



**OFFICE OF THE ADDITIONAL DIRECTOR GENERAL  
RISK MANAGEMENT CENTRE FOR CUSTOMS  
DIRECTORATE GENERAL OF ANALYTICS AND RISK MANAGEMENT  
CENTRAL BOARD OF EXCISE & CUSTOMS**

13, SIR VITHALDAS THACKERSEY MARG, OPP PATKAR HALL, NEW MARINE LINES, MUMBAI – 400 020

**Tel Nos.: 2206 1003, 2206 1006, 2219 5100, 2219 5101**

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**File No.: I(25)/71/2017 RMCC**

**Date: 28.11.2017**

**Notice No: 01/2017**

**Sub: Inviting bids for maintenance of computer hardware,  
Peripherals, networking equipment and UPS of the  
Risk Management Centre for Customs, Mumbai.**

Bids are invited from reputed service providers situated in Mumbai, Navi Mumbai and Thane District of Maharashtra who are engaged in the business of providing annual maintenance services for the computer hardware, peripherals, networking equipment and UPS for hiring such comprehensive maintenance services for the computer hardware, peripherals, networking equipment etc. mentioned in Annexure 'I' to this Tender Notice, for a period of 1 year from date of finalization of the contract. In exceptional circumstances this AMC can be extended further for a limited period. The maintenance services are to be provided at the following location:

1. Risk Management Centre for Customs,  
1<sup>st</sup>& 2<sup>nd</sup> floor, Old UTI Building,  
13, Sir V. T Marg, Opp Patkar Hall,  
New Marine Lines, Mumbai 400 020.

2. Name of the Purchaser:

The President of India acting through the Additional Director General, Risk Management Centre for Customs, Mumbai

The details can be downloaded from the CPP Portal (URL: <http://eprocure.gov.in>).

**Period of hiring:**

**One year  
(From awarding the works order)**

<b>Date of publishing the tender on CPP portal:</b>	<b>28.11.2017</b>
<b>Last date&amp; time of uploading the Bid:</b>	<b>19.12.2017 by 15.00 hrs</b>
<b>Date &amp; time of opening of Technical Bids:</b>	<b>20.12.2017 by 15.00 hrs</b>
<b>Date &amp; time of opening of Financial Bids:</b>	<b>22.12.2017 by 15.00 hrs</b>

The interested agencies/Service providers who fulfill the technical conditions and are also willing to comply with ***the other terms and conditions annexed to this notice*** may submit their tenders on CPP portal, which will be e-processed by the department. The interested agencies should upload their technical bid in the form of Annexure 'A' and financial bids (BOQ) on CPP portal.

Bidders are invited to inspect the assets on **11.12.2017** and **12.12.2017** on an as-and-where-is basis between **1500 hrs** and **1700 hrs** and satisfy themselves on the quality of the peripherals being placed by the Purchaser for the AMC before they bid for the Tender. No queries regarding the assets would be entertained by the Purchaser after the above said dates. Any Bid received from the Bidder would imply that the Bidder has agreed to service the asset as per the quality of the Peripherals on the Inspection Dates, irrespective of the Bidder having physically examined the peripheral or otherwise.

The participant bidders may remain present on **20.12.2017 at 15.00 hours** in the Office of the Risk Management Centre for Customs No. 13, Sir Vithaldas Thackersey Marg, Opp Patkar Hall, New Marine Lines, Mumbai – 400 020 to witness technical bid opening.

The Financial bids of only those who qualify in the Technical bid will be opened and processed through CPP portal. The bidders who qualify on technical evaluation may remain present on **22.12.2017 at 15.00 hours** in the office of The Risk Management Centre for Customs, 13, Sir Vithaldas Thackersey Marg, Opp Patkar Hall, New Marine Lines, Mumbai – 400 020 to witness the financial bid opening.

The Additional Director General (RMCC) reserves the right to accept or reject any or all tenders without assigning any reason. In case of any dispute of any kind and in any respect whatsoever, the decision of Additional Director General (RMCC) shall be final and binding.

## TERMS AND CONDITIONS

### **A. Technical Bid:**

1. The service provider / bidder should have a good reputation in the field of their activity. The service provider / bidder should have registered office [under the Bombay Shops & Commercial Establishment Act, 1948 and under Service Tax] located in the Mumbai / Navi Mumbai / Thane District.
2. The Tenderer should possess a PAN and Service Tax Registration Number.
3. The Tenderer should have been successfully providing AMC to Central Govt. / State Govt. departments / PSU / Banks / Corporate offices for at least 3 years. Scanned copies of list of such clients served is required to be uploaded along with technical bid i.e. Annexure 'A'.
4. The services provided by the Tenderer earlier to this office or to any other Government organization, should not have been terminated prematurely due to unsatisfactory services.
5. Please note that prices should not be indicated in the technical bid. If indicated, the bid shall be liable to be rejected/will disqualify the bidder in technical bid evaluation round.
6. The bidder should furnish self-attested photo copies of valid Income Tax clearance certificate/returns filed by them for the assessment year 2016-17, 2015-16 and 2014-15.
7. The bidders meeting the above technical terms & conditions only should upload their Technical Bid in form Annexure 'A' and Financial Bid in form "BOQ". Technical bid shall include documentary proof in respect of each of the above 6 points of technical terms and conditions.

### **B. Financial Bid:**

1. **The financial Bids will be taken up only if the tenderer fulfills the conditions of the technical bids. Otherwise the tender will be out rightly rejected.**
2. The validity of the contract is for 12 (twelve) months from the date of awarding the contract. However, in case the quality of service by the contracted agency is found unsatisfactory, the Additional Director General, RMCC may terminate the

contract after giving **one week notice**. If the deficiency of service is found to be of very serious nature, the contract may be terminated with 24 hours' notice.

3. The rates should be quoted against each item separately in BOQ. The hardware to be maintained by the contractor include PCs and Laptops, servers, printers, scanners, networking components like switches etc. of various makes/models and an UPS.
4. The rates quoted should also cover the maintenance of operating systems, software, installation, installation of patches, pre-emptive actions against virus spread, detection/removal of virus, configuration of application (client/server, connection of computer to projector for presentation).
5. The copy of financial bid of the tender should be furnished in 'BOQ' only.
6. Please note that financial bid should indicate prices, exclusive of Service Tax, as per pro-forma in BOQ.
7. The firm whose quotation is finally accepted should submit a Bank Guarantee amounting to 25% of the total Contract Value. The Bank Guarantee will be released after satisfactory completion of the Contract.

**C. Other Conditions:**

**1. Scope of Work**

- 1.1 The scope of work covers comprehensive annual maintenance of hardware (such as computers, printers, servers, scanners, networking components of different make & models) and various software as well as 20KVA UPS System 3ph input -1ph output installed in the RMCC office as per **Annexure I**.
- 1.2 It is possible that there is certain equipment, which is similar to the equipment covered under the present tender, but is not included in the inventory list enclosed to the present tender for reasons such as it is newly procured or was under warrantee/maintenance at the time the requirements under this tender were being consolidated. If in such cases this office chooses to cover it at a later date under the contract the firm shall be required to provide maintenance service for the same. The rate of maintenance service charges for such equipment shall be equal to the rate of similar equipment at the location.
- 1.3 Some of the items in the Tender are classified under NON-COMPREHENSIVE AMC. With regard to these items, the vendor is expected to perform the following services:
  - 1) Assisting the Purchaser's personnel in carrying out and ensuring proper registration, if any, of existing Assets with the Manufacturer including, with regard to Clause 1.2,

newer Assets that will be classified under the NON-COMPREHENSIVE category during the scope of the Agreement.

2) Intimating and updating the Purchaser about any change in Warranty policies (if any) adopted by the Manufacturer of the assets.

3) Liaisoning with the Help-Desk Personnel of the Manufacturer of the Assets in case of any breakdown, including handling calls and attending to Technical instructions given by the Manufacturer's engineers with regard to OFF-SITE Troubleshooting, coordinating with the Manufacturer's Technical Personnel during ON-SITE Troubleshooting etc.

## **2. Deployment of Engineer**

2.1 The firm must deploy one Engineer (hereinafter referred to as Service Engineer) in the office of Risk Management Centre for Customs for full time during office hours on all working days.

2.2 The Service Engineer should be qualified Diploma Engineer and have skilled expertise with minimum 2 years of experience in the field of computer hardware as well as software maintenance and the said service engineer must be knowledgeable enough to troubleshoot any hardware and software related problems. He/ She should possess good working Knowledge in MS-Windows, MS Office suite and Management of Local Area Network and general Internet Mailing Systems.

2.3 The qualified engineer must be stationed permanently in RMCC, Mumbai. He/ She shall attend to all the calls during the day. He/ She shall also make himself/herself available on all days at this office for such reasons as the visit of dignitaries, Union Budget Presentation in the Parliament, etc. regardless of the holidays. These days shall be notified by this office from time to time in advance.

2.4 If the service engineer is required to take leave, a suitable replacement shall be provided. There shall be penalty for absence of the engineer from the location which will be equal to Rs.700/- per day of absence of the engineer. However, no penalty will be applicable if suitable replacement is given in time by the firm.

