 (using mechanical devices like vacuum cleaner, blower etc.) and necessary repairing of the equipment) once in every three months from the start of the contract.
- Unscheduled on-call corrective and remedial maintenance services to set right the malfunctions of the system. This includes replacement of all unserviceable



parts including Hard Disks, CD-Drives, Network Interface Cards, Mother Boards, Raid Controllers, Monitor / Display Panels, Keyboard, Mouse all electronic and plastic spares **except those specifically excluded** under this agreement, trouble-shooting for LANs including resolving LAN connectivity issues.

- iv. The following activities will be undertaken by the successful bidder:
    - Installation and Maintenance of operating system including OS upgrades.
    - Installation & updates of Drivers, Firmware, OS patches and hot fixes.
    - Installation of office suites and necessary updates.
    - Installation of Oracle RDBMS and Developer 2000 and attendant configurations.
    - Installation of CDMS Suite (Anti-Virus, Patch Management Tool, Encryption and DLP tools) whenever a system is formatted or as and when required.
    - Data back-up and recovery
    - Resolving LAN connectivity issues and Configuration of IP Address, default gateway, DNS server, proxy server, FTP Server & Web Servers at Regional Office Jaipur
    - Configuration of applications (client/server)
    - Installation of hardware and accessories
    - Installation of any other software as called for by the company from time to time
  - v. The successful bidder shall not sub-contract or permit any third party other than their own personnel to perform any work or service or other performance required of them under this agreement without the prior consent of the company.
  - vi. All repairs and maintenance service shall be performed by qualified and authorized personnel familiar with such tasks. The successful bidder should ensure that enough stock of basic items like keyboard, mouse, monitor, RAM, HDD, SMPS, Network Cards, Adapters Cables are maintained at UIIC's Regional Office Jaipur and offices situated at district headquarters. Minimum of 10 number of above items at UIIC's Regional Office, Jaipur and Minimum of 2 number of above items at offices situated at district headquarters.
  - vii. The successful bidder shall provide maintenance services at UIIC's Offices through qualified, experienced and competent engineers. Service engineer / Field engineers should be well conversant with the latest trends in trouble shooting of computing equipment.
  - viii. In addition to the above, the successful bidder is required to provide Level 1 support for the systems that are under warranty. The scope of level 1 support includes receiving and attending the user calls and identifying the problem. Problems with the hardware or OEM installed OS are to be logged with the concerned Supplier. The successful bidder shall closely follow up of such cases with the supplier until closure.
  - ix. The successful bidder shall be extending necessary assistance in maintaining the inventory, shifting and reinstallation of all the equipment. The company may relocate the system and keep the same informed. In case of relocation of equipment, transport and other incidental charges will be borne by company.
- b. LAN maintenance and cabling:**
- i. Any civil works relating to the completion of the LAN cabling requirements (like drilling through floor and walls) shall be carried out by the successful bidder without any additional charges after seeking the necessary approvals from UIIC officials. (This will not include any carpentry or tasks with similar nature).

- ii. The successful bidder should ensure that day-to-day functioning of office work, existing network setup and connectivity should not get disrupted during the process of such installation.
- iii. Any damage to the interiors during process of installation of LAN would have to be made good at no extra cost to the UJCE. Hanging cables and untidy cable management should be avoided.
- iv. No charges for crimping tools, fixing tools, testing tools or any other tools (to be used by the successful bidder for installation of the LAN) would be paid by UJCE. UJCE will not provide any tools.
- v. LAN Cabling will be done through separate PVC Conduits/ Casing-Caping with the walls / false ceiling. Neither OFC nor UTP should be laid open.
- vi. The successful bidder shall follow the cable laying standards (TIA/ EIA 586.C standards) to ensure proper separation from power lines, bending radius, etc.
- vii. The successful bidder shall install the racks with proper procedures for grounding and carry out labelling as per the labelling scheme Approved by UJCE. The Information Outlets/Patch Cord/face plate/Patch Panels and UTP cables should be labelled with colour codes. Cable dressing should be done with cable ties and velcro ties.

**c. Spares and repairs:**

- i. If the machines covered under this agreement are not attended for repair or problems are not rectified within the time frame stipulated, such defective machines would be repaired by some third party and the amount spent for such repairs would be billed to the successful bidder and the same shall be in addition to the penalty imposed.
- ii. Replacement of parts will be at the successful bidder'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, functionally and technically equivalent or higher configuration components should be substituted with the company's consent. Similarly, in the case of major fault necessitating the equipment to be taken to successful bidder's office / factory for maintenance, **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 successful bidder.
- iii. The successful bidder should maintain adequate stock of all components at UJCE's Regional Office premises as well as at the bidder'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 72 hours (3 business days).
- iv. For each 100 nos. of desktop computers 2 nos. of desktop computers as standby shall always be maintained at UJCE Regional Office, Jaipur and offices situated at district headquarter.
- v. For each 50 nos. of laptop 2 nos. of laptop computers as standby shall always be maintained at UJCE Regional Office, Jaipur and offices situated at district headquarter.
- vi. The successful bidder shall replace any parts of the hardware on failure with hardware parts having similar or equivalent functional capabilities.
- vii. Parts required for the maintenance of the equipment and / or correction of faults will be supplied at no extra cost to the company.
- viii. Faulty parts removed from the system belong to successful bidder. However, the company can retain the same and use at its own sole discretion to maintain the equipment.

