

Government of India  
Unique Identification Authority of India(UIDAI)

2<sup>nd</sup> Floor, Tower-1, Jeevan Bharti Building,  
Connaught Circus, New Delhi-110 001

**Tender Enquiry**

To

M/s \_\_\_\_\_

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Our Ref.	T-11011/08/AMC/2013-Admin	Date :	26 <sup>th</sup> February, 2015
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**CONTRACT FOR PROVIDING COMPREHENSIVE AMC OF IT EQUIPMENTS  
INSTALLED IN OFFICE OF UIDAI HQ, NEW DELHI**

1. Unique Identification Authority of India (UIDAI) intends to have Comprehensive AMC for the IT equipments installed in its offices located at 2<sup>nd</sup> & 9<sup>th</sup> Floor, Tower-1 and 3<sup>rd</sup> Floor, Tower-2, Jeevan Bharti Building, Connaught Circus, New Delhi-110 001 initially for a period of one year, extendable to further two years on year to year basis, subject to satisfactory performance of the Agency (successful bidder). Bids in sealed cover under two bid system (technical and commercial bid) are invited for providing Services listed in Chapter – II of this Tender Enquiry, super scribing the above mentioned Title, Tender Enquiry number and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid.

2. The address and contact numbers for sending Bids or seeking clarifications regarding this Tender Enquiry are given below –

a. Bids/queries to be addressed to : **ADG (SPB), UIDAI HQ, New Delhi.**

b. Postal address for sending the Bids : Tower-1, 2<sup>nd</sup> Floor,  
Jeevan Bharti Building  
Connaught Circus  
New Delhi – 110 001

c. Name/designation of the contact personnel : **S.P. Bhardwaj, ADG (Admin-II)**

d. Telephone numbers of the contact personnel : **011-23466824**

e. e-mail ids of contact personnel : **bhardwaj.sunil@nic.in**

3. This Tender Enquiry is divided into five Chapters as follows:-
- a. **Chapter- I** – Contains General Information and Instructions to the Bidders about the Tender Enquiry such as the time, place of submission and opening of tenders, Validity period of tenders, etc (page 3-4) .
  - b. **Chapter- II** –Essential Details of Items/Services Required (page 5-9).
  - c. **Chapter- III** – Standard Conditions of Tender Enquiry (page 10-16).
  - d. **Chapter- IV** – Specifications and allied Technical Details (Page 17-18).
  - e. **Chapter- V** – Evaluation Criteria & Price Bid Issues (Page 19-27).
  - f. **Chapter-VI** – Contract Form (page 28-45)

4. This Tender Enquiry is being issued with no financial commitment and the Purchaser (UIDAI) reserves the right to change or vary any part thereof at any stage. Purchaser (UIDAI) also reserves the right to withdraw the TENDER ENQUIRY, should it become necessary at any stage.

5. Each page of this tender enquiry is to be signed by the tenderer and following certificate given in the offer letter:

**'I/WE HEREBY DECLARE THAT ALL THE TERMS AND CONDITIONS GIVEN IN TENDER NO. G-14011/12/10-UIDAI DATED 26 FEBRUARY, 2015 ARE ACCEPTED BY ME/US ON BEHALF OF MY/OUR FIRM '**

6. The cost of tender is Rs.100/- (Rupees One Hundred Only) (non refundable). The payment will be accepted by Demand Draft/Pay Order in favour of PAO, UIDAI, payable at New Delhi only (cash will not be accepted). **Bid submitted without the Tender Fee will be summarily rejected.**

(S.P. Bhardwaj)  
ADG (Admin & Coord)

## **Chapter-1 – Instructions to Bidders**

**1. Last date and time for depositing the Bids: 19<sup>th</sup> March, 2015 by 1500 hrs.**

The sealed quotations under two-bid system i.e. Technical-Bid and Financial-Bid in sealed and separate covers should be deposited/reach by the due date and time. Both the sealed bids should be enclosed in a third envelop super-scribing as “Tender for Providing “COMPREHENSIVE AMC OF IT EQUIPMENTS INSTALLED IN THE OFFICE OF UIDAI HQ, NEW DELHI” The responsibility to ensure timely submission of bid lies with the Bidder.

**2. Manner of depositing the Bids:** Sealed quotations should be either dropped in the Tender Box placed near Reception Area of Tower-1, 2<sup>nd</sup> Floor, Jeevan Bharti Building Connaught Circus, New Delhi-110 001 or sent by registered post at the address given above so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non delivery/ non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered (unless they have been specifically called for by these modes due to urgency).

**3. Time and date for opening of Bids : 19<sup>th</sup> March, 2015 by 1530 Hrs.**

(If due to any exigency, the due date for opening of the Technical-Bid is declared a closed holiday, then it will be opened on the next working day at the same time or on any other day/time, as intimated by the Purchaser (UIDAI)).

**4. Location of the Tender Box: Near Reception Area, Tower-1, 2<sup>nd</sup> Floor, Jeevan Bharti Building, Connaught Place, New Delhi-110 001.**

Only those quotations that are found in the tender box will be opened.

**5. Place of opening of the Bids: Conference Hall, Tower-2, 3<sup>rd</sup> Floor, Jeevan Bharti Building, Connaught Place, New Delhi-110 001.**

The Bidders may depute their representatives, duly authorized in writing, to attend the opening of bid on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. **This event will not be postponed due to non-presence of representatives of the bidders.**

**6. Two-Bid system:** In case of the Two-bid system, only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the Financial Bid will be intimated after acceptance of the Technical Bids. Financial Bids of only those bidders will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by the Purchaser (UIDAI).

**7. Forwarding of Bids –** Bids should be forwarded by Bidders under their original memo / letter pad inter alia furnishing details like TIN number, VAT/CST number, Bank address with EFT Account if applicable, etc and complete postal & e-mail address of their office.

**8. Clarification regarding contents of the Tender Enquiry :** A pre bid meeting to discuss the issues/ clarifications, if any, of the Tender Enquiry will be held at 1500

hrs on 10<sup>th</sup> March, 2015 in the O/o of UIDAI HQ, Conference Hall No. 2, Tower-2, 3<sup>rd</sup> Floor, Jeevan Bharti Building, Connaught Circus, New Delhi-110 001. All queries will be uploaded to [www.uidai.gov.in](http://www.uidai.gov.in) and <http://eprocure.gov.in/epublish/app>.

**9. Modification and Withdrawal of Bids:** A bidder may modify or withdraw its bid after submission provided that the written notice of modification or withdrawal is received by the Purchaser (UIDAI) prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn between the deadline for submission of bids and expiry of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.

**10. Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the Purchaser (UIDAI) may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

**11. Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summarily rejection with forfeiture of EMD. Conditional tenders will be rejected.

**12. Unwillingness to quote:** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this TENDER ENQUIRY.

**13. Validity of Bids:** The Bids shall remain valid for a period of **120 days** from the last date of submission of the Bids.

**14. Earnest Money Deposit:-** Bidders are required to submit Earnest Money Deposit (EMD) for amount of **Rs 15,000/- (Rs. Fifteen Thousand Only)** along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Banker's Cheque from any of the public sector banks or a private sector bank authorized to conduct Government business. EMD is to remain valid for a period of **Forty Five Days** beyond the final bid validity period. EMD of the unsuccessful bidders will be returned 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. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from it as called for in the contract. **EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC).** The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender. The EMD shall also stand forfeited in case of successful bidder does not accept LOI or fail to undertake AMC on award by UIDAI.

## **Chapter II – Essential Details of Items/Services required**

## 1. Schedule of Requirements –

List of items / services required is mentioned in **Appendix 'C' to this tender enquiry (page 25-27)**. **The scope of work will be extended in r/o IT Equipments on expiry of their warranty period automatically based on unit price of such IT Equipment.**

This document outlines the functional requirements for Annual Maintenance Contract for Computers, Servers, Peripherals, Scanners, Printers, UPS etc. (will be referred as 'IT equipments' henceforth) installed in UIDAI HQ. The document broadly covers the background, scope, technical specifications of the equipments from the user perspective

## 2. Scope of Work

(a) The firm is required to provide a comprehensive onsite Maintenance support for the IT equipments of UIDAI HQ.

(b) Immediately on award of the contract, the Agency (successful bidder), would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the Agency (successful bidder) to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.

(c) The Agency (successful bidder) will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to Admin-II, UIDAI HQ.

(d) The Agency (successful bidder), shall maintain detailed configuration of all equipments in order to enable easy problem isolation & trouble shooting to speedily resolve the faults. The contractor should also identify the machines by pasting proper stickers on the equipments being maintained by him for ease of identification mentioning the name/number of the items, IP address, location etc.

(e) The service engineers would take up any reported fault with one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.