## **3. Service Assurance**

3.1 The maintenance service by the company shall include monthly Preventive Maintenance and breakdown maintenance of all computer hardware items in RMCC, Mumbai, as listed in Annexure I. The firm should also undertake the preventive maintenance visit every Wednesday of the 1st week of the month. It is suggested that the engineer assigned for Preventive Maintenance may be different from the Service Engineer who will be assigned

for the purpose so that the Service Engineer can immediately attend to any breakdown calls that can happen on that day.

- 3.2 Three separate registers viz. a) 'AMC Engineer Attendance Register', b) 'Hardware Complaint Log Book' and c) 'UPS Status Register' will be maintained by the RMCC Office. The Service Engineer assigned to this office as a part of the AMC contract, upon his/her arrival in the RMCC office shall mark his/her daily attendance in the AMC Engineer. Attendance Register maintained for this purpose, after which he/she shall peruse the 'Hardware Complaint Log Book' Register which would contain entries made by officers of RMCC pertaining to any computer problems. The engineer shall attend to these problems in the order of their entry and record in the said register after the problem is solved. The resident engineer deputed by the Service Providers / Bidder has to daily check some 'LED indications' in the Status Panel of the UPS Indicator in the beginning of the working day on a daily basis and record the status in the UPS Status Register.
- 3.3 If any computer/hardware needs to be taken out of the RMCC office premises for repairs, then the engineer would write a request in the Hardware Complaint Log Book after which an 'outward letter' would be given by an officer of RMCC to permit the engineer to take the PC/Hardware Part for repairs/replacement (as the case may be).
- 3.4 Any complaint recorded by an officer of RMCC, Mumbai in the 'Hardware Complaint Log Book' must be attended by the Service Engineer within an hour of recording such a complaint. Failure to do so would result in levy of penalty by the RMCC office as follows:
- a) Penalty of Rs. 600/- per PC per day for being non-functional individually or non-functional in the LOCAL LAN NETWORK for more than 3 hours.
  - b) Penalty of Rs. 500/- per Printer per day for being non-functional for more than 3 hours.
  - c) Penalty of Rs. 600/- per hour if the UPS is non-functional.
  - d) Penalty of Rs. 700/- per day if the resident engineer is absent and no replacement is given. A working day is counted as 8 hours and proportionately the Service Providers / Bidder will be penalized depending on the non-availability of the engineer/replacement engineer in the office during the working day.
  - e) Penalty of Rs. 600/- per Scanner per day for being non-functional for more than 3 hours.
  - f) Penalty of Rs.500/- per Fax Machine per day for being non-functional for more than 3 hours.
  - g) Other equipments like HDD, Power-Supply, Motherboard, Network Switch etc. will be penalized at a flat rate of Rs. 500/- per equipment per day for being non-functional for more than 3 hours.

h) The selected AMC Service Provider will be given a soft copy of the inventory of the List of AMC peripherals mentioned in Annexure-A. A list of officers to whom these peripherals are attached will be additionally provided. It would be the responsibility of the selected AMC Service Provider to ensure that this soft copy is updated with the latest position of the individual peripherals along-with the names of the officers within 1 hour of the movement of peripheral(s)/reallocation of peripheral(s) to officers/replacement of peripheral(s) during the scope of the agreement signed between the selected AMC Service Provider and the Purchaser. Periodic verification of soft copy will be conducted vis-a-vis the position of the assets/peripherals of the department at the end of every quarter by an officer designated by the Purchaser. Penalty of Rs. 3000/- will be imposed by the department in case of more than 5 peripheral and/or officer allocation mismatches in the soft copy being maintained by the selected Service Provider during every such inspection.

i) Upon the completion of the scope of the Agreement or in the event of any Termination of the Agreement by either/both parties, the selected AMC Service Provider shall hand-over the completely updated soft copy of the arrangement of the Peripherals vis-a-vis allocation to officers to the Purchaser. Failure to do so will carry a flat penalty of Rs. 3000/-

3.5 The downtimes in Clause 3.4 will be counted only taking into consideration the working hours of the RMCC Office, except for the UPS. As an example, considering that the RMCC office works till 6 PM, assume that a PC has stopped functioning at 4 PM. Further assume that the Service Engineer is unable to solve the problem till 6 PM. Now, considering that the RMCC office opens at 9:30 AM the next working day, the Service Engineer would be given another hour viz. till 10:30 AM to solve the problem pertaining to that particular PC, after which Rs. 600/- would be levied for that entire working day for that particular PC. Similar is the case for printers. For the UPS, the penalties detailed in Clauses 3.4 and Clause 5.11 [as the case may be] will be **in vogue** even after the working hours of the office

3.6 Any PC / Computer/Printer part which is defective should be replaced within 24 hours of such an entry recorded in the 'Hardware Complaint Log Book' or , in case of the defective PC/Part being taken out for repairs, 24 hours from the time of handing over of the 'outward letter' replacement of those parts/components including hard disk, RAM, wires cables, chords, cards, circuit board, mouse & key board etc. shall be provided free of cost by the company within 24 hours of attending to the call.

3.7 Where the items/parts/components need replacement, the same shall be replaced with NEW item/parts/components of the same make, specification and brand of item/component/part. In case the brand/model has become obsolete, the same shall be replaced by the items/parts/components, preferably of the same brand and make and, if

not available, will be replaced by an item/part/component of equivalent brand/make along with a letter from the firm stating that 'the defective brand/make is no longer available in the market'. The Service Provider / Bidder has to handover to the department details of Challans, warranty/guarantee documents given by the manufacturer/supplier of the NEW item/part/component.

- 3.8 Where replacement of parts or support could not be obtained due to obsolescence, the entire spares of system (such as server, printer, scanner etc.) shall be replaced by the Company with a NEW branded equivalent or higher system, with at least existing configuration of the failed system. The Service Providers / Bidder has to handover to the department details of Challans, warranty/guarantee documents given by the manufacturer/supplier of the newer item/part/component. Printer Heads including the Teflon coatings in the Printer Drum, Printer Cylinder etc. will be covered under the AMC by the Service Provider / Bidder and any damage to Printer Heads and/or Teflon Coatings in the Printer Drum, Printer Cylinder etc. will be covered in the AMC and the Service Provider / Bidder will have to replace the same.
- 3.9 Where the replacement of the entire system with a new one has been necessitated, the replacement of the entire system shall be provided within 2 days from the date of the failure of the old system.
- 3.10 Where the item that has to be replaced is an item of storage of information (hereinafter referred to as a 'data storage device') eg. INTERNAL HDD or EXTERNAL HDD, the Service Providers / Bidder has to ensure that the entire data in the data storage device is RETRIEVED onto another data storage device in the department **completely and in retrievable/viewable form** after which the Service Provider / Bidder has to ensure that the data from the defective 'data storage device' is rendered **non-retrievable** before taking the device for replacement with a NEWER data storage device. The Service Providers / Bidder has to give a letter to the department to that effect stating that there is no data in the defective data storage device (quoting the Serial No. etc. of this data storage device) which is currently being taken out of the department. Clause 3.7 will be applicable here also.
- 3.11 With regard to the UPS, the following parts of the UPS will be covered in the Comprehensive AMC and the SERVICE PROVIDER / BIDDER will have to replace them if any of them are found to be defective during the duration of this Contract.

The specifications are laid out as under:-

**LIST OF PARTS/COMPONENTS FOR 'ENERTECH' MAKE 20.0KVA/240V DC(3PH-1PH) UPS SYSTEM Sr.No. 201301236**

Sr.No.	Part Name	Quantity
1	MCB I/P – 63A	1 Nos.



2	MCB Batt – 63A	1 Nos.
3	Rotary – 63A	1 Nos.
4	Inv. Xmer – 20KVA	1 Nos.
5	Control Xmer	7 Nos.
6	DC Choke – 90A	1 Nos.
7	SCR – SCR – 9712	2 Nos.
8	SCR Diode – 9712	3 Nos.
9	IGBT – 300/600V	2 Nos.
10	DC Cap – 4700/450V	8 Nos.
11	Charger 3 Phase	1 Nos.
12	Combine Inverter	1 Nos.
13	Connector – 3 Phase	1 Nos.
14	Protection Card – 1 Phase	1 Nos.
15	Static Card	1 Nos.
16	Fan 6”	3 Nos.
17	Zeal Meter	1 Nos.

3.12 Moreover, the Service Provider / Bidder must do a **monthly UPS and battery health checkup (preferably on the first working day of the last week of the month or last working day of the month)** of the VOLTAGE OF all the UPS batteries and record the voltages on the ‘UPS Status Register’ (See Clause 3.2). The Service Provider / Bidder should also communicate via a Call-Report to the Purchaser any batteries that are defective or showing voltages below normal so as to enable the Purchaser to procure replacements.

3.13 The Service Provider / Bidder has to conduct a ‘**UPS Sustainability Test**’ **once every 6 months** to check the HEALTH OF THE UPS and the HEALTH OF THE BATTERIES and submit a report to this office regarding the observations made during the test. The ‘UPS Sustainability test’ involves powering down the mains and running the office equipment on UPS on ‘full-load’ for 2 hours and measuring the voltages in the batteries at every 30 minute interval. At the end of 2 hours the ‘%age exhausted and remaining’ capacity on the UPS has to be recorded by the Service Provider / Bidder. The report so submitted should give full

technical details of the exercise and the Service Provider / Bidder must clearly state the HEALTH OF UPS and the HEALTH OF THE BATTERIES after the completion of the Test in the report to the Purchaser. A suitable Date and Time for conducting the 'UPS Sustainability Test' would be communicated by the Purchaser to the Service Provider / Bidder each time.