**d. Reports and statements:**

- i. The successful bidder shall submit consolidated statement (soft copy as well as hard copy) furnishing the details of service calls, its status (registered/closed/pending) along with the Invoice on quarterly basis for maintenance charges payment for that particular quarter. Each such service call has to be supported by service report signed by the bidder's attending engineer and UIIC employee at the respective office. Such report shall also be maintained in the form of a register by the Resident Engineer stationed at UIIC's Regional Office Jaipur.
- ii. Maintain a tidy list of IP addresses of all users/desktops & all network devices at UIIC's Regional Office Jaipur and Offices under it.
- iii. Minimum information that should be available in such consolidated statement are:
  - Call Number
  - Call Status
  - Hardware Type
  - Office Code
  - Office Name
  - Call registered date
  - Call registered time
  - Call attended date
  - Call attended time
  - Call closed date
  - Call closed time
  - Nature of problem
  - Rectification type (repair / replacement / standby)
  - Engineer Name with Contact No
- iv. The successful bidder should hand over the systems in good working condition to the company after expiry of the maintenance period. In case any damage is found at the time of handing over, the vendor is liable to rectify it even after the contract period.
- v. UIIC shall keep a manual record/register for the nature of equipment failures, date and time of booking the complaint at Regional Office, the total down time, etc. This record shall be maintained by the Resident Engineer posted by the successful bidder at UIIC - Regional Office Jaipur.

**e. Resident Engineer & Field Support:**

- i. The successful bidder shall provide a minimum of one resident engineer at UIIC's Regional Office on all working days (Monday to Friday). Working hours during working days would be 9.30am to 6pm. However, the number of resident engineers have to be increased by the successful bidder in case there is additional workload. The engineer(s) may have to work on Saturdays/Sundays/Holidays and after office hours, if necessary.
- ii. Resident Engineer shall be on Bidder's own payroll.
- iii. Resident engineer should be qualified and conversant with computing and networking systems in both hardware and software and should also have good troubleshooting skills. The engineer should have at least 3 years of experience in similar projects. The resident engineer may have to sign the attendance register kept in UIIC's Regional Office Jaipur.
- iv. If a resident engineer is on leave, suitable replacement has to be provided during the period of such leaves.



- v. The successful Bidder shall provide any other expert engineer on case to case basis as may be required, for assistance to on site hardware engineers, in case the latter are not able to intervene and solve some complaints.
- vi. Resident engineer will not be normally deputed for any outside calls except at designated offices. Alternative arrangements (field engineers) will have to be made for servicing calls received from Operating Offices.
- vii. Resident engineer shall act as help desk for and attend to any LAN port and local network related issues. Install / Co-ordinate with the support team for any new port installation and other LAN issues. Preparation of BOQ (Bill of Quantity) for new installation if required.
- viii. Co-ordinate with and assist other third party support teams (like Network Helpdesk, Printer Help Desk, etc.).
- ix. Maintain a tidy list of IP addresses of all users/desktops & all network devices at Offices under UIIC's Regional Office Jaipur.
- x. Resident Engineer(s) shall be appointed within two weeks from the date of Purchase Order.
- xi. Field Support - Successful Bidder shall provide maintenance services through qualified, experienced and competent engineers. Service engineer / Field engineer should be well conversant with the latest trends in trouble shooting of computing/networking equipment.

## 20. MAINTANANCE PENALTY

MTTR1	Mean time to Respond
MTTR2	Mean time to Resolve
Offices in Category 1	RO Jaipur and Offices situated at District Headquarters
Offices in Category 2	All other offices other than the ones in Category 1

- a. The successful Bidder shall attend to on-call services within 4 hours of lodging of the complaint for offices within city limits (offices located at Regional Office Locations and Urban Agglomeration if any and Offices situated at District Headquarters) and within 8 hours in respect of all other offices.
- b. The successful Bidder shall resolve all logged cases within 48 hours of lodging of the complaint irrespective of location.

MTTR1 for Category 1 Offices	4 hours
MTTR1 for Category 2 Offices	8 hours
MTTR2 for Category 1 Offices	24 hours (1 business days)
MTTR2 for Category 2 Offices	48 hours (2 business days)

- c. If successful bidder is not able to close the call within the above-stipulated time a stand by system of similar or higher capacity in good working condition should be provided, failing which penalty would be levied as under.
- d. If successful bidder is not able to close the call within the above-stipulated time a stand by system of similar or higher capacity in good working condition should be provided, failing which penalty would be levied as under.