(f) The scope of work contains the following for all items / services under AMC :

- (i) Preventive maintenance.
- (ii) Breakdown maintenance.
- (iii) Storage of Reserve Spare Parts.
- (iv) Availability of all standard software / drivers.
- (v) Replacement / installation of consumable items / spare parts/ antivirus and other software's provided by UIDAI HQ.
- (vi) Maintaining and timely disposal of calls received from users.

3(a). **Preventive Maintenance (PM)**

The preventive maintenance will be handled by a separate team of the contractor in co-ordination with UIDAI HQ representatives. A schedule shall be designed to provide quarterly PM so as to cover all IT equipments under Maintenance Contract. A separate call/feed back report is to be filled up for the preventative maintenance. In unavoidable circumstances, the difference between two PMs shall not be in any case, more than 3 months on any machine to obtain a satisfactory working certificate. The Contractor shall perform quarterly preventive maintenance as under:-

- (i) Measurement of the electrical voltages level in different equipment and their sub-assemblies and adjusting the same, if necessary.
- (ii) Checking of over-heated components and replacement thereof, if necessary.
- (iii) Checking the flow of air circulation and taking corrective action, if required.
- (iv) Checking the contacts of all power and signal connectors and correcting the same if required.
- (v) Running the diagnostic software on CPU, hard disk drives, floppy drives, resolving minor technical problems.
- (vi) General cleaning of equipments (internal & external both) with blower / vacuum cleaner and wiping the surface of the system with a good quality cleaning liquid, cloth and brush etc. Blower/ vacuum cleaner, cleaning liquid, cloth, brush etc. is to be arranged by the contractual firm.

3(b). **Breakdown Maintenance**

- (i) The breakdown maintenance services include basic maintenance services to be provided by the contractor to rectify the fault or breakdown including carrying out necessary repairs, supply and replacement of faulty & defective parts to the satisfaction of the user.
- (ii) The details like the date & time of occurrence of fault, date & time when fault was acknowledged by the Service Engineer and the date & time when the fault was rectified to the satisfaction of the user, shall be updated by the

Service Engineer / Call Coordinator on the Call Report basis signed by the user of equipment & shall form the basis of calculation of downtime or uptime of the equipment.

(iii) The Contractor shall intimate the status of complaints pending / rectified on a fortnightly basis. The contractor shall also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on a monthly basis.

(iv) In case it is not possible to repair any equipment for its unit at the site, it can be sent to The Agency (successful bidder) Workshop after due authorisation. It will be sole responsibility of contractor to take the defective parts / computer to the workshop & bring it back to the same site after repairs. Any cost incurred towards transportation of the faulty / repaired as well as standby equipment shall be borne by the Contractor. In case where equipments having storage devices like HDDs are to be taken to the The Agency (successful bidder) Workshop, it will be sole responsibility of the contractor to detach the storage device and hand it over to the concerned officer of the user director under signature.

(v) In case any component / part is required to be replaced to rectify the fault, the same shall be provided by the Agency (Successful Bidder) from the original manufacturer of the faulty equipments at the earliest & the machine shall be set functional in the resolution time. If the fault is not rectified within this period, Agency (Successful Bidder) shall provide a backup equivalent computer system / printer / peripherals etc. for use. UIDAI HQ) will make no payment for use of backup equipments.

(vi) The firm shall be responsible for taking back up data's and programme available in PC before attending the fault and shall also be responsible for reloading the same. The backup copies to be returned to the users, under acknowledgement.

(vii) The replacement of components, sub-assemblies and assemblies shall be as per manufacturers' instructions and under the orders of Admin-II, UIDAI HQ.

### **Support Structure**

4(a). The following support personnel/organization of the vendor will be responsible for smooth and efficient running of the "Service Support Arrangement" for UIDAI HQ.

- |     |                            |         |
|-----|----------------------------|---------|
| (a) | Support / Service Engineer | -01 No. |
| (b) | Specialist Engineers       | -01 No. |

4(b). The duties and responsibilities of the above mentioned support staff/ organizations are enumerated in the succeeding paragraphs.

4(c). **Support / Service Engineers**

(a) Will be available during office hours i.e. 0845 – 1800 Hrs. Monday to Friday. Services of Engineers will also be available during the closed holidays, if required.

(b) Service Engineer should possess at least Diploma in Hardware & Networking or equivalent qualification from AICTE approved University/Institution in relevant stream and possessing at least three years post qualification experience in Software/Hardware and Networking in Govt. /Semi Govt./PSU/Autonomous Bodies of Centre/State Govt. He should be fully well versed and capable of meeting requirements of UIDAI as per SOR.

4(d). The Support Engineer shall draw additional resources from the 'Specialist Engineer' of the vendor to resolve critical problems on as and when required.

4(e). **Specialist Engineers** will be based in the vendor's office at Delhi. These engineers are to be specialized in the field of providing maintenance support to IT Equipments. Their responsibilities shall include the following:-

(i) Technical support to the support engineers positioned onsite.

(ii) Escalation of unresolved problems, IOS up-gradation, plugging of OS, vulnerabilities etc.

(iii) Seeking the advice of OEMs on as required basis.

### **Reserve Spares Plan**

5. The vendor has to make spares plan, at their cost, for supporting IT equipments of UIDAI HQ. These spares will be utilized by the vendor to support the system as explained below:-

(a) The vendor will stock critical spares, in original, at its facility to take care of replacements of the failed components. These spares are the property of the vendor and can be used by the vendor as per their requirements.

(b) In case of Hardware failure, the vendor will diagnose components and on confirmation shall be replaced with original components. If requisite parts are not available in stocks, the vendor will provide an equivalent standby part within the time frame to meet the service level commitments and configure the standby part as per the running set up.

(c) The replaced part may be of a different make in case, no original component available but in any case, will not be of inferior specification. User shall handover the defective part to the vendor as soon as the new part is replaced, except in the case of **Hard Disk drives and other magnetic or optical media where operational Data was ever recorded before the failure of the part.**



(d) The vendor will periodically review the spare plan in consultation with the user quarterly.

### **Exclusions**

6. The service here under does not cover maintenance services required to repair the damages to equipment arising out of:-

(a) Fire, floods, windstorm, riots, strikes, acts of god, rodents, acts of the state or acts of the public enemy or any event beyond the control of the vendor.

(b) Attachment of non-vendor equipment or alteration of the equipment.

(c) Causes external to the equipment that is not supplied by the vendor.

7. **Delivery Period** - Delivery period for supply of items/services would be 05 working days from the effective date of contract. Please note that Contract can be cancelled unilaterally by the Buyer in case items are not received within the contracted delivery period. Extension of contracted delivery period will be at the sole discretion of the Buyer, with applicability of LD clause.

8. **Consignee Details** – Administration Division, UIDAI (HQ), New Delhi.

9. Before submitting bid proposals, bidders shall carefully examine the site of the work and IT equipments installed therein to familiarise themselves with the site conditions which exist regarding present work to be executed, present condition(s) of the IT Equipments, precautions required, working space available and other conditions necessary to the making of the intelligent bids.

### **Chapter III – Standard Conditions of TENDER ENQUIRY**

The Bidder is required to give confirmation of their acceptance of the Conditions of the Tender mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. successful bidder in the Contract) as selected by the Purchaser (UIDAI). Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
2. **Effective Date and period of the Contract:** The contract shall come into effect on the date of signing the contract by both the parties (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract. The contract shall initially be effective for a period of one year, extendable to further two years on year to year basis, subject to satisfactory performance of the Agency (successful bidder).
3. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration.
4. **Penalty for use of Undue influence :** The Agency (successful bidder) undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Purchaser (UIDAI) or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Agency (successful bidder) or any one employed by him or acting on his behalf (whether with or without the knowledge of the Agency (successful bidder)) or the commission of any offers by the Agency (successful bidder) or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Purchaser (UIDAI) to cancel the contract and all or any other contracts with the Agency (successful bidder) and recover from the Agency (successful bidder) the amount of any loss arising from such cancellation. A decision of the Purchaser (UIDAI) or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Agency (successful bidder). Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Agency (successful bidder) towards any officer/employee of the Purchaser (UIDAI) or to any other person in a position to influence any officer/employee of the Purchaser (UIDAI) for showing any favour in relation to this or any other contract, shall render the Agency (successful bidder) to such liability/ penalty as the Purchaser (UIDAI) may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Purchaser (UIDAI).