#### **4. Payment for the services**

- 4.1 No advance payment will be made in any case. The payment will be made quarterly after the satisfactory completion of AMC during the period at the end of each quarter, upon presenting the bill and report of satisfactory maintenance done as per the contract.
- 4.2 In case there is any delay in the start of the contract of maintenance resulting from this tender, the payments shall be made on pro-rata basis to the Service Providers / Bidder for the actual period during which services were rendered.
- 4.3 If any hardware is disposed of during the period of Maintenance Contract for one or more reason, the proportionate charges alone will be paid. If charges have been paid before the disposal for the System, then the proportionate amount is to be adjusted against the charges payable on remaining machines.
- 4.4 Whenever during the period of the Maintenance Contract, the service of the company is found to be violating any of the conditions governing the Maintenance Contract; this office reserves the right to terminate the contract immediately without any compensation.

#### **5. General Provisions:**

- 5.1 The successful bidder after receiving works order from the department shall enter into a contract with the department on such terms and conditions decided by the Additional Director General (RMCC) which are spelt out in this tender notice. For the interpretation of terms and conditions mentioned in this tender notice, Additional Director General's (RMCC) decision shall be final and conclusive.
- 5.2 No revision of rates other than that already agreed upon shall be entertained during the period of contract. No additional terms & conditions over and above the conditions stipulated above shall be entertained by this office.
- 5.3 Jurisdiction for legal disputes, if any, arising during the currency of contract will be Mumbai courts only.
- 5.4 This instrument shall supersede any and all previous communication both oral and written and the provisions therein contained shall not be omitted, added to or amended in any manner except in writing and signed by both parties, in thereof.

- 5.5 The Purchaser shall be responsible for providing proper and stable electric supply in the premises.
- 5.6 The obligation towards the equipment under AMC ceases when the Purchaser ceases to be the owner of the machine.
- 5.7 Any disputes arising out of the contract are to be solved mutually by both the parties considering the interest of both the parties at the concerned time.
- 5.8 Service provider is not responsible to provide any pirated software or for any damage caused to the Purchaser's machine during the installation of such software, though service provider will help the Purchaser in installing legal software that are purchased by the Purchaser.
- 5.9 If the machine needs to be sent to the Service Centre of service provider / original equipment manufacturer for repairs or service, it will be the duty of service provider to collect the same and also deliver it on behalf of Purchaser and to ensure that interests of purchaser are properly safeguarded.
- 5.10 With regard to the UPS, reasons cited by the SERVICE PROVIDER / BIDDER like 'FAILURE TO UNDERSTAND THE PROPRIETARY CIRCUITORY OF THE UPS' etc. will not be entertained by the Purchaser. In case the SERVICE PROVIDER / BIDDER is unable to service the UPS for any reason, the SERVICE PROVIDER / BIDDER must contact the manufacturer of the UPS or any suitable third-party Service Providers / Bidder who can rectify the defect. However, in such a scenario the SERVICE PROVIDER / BIDDER has to write to the department that the UPS is going to be serviced by a third-party Service Provider / Bidder and the SERVICE PROVIDER / BIDDER has to give complete details of the third-party Service Provider / Bidder who will be rectifying the UPS, in such a case. Obviously, the SERVICE PROVIDER / BIDDER should bear all the cost of rectifying the defect since the UPS is also covered under the Comprehensive AMC.
- 5.11 With regard to point 5.10, the service provider has to ensure that the UPS is rectified within 7 days. However his liability to pay penalty starts from the time the UPS goes down or ceases to function like a UPS. Penalty imposable in such situation is Rs. 600/- per hour upto first 3 days and a PENALTY of Rs. 1000/- per hour delay beyond 3 days till the time the UPS gets rectified (either by the SERVICE PROVIDER / BIDDER or the third-party Service Provider / Bidder, as the case may be). This clause shall override penalty clause 3.4 while calculating penalty on downtime of UPS beyond 3 days. In case of delay in repairing the UPS beyond 7 days, the penalty of Rs.1,500/- per hour shall be applicable.
- 5.12 In case the SERVICE PROVIDER / BIDDER (even with the help of the third-party Service Provider / Bidder) is unable to rectify the defect in the UPS, the SERVICE PROVIDER / BIDDER has to replace the defective UPS with a NEW UPS of the SAME capacity and make

it functional. For this, the SERVICE PROVIDER / BIDDER has to place before the Purchaser at least 5(FIVE) suitable Service Providers / Bidders who are manufacturing/selling UPS of the same capacity or higher capacity that is compatible with the UPS batteries at RMCC, Mumbai prevailing at that time, after which the decision would be taken by the Purchaser. It may be noted that the SERVICE PROVIDER / BIDDER will continue to pay the penalties detailed in Clause 5.11 till the UPS is replaced.

5.13 Consumable items like Cartridge, Toner, Ribbon, UPS battery, Laptop battery shall not be included in the comprehensive AMC and would be replaced at extra charges.

5.14 Any physical damage caused due to any act of God, accident, fire, burn-out, short circuit, voltage fluctuations, etc. shall not be covered under AMC and the parts damaged due to such acts would be replaced at actuals.

5.15 Priority of Calls:

The priority of calls to be attended will be given by the Purchaser and the Service Provider's / Bidder's engineer has to abide by it irrespective of existing or pending calls in the complaint log book. The delay in attending to other calls in such circumstances shall not be counted for penalty purpose.

5.16 Inventory Report:

Before the start of AMC, the Service Provider / Bidder shall take detailed inventory status and submit the report to Purchaser after thoroughly examining the computer hardware, peripherals, networking components and UPS. In the event of any item found to be in non-working condition before the start of AMC, the same shall be repaired at additional cost as per market rates.

## **6.0 SUBLETTING OF AMC ORDER:**

6.1 SERVICE PROVIDER / BIDDER shall not assign or sublet AMC work or any part of it to any other person or party without first having obtained written permission from the Additional Director General (RMCC), which he will be at liberty to refuse if he thinks fit. Moreover, in case the ADG(RMCC) does approve such a subletting upon a written request from SERVICE PROVIDER / BIDDER, the conditions stipulated by the ADDITIONAL DIRECTOR GENERAL(RMCC) under which this approval is granted should be strictly adhered to by the sublette SERVICE PROVIDER / BIDDER.

## **7.0 PRECAUTIONARY MEASURES:**

7.1 While observing the economy in costs in their own interest SERVICE PROVIDERS / BIDDER must be careful that the quality of the equipment is maintained as well.

7.2 SERVICE PROVIDER / BIDDER must take every care to see that the AMC work order or any portion of it thereof does not fall into unauthorized hands. Care should be taken to execute the work order under proper security conditions and no spare item of work

order / copies should be retained / sold or otherwise made over by the Service Provider / Bidder or any of its staff member to any person other than the person(s) authorized by the RMCC, Mumbai.

**8.0 ARBITRATION:**

- 8.1 If any time dispute or question shall arise touching on effect of this agreement or any Clause or thing therein contained of respecting the rights and liabilities of the parties hereunder the tenure of this agreement the same shall be referred to the arbitration of 2 persons (1 to be named by each party) or their umpire in accordance with provisions of Arbitration and Conciliation Act, 1996 for the time being in force. Venue of such arbitration shall be in city of Mumbai.

**Sd/-  
Anuj Kumar,  
Assistant Director (Admin.)  
RMCC, Mumbai.**

**Annexure 'A'**  
**Technical Bid Form for Hiring of Comprehensive Maintenance Services for Computer Hardware etc.**

(The last date for submission is **19.12.2017 till 15.00 hours**)

Sr.No.	Required information	Particulars
1.	Name, Address and Telephone Numbers of Service Provider / Bidder	
2.	Name and telephone numbers of the owner of the Service Provider / Bidder	
3.	Name, address, contact details of authorized signatory, if any.	
4.	Mention status of the service provider / bidder e.g. Proprietor / Partnership Firm / Private Ltd. Co. / Ltd. Co.	
5.	Details of Permanent Account Number (PAN)	
6.	Service Tax Registration Number	
7	Whether the office premises at Sr. No. 1 above is registered under the Bombay Shops & Commercial Establishment Act, 1948 and is located in the Mumbai / Navi Mumbai / Thane District.	YES / NO *
8	No. of Service Engineers on Pay-Roll	
9	No. of clients to whom the Annual Maintenance Services have been provided during F.Y. 2015-16	
10	Furnish break-up of 9 above	
	1. Central and State Govt. offices of India	
	2. Banks	
	3. Corporate offices	
	4. Others	
	TOTAL of 9 (1 to 4 above)	
11.	Have the services provided by the firm earlier to this office or any other Government organization been terminated prematurely due to unsatisfactory services?	YES / NO *
12.	Has any penal action other than termination of services been taken against the firm?	YES / NO *

I Mr./Ms. \_\_\_\_\_, Prop/Partner/authorized signatory of M/s. \_\_\_\_\_ hereby certify that the above furnished information is correct. I also certify that I have read and understood the technical conditions. I understand that furnishing false information will disqualify my firm from further bidding process.