<u>S#</u>	<u>Item</u>	<u>Penalty</u>
i.	Desktop/Laptop Computers	Rs. 300/- per business day
ii.	Printer/Scanner/Projector	Rs. 300/- per business day
iii.	Server	Rs. 500/- per business day



iv.	Networking equipment	Rs. 1000/- per business day
v.	Absence of Resident Engineer	Rs. 1500/- per business day
vi.	Non Submission of Quarterly PM Report for each office	Rs. 1,000/- per quarter
Penalty against absence of Resident Engineer shall be waived if alternate resource is provided		
The above penalty not exceeding 25% of the maintenance cost per year		
Preventive Maintenance Report & Call Lodge Report are compulsory required for making the quarterly payment		

## **21. PAYMENT TERMS**

- a. The successful bidder may raise invoices along with Service Call Reports, Preventive Maintenance Report & Call Lodge Report at the end of every quarter.
- b. Payments shall be released by UIC in arrears at the end of each quarter.
- c. Other charges, if any, would be paid upon completion of the relevant activity and submission of the work completion report signed by the authorized official.
- d. Taxes shall be paid in actuals

## **22. OBLIGATIONS OF THE COMPANY**

- a. The company shall pay Annual Maintenance Charges as mentioned in this agreement for the equipment specified in the Annexure 8. The maintenance charges are payable at the end of each quarter. The company shall effect payments of the maintenance charges after completion of 15 days from the date of receipt of invoice and all documents as stipulated in various paragraphs/ clauses herein.
- b. The company shall use enterprise grade UPS for ensuring stabilized power supply in all Offices covered under this scope
- c. The company shall provide a work desk along with Desktop or Laptop for the resident engineer.
- d. The company would ensure that rats, insects etc., do not invade the site and damage the systems especially cables etc.

## **23. ENHANCEMENT / UPGRADE OF EQUIPMENT**

The company shall have the right to make changes or attachments to the equipment provided that 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 at no cost to the company. The actual quantity of equipment covered under the maintenance contract 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 the successful bidder is entitled for corresponding maintenance charges on pro-rata basis.

## **24. EXCLUSIONS**

This maintenance agreement does not include:

- a. Electrical work (except LAN Cabling & Labelling 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 successful bidder apart from maintenance charges.



- 
- c. Work due to alterations in the equipment by persons other than successful bidder's personnel (except for minor rectification by UIIC in house systems engineer after intimating the successful bidder).
  - d. Any work external to the equipment such as maintenance of equipment/ accessories that are not covered under the maintenance contract.
  - e. Plastic parts, teflon sheet, printer maintenance kits and printer heads shall not be covered under the maintenance contract.
  - f. Projector lamps and scanner lamps shall be not covered under the maintenance contract.
  - g. The system maintenance does not include the cost of consumables like ribbons, magnetic tapes, Inkjet Cartridges, CD/DVD, external storage devices, laptop battery and battery used for real time clock.
  - h. Toner cartridges and fuser assembly in case of laser printers shall be treated as consumable.



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**Annexure 1 - Query Format**

Query#	Page #	Clause #	Existing Clause in Tender	Modification/Suggestion Requested	Remarks

**Note:** Bidder can send their query as per above query format in xls/xlsx format to the email id [tssjaipur@uiic.co.in](mailto:tssjaipur@uiic.co.in) before last date of pre bid query submission.



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**Annexure 2 - Statement of No Deviations**  
*(to be submitted on Bidder's letter head)*

Ref. No:

Date:

To

The Regional Manager,  
Information Technology Department,  
United India Insurance Co. Ltd,  
8<sup>th</sup> Floor, NBCC Center,  
17, Sahakar Marg, Jyoti Nagar,  
Lalkothi, Jaipur - 302007

Re: Your Tender Ref: 140000/IT/Tender/01/2021-22

Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

Yours faithfully,  
*(signature of Bidder's authorized official with seal)*





**Annexure 3 - No Blacklist Declaration**  
*(to be submitted on Bidder's letter head)*

Ref. No:  
Date:

To  
The Regional Manager,  
Information Technology Department,  
United India Insurance Co. Ltd,  
8<sup>th</sup> Floor, NBCC Center,  
17, Sahakar Marg, Jyoti Nagar,  
Lalkothi, Jaipur - 302007

Re: Your Tender Ref: Ref: 140000/IT/Tender/01/2021-22

Sir,

We do hereby declare and affirm that we have not been blacklisted by Central / any State Government / PSU's or any regulatory bodies as on the date of bid submission.