5. **Agents / Agency Commission** : The Agency (successful bidder) shall confirm and declare to the Purchaser (UIDAI) that the Agency (successful bidder) is the original Service provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Agency (successful bidder); nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Agency (successful bidder) agrees that if it is established at any time to the satisfaction of the Purchaser (UIDAI) that the present declaration is in any way incorrect or if at a later stage it is discovered by the Purchaser (UIDAI) that the Agency (successful bidder) has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Agency (successful bidder) will be liable to refund that amount to the Purchaser (UIDAI). The Agency (successful bidder) will also be debarred from entering into any Contract with the Government of India for a minimum period of five years. The Purchaser (UIDAI) will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Agency (successful bidder) who shall in such an event be liable to refund all payments made by the Purchaser (UIDAI) in terms of Contract along with interest at the rate of 2% per annum above the lending rate of Gol to States/UTs (Presently 8.75%). The Purchaser (UIDAI) will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts** : In case it is found to the satisfaction of the Purchaser (UIDAI) that the Agency (successful bidder) has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Agency (successful bidder), on a specific request of the Purchaser (UIDAI), shall provide necessary information/ inspection of the relevant financial documents/information.

7. **Non-disclosure of Contract documents** : Except with the written consent of the Purchaser (UIDAI)/ Agency (successful bidder), other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

8. **Liquidated Damages** : In the event of the Agency (successful bidder)'s failure to submit the Bonds, Guarantees and Documents, supply the services and conduct trials, installation of equipment, training, etc as specified in this contract, the Purchaser (UIDAI) may, at his discretion, withhold any payment until the completion of the contract. The PURCHASER (UIDAI) may also deduct from the AGENCY (SUCCESSFUL BIDDER) as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed Services. The LD cannot exceed the amount stipulated in the contract.

9. **Termination of Contract** : The Purchaser (UIDAI) shall have the right to terminate this Contract in part or in full in any of the following cases with one month notice in advance :-

(a) The delivery of the material/services is delayed for causes not attributable to Force Majeure for more than (**02** months) after the scheduled date of delivery.

(b) The Agency (successful bidder) is declared bankrupt or becomes insolvent.

(c) The delivery of material / services is delayed due to causes of Force Majeure by more than (**03** months) provided Force Majeure clause is included in contract.

(d) The Purchaser (UIDAI) has noticed that the Agency (successful bidder) has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.

(e) As per decision of the Arbitration Tribunal.

(f) The purchaser (UIDAI) is not satisfied with the performance of the Agency (successful bidders) or violation of the any of the terms and conditions of the contract.

10. **Notices** : Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail/email, addressed to the last known address of the party to whom it is sent.

11. **Transfer and Sub-letting** : The Agency (successful bidder) has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

12. **Patents and other Industrial Property Rights** : The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Agency (successful bidder) shall indemnify the Purchaser (UIDAI) against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Agency (successful bidder) shall be responsible for the completion of the supplies including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

13 **Amendments:** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

**14. Taxes and Duties – The Contract is all inclusive**

15. **Performance Guarantee:** The Agency (Successful Bidder) will be required to furnish a Performance Bank Guarantee by way of Bank Guarantee through a Public Sector Bank or a private sector bank authorised to conduct government business (ICICI Bank Ltd., Axis Bank Ltd. or HDFC Bank Ltd.) for a sum equal to 10 % of the Contract value within 30 days of signing of the contract valid for a period of 60 days beyond period of contract.

16. **Option Clause (where applicable): Not Applicable.**

17. **Repeat Order Clause (where applicable) – Not Applicable**

18. **Tolerance Clause (where applicable) – Not Applicable**

19. **Payment Terms** – Payment for providing AMC of IT Equipments will be made on satisfactory performance upon completion of a calendar month on discovered price basis of the accepted bid price on submission of Bill/Invoice by successful bidder. It will be mandatory for the Successful Bidder to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. The payment will be made as per the following terms, on production of the requisite documents:

- (a) Given the fact that the contractor is under legal obligation to pay due wages as the requirements of law, the successful bidder shall be expected to make payment to the Residents Engineers under Electronic Fund Transfer System. The Agency (successful bidder) shall pay for all legal charges/contributions to statutory authorities. Besides that the Agency (successful bidder) shall be obliged to satisfy empowered officer about continued labour laws compliance as and when required by empowered officer.
- (b) The payment to the service provider shall be made as per actual and not exceeding quoted price (supported by ECS statement duly verified by bank official). The deployment of manpower may vary as per need basis and would be assessed on dynamic basis. Monthly assessment and review shall be made.
- (c) The Agency (successful bidder) shall raise bill for the services provided for a calendar month within 7 working days of succeeding month of such services. Disputed amount or amount on which clarification is required may be held up till the time matter is sorted out. However, balance amount shall be released by due date.

- (d) Bill should be submitted to the Administration Division, UIDAI HQ.
- (e) Payment from UIDAI shall be made by electronic fund transfer to the Agency's account by NEFT or RTGS for which purpose Agency is required to submit their complete bank details.
- (f) It is noteworthy that while considering the attendance and availability of the Engineers, their working hours will also be considered for evaluation and non – compliance with the mentioned hours of work would be penalized.
- (g) Conveyance, per-diem, travel, lodging expenses may be reimbursed to the Agency (successful bidder) on actual basis subject to needs of UIDAI and prior approval of UIDAI before incurring such expenses. The Agency (successful bidders) shall submit bills for these expenses for reimbursement.
- (h) Penalty would be in terms of part of the salary / payment, which would be deducted and reflected in month's payment.
- (i) All liabilities such as wages, ESI, PF, Bonus and other statutory requirements of the official on duty will be borne by Agency (successful bidder).
- (j) Bills for payment must be submitted with following documents for further processing of the bill:
  - (i) ECS Statement duly verified by the bank official for monthly wages payment in the bank account of Resident Engineers deputed to UIDAI as per schedule 13 of SOR on or before 07th of every month by the service provider (as a proof of compliance to ensure that monthly salary paid is not less than the statutory provision of minimum wages act as applicable in Delhi for the respective category of worker, and as being charged from UIDAI, the employee shall be paid at least the quoted).
  - (ii) The payment to the Agency (Successful Bidder) shall be released only after verification of the contracted service through a checking mechanism enforced by Designate Inspection Committee or Authority or any person nominated by or on behalf of the UIDAI to assess the performance of the Agency (successful bidder), both in terms of quantity and quality.
  - (iii) Amount of LD / Risk Expense etc., if any, will be deducted from the billing amount.

20. **Advance Payments**: No advance payment(s) will be made in any case whatsoever.

21. **Paying Authority:**

(a). **PAO, UIDAI HQ, 2<sup>nd</sup> Floor, Tower-1, Jeevan Bharti Building, Connaught Place, New Delhi – 110 001.**

The payment of bills will be made on submission of the following documents, whichever applicable, by the Agency (successful bidder) to the Paying Authority along with the bill:

- i. Ink-signed copy of contingent bill / Agency (successful bidder)'s bill.
- ii. Ink-signed copy of Commercial invoice / Agency (successful bidder)'s bill.
- iii. Copy of Contract with U.O. number and date of IFA's concurrence, where required under delegation of powers.
- iv. Performance Bank guarantee / Indemnity bond where applicable.
- v. Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in contract).
- vi. Any other document / certificate that may be provided for in the contract.
- vii. User Acceptance, where applicable.
- viii. Photocopy of PBG.

22. **Risk & Expense clause –**

(a). Should the services or any instalment thereof not be delivered with the time or time specified in the contract documents, or if defective delivery is made in respect of the services or any instalment thereof, the Purchaser (UIDAI) shall, after granting the Agency (successful bidder) 05 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, declare the contract as cancelled either wholly or to the extent of such default.

(b). Should the services or any installment thereof not performed in accordance with the specifications / parameters provided by the AGENCY (SUCCESSFUL BIDDER) during the check proof tests to be done in the PURCHASER (UIDAI)'s premises, the PURCHASER (UIDAI) shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

(c). Any excess of the purchase price, cost of manufacturer, or value of any Services procured from any other Agency as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the AGENCY (SUCCESSFUL BIDDER). Such recoveries shall not exceed **10%** of the value of the contract.”

23. **Force Majeure:** Should any Force Majeure circumstances arise, each of the contracting party shall be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations, if the affected party within **(30 days)** of its occurrence informs the other party in writing. Force Majeure shall mean fires, floods, natural disasters or other acts, that are unanticipated or unforeseeable, and not brought about at the instance of the party claiming to be affected by such event, or

which, if anticipated or foreseeable, could not be avoided or provided for, and which has caused the non-performance or delay in performance, such as war, turmoil, strikes, sabotage, explosions, quarantine restriction beyond the control of either party. A party claiming Force Majeure shall exercise reasonable diligence to seek to overcome the Force Majeure event and to mitigate the effects thereof on the performance of its obligations under this contract.

24. **Inspection Authority**: The mode of Inspection will be Departmental Inspection/User Inspection/Joint Inspection/Self-certification.