\* Replies to Sr. No. 7, 11 and 12 should strictly be either Yes or No.. Any reply other than Yes or No will result in disqualification of bidder of Technical Bid evaluation round.

**ANNEXURE-I**  
**LIST OF ITEMS TO BE TAKEN UNDER AMC:**

I) Details of PCs and attached peripherals to be taken under AMC:

<b>Sr.No.</b>	<b>Make &amp; Model</b>
1	CPU Model:HP dx6120,System Unit S/N or Spare no.:INI615086Q,Monitor Model:HPL1706,Monitor S/N or Spare no.:CNC6112RDW,Keyboard Model:HP Standard Keyboard - SK2880,Keyboard S/N or Spare no.:382925-B31,Mouse Model:HP Standard Mouse,Mouse S/N or Spare no.:F93A90H5BXA30FJ ,HDD:80 GB HDD,RAM:2.99 GB,CD/DVD Writer:1 Samsung DVD Writer, 1 CD-ROM,Graphics Card:-,Processor:Pentium® 4 3.00 GHz,Addl. Peripherals attached : :-



2	CPU Model:HP dx 6120 MT, System Unit S/N or Spare no.:INI6165045J , Monitor Model:HPLJ1710, Monitor S/N or Spare no.:CND8102ZH5, Keyboard Model:HP Standard Keyboard Model - AU0316, Keyboard S/N or Spare no.:537746L31, Mouse Model:H-COM MOUSE MODEL TTPL0M514U, Mouse S/N or Spare no.:-, HDD:80GB HDD, RAM:1.99 GB RAM, CD/DVD Writer:1 CDROM-GCR -8526B; 1 DVDRW-G5A-H53L, Graphics Card:-, Processor:Pentium® 4 3.00 GHz, Addl. Peripherals attached : :-
3	CPU Model:HP dx 6120 MT, System Unit S/N or Spare no.:INI6160457, Monitor Model:HP W17e, Monitor S/N or Spare no.:CNC803P2Q7, Keyboard Model:HP Standard , Keyboard S/N or Spare no.:B94350ACPSVEZK, Mouse Model:Logitech Mouse Model M-BT96A , Mouse S/N or Spare no.:TID: HS8331119YY; PID:810000753, HDD:80GB, RAM:2.99 GB , CD/DVD Writer:HLDTST GCR-8526B CD-ROM; HCLDTST GCA-4166B DVD-RW , Graphics Card:-, Processor:Pentium® 4 3.00 GHz, Addl. Peripherals attached : :-
4	CPU Model:HP dx6120, System Unit S/N or Spare no.:INI616045K , Monitor Model:HP L1710, Monitor S/N or Spare no.:CND8102ZKC, Keyboard Model:HP Standard, Keyboard S/N or Spare no.:B94350ACPSRF3G, Mouse Model:HP , Mouse S/N or Spare no.:7CH52535ZK , HDD:80GB, RAM:2.99 GB, CD/DVD Writer:GCR-8526-B CD-ROM, Graphics Card:-, Processor:Pentium® 4 3.00 GHz, Addl. Peripherals attached : :-
5	CPU Model:HP dx6120, System Unit S/N or Spare no.:INI616045D, Monitor Model:HP L1710, Monitor S/N or Spare no.:CNC812R16W, Keyboard Model:HP Standard , Keyboard S/N or Spare no.:B94350ACPTA108, Mouse Model:Logitech , Mouse S/N or Spare no.:810000439 PID: HS91215, HDD:80GB, RAM:1.99 GB , CD/DVD Writer:HL-DT-ST-CDROM GCR-8526B, Graphics Card:-, Processor:Pentium® 4 3.00 GHz, Addl. Peripherals attached : :-

6	CPU Model:ACER VERITON ,System Unit S/N or Spare no.:UDVD9SI680D0372588,Monitor Model:ACER V193HQL,Monitor S/N or Spare no.:30904520085,Keyboard Model:ACERStandard,Keyboard S/N or Spare no.:DKPS21B0/2L2420384FK800,Mouse Model:ACER Standard ,Mouse S/N or Spare no.:X79555709816,HDD:500GB,RAM:4GB,CD/DVD Writer:-,Graphics Card:- ,Processor:Intel® Core™ i3-3220CPU @3.30 GHz,Addl. Peripherals attached : :-
7	CPU Model:DELL Inspiron (Mach.),System Unit S/N or Spare no.:Service Tag: 8KKD4BS/Xpress Code: 18657786664,Monitor Model:HP L1710,Monitor S/N or Spare no.:CNC812R0WK,Keyboard Model:Dell Standard ,Keyboard S/N or Spare no.:CN0Y526K-71616-99C-0AB7-A00,Mouse Model:DellStandard,Mouse S/N or Spare no.:CN093H7Y-715810DWI-1BF,HDD:300 GB,RAM:3 GB,CD/DVD Writer:TSS TCORP DVD+RWTS-H653G ATA DEVICE,Graphics Card:-,Processor:Intel® Core™ 2 DUO CPU E7500 @ 2.9 GHz,Addl. Peripherals attached : :-
8	CPU Model:iBallAssembled,System Unit S/N or Spare no.:-,Monitor Model:HP VP 17,Monitor S/N or Spare no.:CNC70115L9,Keyboard Model:HPStandard,Keyboard S/N or Spare no.:B94350ACPSVI9M,Mouse Model:Microsoft,Mouse S/N or Spare no.:X817159-004,HDD:250 GB,RAM:2 GB,CD/DVD Writer:LG HLDTSTDVD-RAMGH22NP20,Graphics Card:NVIDIA GRAPHICS CARD,Processor:Intel® Core™ 2 Duo CPU 2.40GHz 2.40 GHz,Addl. Peripherals attached : :-
9	CPU Model:iBallAssembled,System Unit S/N or Spare no.:-,Monitor Model:HPL1710,Monitor S/N or Spare no.:CND8102Z52,Keyboard Model:MICROSOFT,Keyboard S/N or Spare no.:766820469T438,Mouse Model:Microsoft,Mouse S/N or Spare no.:X812842-002,HDD:250GB,RAM:2039MB,CD/DVD Writer:-,Graphics Card:-,Processor:Intel® Core™ 2 Duo CPU 2.40GHz 2.40 GHz,Addl. Peripherals attached : :-

10	CPU Model:AcerVeriton,System Unit S/N or Spare no.:UDVD9SI680D0266864,Monitor Model:V193HQL,Monitor S/N or Spare no.:MMLKESS006301012F08507,Keyboard Model:ACER,Keyboard S/N or Spare no.:UDVD9SI680D0266864,Mouse Model:LOGITECH,Mouse S/N or Spare no.:M-BT96A-000753;PID: HS8331119Z5,HDD:500GB,RAM:4GB,CD/DVD Writer:-,Graphics Card:-,Processor:Intel® Core™ i3-3220 CPU @3.30 GHz @3.30GHz,Addl. Peripherals attached : :-
11	CPU Model:dx 6120 MT,System Unit S/N or Spare no.:INI616045F,Monitor Model:HPL1710,Monitor S/N or Spare no.:CND8122LTV,Keyboard Model:HPStandard,Keyboard S/N or Spare no.:N94350ACPSRL03 ,Mouse Model:HP,Mouse S/N or Spare no.:VW469PA#ACJ,HDD:80GB,RAM:2.99 GB,CD/DVD Writer:HLDTST CDROM GCR-8526B,Graphics Card:-,Processor:Pentium® 4™ 3.00 GHz,Addl. Peripherals attached : :-
12	CPU Model:dx 6120 MT,System Unit S/N or Spare no.:INI6164045N,Monitor Model:HP VS17e,Monitor S/N or Spare no.:CND63818ZX,Keyboard Model:HPStandard,Keyboard S/N or Spare no.:B94350ACPSRLOK,Mouse Model:ODYSSEY,Mouse S/N or Spare no.:S/N: F982420611102264,HDD:80GB,RAM:2.99 GB,CD/DVD Writer:DVD-RW GCA4166B,Graphics Card:-,Processor:Pentium® 4 CPU 3.00 GHZ 2.99 GHZ,Addl. Peripherals attached : :-
13	CPU Model:HP Compaq Presario ,System Unit S/N or Spare no.:INI70916N4,Monitor Model:HPL1710,Monitor S/N or Spare no.:CND8122K1Q,Keyboard Model:HPStandard,Keyboard S/N or Spare no.:BDAMP0NVB3Z4ZF,Mouse Model:HP,Mouse S/N or Spare no.:7CH52535ZQ,HDD:150GB,RAM:1.75GB,CD/DVD Writer:TSSCORP ,Graphics Card:-,Processor:Pentium® CPU 2.80 GHz 2.79 GHz,Addl. Peripherals attached : :-