Yours faithfully,  
*(signature of Bidder's authorized official with seal)*

**Annexure 4 - Eligibility Criteria - Compliance Sheet**  
(to be submitted on Bidder's letter head)

<u>S#</u>	<u>Criteria</u>	<u>Documentary Proof Required</u>	<u>Yes/No</u>	<u>Remarks</u>
a.	The bidder should be a public/private/Limited company/LLP and should be in existence in India	Copy of the Certificate of Incorporation issued by Registrar of Companies		
b.	The bidder should have an average turnover of at least Rs. 10 Crores for the last three financial year's viz. 2018-19,2019-20 and 2020-21.	Audited financial statements		
c.	The bidder should have made Net Profit after taxation in at least one year in the last three financial year's viz. 2018-19,2019-20 and 2020-21.			
d.	The bidder should have Should have valid PAN and GST Registration Number	Copies of PAN Card & GST Registration certificate		
e.	The bidder should have experience in maintaining LAN, Windows Machines, printers, network components and other peripherals at reputed Public sector Undertakings / Central or State Govt Departments / Autonomous Institute / Corporate Establishments spread across Rajasthan / North India	Copies of atleast three Purchase Orders from the last financial year masking the order values.		
f.	The bidder should have a Service Center in Jaipur, Rajasthan	Self-Declaration mentioning the service center addresses and contact numbers		
g.	The Bidder should have enough manpower (Service Engineers / Field Engineers) available with them to provide the maintenance service to the offices mentioned in Annexure 7	Self-declaration listing Service Engineers / Field Engineers including the Name, Mobile Number of the Engineers and the Area /offices (Annexure 7) which they are covering.		
h.	The bidder should not be blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India	Self-Declaration		

*(signature of Bidder's authorized official with seal)*



### Annexure 5 - Financial Bid Format for Maintenance Charges

{all amounts should be in INR}  
(to be submitted on Bidder's letter head)

S#	Item Description	Qty	Annual price per unit (₹)*	Total*
1	SERVER	68		
2	DESKTOP PC#	469#		
3	LAPTOP	49		
4	NETWORK SWITCH	6		
	<b>TOTAL (Excluding GST)</b>		$\Sigma 1+2+3+4$	
	<b>Total Amount in Words:</b>			

\*(Taxes extra as applicable)

# - AMC of HP Elite Desk 705 systems (Quantity-170) will start from 01.12.2021 to 31.10.2022 (11 Months) and Charges will be paid proportional basis.

(signature of Bidder's authorized official with seal)

**Note:**

1. UIIC can increase/decrease the quantity of items during AMC period. AMC charges for increased/decreased quantity of items will be paid on pro rata basis.
2. The bidder should quote price inclusive of Residential Engineer salary expenses, expenses incurred in maintenance of standby Equipments and spare items as mentioned in the tender document, duties, levies, out of pocket expenses, any other tools, expenses incurred towards LAN Maintenance, any other expenses etc. but exclusive of applicable taxes.
3. The applicable taxes would be paid on actuals by UIIC.
4. L1 bidder will be decided on the basis of lowest bid of Total Charges (Excl. of GST) ( $\Sigma 1+2+3+4$ ).



**Annexure 6 - Bid Submission Check List - for bidders**  
(to be submitted on Bidder's letter head)

S#	Document	Attached (Yes/No)	Page#
<b>COVER - A - 'Eligibility Bid'</b>			
1.	Covering Letter		
2.	Bid Submission Check List for Cover A //Index		
3.	EMD Remittance Details		
4.	Power of Attorney or Letter of Authorization for Authorized Signatory (in suitable format)		
5.	Statement of No Deviations as per Annexure 2		
6.	No Blacklist Declaration as per Annexure 3		
7.	Eligibility Criteria Form as per Annexure 4 (with supporting documents)		
<b>COVER - B - 'Financial Bid'</b>			
1.	Covering Letter		
2.	Commercial Bid as per Annexure 5		

**ANNEXURE 7 : UNITED INDIA INSURANCE COMPANY LIMITED - REGIONAL OFFICE JAIPUR - OFFICE LIST FOR IT INFRASTRUCTURE MAINTENANCE**