25. The prospective bidder shall inspect all the IT equipments to be covered under AMC before bidding.

26. **The IT equipments presently under warranty shall be covered under AMC by the successful bidder automatically on expiry of such warranty period without making any further reference to this effect.**



## **Chapter- IV – Specifications and Allied Technical Details**

**1. Eligibility Criteria:** The bidder fulfilling the following eligibility criterion will be considered for opening of their Financial-Bids:-

(a) The bidder must be in the business of providing AMC of IT Equipments for the period of at least last 5 years in Govt./Semi Govt/PSU organizations. Proof of successful execution along-with certified copies of the Award of Work/Agreement executed for providing of identical/similar Services to other organizations in the recent past will be enclosed.

(b) Average annual financial turnover during the last three years, ending 31<sup>st</sup> March of the previous financial year from the date of opening of technical-bid, should not be less than **Rs. 50 Lakhs**. Documentary evidence to this effect duly attested should be submitted alongwith the technical bid.

(c) The bidder must have successfully executed similar nature of contract (viz. AMC of IT Equipments) to Govt. organizations with consolidated contract value of each Financial Year not less than **Rs 25 Lakhs** ( i.e. 2011-2012, 2012-2013 and , 2013-14).

(d) As documentary evidence of the eligibility criteria mentioned in sub-para (b) & (c) above, copies of supply orders alongwith satisfactory contract / order execution report(s) issued by the concerned organization should be enclosed by the bidder with the Technical-Bid.

(e) The firm should have experience in AMC of not less than 200 computers systems in each year during the last three preceding years.

(f) The firm should have registered in Provident Fund/ESI Departments of Central/ State Govt.

(g) The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.

(h) The bidder should be an ISO Certified 9001-2000. A self attested copies of the certificate under this clause should be attached along with tender document.

(i) Bidder must possess valid PAN Card and Service Tax registration. A copy of the same should be enclosed with the Technical-Bid.

(j) The agency must have registration under ESI Act, EPF Act, Service Tax, Contract Labour (R & A) Act 1970 and other act applicable for providing above nature of job. Self attested copies of licence/certificate under this clause should be attached along with tender document.

(k) The Agency shouldn't have been blacklisted by any Central/State government agency in the past three years. ( self certificate has to be attached along with tender document ).

(l) The bidder shall have necessary infrastructure/tie up at Delhi for the training of employees for AMC and enough manpower to cater to any additional

need of this office on short notice (any increase in required manpower, duly paid), if any such need arises during the period of the contract.

(m) The Bidder must undertake to provide requisite manpower with desired qualifications and experience as per the requirement of UIDAI as may be required from time to time.

2. Technical bid format is placed at **Appendix 'B'** (page 21-24) to this Tender Enquiry.

## Chapter - V – Evaluation Criteria & Price Bid issues

1. **Evaluation Criteria** - The broad guidelines for evaluation of Bids will be as follows:-

a. Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the Tender Enquiry, both technically and commercially.

b. In respect of Two-Bid system, the technical Bids forwarded by the Bidders will be evaluated by the Purchaser (UIDAI) with reference to the technical characteristics of the equipment as mentioned in the Tender Enquiry. The compliance of Technical Bids would be determined on the basis of the parameters specified in the TENDER ENQUIRY. The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.

c. The Lowest Bid will be decided upon the lowest price (all inclusive) quoted by the particular Bidder as per the Financial Bid Format given in Appendix 'A' (page 20). The consideration of taxes and duties in evaluation process will be based on all taxes and duties (including those for which exemption certificates are issued) quoted by the Bidders will be considered. The ultimate cost to the Purchaser (UIDAI) would be the deciding factor for ranking of Bids.

d. The Bidders are required to spell out the rates of VAT, Service Tax, etc in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duties will be entrained after the opening of tenders. If a Bidder chooses to quote a price inclusive of any duty and does not confirm inclusive of such duty so included is firm and final, it should clearly indicate the rate of such duty and quantum of excise duty included in the price. Failure to do so may result in ignoring of such offers summarily.

e. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

f. The Lowest Acceptable Bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the Purchaser (UIDAI). The Purchaser (UIDAI) also reserves the right to do Apportionment of Quantity, if it is convinced that Successful Bidder is not in a position to provide service in full in stipulation time.

2. **Financial Bid Format:** The Price Bid Format is given at Appendix 'A' (page 20) and Bidders are required to fill this up correctly with full details:

**FORMAT FOR FINANCIAL BID**

S.No.	Description	Total Units	AMC Charges per Unit / Per Month (All inclusive)	Total AMC Charges Per Month (All inclusive)
	(a)	(b)	(c)	(d) [(b) x (c)]
1	Desktop Pc	171		
2	Laser Jet Printers B& W	78		
3	Laser Jet Printers Colour	15		
4	CTC 940 with Flipper Module	01		
5	Deskjet Printer	01		
6	Online UPS	05		
7	Scanners (Any Make/Any Model)	18		
8	Servers	05		
9	Access Point	12		
10	Routers	01		
11	Firewall	01		
12	IronPort	01		
13	CCTV System (As per detail given in Appendix 'C')			
14	Total AMC Charges Per Month (All Inclusive) (i.e. sum of Sr. No. 1-13)			

## Appendix 'B'

### FORMAT FOR SUBMISSION OF TECHNICAL BID (In sealed Cover-1 super scribed 'Technical Bid')

Srl.	Tendered Parameters / Eligibility Criteria	Details to be furnished by the tenderer	Documentary Evidence required to be attached	Compliance by the tenderer (Yes / No)
1.	Name & Address of the Tenderer Organisation / Agency with phone number, email ID and name and telephone/mobile number of contract person		The requisite information shall be submitting on a agencies letter head, duly signed by the authorised representative of the agency concerned.	
2.	Power of Attorney /authorisation for signing the bid documents.		Enclosed in Original.	
3.	The bidder must be in the business of providing AMC of IT Equipment for the period of at least last 5 years in Govt./Semi Govt/PSU organizations.		Proof of successful execution along-with certified copies of the Award of Work/Agreement to be enclosed.	
4	Average annual financial turnover during the last three years, ending 31 <sup>st</sup> March of the previous financial year from the date of opening of technical-bid, should not be less than <b>Rs. 50 Lakhs</b> .		Copies of Rate Contracts / supply orders alongwith satisfactory contract / order execution report(s) issued by the concerned organization should be enclosed by the bidder with the Technical-Bid.	
5	The bidder must have successfully executed similar nature of contract (viz. AMC of IT Equipments) to Govt. organizations with consolidated contract value of each Financial Year not less than <b>Rs 25 Lakhs</b> ( i.e. 2011-2012, 2012-2013 and , 2013-14).		As documentary evidence of the eligibility criteria mentioned at serial 4, copies of Rate Contracts / supply orders alongwith satisfactory contract / order execution report(s) issued by the concerned organization should be enclosed with the Technical Bid.	

Srl.	Tendered Parameters / Eligibility Criteria	Details to be furnished by the tenderer	Documentary Evidence required to be attached	Compliance by the tenderer (Yes / No)
6	The firm should have experience in AMC of not less than 200 computers systems in each year during the last three preceding years.		Self attested copies of the certificate under this clause should be attached along with tender document.	
7	The firm should have registered in Provident Fund/ESI Departments of Central/ State Govt.		Self attested copies of the certificate under this clause should be attached along with tender document.	
8	The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.		Self certificate has to be attached along with Technical Bid.	
9	The bidder should be an ISO Certified 9001-2000.		Self attested copies of the certificate under this clause should be attached along with tender document.	
10	Bidder must possess valid PAN Card and Service Tax Registration Number in favour of bidding Agency.		A copy of the PAN Card alongwith the Service Tax Registration should be enclosed.	
11	The agency must have registration under ESI Act, EPF Act, Service Tax, Contract Labour (R & A) Act 1970 and other act applicable for providing above nature of job.		Self attested copies of licence/certificate under this clause should be attached along with tender document.	

Srl.	Tendered Parameters / Eligibility Criteria	Details to be furnished by the tenderer	Documentary Evidence required to be attached	Compliance by the tenderer (Yes / No)
12	The Agency shouldn't have been blacklisted by any Central/State government agency in the past three years.		Self certificate has to be attached along with Technical Bid.	
13	The bidder shall have necessary infrastructure/tie up for the training of employees for Facility Management Services and enough manpower to cater to any additional need of this office on short notice (any increase in required manpower, duly paid), if any such need arises during the period of the contract.		A Certificate to this effect that the agency has a necessary infrastructure /tie up for the training of employees for AMC of IT Equipments.	
14	The Bidder must undertake to provide requisite manpower with desired qualifications as per para 13 of SOR and experience as per the requirement of UIDAI as may be required from time to time.		A certificate to this effect may furnish alongwith the Technical Bid.	
15	Details of Earnest Money Deposit (EMD) as per details given in para 14 of Chapter-I of the Tender Enquiry (Indicate DD/Pay Order No., amount, date of issue and issuing Bank/Branch).		EMD to be submitted in original.	
16	Detail of Cost of Tender.		Indicate DD/Pay Order No., amount, date of issue and issuing Bank/Branch.	
17	List of Engineers with qualification and experience to be provided as Resident Engineers and Specialist Engineers		Detail is to be enclosed alongwith the Technical Bid.	