14	CPU Model:HP dx6120 MT, System Unit S/N or Spare no.:INI616045D, Monitor Model: CRT Monitor, Monitor S/N or Spare no.: , Keyboard Model:MicrosoftKeyboard, Keyboard S/N or Spare no.:0639910955134, Mouse Model:Microsoft, Mouse S/N or Spare no.:03075-545-9551341-01522, HDD:80 GB HDD, RAM:3.00 GB, CD/DVD Writer:CDROM-GCR8526B, Graphics Card:- , Processor:Pentium® 4 3.00 GHz 2.99 GHz, Addl. Peripherals attached : :-
15	CPU Model:dx6120MT, System Unit S/N or Spare no.:INI6160456, Monitor Model:HPL1710, Monitor S/N or Spare no.:CND8102ZG7, Keyboard Model:HP Standard Keyboard, Keyboard S/N or Spare no.:B94350ACPSRET3, Mouse Model:Logitech, Mouse S/N or Spare no.:PID: LZ136HR, HDD:80GB, RAM:2.99 GB, CD/DVD Writer:CDROM - GCR - 8526B ; 1 Floppy Drive, Graphics Card:-, Processor:Pentium® 4 CPU 3.00 GHZ 2.99 GHZ, Addl. Peripherals attached : :-
16	CPU Model:HP Compaq Presario SR5240IL, System Unit S/N or Spare no.:INA7460QYL, Monitor Model:HPL1710, Monitor S/N or Spare no.:CND8102Z47, Keyboard Model:Compaq, Keyboard S/N or Spare no.:LC73900451, Mouse Model:Compaq, Mouse S/N or Spare no.:PN0734003379, HDD:150 GB, RAM:1.99 GB, CD/DVD Writer:ATAPI-DVD A-DH16A3L, Graphics Card:-, Processor:Intel Pentium Dual CPU E2140 @1.60GHz 1.60GHz, Addl. Peripherals attached : :-
17	CPU Model:dx6120 MT, System Unit S/N or Spare no.:S/No: INI611002T, Monitor Model:HCL Model V17G , Monitor S/N or Spare no.:S/No.: 9085BG078082, Keyboard Model:AMC Engr. to identify the keyboard of Aparna Venkatesh, Supdt. , Keyboard S/N or Spare no.:AMC Engr. to identify the keyboard of Aparna Venkatesh, Supdt. , Mouse Model:HP Standard Mouse, Mouse S/N or Spare no.:AMC Engr. to give mouse S/NO: of Smt. Aparna Venkatesh, Supdt. , HDD:250 GB, RAM:2.99 GB, CD/DVD Writer:AXV-CD/DVDROM-SCSI-CDROM DRIVE ; HLDTST-CDROM-GCR8526, Graphics Card:-, Processor:Pentium® 4 CPU 3.00 GHZ 2.99 GHZ, Addl. Peripherals attached : :-

18	CPU Model:HP Compaq dx 7380 MT, System Unit S/N or Spare no.:INA8130GMC, Monitor Model:HPL1710, Monitor S/N or Spare no.:CND8102Z4Z, Keyboard Model:HPStandard, Keyboard S/N or Spare no.:BC3530DGAV03F5, Mouse Model:HP Standard , Mouse S/N or Spare no.:HP01 (NUMBERED BY DEPT.), HDD:150 GB, RAM:3062 MB, CD/DVD Writer:TSSTCorp CD-DVDW TS H653N ATA Device, Graphics Card:-, Processor:Intel® Core 2 Duo CPU@2.20 GHz 2.20 GHz, Addl. Peripherals attached : :-
19	CPU Model:AcerVeriton, System Unit S/N or Spare no.:UDVD9SI680D0267050, Monitor Model:ACER V193HQL, Monitor S/N or Spare no.:MMLKESS006301013D58507, Keyboard Model:ACERStandard, Keyboard S/N or Spare no.:DKPS21B02L2430294K800, Mouse Model:ACER Standard , Mouse S/N or Spare no.:5030530EK701, HDD:500GB, RAM:4GB(3.39 GB usable), CD/DVD Writer:-, Graphics Card:-, Processor:Intel® Core 2 Duo CPU@ 3.30 GHz @ 3.30 GHz , Addl. Peripherals attached : :-
20	CPU Model:AcerVeriton, System Unit S/N or Spare no.:UDVD9S1680D0266544, Monitor Model:ACER V193HQL, Monitor S/N or Spare no.:MMLKESS0063090B0B78507, Keyboard Model:ACERStandard, Keyboard S/N or Spare no.:DKPS21B02L24400682K800, Mouse Model:ACER Standard , Mouse S/N or Spare no.:X79882804739, HDD:500GB, RAM:4GB(3.39 GB usable), CD/DVD Writer:-, Graphics Card:-, Processor:Intel Core i3-3220 CPU @3.30 GHz 3.30GHz, Addl. Peripherals attached : :-
21	CPU Model:ACERVeriton, System Unit S/N or Spare no.:UDVD9SI680D0266892, Monitor Model:ACER V193HQL, Monitor S/N or Spare no.:MMLKESS006301012D18507, Keyboard Model:ACERStandard, Keyboard S/N or Spare no.:DKPS21B02L24303A82K800, Mouse Model:ACER Standard , Mouse S/N or Spare no.:X79882801184, HDD:500 GB, RAM:4GB (3.39 GB usable), CD/DVD Writer:-, Graphics Card:INTEL i3-3220 CPU 3.30 GHz @3.30 GHz, Processor:NO, Addl. Peripherals attached : :-

22	CPU Model:ACERVeriton, System Unit S/N or Spare no.:UDVD9SI680D0267332, Monitor Model:HP LV1911, Monitor S/N or Spare no.:6CN232090B, Keyboard Model:ACER Standard , Keyboard S/N or Spare no.:DKPS21B02L24304749K800, Mouse Model:ACER Standard , Mouse S/N or Spare no.:X79903003999, HDD:500 GB, RAM:4GB (3.39 GB usable), CD/DVD Writer:- , Graphics Card: Intel HD Graphics, Processor: Intel Core i3-3220 CPU @3.30 GHz 3.30GHz, Addl. Peripherals attached : :-
23	CPU Model:ACER VERITON , System Unit S/N or Spare no.:UDVD9SI680D0267282, Monitor Model:ACER V193HQL, Monitor S/N or Spare no.:MMLKESS006301013F98509, Keyboard Model:DELL Wireless KM113 (Keyboard + Mouse Set) , Keyboard S/N or Spare no.:CN-02T0G9-71616-61I-2WY4-A01, Mouse Model:DELL Wireless KM113 (Keyboard + Mouse Set) , Mouse S/N or Spare no.:CN-02T0G9-71616-61I-2WY4-A01, HDD:500 GB, RAM:4GB (3.39 GB usable), CD/DVD Writer:-, Graphics Card: Intel HD Graphics, Processor: INTEL CORE-i3-3220 CPU @3.30GHZ @3.30 GHZ, Addl. Peripherals attached : :-
24	CPU Model:HP Compaq dx 7380 MT, System Unit S/N or Spare no.:INA8130 GL6, Monitor Model: HP L1710, Monitor S/N or Spare no.:CNC812R140, Keyboard Model:HP Standard , Keyboard S/N or Spare no.:HPBC3530DGAV047D, Mouse Model:HPStandard, Mouse S/N or Spare no.:FB7330AN3VT0OKS, HDD:150 GB, RAM:3062 MB, CD/DVD Writer:TSST CORP CD DVDW TS-HS53N ATA Device , Graphics Card:-, Processor:intel-Core 2 Duo CPU E4500 @2.20 GHz @2.20 GHz, Addl. Peripherals attached : :-
25	CPU Model:AcerVeriton IC 5652, System Unit S/N or Spare no.:UDVD9SI680D0266601, Monitor Model:ACER V193HQL, Monitor S/N or Spare no.:MMLKESS0063090BDA68507, Keyboard Model:ACERStandard, Keyboard S/N or Spare no.:DKPS21N02L24401A1DK800, Mouse Model:ACER Standard , Mouse S/N or Spare no.:X79555508350, HDD:500 GB, RAM:4GB (3.39 GB usable), CD/DVD Writer:-, Graphics Card: Intel HD Graphics, Processor: INTEL CORE-i3-3220 CPU @3.30GHZ @3.30 GHZ, Addl. Peripherals attached : :-