S.No.	Office Code	Office Name	Office Type	Address	Locality	City_Taluk	District	State	Pincode
1	140000	RO JAIPUR	RO	FLOOR:7 NBCC CENTRE , SAHAKAR MARG	JYOTI NAGAR	JAIPUR	JAIPUR	RAJASTHAN	302007
2	140091	SERVICE HUB JA	RO	FLOOR:1 , TONK ROAD	MAHAVEER NAGAR FIRST	JAIPUR	JAIPUR	RAJASTHAN	302018
3	140092	TP HUB JAIPUR	RO	SAPPRE CENTRE, 93, MAIN AJMER ROAD , OPPOSITE TO ESI HOSPITAL	OPPOSITE TO ESI HOSPITAL	JAIPUR	JAIPUR	RAJASTHAN	302006
4	140095	TP HUB ALWAR	RO	NO.1,ASHOK CIRCLE	ALWAR	ALWAR	ALWAR	RAJASTHAN	301001
5	140300	DO 1 JAIPUR	DO	FLOOR:1 DIGAMBER JAIN DHARMSHALA , MI ROAD	JAIPUR	JAIPUR	JAIPUR	RAJASTHAN	302001
6	140301	BO 1 JAIPUR	BO	FLOOR:1 JANGID BUILDING , MI ROAD	JAIPUR	JAIPUR	JAIPUR	RAJASTHAN	302001
7	140306	BO DAB	BO	NEAR DAINIK BHASKAR, ADJACENT TO RAS CLUB , JLN LINK ROAD	JAIPUR	JAIPUR	JAIPUR	RAJASTHAN	302015
8	140307	BO MOTOR DEALER	BO	FLOOR:1 DIGAMBER JAIN DHARAMSHALA , M.I. ROAD	JAIPUR	JAIPUR	JAIPUR	RAJASTHAN	302001
9	140384	MO JOHARI BAZAR	BO	ALUDA HOUSE,F-12,1ST FLOOR,CHOURA RASTA , NR.JOHARI BAZAR	NR.JOHARI BAZAR	JAIPUR	JAIPUR	RAJASTHAN	302003
10	140400	DO 2 JAIPUR	DO	20 FLOOR:1 MOHAN HOUSE , TRANSPORT NAGAR	.	JAIPUR	JAIPUR	RAJASTHAN	302004
11	140405	BO DAUSA	BO	FLOOR:1 KAMAL DEEP , JAIPUR - AGRA ROAD	NEAR RAILWAY CROSSING	DAUSA	DAUSA	RAJASTHAN	303303
12	140406	BO SHAHPURA	BO	NH.8	SHAHPURA	SHAHPURA	JAIPUR	RAJASTHAN	303103
13	140481	MO BASSI	BO	RAHUL COMPLEX INSTITURE , IN FRONT OF KHADI GRAM UDHYOG	BASSI	BASSI	JAIPUR	RAJASTHAN	140412
14	140482	MO JAGATPURA	BO	MODAL TOWN ROAD	JAGATPURA	JAIPUR	JAIPUR	RAJASTHAN	302017
15	140483	MO MUHANA	BO	SHRI RADHE TOWER, FIRST FLOOR , OPP. BALAJI PARADISE, KESAR CHOURAHA,	MUHANA MANDI ROAD	JAIPUR	JAIPUR	RAJASTHAN	302020
16	140484	MO GOVINDNAGAR	BO	12, MANU MARG , AMBER	GOVIND NAGAR WEST	JAIPUR	JAIPUR	RAJASTHAN	302002
17	140485	MO TODABHIM	BO	PADLA ROAD	TODABHIM	TODABHIM	KAROLI	RAJASTHAN	321611
18	140487	MO BANDIKUI	BO	BASWA ROAD BASWA ROAD , BASWA	BANDIKUI	BANDIKUI	DAUSA	RAJASTHAN	303303