Srl.	Tendered Parameters / Eligibility Criteria	Details to be furnished by the tenderer	Documentary Evidence required to be attached	Compliance by the tenderer (Yes / No)
18	Acceptance of All Terms & Conditions of the Tender Enquiry.		N/A	

**Declaration by the Tenderer:-**

1.	This is to certify that I/We before signing the this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.
2.	It is certified that I have inspected the entire IT Equipments installed in UIDAI HQ Building before bidding.
3.	It is further certified that our firm neither been black listed or penalised by any of the Govt. Ministries /Departments / PSU during the last five years.

**Office Stamp**

**Signature of Bidder**



**APPENDIX 'C'****LIST OF IT EQUIPMENTS INSTALLED IN UIDAI HQ****1. Desktops PC**

Sr. No.	Item	Brand Name	Model No	Qty.	Warranty Status
1	Computer	HP	HP COMPAQ 8000 ELITE	62	Warranty expired
2	Computer	HP	HP COMPAQ 8100	84	Warranty expired
3	Computer	HP	HP 3090 PRO	5	Warranty expired
4	Computer	HCL	HCL PRO SL 1280	20	Warranty expired
5	Computer	HP	HP COMPAQ Elite 8300	13	will be added w.e. f. Apr 10, 2017
6	Computer	DELL	DELL-990	10	will be added w.e. f. October 14, 2015

**2. Printers**

Sr. No.	Asset Name	Brand Name	Model No.	QTY	Warranty Status
1	PRINTER	HP	HP LASERJET 1536DNF	6	Warranty Expired
2	PRINTER	CANON	CANNON MF4350D	1	Warranty Expired
4	PRINTER	CANON	CANNON MF-8050 CN	2	Warranty Expired
5	PRINTER	CANON	CANON SUPER G3	1	Warranty Expired
6	PRINTER	HP	HP COLOR LASERJET CM2320 MFP	3	Warranty Expired
7	PRINTER	HP	HP COLOR LASERJET CM1312 MFP	5	Warranty Expired
8	PRINTER	HP	HP COLOR LASERJET CP1215	2	Warranty Expired
9	PRINTER	HP	HP COLOR LASERJET CP2025	1	Warranty Expired
10	PRINTER	HP	HP COLORLASERJET C23	1	Warranty Expired
11	PRINTER	HP	HP COLORLASERJET CM2	1	Warranty Expired
12	PRINTER	HP	HP DESKJET	1	Warranty Expired
13	PRINTER	HP	HP LASER JET M1213NF	5	Warranty Expired
14	PRINTER	HP	HP LASERJET 2055DN	3	Warranty Expired
15	PRINTER	HP	HP LASERJET M2727NF	6	Warranty Expired
16	PRINTER	HP	HP LASERJET MFD0195	1	Warranty Expired
17	PRINTER	HP	HP LASERJET P1108	1	Warranty Expired
18	PRINTER	HP	HP LASERJET P1505	24	Warranty Expired
19	PRINTER	HP	HP LASERJET P1566	5	Warranty Expired
20	PRINTER	HP	HP LASERJET P1606DN	21	Warranty Expired
21	PRINTER	HP	MONO 600*600 LASER	3	Warranty Expired
22	PRINTER	PHASER	XEROX 3100MFP	1	Warranty Expired
23	PRINTER		CTC 940 Printer with Flipper Module	1	Warranty Expired
24	PRINTER	HP	HP LASERJET 1536DNF	2	will be added w.e. f. 31 July 2015
25	PRINTER	HP	HP CLaserjet Pro 400	1	will be added w.e. f. 31 July 2015
26	PRINTER	HP	HP COLOR LJ M177FW	2	will be added w.e.f. 25/08/2015

### 3. Online UPS

Sr. No.	Asset Name	Brand Name	QTY	Warranty Status
1	UPS-20KVA	RENATA	1	Warranty Expired
2	UPS-20KVA	RENATA	1	Warranty Expired
3	UPS-20KVA	ACCENTA	1	Warranty Expired
4	UPS-20KVA	RENATA	1	Warranty Expired
5	UPS-5KVA	PARADYNE(P002-5K)	1	Warranty Expired

### 4. Servers

Sno.	Asset Name	Model	Qty.	Warranty Status
1	Server	HP PROLIANT DL380 G6	1	Warranty Expired
2	Server	HP PROLIANT DL380 G6	1	Warranty Expired
3	Server	HP PROLIANT DL380 G6	1	Warranty Expired
4	Server	HP PROLIANT DL380 G6	1	Warranty Expired
5	Server	HCL	1	Warranty Expired
6	Server	HP PROLIANT ML330 G6	1	Will be added w.e.f. 29-Mar-15
7	Server	HP PROLIANT ML330 G6	1	Will be added w.e.f. 29-Mar-15
8	Server	HP, DL - 180 G6	1	Will be added w.e.f 12-Apr-15
9	Server	HP, DL - 180 G6	1	Will be Added w.e.f 12-Apr-15.

### 5. Scanners

Sr. No.	Asset Name	Brand Name	Model No.	QTY	Warranty Status
1	Scanner	HP	HP Scan Jet G 2410	2	Warranty Expired
2	Scanner	HP	HP SCANJET 5590	13	Warranty Expired
3	Scanner	HP	HP SCANJET N6350	1	Warranty Expired
4	Scanner	HP	HP SCANJET PRO 3000	1	Warranty Expired
5	Scanner	HP	SCANNER AV88350	1	Warranty Expired

## 6. Router / Firewall / Iron Port etc.

SNO.	Assets Name	Model	QTY.	Warranty Status
1	Router	Router (CISCO-ASR-1002F)	1	Warranty Expired
2	Firewall	Firewall (Cisco-ASA5520)	1	Warranty Expired
3	Iron Port	Iron Port (CISCO-S370)	1	Warranty Expired

## 7. Wi-Fi Access Point

Sr. No.	Asset Name	Brand Name	QTY.	Warranty Status
1	WiFi Access Point	Cisco/Linksys	4	Warranty Expired
2	WiFi Access Point	D-Link	7	Warranty Expired
3	WiFi Access Point	TPL-Link	1	Warranty Expired

## 8. CCTV SYSTEM

Sr. No.	Asset Name		Qty	Warranty Status
1	Dome Camera	IR Dome Camera	21	Warranty Expired
2.	DVR	8 CH DVR	3	Warranty Expired
3	HDD	HDD (2TB)	3	Warranty Expired
4.	Monitor	Samsung 32" LCD	01	Warranty Expired

## **CHAPTER-VI**

### **AGREEMENT FOR PROVIDING AMC SERVICES FOR THE OFFICE OF UIDAI HQ, NEW DELHI.**

**No. T-11011/08/AMC/2013-Admin Dt. \_\_\_\_\_**

This agreement is executed at New Delhi on \_\_\_\_\_ between Office of the Director General, Unique Identification Authority of India, New Delhi, on behalf of President of India, through its Asst. Director General (hereinafter referred to as "UIDAI) which expression, unless excluded by or repugnant to the context or meaning thereof , shall mean and include its successors in interest or business and permit assigns of the first part and

2. M/s \_\_\_\_\_, having its registered office at \_\_\_\_\_ through its \_\_\_\_\_ (hereinafter referred to as "THE AGENCY") which expression unless excluded by or repugnant to the context or meaning thereof, shall mean and include its successors in interest and assigns, or the other part.

## **ESSENTIAL DETAILS OF ITEMS / SERVICES REQUIRED**

### **1. Schedule of Requirements –**

List of items / services required is mentioned in **Appendix 'A' to Agreement (page 42-44)**. **The scope of work will be extended in r/o IT Equipments on expiry of their warranty period automatically based on unit price of such IT Equipment.**

This document outlines the functional requirements for Annual Maintenance Contract for Computers, Servers, Peripherals, Scanners, Printers, UPS etc. (will be referred as 'IT equipments' henceforth) installed in UIDAI HQ. The document broadly covers the background, scope, technical specifications of the equipments from the user perspective

### **2. Scope of Work**

(a) The firm is required to provide a comprehensive onsite Maintenance support for the IT equipments of UIDAI HQ.