26	<p>CPU Model:Hp Compaq dx 6120 MT ,System Unit S/N or Spare no.:INI616045L,Monitor Model:HP W17e,Monitor S/N or Spare no.:CNC803P30L,Keyboard Model:MicrosoftKeyboard,Keyboard S/N or Spare no.:7668204687599,Mouse Model:Microsoft,Mouse S/N or Spare no.:X812824,HDD:80 GB ,RAM:2.99 GB,CD/DVD Writer:1) AXV CD/DVD-ROM SCSI CD-ROM DEVICE 2) HL-DT-ST DVD RW GCA4166B,Graphics Card:Pentium® 4 CPU @ 3.30 GHZ 2.99 GHz,Processor:NO,Addl. Peripherals attached : :-</p>
27	<p>CPU Model:iBallAssembled,System Unit S/N or Spare no.:-,Monitor Model:HPL1710,Monitor S/N or Spare no.:CND8102ZHK,Keyboard Model:HP Standard ,Keyboard S/N or Spare no.:B94350ACPSRET6,Mouse Model:HP,Mouse S/N or Spare no.:FCGLF0DFZ2TIQX,HDD:250 GB,RAM:3GB RAM,CD/DVD Writer:HL-DT-ST DVD-ROM GH22 NP20,Graphics Card:-,Processor:Intel® Core 2 Duo CPU E4600 @2.40 GHz 2.40GHz,Addl. Peripherals attached : :-</p>
28	<p>CPU Model:AcerVeriton -IC5652,System Unit S/N or Spare no.:UDVD9Si680D0267150,Monitor Model:ACER-V193HQL,Monitor S/N or Spare no.:MMLKESS006301013F88507,Keyboard Model:ACERStandard,Keyboard S/N or Spare no.:DKPS21B02L2430097,Mouse Model:ACER -SK800,Mouse S/N or Spare no.:X81060800693,HDD:500 GB,RAM:4GB (3.39 GB usable),CD/DVD Writer:-,Graphics Card:Intel HD Graphics ,Processor:INTEL CORE-i3-3220 CPU @3.30GHZ @3.30 GHZ,Addl. Peripherals attached : :USB SPLITTER FOR Printer Sharing</p>
29	<p>CPU Model:HP-Pro,System Unit S/N or Spare no.:INA237PBZ2,Monitor Model:-,Monitor S/N or Spare no.:-,Keyboard Model:1) Logitech K260 Wireless Keyboard ,Keyboard S/N or Spare no.:1221SY004JZB,Mouse Model:Logitech M210 Wireless,Mouse S/N or Spare no.:2010DJ1597,HDD:500 GB,RAM:2 GB,CD/DVD Writer:HP-DVD-A-DH16AB5H,Graphics Card:Intel(HD)Graphics Family,Processor:intel Corei5-2400 CPU @3.10 GHz @3.10 GHz,Addl. Peripherals attached : :-</p>

30	CPU Model:ACER VERITON - IC5652, System Unit S/N or Spare no.:UDVD9SI680D0267226, Monitor Model:ACER V193HQL, Monitor S/N or Spare no.:MMLKESS0063090BDEA6507, Keyboard Model:ACER, Keyboard S/N or Spare no.:DKPS21B02L24202026K800, Mouse Model:ACER, Mouse S/N or Spare no.:X79555507058, HDD:500GB, RAM:4GB (3.39 GB usable), CD/DVD Writer:-, Graphics Card: Intel HD Graphics, Processor: Intel Core i3-3220 CPU @3.30 GHz 3.30GHz, Addl. Peripherals attached : :1) Logitech HD Webcam C310 2) Dlink Wireless Internet Dongle
31	CPU Model:HP-Pro, System Unit S/N or Spare no.:INA316PG16, Monitor Model:HP-W1972a, Monitor S/N or Spare no.:6CM3140FJ3, Keyboard Model:LOGITECH WIRELESS Model K260, Keyboard S/N or Spare no.:SY137UK, Mouse Model:LOGITECH (Wireless) M210, Mouse S/N or Spare no.:SPARE NO.: 2010DJ1597, HDD:500 GB, RAM:2GB (1.88 GB usable), CD/DVD Writer:HP-DVD WRITER - 1260V ATA Device, GraphicsCard: Intel HD Graphics, Processor: Intel Core i5-3470 CPU @ 3.20 GHz @3.20GHz, Addl. Peripherals attached : :-
32	CPU Model:ACER Veriton-ic5652, System Unit S/N or Spare no.:UDVD9SI680D0266521, Monitor Model:ACER V193HQL, Monitor S/N or Spare no.:MMLKESS006309080AA8507, Keyboard Model:ACER, Keyboard S/N or Spare no.:DKPS2B02L24303A89K800, Mouse Model:ACER , Mouse S/N or Spare no.:X79555508394, HDD:500 GB, RAM:4GB(3.39 GB usable), CD/DVD Writer:-, Graphics Card: Intel HD Graphics , Processor: INTEL CORE-i3-3220 CPU @3.30GHZ @3.30 GHZ, Addl. Peripherals attached : :-
33	CPU Model:dx6120MT, System Unit S/N or Spare no.:INI6160459, Monitor Model:CRT, Monitor S/N or Spare no.:-, Keyboard Model:HPStandard, Keyboard S/N or Spare no.:B94350ACPTA6SG, Mouse Model:ACERMOUSE, Mouse S/N or Spare no.:-, HDD:80GB, RAM:2.99 GB , CD/DVD Writer:HL-DT-ST CDROM GCR 8526B, Graphics Card:-, Processor: Intel Pentium 4 @3.00 GHz @2.99 GHz, Addl. Peripherals attached : :-



34	CPU Model:HP COMPAQ PRESARIO SR1931 IL,System Unit S/N or Spare no.:INI6400182,Monitor Model:LENOVO,Monitor S/N or Spare no.:60B8AAR6NPV900CVGD,Keyboard Model:HPStandard,Keyboard S/N or Spare no.:V94350ACPSREYF,Mouse Model:ACER MOUSE ,Mouse S/N or Spare no.:DC11211007530FA4EK701,HDD:150GB,RAM:1193 GB,CD/DVD Writer:TSS TCORP CDW (DVD SH-M522C),Graphics Card:ATI Radeon Express 200 Series,Processor:Intel Pentium D CPU @2.80 GHz @2.80 GHz,Addl. Peripherals attached : :-
35	CPU Model:HP Compaq SR 5240 IL,System Unit S/N or Spare no.:INA7460QYB,Monitor Model:HPL1710,Monitor S/N or Spare no.:CND8121V4S,Keyboard Model:HPStandard,Keyboard S/N or Spare no.:B94350ACPSRESU,Mouse Model:LENOVOMOUSE,Mouse S/N or Spare no.:S/N:23-229167 (114),HDD:150 GB,RAM:1.99 GB,CD/DVD Writer:ATAPI DVD A DH16A32,Graphics Card:-,Processor:Intel Pentium Dual CPU E2140 @1.60GHz 1.60GHz,Addl. Peripherals attached : :-
36	CPU Model:HP dx6120 MT,System Unit S/N or Spare no.:INI6160458,Monitor Model:HP LJ 1710,Monitor S/N or Spare no.:CND8102Z3Y,Keyboard Model:MicrosoftStandard,Keyboard S/N or Spare no.:7668204687597,Mouse Model:HP-Compaq,Mouse S/N or Spare no.:PN0734046986,HDD:80GB,RAM:2.99 GB,CD/DVD Writer:1) HLDT ST CDROM GCR-8526B 2)HLDT ST DVDRRW GCA-4166B,Graphics Card:-,Processor:Intel Pentium 4 @3.00 GHz @2.99 GHz,Addl. Peripherals attached : :-
37	CPU Model:HP dx 6120 MT,System Unit S/N or Spare no.:INI616045G,Monitor Model:HP W17e,Monitor S/N or Spare no.:CNC8103P30S,Keyboard Model:HPStandard,Keyboard S/N or Spare no.:BAUJQ0HGAZ9167,Mouse Model:HPStandard,Mouse S/N or Spare no.:FCGLF0EN33ZK20,HDD:80GB,RAM:2.99 GB,CD/DVD Writer:1) HLDST CDROM GCR 8526B 2)HLDTST DVD RRW GCA-4166B,Graphics Card:-,Processor:Intel Pentium 4 CPU,Addl. Peripherals attached : :1)VGA Splitter (for ADG Cabin) 2)2-Port Printer Splitter (for ADG-Cabin) 3) 3 LAN Cards

38	CPU Model:HP Compaq Presario SR5250IL,System Unit S/N or Spare no.:INA7470G3M,Monitor Model:CRT Monitor ,Monitor S/N or Spare no.:-,Keyboard Model:HPStandard,Keyboard S/N or Spare no.:V94350ACPSRL0D,Mouse Model:Logitech,Mouse S/N or Spare no.:1328HS00EYS8,HDD:150GB,RAM:3.24GB,CD/DVD Writer:HL DT ST DVD-ROM GH22NP20,Graphics Card:-,Processor:Intel Core 2 Duo CPU-E4500 @2.20 GHz @2.20 GHz,Addl. Peripherals attached : :-
39	CPU Model:Lenovo Think Centre,System Unit S/N or Spare no.:L9016678,Monitor Model:Lenovo Think Vision,Monitor S/N or Spare no.:V3HZ368,Keyboard Model:LENOVO,Keyboard S/N or Spare no.:1592058,Mouse Model:LENOVOMOUSE,Mouse S/N or Spare no.:44K1437,HDD:1 TB,RAM:4 GB(2.85 GB Usable) ,CD/DVD Writer:TLDSDVD-RWDH16ABSH SCSI CDROM device,GraphicsCard:Intel-HD-Graphics,Processor:Intel Core-i5-2400S @2.50 GHz @2.50GHz,Addl. Peripherals attached : :2 PORT manual USB KVM Switch (Model: CS22U) S/NO:F3E9-32AA-1393
40	CPU Model:HP Compaq dx6120 MT,System Unit S/N or Spare no.:INI611000Y,Monitor Model:HPL1706,Monitor S/N or Spare no.:CNC6112RD7,Keyboard Model:HPStandard,Keyboard S/N or Spare no.:B94350ACPSRET5,Mouse Model:HP ,Mouse S/N or Spare no.:CN15201109,HDD:80 GB,RAM:2.24 GB,CD/DVD Writer:1) HL DTST CDROM GCR 8526B 2) LITE-ON COMBO SOHC 4832K,Graphics Card:-,Processor:Intel Pentium 4 CPU @3.00 GHz @2.99 GHz,Addl. Peripherals attached : :-
41	CPU Model:ACER VERITON - IC5652,System Unit S/N or Spare no.:UDVD9SI680 D0266725,Monitor Model:ACER V193HQL,Monitor S/N or Spare no.:MMLKESS006301012FC8507,Keyboard Model:ACER,Keyboard S/N or Spare no.:DKPS21B02L24401A23K800,Mouse Model:ACER,Mouse S/N or Spare no.:X79555508348,HDD:500 GB ,RAM:4GB(3.39 GB usable),CD/DVD Writer:-,Graphics Card:Intel HD Graphics,Processor:Intel Core i3-3220 CPU @3.30 GHz 3.30GHz,Addl. Peripherals attached : :-