19	140488	MO LALSOT	BO	ROAD GANGAPUR ROAD , GRANGPUR	LALSOT	LALSOT	DAUSA	RAJASTHAN	303303
20	140489	MO KANOTA	BO	SHOP NO.2, RAJENDRA TOWER , AGRA ROAD	KANOTA	KANOTA	JAIPUR	RAJASTHAN	303012
21	140600	DO KOTA	DO	27 FLOOR:1 , JHALAWAR ROAD	KOTA	KOTA	KOTA	RAJASTHAN	324007
22	140602	BO BUNDI	BO	FLOOR:5 , BYE PASS ROAD	BUNDI	BUNDI	BUNDI	RAJASTHAN	323001
23	140605	BO BARAN	BO	FLOOR:1 , HOSPITAL ROAD	BARAN	BARAN	BARAN	RAJASTHAN	325201
24	140681	MO ANTA	BO	FLOOR:1 , KOTA BARAN ROAD	ANTA	ANTA	BARAN	RAJASTHAN	325201
25	140682	MO RAWATBHATA	BO	PLOT NO 16 , MAIN RAPP COLONY	RAWATBHATTA	CHITTORGARH	CHITTORGARH	RAJASTHAN	323307
26	140684	MO BIJOLIAKALA	BO	BALAJI CIRCLE , NEAR FOREST OFFICE	INDIRA COLONY	BEEJOLIYA KALAN	BHILWARA	RAJASTHAN	311406
27	141200	DO AJMER	DO	LOHAGAL ROAD, AJMER	.	AJMER	AJMER	RAJASTHAN	305001
28	141201	BO BEAWER	BO	FLOOR:1 GOKULAM , AJMER ROAD	NEAR BUS STAND	BEAWER	AJMER	RAJASTHAN	305901
29	141202	BO BIJAINAGAR	BO	FLOOR:1 MAHAVEER BAZAR , MAHAVEER BAZAR	.	BIJAINAGAR	AJMER	RAJASTHAN	305624
30	141281	MO KEKRI	BO	FLOOR:1 , NEAR BUS STAND	NEAR BUS STAND	KEKRI	AJMER	RAJASTHAN	305404
31	141282	MO KISHANGARH	BO	FLOOR:1	NEAR RAJ. BANK LTD.	KISHANGARH	AJMER	RAJASTHAN	305802
32	141283	MO PUSHKAR	BO	SHOP NO 9 PLOT NO 135/15 , NEAR RAM KUTIR	.	PUSHKAR	AJMER	RAJASTHAN	305001
33	141284	MO NASIRABAD	BO	KOTA ROAD,NEAR CITY PETROL PUMP	NEAR CITY PETROL PUMP	NASIRABAD	AJMER	RAJASTHAN	305601
34	141300	DO 3 JAIPUR Upg	DO	LIC BUILDING,JEEVAN NIDHI-II,BHAWANI SINGH ROAD , AMBEDKAR CIRCLE	AMBEDKAR CIRCLE	JAIPUR	JAIPUR	RAJASTHAN	302005
35	141302	BO MAKRANA	BO	JAI SHIV CHOWK	STATION ROAD	MAKRANA	NAGAUR	RAJASTHAN	314505
36	141304	BO BHANKROTA	BO	4 FLOOR:1 DCM, AJMER ROAD	JAIPUR	JAIPUR	JAIPUR	RAJASTHAN	302019
37	141305	BO BAGRU	BO	LINK ROAD	OPP. BOHARA HOSPITAL	BAGRU	JAIPUR	RAJASTHAN	303007
38	141388	MO MANSAROVAR	BO	MANSAROVAR	MANSAROVAR	JAIPUR	JAIPUR	RAJASTHAN	302015
39	141389	MO GAJSINGHPURA	BO	GAJSINGHPUR GAJSINGHPUR , AJMER ROAD	GAJSINGHPURA	JAIPUR	JAIPUR	RAJASTHAN	302020