(b) Immediately on award of the contract, the Agency (successful bidder), would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.

(c) The Agency (successful bidder) will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to Admin-II, UIDAI HQ.

(d) The Agency (successful bidder), shall maintain detailed configuration of all equipments in order to enable easy problem isolation & trouble shooting to speedily resolve the faults. The contractor should also identify the machines by pasting proper stickers on the equipments being maintained by him for ease of identification mentioning the name/number of the items, IP address, location etc.

(e) The service engineers would take up any reported fault with one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.

(f) The scope of work contains the following for all items / services under AMC :

- (i) Preventive maintenance.
- (ii) Breakdown maintenance.
- (iii) Storage of Reserve Spare Parts.
- (iv) Availability of all standard software / drivers.
- (v) Replacement / installation of consumable items / spare parts/ antivirus and other software's provided by UIDAI HQ.
- (vi) Maintaining and timely disposal of calls received from users.

3(a). **Preventive Maintenance (PM)**

The preventive maintenance will be handled by a separate team of the contractor in co-ordination with UIDAI HQ representatives. A schedule shall be designed to provide quarterly PM so as to cover all IT equipments under Maintenance Contract. A separate call/feed back report is to be filled up for the preventative maintenance. In unavoidable circumstances, the difference between two PMs shall not be in any case, more than 3 months on any machine to obtain a satisfactory working certificate. The Contractor shall perform quarterly preventive maintenance as under:-

- (i) Measurement of the electrical voltages level in different equipment and their sub-assemblies and adjusting the same, if necessary.
- (ii) Checking of over-heated components and replacement thereof, if necessary.
- (iii) Checking the flow of air circulation and taking corrective action, if required.
- (iv) Checking the contacts of all power and signal connectors and correcting the same if required.
- (v) Running the diagnostic software on CPU, hard disk drives, floppy drives, resolving minor technical problems.
- (vi) General cleaning of equipments (internal & external both) with blower / vacuum cleaner and wiping the surface of the system with a good quality cleaning liquid, cloth and brush etc. Blower/ vacuum cleaner, cleaning liquid, cloth, brush etc. is to be arranged by the contractual firm.

3(b). **Breakdown Maintenance**

- (i) The breakdown maintenance services include basic maintenance services to be provided by the contractor to rectify the fault or breakdown including carrying out necessary repairs, supply and replacement of faulty & defective parts to the satisfaction of the user.
- (ii) The details like the date & time of occurrence of fault, date & time when fault was acknowledged by the Service Engineer and the date & time when the fault was rectified to the satisfaction of the user, shall be updated by the

Service Engineer / Call Coordinator on the Call Report basis signed by the user of equipment & shall form the basis of calculation of downtime or uptime of the equipment.

(iii) The Contractor shall intimate the status of complaints pending / rectified on a fortnightly basis. The contractor shall also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on a monthly basis.

(iv) In case it is not possible to repair any equipment for its unit at the site, it can be sent to The Agency (successful bidder) Workshop after due authorisation. It will be sole responsibility of contractor to take the defective parts / computer to the workshop & bring it back to the same site after repairs. Any cost incurred towards transportation of the faulty / repaired as well as standby equipment shall be borne by the Contractor. In case where equipments having storage devices like HDDs are to be taken to the The Agency (successful bidder) Workshop, it will be sole responsibility of the contractor to detach the storage device and hand it over to the concerned officer of the user director under signature.

(v) In case any component / part is required to be replaced to rectify the fault, the same shall be provided by the Agency (Successful Bidder) from the original manufacturer of the faulty equipments at the earliest & the machine shall be set functional in the resolution time. If the fault is not rectified within this period, Agency (Successful Bidder) shall provide a backup equivalent computer system / printer / peripherals etc. for use. UIDAI HQ) will make no payment for use of backup equipments.

(vi) The firm shall be responsible for taking back up data's and programme available in PC before attending the fault and shall also be responsible for reloading the same. The backup copies to be returned to the users, under acknowledgement.

(vii) The replacement of components, sub-assemblies and assemblies shall be as per manufacturers' instructions and under the orders of Admin-II, UIDAI HQ.

### **Support Structure**

4(a). The following support personnel/organization of the vendor will be responsible for smooth and efficient running of the "Service Support Arrangement" for UIDAI HQ.

- |     |                            |         |
|-----|----------------------------|---------|
| (a) | Support / Service Engineer | -01 No. |
| (b) | Specialist Engineers       | -01 No. |

4(b). The duties and responsibilities of the above mentioned support staff/ organizations are enumerated in the succeeding paragraphs.

4(c). **Support / Service Engineers**

(a) Will be available during office hours i.e. 0845 – 1800 Hrs. Monday to Friday.

(b) Service Engineer should possess at least Diploma in Hardware & Networking or equivalent qualification from AICTE approved University/Institution in relevant stream and possessing at least three years post qualification experience in Software/Hardware and Networking in Govt. /Semi Govt./PSU/Autonomous Bodies of Centre/State Govt. He should be fully well versed and capable of meeting requirements of UIDAI as per SOR.

4(d). The Support Engineer shall draw additional resources from the 'Specialist Engineer' of the vendor to resolve critical problems on as and when required.

4(e). **Specialist Engineers** will be based in the vendor's office at Delhi. These engineers are to be specialized in the field of providing maintenance support to IT Equipments. Their responsibilities shall include the following:-

- (i) Technical support to the support engineers positioned onsite.
- (ii) Escalation of unresolved problems, IOS up-gradation, plugging of OS, vulnerabilities etc.
- (iii) Seeking the advice of OEMs on as required basis.

**Reserve Spares Plan**

5. The vendor has to make spares plan, at their cost, for supporting IT equipments of UIDAI HQ. These spares will be utilized by the vendor to support the system as explained below:-

(a) The vendor will stock critical spares, in original, at its facility to take care of replacements of the failed components. These spares are the property of the vendor and can be used by the vendor as per their requirements.

(b) In case of Hardware failure, the vendor will diagnose components and on confirmation shall be replaced with original components. If requisite parts are not available in stocks, the vendor will provide an equivalent standby part within the time frame to meet the service level commitments and configure the standby part as per the running set up.

(c) The replaced part may be of a different make in case, no original component available but in any case, will not be of inferior specification. User shall handover the defective part to the vendor as soon as the new part is replaced, except in the case of **Hard Disk drives and other magnetic or optical media where operational Data was ever recorded before the failure of the part.**



(d) The vendor will periodically review the spare plan in consultation with the user quarterly.

### **Exclusions**

6. The service here under does not cover maintenance services required to repair the damages to equipment arising out of:-

(a) Fire, floods, windstorm, riots, strikes, acts of god, rodents, acts of the state or acts of the public enemy or any event beyond the control of the vendor.

(b) Attachment of non-vendor equipment or alteration of the equipment.

(c) Causes external to the equipment that is not supplied by the vendor.

7. **Delivery Period** - Delivery period for supply of items/services would be 05 working days from the effective date of contract. Please note that Contract can be cancelled unilaterally by the Buyer in case items are not received within the contracted delivery period. Extension of contracted delivery period will be at the sole discretion of the Buyer, with applicability of LD clause.

8. **Consignee Details** – Administration Division, UIDAI (HQ), New Delhi.

9. Before submitting bid proposals, bidders shall carefully examine the site of the work and IT equipments installed therein to familiarise themselves with the site conditions which exist regarding present work to be executed, present condition(s) of the IT Equipments, precautions required, working space available and other conditions necessary to the making of the intelligent bids.

## **Standard Conditions of Contract**

1. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
2. **Effective Date and period of the Contract:** The contract shall come into effect on the date of signing the contract by both the parties (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract. The contract shall initially be effective for a period of one year, extendable to further two years on year to year basis, subject to satisfactory performance of the Agency (successful bidder).
3. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration.
4. **Penalty for use of Undue influence** : The Agency (successful bidder) undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Purchaser (UIDAI) or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Agency (successful bidder) or any one employed by him or acting on his behalf (whether with or without the knowledge of the Agency (successful bidder)) or the commission of any offers by the Agency (successful bidder) or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Purchaser (UIDAI) to cancel the contract and all or any other contracts with the Agency (successful bidder) and recover from the Agency (successful bidder) the amount of any loss arising from such cancellation. A decision of the Purchaser (UIDAI) or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Agency (successful bidder). Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Agency (successful bidder) towards any officer/employee of the Purchaser (UIDAI) or to any other person in a position to influence any officer/employee of the Purchaser (UIDAI) for showing any favour in relation to this or any other contract, shall render the Agency (successful bidder) to such liability/ penalty as the Purchaser (UIDAI) may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Purchaser (UIDAI).