42	CPU Model:ACER VERITON - IC5652, System Unit S/N or Spare no.:UDVD95I680D0266552, Monitor Model:ACER V193HQL, Monitor S/N or Spare no.:MMLKESS006301011218507, Keyboard Model:ACER, Keyboard S/N or Spare no.:DKPS21B02L24303FA7K800, Mouse Model:ACER, Mouse S/N or Spare no.:-, HDD:500 GB, RAM:4 GB (3.39 GB Usable) , CD/DVD Writer:-, Graphics Card: Intel HD Graphics, Processor:INTEL CORE-i3-3220 CPU @3.30GHZ @3.30 GHZ, Addl. Peripherals attached : :-
43	CPU Model:HP-Pro, System Unit S/N or Spare no.:INA237PBT4, Monitor Model:HPLV1911, Monitor S/N or Spare no.:6CM2309ZB, Keyboard Model:HP-Standard, Keyboard S/N or Spare no.:BBUVQ0MVB2N4Z4, Mouse Model:HP , Mouse S/N or Spare no.:MPTNMB080121846, HDD:500 GB, RAM:2GB , CD/DVD Writer:HP0DVD0ADH16ABSH, Graphics Card:INTEL-HD-GRAPHICS-FAMILY, Processor:INTEL CORE-I5-2400 CPU @2.10 GHZ @ 3.10 GHZ , Addl. Peripherals attached : :-
44	CPU Model:AcerVeriton IC 5652, System Unit S/N or Spare no.:UDVD95I680D0267446, Monitor Model:ACER V193HQL, Monitor S/N or Spare no.:MMLKESS0063090B0688507, Keyboard Model:ACER, Keyboard S/N or Spare no.:DKPS21B02L24302FBAK800, Mouse Model:ACER, Mouse S/N or Spare no.:X79555505320, HDD:500 GB, RAM:4GB(3.39 GB usable), CD/DVD Writer:-, Graphics Card:INTELHD-GRAPHICS, Processor:INTEL-CORE I3-3220 CPU , Addl. Peripherals attached : :-
45	CPU Model:Circle (Powered by ASUS) , System Unit S/N or Spare no.:-, Monitor Model:CRT , Monitor S/N or Spare no.:-, Keyboard Model:Intex, Keyboard S/N or Spare no.:01713428153314112, Mouse Model:HP, Mouse S/N or Spare no.:FCGLF0DFZ25IQ7, HDD:250 GB, RAM:2.99 GB, CD/DVD Writer:TSSTCORP DVDPLUS-RW TS-H653B, Graphics Card:- , Processor: Intel Core 2 Duo CPU-E7200 @2.53GHz @2.53 GHz, Addl. Peripherals attached : :-

46	CPU Model:dx6120MT,System Unit S/N or Spare no.:INI616045C,Monitor Model:CRT 7540 ,Monitor S/N or Spare no.: ,Keyboard Model:-,Keyboard S/N or Spare no.:-,Mouse Model:-,Mouse S/N or Spare no.:-,HDD:80GB,RAM:2.99 GB,CD/DVD Writer:HL DT ST CD-ROM GLP-8526B,Graphics Card:-,Processor:Intel Pentium 4 CPU @300 GHz @2.99 GHz,Addl. Peripherals attached :-
47	CPU Model:dx 6120 MT,System Unit S/N or Spare no.:INI611000W,Monitor Model:HPL1710,Monitor S/N or Spare no.:CND8122TSZ,Keyboard Model:Compaq,Keyboard S/N or Spare no.:LC73901187,Mouse Model:HP,Mouse S/N or Spare no.:FCGLF0DFZ2TIQ7,HDD:80 GB,RAM:3 GB,CD/DVD Writer:CDWriter,Graphics Card:-,Processor:Intel Pentium 4 3 GHz,Addl. Peripherals attached :-
48	CPU Model:iBallAssembled,System Unit S/N or Spare no.:-,Monitor Model:HPL1710,Monitor S/N or Spare no.:CND8122- LTJ,Keyboard Model:-,Keyboard S/N or Spare no.:-,Mouse Model:-,Mouse S/N or Spare no.:-,HDD:-,RAM:4 GB,CD/DVD Writer:LG DVD Writer ,Graphics Card:NVIDIA GRAPHICS CARD,Processor:Intel Core 2 Duo,Addl. Peripherals attached :-
49	CPU Model:LENOVO Think Centre Edge,System Unit S/N or Spare no.:L906706,Monitor Model:LENOVO,Monitor S/N or Spare no.:V1FGP10,Keyboard Model:LENOVO,Keyboard S/N or Spare no.:1S41A52891099462E,Mouse Model:LENOVOMOUSE,Mouse S/N or Spare no.:44K1124,HDD:500 GB,RAM:4GB (2.85 GB usable) ,CD/DVD Writer:PLDS DVD/RW DH16ABSH ATA Device,GraphicsCard:Intel HD-Graphics Family ,Processor:Intel Core-i5-2400S @2.50 GHz @2.50GHz,Addl. Peripherals attached : :1 PAIR OF CREATIVE SPEAKERS A35 MODEL (S/NO: YKMF1630546R00178H)

50	CPU Model:LENOVO Think Centre Edge,System Unit S/N or Spare no.:L903743,Monitor Model:LENOVO,Monitor S/N or Spare no.:V1DKG32,Keyboard Model:LENOVO,Keyboard S/N or Spare no.:1S41A52891151009E,Mouse Model:LENOVOMOUSE,Mouse S/N or Spare no.:4425131,HDD:500 GB,RAM:4GB(2.85 GB usable) ,CD/DVD Writer:PLDS DVD-RW DH16ABSH SCSI CD ROM Device,GraphicsCard:IntelHD-Graphics,Processor:intel Core i5-2400S @2.50 GHz @2.50GHz,Addl. Peripherals attached : :-
51	CPU Model:AcerVeriton IC- 5652,System Unit S/N or Spare no.:UDVD9SI680D0267063,Monitor Model:ACER V193HQL,Monitor S/N or Spare no.:MMLKESS006301014378507,Keyboard Model:LOGITECH K220,Keyboard S/N or Spare no.:1443SC10NQV8,Mouse Model:LOGITECH-M150,Mouse S/N or Spare no.:CCAI13LP0700TS,HDD:500 GB,RAM:4GB (3.39 GB usable),CD/DVD Writer:NO,GraphicsCard:Intel HD Graphics,Processor:INTEL CORE-i3-3220 CPU @3.30GHZ @3.30 GHZ,Addl. Peripherals attached : :-
52	CPU Model:Hp Compaq dx 6120 MT ,System Unit S/N or Spare no.:INI616045H,Monitor Model:HP VS17e,Monitor S/N or Spare no.:CND6381C3H,Keyboard Model:HPStandard,Keyboard S/N or Spare no.:V94350ACPSRF3E,Mouse Model:ACER ,Mouse S/N or Spare no.:X79555401700,HDD:80 GB,RAM:2.99 GB,CD/DVD Writer:1) HL DTST CDROM GCR 8526B 2) HL DTST DVDROM GH-22NP 20,Graphics Card:-,Processor:intel Pentium 4 CPU @ 3.00 GHz @2.99 GHz,Addl. Peripherals attached : :-
53	CPU Model:ACERVERITON,System Unit S/N or Spare no.:AWK44GT618B135365IE,Monitor Model:ACER V193HQV,Monitor S/N or Spare no.:ETLL60C0021030027540F3,Keyboard Model:LOGITECH-K220,Keyboard S/N or Spare no.:1525SC111028,Mouse Model:Logitech,Mouse S/N or Spare no.:CCAI13LP0700T8,HDD:300 GB,RAM:8GB (7.80 GB usable) ,CD/DVD Writer:TSST CORP CD DVDW SH-S223C ATA Device,GraphicsCard:INTELHD-GRAPHICS,Processor:INTEL Core i3 CPU-550 @3.20 GHz 3.20 GHz,Addl. Peripherals attached : :-