**ANNEXURE 7 : UNITED INDIA INSURANCE COMPANY LIMITED - REGIONAL OFFICE JAIPUR - OFFICE LIST FOR IT INFRASTRUCTURE MAINTENANCE**

S.No.	Office Code	Office Name	Office Type	Address	Locality	City_Taluk	District	State	Pincode
40	141400	DO BHARATPUR	DO	FLOOR:1 , EXHIBITION ROAD	BHARATPUR	BHARATPUR	BHARATPUR	RAJASTHAN	321001
41	141401	BO DHOLPUR	BO	FLOOR:1 , DHOOL KOOT ROAD	DHOLPUR	DHOLPUR	DHOLPUR	RAJASTHAN	321028
42	141402	BO GANGAPURCITY	BO	FLOOR:1 , KACHARI ROAD	GANGAPURCITY	GANGAPURCITY	SAWAIMADHOPUR	RAJASTHAN	321004
43	141403	BO SAWAIMADHOPU	BO	20 B FLOOR:1 , INDIRA COLONY,	BAZARIA	SAIWAIMADHOPUR	SAWAIMADHOPUR	RAJASTHAN	322001
44	141482	MO SAIPU	BO	FLOOR:1 , BARI ROAD	SAIPU	SAIPU	DHOLPUR	RAJASTHAN	328027
45	141485	MO BARI	BO	MAHARAJ BAGH CIRCLE	BARI	BARI	DHOLPUR	RAJASTHAN	302001
46	141488	MO KARALI	BO	NEAR PURANI TRUCK UNION , MANDRAYAL ROAD	KARALI	KARALI	KARALI	RAJASTHAN	322241
47	141700	DO ALWAR	DO	1 FLOOR:1 , ASHOK CIRCLE	.	ALWAR	ALWAR	RAJASTHAN	301001
48	141701	BO BHIWADI	BO	B-104(A), GANPATI PLAZA, PHOOL BHAGH	BHIWADI	BHIWADI	ALWAR	RAJASTHAN	301019
49	141702	BO BEHROR	BO	FLOOR:1 , INFRONT OF N.H. 8	.	BEHROR	ALWAR	RAJASTHAN	301701
50	141703	BO KOTPUTLI	BO	HARIOM STEEL & HARDWARE , NH.8,NEAR DIWAN HOTEL	KOTPUTLI	JAIPUR	JAIPUR	RAJASTHAN	303108
51	141761	BO ALWAR	BO	81 FLOOR:1 BALAJI TOWER , NEB SUBHASH NAGAR	ALWAR	ALWAR	ALWAR	RAJASTHAN	301001
52	141785	MO KHAIRTHAL	BO	NEAR DEEP TRANSPORT	KISHANGARH ROAD	KHAIRTHAL	ALWAR	RAJASTHAN	301404
53	141800	DO SIKAR	DO	FLOOR:1 , DEVIPURA, JAIPUR ROAD,	.	SIKAR	SIKAR	RAJASTHAN	332001
54	141801	BO JHUNJHUNU	BO	FLOOR:1 , NEAR RAILWAY STATION	JHUNJHUNU	JHUNJHUNU	JHUNJHUNU	RAJASTHAN	333001
55	141802	BO CHURU	BO	FLOOR:1 , NEAR ALOK CINEMA	CHURU	CHURU	CHURU	RAJASTHAN	331001
56	141803	BO UDAIPURWATI	BO	NEW PWD OFFICE GHOOM CHAKKAR .	UDAIPURWATI	UDAIPURWATI	JHUNJHUNU	RAJASTHAN	333307
57	141882	MO SARDARSHAHAR	BO	WARD NO 19	NEAR BUS STAND	SARDARSAHAR	CHURU	RAJASTHAN	331403
58	141883	MO PILANI	BO	TRIVENI PYAU, RAJGARH ROAD, SIRI ROAD	NEAR BANK OF INDIA, ICICI, AXIS BANK	PILANI	JHUNJHUNU	RAJASTHAN	333031
59	141884	MO SURAJGARH	BO	1 CHIRAWA ROAD , CHIRAWA ROAD	SURAJGARH	SURAJGARH	SIKAR	RAJASTHAN	333029
60	141885	MO BISAU	BO	BISAU BISAU MAIN STAND , BISAU	BISAU	BISAU	JHUNJHUNU	RAJASTHAN	331027
61	141886	MO KHANDELA	BO	KHANDELA NEAR KHANDELA BUS STAND , BUS STAND ROAD	KHANDELA	KHANDELA	SIKAR	RAJASTHAN	332709
62	141887	MO LAXMANGARH	BO	LAXMANGARH	LAXMANGARH	LAXMANGARH	SIKAR	RAJASTHAN	332311
63	141900	DO 4 JAIPUR	DO	35-38 FLOOR:1 SHOPPING CENTER , AMBABARI	AMBABARI	JAIPUR	JAIPUR	RAJASTHAN	302012
64	141901	BO HARMARA	BO	SHOP NO 6 GANESHAM COMPLEX , ROAD NO-2	V.K.I SIKAR ROAD	JAIPUR	JAIPUR	RAJASTHAN	302013
65	141982	MO HATHOJ	BO	165B JAGANNATHPURI , KALWAR ROAD	NR. KANTA HATHOJ	JAIPUR	JAIPUR	RAJASTHAN	302012
66	141983	MO SIRSI	BO	SIRSI	SIRSI	JAIPUR	JAIPUR	RAJASTHAN	302012
67	141984	MO CHOMU	BO	KACHOLIYA ROAD,NEAR LIC	NEAR LIC	CHOMU	CHOMU	RAJASTHAN	303702
68	142100	DO 5 JAIPUR	DO	PIXEL TOWER, FIRST FLOOR , MAIN TONK ROAD	SITABARI	JAIPUR	JAIPUR	RAJASTHAN	302018
69	142101	BO TONK	BO	NEAR NIZAM BEEDI FACTORY	NEAR NIZAM BEEDI FACTORY	TONK	TONK	RAJASTHAN	340001
70	142181	MO NEWAI	BO	NEAR GAUSHALA JAMAT	NEWAI	NEWAI	TONK	RAJASTHAN	304021
71	142182	MO CHAKSU	BO	WARD NO. 13	OPP. UCO BANK	CHAKSU	JAIPUR	RAJASTHAN	303901
72	142183	MO MALPURA	BO	SUBASH CIRCLE,NEAR BANK OF BARODA	NEAR BANK OF BARODA	MALPURA	TONK	RAJASTHAN	304502
73	142184	MO DEOLI	BO	GOYAL MOTORS OPP. SBB&J , GOYAL MOTORS OPP. SBB&J	DEOLI	DEOLI	TONK	RAJASTHAN	304804
74	142200	DO II KOTA	DO	ABOVE SHIMLA STUDIO,GUMANPURA	KOTA	KOTA	KOTA	RAJASTHAN	324001
75	142201	BO JHALAWAR	BO	JHALAWAR		JHALAWAR	JHALAWAR	RAJASTHAN	323001
76	142281	MO AKLERA	BO	AKLERA	AKLERA	AKLERA	JHALAWAR	RAJASTHAN	326033
77	142282	MO BHAWANI MAND	BO	BHAWANIMANDI	BHAWANIMANDI	BHAWANIMANDI	JHALAWAR	RAJASTHAN	
78	142283	MO NEWKOTA CITY	BO	5-PATEL MARG,3 BATTI CIRCLE	3 BATTI CIRCLE	NEW KOTA CITY	KOTA	RAJASTHAN	324009