5. **Agents / Agency Commission** : The Agency (successful bidder) shall confirm and declare to the Purchaser (UIDAI) that the Agency (successful bidder) is the original Service provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Agency (successful bidder); nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Agency (successful bidder) agrees that if it is established at any time to the satisfaction of the Purchaser (UIDAI) that the present declaration is in any way incorrect or if at a later stage it is discovered by the Purchaser (UIDAI) that the Agency (successful bidder) has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Agency (successful bidder) will be liable to refund that amount to the Purchaser (UIDAI). The Agency (successful bidder) will also be debarred from entering into any Contract with the Government of India for a minimum period of five years. The Purchaser (UIDAI) will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Agency (successful bidder) who shall in such an event be liable to refund all payments made by the Purchaser (UIDAI) in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Purchaser (UIDAI) will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts** : In case it is found to the satisfaction of the Purchaser (UIDAI) that the Agency (successful bidder) has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Agency (successful bidder), on a specific request of the Purchaser (UIDAI), shall provide necessary information/ inspection of the relevant financial documents/information.

7. **Non-disclosure of Contract documents** : Except with the written consent of the Purchaser (UIDAI)/ Agency (successful bidder), other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

8. **Liquidated Damages** : In the event of the Agency (successful bidder)'s failure to submit the Bonds, Guarantees and Documents, supply the services and conduct trials, installation of equipment, training, etc as specified in this contract, the Purchaser (UIDAI) may, at his discretion, withhold any payment until the completion of the contract. The PURCHASER (UIDAI) may also deduct from the AGENCY (SUCCESSFUL BIDDER) as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed Services. The LD cannot exceed the amount stipulated in the contract.

9. **Termination of Contract** : The Purchaser (UIDAI) shall have the right to terminate this Contract in part or in full in any of the following cases with one month notice in advance :-

(a) The delivery of the material/services is delayed for causes not attributable to Force Majeure for more than (**02** months) after the scheduled date of delivery.

(b) The Agency (successful bidder) is declared bankrupt or becomes insolvent.

(c) The delivery of material / services is delayed due to causes of Force Majeure by more than (**03** months) provided Force Majeure clause is included in contract.

(d) The Purchaser (UIDAI) has noticed that the Agency (successful bidder) has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.

(e) As per decision of the Arbitration Tribunal.

(f) The purchaser (UIDAI) is not satisfied with the performance of the Agency (successful bidders) or violation of the any of the terms and conditions of the contract.

10. **Notices** : Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail/email, addressed to the last known address of the party to whom it is sent.

11. **Transfer and Sub-letting** : The Agency (successful bidder) has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

12. **Patents and other Industrial Property Rights** : The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Agency (successful bidder) shall indemnify the Purchaser (UIDAI) against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Agency (successful bidder) shall be responsible for the completion of the supplies including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

13 **Amendments:** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

**14. Taxes and Duties – The Contract is all inclusive**

15. **Performance Guarantee:** The Agency (Successful Bidder) will be required to furnish a Performance Bank Guarantee by way of Bank Guarantee through a Public Sector Bank or a private sector bank authorised to conduct government business (ICICI Bank Ltd., Axis Bank Ltd. or HDFC Bank Ltd.) for a sum equal to 10 % of the Contract value within 30 days of signing of the contract valid for a period of 60 days beyond period of contract.

16. **Option Clause (where applicable): Not Applicable.**

17. **Repeat Order Clause (where applicable) – Not Applicable**

18. **Tolerance Clause (where applicable) – Not Applicable**

19. **Payment Terms –** Payment for providing AMC of IT Equipments will be made on satisfactory performance upon completion of a calendar month on pro rata basis of the accepted bid price on submission of Bill/Invoice by successful bidder. It will be mandatory for the Successful Bidder to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. The payment will be made as per the following terms, on production of the requisite documents:

- (a) Given the fact that the contractor is under legal obligation to pay due wages as the requirements of law, the successful bidder shall be expected to make payment to the Residents Engineers under Electronic Fund Transfer System. The Agency (successful bidder) shall pay for all legal charges/contributions to statutory authorities. Besides that the Agency (successful bidder) shall be obliged to satisfy empowered officer about continued labour laws compliance as and when required by empowered officer.
- (b) The payment to the service provider shall be made as per actual and not exceeding quoted price (supported by ECS statement duly verified by bank official). The deployment of manpower may vary as per need basis and would be assessed on dynamic basis. Monthly assessment and review shall be made.
- (c) The Agency (successful bidder) shall raise bill for the services provided for a calendar month within 7 working days of succeeding month of such services. Disputed amount or amount on which clarification is required may be held up till the time matter is sorted out. However, balance amount shall be released by due date.
- (d) Bill should be submitted to the Administration Division, UIDAI HQ.

- (e) Payment from UIDAI shall be made by electronic fund transfer to the Agency's account by NEFT or RTGS for which purpose Agency is required to submit their complete bank details.
- (f) It is noteworthy that while considering the attendance and availability of the Engineers, their working hours will also be considered for evaluation and non – compliance with the mentioned hours of work would be penalized.
- (g) Conveyance, per-diem, travel, lodging expenses may be reimbursed to the Agency (successful bidder) on actual basis subject to needs of UIDAI and prior approval of UIDAI before incurring such expenses. The Agency (successful bidders) shall submit bills for these expenses for reimbursement.
- (h) Penalty would be in terms of part of the salary / payment, which would be deducted and reflected in month's payment.
- (ii) All liabilities such as wages, ESI, PF, Bonus and other statutory requirements of the official on duty will be borne by Agency (successful bidder).
- (k) Bills for payment must be submitted with following documents for further processing of the bill:
  - (iv) ECS Statement duly verified by the bank official for monthly wages payment in the bank account of Resident Engineers deputed to UIDAI as per schedule 13 of SOR on or before 07th of every month by the service provider (as a proof of compliance to ensure that monthly salary paid is not less than the statutory provision of minimum wages act as applicable in Delhi for the respective category of worker, and as being charged from UIDAI, the employee shall be paid at least the quoted).
  - (v) The payment to the Agency (Successful Bidder) shall be released only after verification of the contracted service through a checking mechanism enforced by Designate Inspection Committee or Authority or any person nominated by or on behalf of the UIDAI to assess the performance of the Agency (successful bidder), both in terms of quantity and quality.
  - (vi) Amount of LD / Risk Expense etc., if any, will be deducted from the billing amount.

20. **Advance Payments:** No advance payment(s) will be made in any case whatsoever.

21. **Paying Authority:**

(a). **PAO, UIDAI HQ, 02<sup>nd</sup> Floor, Tower-1, Jeevan Bharti Building, Connaught Place, New Delhi – 110 001.**

The payment of bills will be made on submission of the following documents, whichever applicable, by the Agency (successful bidder) to the Paying Authority along with the bill:

- i. Ink-signed copy of contingent bill / Agency (successful bidder)'s bill.
- ii. Ink-signed copy of Commercial invoice / Agency (successful bidder)'s bill.
- iii. Copy of Contract with U.O. number and date of IFA's concurrence, where required under delegation of powers.
- iv. Performance Bank guarantee / Indemnity bond where applicable.
- v. Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in contract).
- vi. Any other document / certificate that may be provided for in the contract.
- vii. User Acceptance, where applicable.
- viii. Photocopy of PBG.

22. **Fall clause -**

(a). The price charged for the services to be supplied under the contract by the Agency (Successful Bidder) shall in no event exceed the lowest prices at which the Agency (successful bidder) provides services or offer to provide services of identical description to any persons / Organisation including the purchaser or any department of the Central government or any Department of State Government or any statutory undertaking the Central or State Government as the case may be, during the period till performance of all supply Orders placed during the currency of the rate contract is completed.

(b). If at any time, during the said period of contract the Agency (Successful Bidder) reduces the price, or offer to supplying such services to any person / organisation including the purchaser or any Deptt, of Central Govt. or any Department of the State Government or any Statutory undertaking of the Central or state Government as the case may be, at a price lower than the price chargeable under the contract, the bidders including the successful bidder forthwith notify such reduction or sale or offer of sale to the Director General of Supplies & Disposals and the price payable under the contract for the services of such reduction of sale or offer of the sale shall stand correspondingly reduced. The above stipulation will, however, not apply to:--

- i. Exports by the Agency (successful bidder).
- ii. Sale of goods as original equipment at price lower than the prices charged for normal replacement.
- iii. Sale of goods such as drugs which have expiry dates.
- iv. Sale of goods / services at lower price on or after the date of completion of sale/placement of the order of goods / services by the authority concerned under the existing or previous contracts as also under any previous contracts entered into with the Central or State Govt.

Depts, including their undertakings excluding joint sector companies and/or private parties and bodies.