**ANNEXURE 8 - IT INFRASTRUCUTE LIST**

Sl. No.	Office Code	Office Name	No. of Servers	DESKTOPS				Laptop	Managed Gigabit Switch
				WINDOWS 8 OS (HCL MA380)	WINDOWS 8 OS (Acer Veriton M2110G)	(HP EliteDesk 705 G4, Acer Veriton M2640G )	Total PC		
1	140000	RO JAIPUR	4	5	22	34	61	16	6
2	140091	SERVICE HUB JAIPUR	0	2	9	10	21	1	0
3	140092	TP HUB JAIPUR	0	0	6	10	16	0	0
4	140095	TP HUB ALWAR	0	2	0	2	4	0	0
5	140300	DO 1 JAIPUR	1	2	6	6	14	1	0
6	140301	BO 1 JAIPUR	1	1	6	5	12	1	0
7	140306	BO DAB	1	2	5	1	8	1	0
8	140307	MDB JAIPUR	1	0	2	0	2	1	0
9	140384	MO JOHARI BAZAR	0	0	0	1	1	0	0
10	140400	DO 2 JAIPUR	1	4	9	6	19	1	0
11	140405	BO DAUSA	1	1	5	4	10	1	0
12	140406	BO SHAHPURA	1	1	3	1	5	1	0
13	140481	MO BASSI	1	0	0	1	1	0	0
14	140482	MO JAGATPURA	1	0	0	1	1	0	0
15	140483	MO MUHANA	1	0	0	1	1	0	0
16	140484	MO GOVINDNAGAR	1	0	0	1	1	0	0
17	140485	MO TODABHIM	1	0	0	1	1	0	0
18	140487	MO BANDIKUI	1	0	0	1	1	0	0
19	140488	MO LALSOT	1	0	0	1	1	0	0
20	140489	MO KANOTA	0	0	0	1	1	0	0
21	140600	DO KOTA	1	4	6	4	14	0	0
22	140602	BO BUNDI	1	1	4	1	6	1	0
23	140605	BO BARAN	1	2	4	0	6	1	0
24	140681	MO ANTA	1	0	0	1	1	0	0
25	140682	MO RAWATBHATA	1	0	0	1	1	0	0
26	140684	MO BEEJOLIKALAN	1	0	0	1	1	0	0
27	141200	DO AJMER	1	2	6	6	14	1	0
28	141201	BO BEAWER	1	1	6	3	10	0	0
29	141202	BO BIJAINAGAR	1	1	4	0	5	1	0
30	141281	MO KEKRI	1	0	0	1	1	0	0
31	141282	MO KISHANGARH	1	0	0	1	1	0	0
32	141283	MO PUSHKAR	1	0	0	1	1	0	0
33	141284	MO NASIRABAD	0	1	0	0	1	0	0
34	141300	DO 3 JAIPUR	1	7	6	6	19	1	0
35	141302	BO MAKRANA	1	1	4	1	6	1	0
36	141304	BO BHANKROTA	1	2	2	0	4	1	0
37	141305	BO BAGRU	1	4	2	0	6	1	0
38	141388	MO MANSAROVAR	0	0	1	0	1	0	0
39	141389	MO GAJSINGHPURA	0	0	1	0	1	0	0
40	141400	DO BHARATPUR	1	3	7	6	16	1	0

**ANNEXURE 8 - IT INFRASTRUCUTE LIST**

Sl. No.	Office Code	Office Name	No. of Servers	DESKTOPS				Laptop	Managed Gigabit Switch
				WINDOWS 8 OS (HCL MA380)	WINDOWS 8 OS (Acer Veriton M2110G)	(HP EliteDesk 705 G4, Acer Veriton M2640G )	Total PC		
41	141401	BO DHOLPUR	2	1	4	3	8	1	0
42	141402	BO GANGAPURCITY	1	1	5	1	7	1	0
43	141403	BO SAWAIMADHOPUR	1	1	5	1	7	1	0
44	141482	MO SAIPU	1	0	0	1	1	0	0
45	141485	MO BARI	1	0	0	1	1	0	0
46	141488	MO KARALI	0	0	0	1	1	0	0
47	141700	DO ALWAR	1	3	6	7	16	1	0
48	141701	BO BHIWADI	1	1	4	1	6	1	0
49	141702	BO BEHROR	1	1	4	1	6	1	0
50	141703	BO KOTPUTLI	1	0	2	1	3	0	0
51	141761	BO ALWAR	1	3	4	0	7	1	0
52	141785	MO KHAIRTHAL	1	0	0	1	1	0	0
53	141800	DO SIKAR	1	3	6	4	13	1	0
54	141801	BO JHUNJHUNU	1	1	5	2	8	1	0
55	141802	BO CHURU	1	1	4	3	8	1	0
56	141803	BO UDAIPURWATI	1	2	3	0	5	1	0
57	141882	MO SARDARSAHAR	1	0	0	1	1	0	0
58	141883	MO PILANI	0	0	0	0	0	0	0
59	141884	MO SURAJGARH	1	0	0	1	1	0	0
60	141885	MO BISAU	1	0	0	1	1	0	0
61	141886	MO KHANDELA	1	0	0	1	1	0	0
62	141887	MO LAXMANGARH	0	0	0	0	0	0	0
63	141900	DO IV JAIPUR	1	1	9	6	16	1	0
64	141901	BO HARMARA	1	0	0	1	1	0	0
65	141982	MO HATOJ	1	0	0	1	1	0	0
66	141983	MO SIRSI	0	0	1	0	1	0	0
67	141984	MO Chomu	0	0	0	0	0	0	0
68	142100	DO V JAIPUR	1	1	10	5	16	1	0
69	142101	BO TONK	1	1	5	3	9	1	0
70	142181	MO NEWAI	1	0	0	1	1	0	0
71	142182	MO CHAKSU	1	0	0	1	1	0	0
72	142183	MO MALPURA	1	0	0	1	1	0	0
73	142184	MO DEOLI	1	0	0	1	1	0	0
74	142200	DO II KOTA	1	2	6	4	12	1	0
75	142201	BO JHALAWAR	1	1	5	2	8	1	0
76	142281	MO AKLERA	1	0	0	1	1	0	0
77	142282	MO BHAWANIMANDI	1	0	0	1	1	0	0
78	142283	MO NEW KOTA CITY	0	0	1	0	1	0	0
<b>TOTAL</b>			<b>68</b>	<b>73</b>	<b>215</b>	<b>181</b>	<b>469</b>	<b>49</b>	<b>6</b>