23. **Risk & Expense clause –**

(a). Should the services or any instalment thereof not be delivered with the time or time specified in the contract documents, or if defective delivery is made in respect of the services or any instalment thereof, the Purchaser (UIDAI) shall, after granting the Agency (successful bidder) 05 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, declare the contract as cancelled either wholly or to the extent of such default.

(b). Should the services or any installment thereof not performed in accordance with the specifications / parameters provided by the AGENCY (SUCCESSFUL BIDDER) during the check proof tests to be done in the PURCHASER (UIDAI)'s premises, the PURCHASER (UIDAI) shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

(c). Any excess of the purchase price, cost of manufacturer, or value of any Services procured from any other Agency as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the AGENCY (SUCCESSFUL BIDDER). Such recoveries shall not exceed **10%** of the value of the contract.”

24. **Force Majeure**: Should any Force Majeure circumstances arise, each of the contracting party shall be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations, if the affected party within (**30 days**) of its occurrence informs the other party in writing. Force Majeure shall mean fires, floods, natural disasters or other acts, that are unanticipated or unforeseeable, and not brought about at the instance of the party claiming to be affected by such event, or which, if anticipated or foreseeable, could not be avoided or provided for, and which has caused the non-performance or delay in performance, such as war, turmoil, strikes, sabotage, explosions, quarantine restriction beyond the control of either party. A party claiming Force Majeure shall exercise reasonable diligence to seek to overcome the Force Majeure event and to mitigate the effects thereof on the performance of its obligations under this contract.

25. **Inspection Authority**: The mode of Inspection will be Departmental Inspection/User Inspection/Joint Inspection/Self-certification.

26. The prospective bidder shall inspect all the IT equipments to be covered under AMC before bidding.

27. **The IT equipments presently under warranty shall be covered under AMC by the successful bidder automatically on expiry of such warranty period without making any further reference to this effect.**



28 This contract comes in force from the Effective Date and shall remain valid for one year from such date, extendable to further two years on year to year basis, subject to satisfactory performance of the agency.

(S.P. Bhardwaj)  
ADG (Admin & Coord)  
Unique Identification Authority of India  
3<sup>rd</sup> Floor, Tower-II, Jeevan Bharti Building,  
Connaught Circus, New Delhi-110001

( )

Dated:

**LIST OF IT EQUIPMENTS INSTALLED IN UIDAI HQ****3. Desktops PC**

Sr. No.	Item	Brand Name	Model No	Qty.	Warranty Status
1	Computer	HP	HP COMPAQ 8000 ELITE	62	Warranty expired
2	Computer	HP	HP COMPAQ 8100	84	Warranty expired
3	Computer	HP	HP 3090 PRO	5	Warranty expired
4	Computer	HCL	HCL PRO SL 1280	20	Warranty expired
5	Computer	HP	HP COMPAQ Elite 8300	13	will be added w.e. f. Apr 10, 2017
6	Computer	DELL	DELL-990	10	will be added w.e. f. October 14, 2015

**4. Printers**

Sr. No.	Asset Name	Brand Name	Model No.	QTY	Warranty Status
1	PRINTER	HP	HP LASERJET 1536DNF	6	Warranty Expired
2	PRINTER	CANON	CANNON MF4350D	1	Warranty Expired
4	PRINTER	CANON	CANNON MF-8050 CN	2	Warranty Expired
5	PRINTER	CANON	CANON SUPER G3	1	Warranty Expired
6	PRINTER	HP	HP COLOR LASERJET CM2320 MFP	3	Warranty Expired
7	PRINTER	HP	HP COLOR LASERJET CM1312 MFP	5	Warranty Expired
8	PRINTER	HP	HP COLOR LASERJET CP1215	2	Warranty Expired
9	PRINTER	HP	HP COLOR LASERJET CP2025	1	Warranty Expired
10	PRINTER	HP	HP COLORLASERJET C23	1	Warranty Expired
11	PRINTER	HP	HP COLORLASERJET CM2	1	Warranty Expired
12	PRINTER	HP	HP DESKJET	1	Warranty Expired
13	PRINTER	HP	HP LASER JET M1213NF	5	Warranty Expired
14	PRINTER	HP	HP LASERJET 2055DN	3	Warranty Expired
15	PRINTER	HP	HP LASERJET M2727NF	6	Warranty Expired
16	PRINTER	HP	HP LASERJET MFD0195	1	Warranty Expired
17	PRINTER	HP	HP LASERJET P1108	1	Warranty Expired
18	PRINTER	HP	HP LASERJET P1505	24	Warranty Expired
19	PRINTER	HP	HP LASERJET P1566	5	Warranty Expired
20	PRINTER	HP	HP LASERJET P1606DN	21	Warranty Expired
21	PRINTER	HP	MONO 600*600 LASER	3	Warranty Expired
22	PRINTER	PHASER	XEROX 3100MFP	1	Warranty Expired
23	PRINTER		CTC 940 Printer with Flipper Module	1	Warranty Expired
24	PRINTER	HP	HP LASERJET 1536DNF	2	will be added w.e. f. 31 July 2015
25	PRINTER	HP	HP Claserjet Pro 400	1	will be added w.e. f. 31 July 2015
26	PRINTER	HP	HP COLOR LJ M177FW	2	will be added w.e.f. 25/08/2015

### 3. Online UPS

Sr. No.	Asset Name	Brand Name	QTY	Warranty Status
1	UPS-20KVA	RENATA	1	Warranty Expired
2	UPS-20KVA	RENATA	1	Warranty Expired
3	UPS-20KVA	ACCENTA	1	Warranty Expired
4	UPS-20KVA	RENATA	1	Warranty Expired
5	UPS-5KVA	PARADYNE(P002-5K)	1	Warranty Expired

### 9. Servers

Sno.	Asset Name	Model	Qty.	Warranty Status
1	Server	HP PROLIANT DL380 G6	1	Warranty Expired
2	Server	HP PROLIANT DL380 G6	1	Warranty Expired
3	Server	HP PROLIANT DL380 G6	1	Warranty Expired
4	Server	HP PROLIANT DL380 G6	1	Warranty Expired
5	Server	HCL	1	Warranty Expired
6	Server	HP PROLIANT ML330 G6	1	Will be added w.e.f. 29-Mar-15
7	Server	HP PROLIANT ML330 G6	1	Will be added w.e.f. 29-Mar-15
8	Server	HP, DL - 180 G6	1	Will be added w.e.f 12-Apr-15
9	Server	HP, DL - 180 G6	1	Will be Added w.e.f 12-Apr-15.

### 10. Scanners

Sr. No.	Asset Name	Brand Name	Model No.	QTY	Warranty Status
1	Scanner	HP	HP Scan Jet G 2410	2	Warranty Expired
2	Scanner	HP	HP SCANJET 5590	13	Warranty Expired
3	Scanner	HP	HP SCANJET N6350	1	Warranty Expired
4	Scanner	HP	HP SCANJET PRO 3000	1	Warranty Expired
5	Scanner	HP	SCANNER AV88350	1	Warranty Expired

### 11. Router / Firewall / Iron Port etc.

SNO.	Assets Name	Model	QTY.	Warranty Status
1	Router	Router (CISCO-ASR-1002F)	1	Warranty Expired
2	Firewall	Firewall (Cisco-ASA5520)	1	Warranty Expired
3	Iron Port	Iron Port (CISCO-S370)	1	Warranty Expired

### 12. Wi-Fi Access Point

Sr. No.	Asset Name	Brand Name	QTY.	Warranty Status
1	WiFi Access Point	Cisco/Linksys	4	Warranty Expired
2	WiFi Access Point	D-Link	7	Warranty Expired
3	WiFi Access Point	TPL-Link	1	Warranty Expired

### 13. CCTV SYSTEM

Sr. No.	Asset Name		Qty	Warranty Status
1	Dome Camera	IR Dome Camera	21	Warranty Expired
2.	DVR	8 CH DVR	3	Warranty Expired
3	HDD	HDD (2TB)	3	Warranty Expired
4.	Monitor	Samsung 32" LCD	01	Warranty Expired

**Price Schedule**

S.No.	Description	Total Units	AMC Charges per Unit / Per Month (All inclusive)	Total AMC Charges Per Month (All inclusive)
1	Desktop Pc	171		
2	Laser Jet Printers B& W	78		
3	Laser Jet Printers Colour	15		
4	CTC 940 with Flipper Module	01		
5	Deskjet Printer	01		
6	Online UPS	05		
7	Scanners (Any Make/Any Model)	18		
8	Servers	05		
9	Access Point	12		
10	Routers	01		
11	Firewall	01		
12	Iron Port	01		
13	CCTV System (As per detail given in Appendix 'A')			
14	Total AMC Charges Per Month (All Inclusive) (i.e. sum of Sr. No. 1-13)			