54	CPU Model:IBM X-SERIES 255 ,System Unit S/N or Spare no.:-,Monitor Model:IBM E74(CRT),Monitor S/N or Spare no.:23-NT777,Keyboard Model:IBM,Keyboard S/N or Spare no.:2390996B,Mouse Model:IBM,Mouse S/N or Spare no.:23-012490044,HDD:600 GB HDD,RAM:11.8 GB RAM,CD/DVD Writer:JLMSXJSG166S,Graphics Card:-,Processor:IBM X-SERIES 255,Addl. Peripherals attached : :-
55	CPU Model:IBM X-SERIES 235 ,System Unit S/N or Spare no.:-,Monitor Model:IBM E74(CRT),Monitor S/N or Spare no.:23-NT689,Keyboard Model:IBM,Keyboard S/N or Spare no.:IBM KB-0225,Mouse Model:IBM,Mouse S/N or Spare no.:23-229190114,HDD:300 GB,RAM:3.75 GB RAM,CD/DVD Writer:1) HLDTST CDROM GCR 84821B 2)JLMS XJ HD 166S,Graphics Card:-,Processor:INTEL XEON CPU @3.06 GHZ @3.06 GHZ,Addl. Peripherals attached : :-
56	CPU Model:Compaq Presario (DW Machine) ,System Unit S/N or Spare no.:INI64106WJ,MonitorModel:HP 1740,Monitor S/N or Spare no.:CND6350763,Keyboard Model:HP,Keyboard S/N or Spare no.:B94350ACPSRF3L,Mouse Model:INTEX,Mouse S/N or Spare no.:0012213,HDD:150 GB,RAM:1.93 GB,CD/DVD Writer:AXV CD/DVD-ROM SCSI CDROM device ,Graphics Card:-,Processor:Intel Pentium D CPU @2.80 GHz @2.80 GHz,Addl. Peripherals attached : :-
57	CPU Model:Compaq Presario (DW Machine) ,System Unit S/N or Spare no.:INI6400100,Monitor Model:CRT,Monitor S/N or Spare no.:-,Keyboard Model:-,Keyboard S/N or Spare no.:-,Mouse Model:-,Mouse S/N or Spare no.:-,HDD:1)150 GB 2) 500 GB,RAM:1.93GB,CD/DVD Writer:TSST Corp CDW/DVD SH-MS22C,Graphics Card:-,Processor:Pentium D CPU @2.80 GHz @2.80 GHz,Addl. Peripherals attached : :-

**TOTAL : 55 Desktops + 2 Servers**

## 2) Details of Printers to be covered under AMC: (Model & Serial No)

1. Printer Model:HPLJP1505N,Printer S/N or Spare no.:CNC2409903
2. Printer Model:HPLJ 1020,Printer S/N or Spare no.:CNC2N94228
3. Printer Model:HP LJ 1020 ,Printer S/N or Spare no.:CNC0585088
4. Printer Model:HP LJ P1007,Printer S/N or Spare no.:VNFNP06018
5. Printer Model:HP LJ 1020 ,Printer S/N or Spare no.:CNC0584222
6. Printer Model:HP LJ1020,Printer S/N or Spare no.:CNC2N94244
7. Printer Model:Laserjet Pro MFP M126nw,Printer S/N or Spare no.:CNB6H26G79
8. Printer Model:HP LJ P1007,Printer S/N or Spare no.:VNFNP06013
9. Printer Model:HPLJP1007,Printer S/N or Spare no.:VNFN103652
10. Printer Model:HPLJ1020,Printer S/N or Spare no.:CNC2N94210
11. Printer Model:HPLJP1007,Printer S/N or Spare no.:VNFN103640
12. Printer Model:HPLJP1007,Printer S/N or Spare no.:VNFN112764
13. Printer Model:HPLJ1020,Printer S/N or Spare no.:CNC2N94220
14. Printer Model:HPLJ1020,Printer S/N or Spare no.:CNC2N94211
15. Printer Model:HPLJ1020,Printer S/N or Spare no.:CNC0582641
16. Printer Model:HPLJ1020,Printer S/N or Spare no.:CNC0585086
17. Printer Model:HPLJ1020,Printer S/N or Spare no.:CNC0584231
18. Printer Model:HP LJ1020,Printer S/N or Spare no.:CNC0584220
19. Printer Model:SAMSUNG EXPRESS C410W,Printer S/N or Spare no.:07BZB8GF8A001VL
20. Printer Model:HPLJ3050,Printer S/N or Spare no.:CNCK663584
21. Printer Model:SAMSUNG EXPRESS C410W,Printer S/N or Spare no.:07BZB8GF8A002YL
22. Printer Model:HPLJ1020,Printer S/N or Spare no.:CNC2N94226

23. Printer Model:HP LJ1020,Printer S/N or Spare no.:CNC2N94206
24. Printer Model:1) HP LJ 3050 ,Printer S/N or Spare no.: CNC K561806
25. Printer Model:1) HP COLOUR LASERJET CP1215,Printer S/N or Spare no.:1) CNDJ9BY1M2
26. Printer Model:HPLJP1007,Printer S/N or Spare no.:VNFN103615
27. Printer Model:HP LJ1020,Printer S/N or Spare no.:CNC2N94201
28. Printer Model:HPLJ1020,Printer S/N or Spare no.:CNC2N62306
29. Printer Model:LASERJET 1020,Printer S/N or Spare no.:CNC0585089
30. Printer Model:HP LJ P1007,Printer S/N or Spare no.:VNF NP06048
31. Printer Model:HP LJ3050 (AIO),Printer S/N or Spare no.:CNCK663575
32. Printer Model:HP 2840,Printer S/N or Spare no.:CNS J748018
33. Printer Model:HPLJ1020,Printer S/N or Spare no.:CNC0585090
34. Printer Model:HPLaserjet 1020 Plus,Printer S/N or Spare no.:CNCH585780
35. Printer Model:HPLaserjet 1020 S/No:
36. Printer Model:Canon 2900 LBP , Printer S/N or Spare no.:NAQA579164
37. Printer Model:Canon LBP2900 B,Printer S/N or Spare no.:NAQA579250
38. Printer Model:Canon LBP2900 B,Printer S/N or Spare no.:NAQA572441
39. Printer Model:CANON WB32900B,Printer S/N or Spare no.:NAQA5724

**TOTAL : 39 Printers**

**3) Details of SCANNERS to be covered under the AMC:**

Scanner Model: HP Scanjet G2410,Scanner S/N or Spare no.:CN7CGS1164N2L (L26948-301)



**TOTAL 1 Scanner**

**4) Details of FAX Machine to be covered under the AMC:**

1) Panasonic KXF19812) Canon H12251

**Total : 2 Fax Machines**

**5) Details of Switches to be covered under the AMC:**

<b>Sr.No.</b>	<b>List of Switches to be taken under AMC:</b>
1	1(ONE) DES-1024D S/N:S00R1E9001780
2	TPLINK Model TL-SF1008D 8-Port Fast Ethernet Switch [S/no: 09280605766
3	<i>ONE Dlink 8-Port Switch DES-1008A (White) - S/N R3UR2EB014430</i>
4	1(ONE) DES-1008A S/N: QSOU1C4000489 [WARRANTY EXPIRED ON 8th JANUARY,2016]

5	DLINK S/n: Q57L2G08896
6	ONE Dlink 8-port Switch (connected via patch-chords and connectors on a Jack-Panel) DLINK Silver Model - DES-1008D S/N: F302379005100
7	ONE Dlink 8-port switch model DES1008A Silver Model S/N: QB4M1B3008171
8	ONE Dlink 8-port Switch (connected via patch-chords and connectors on a Jack-Panel) S/No:...434
9	ONE Dlink 8-port <b>GLS-10080</b> connected via patch-chords and connectors on a Jack-Panel).S/NO:...
10	ONE Dlink 24-port Switch (connected via patch-chords and connectors on a Jack-Panel)
11	<b>ONE Dlink 8 port switch S/No: QS7L2G9014742</b>
12	DES-1008A (White) - S/N R3UR1D6002574

13	DLINK S/N: Q57L2G08896
	<b>TOTAL 13 SWITCHES</b>

**6) UPS : 1 Nos. (1 20 KVA UPS)**

## 7) PCs under the NON-Comprehensive AMC :

1	CPU Model:ACER VERITON M200-Q83, System Unit S/N or Spare no.:UDVHGS1216F3665893, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0330015336083018500, Keyboard Model:ACER Standrd PR1101 , Keyboard S/N or Spare no.:DKPS21P03A, Mouse Model:ACER Standard , Mouse S/N or Spare no.:DC11211007, HDD:500GB, RAM:4GB, CD/DVD Writer:DVD-RW 1 HAS124F, Graphics Card: Intel HD Graphics Card, Processor: Intel® Core™ i5-4570CPU @3.20 GHz, Addl. Peripherals attached : :-
2	CPU Model:ACER VERITON M200-Q87, System Unit S/N or Spare no.:UDVHGS1216F3666386, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0330015360885D8500, Keyboard Model:ACER Standard PR1101, Keyboard S/N or Spare no.:53400ADBK701, Mouse Model:ACER Standard , Mouse S/N or Spare no.:5430C12FK701, HDD:500GB, RAM:4GB, CD/DVD Writer: ATAPI-IHAS124 F, Graphics Card: Intel HD Graphics Card, Processor: Intel® Core™ i5-4570CPU @3.20 GHz, Addl. Peripherals attached : :-
3	CPU Model:ACER VERITON M200-Q87, System Unit S/N or Spare no.:UDVHGS1216F3665724, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS001536088688500, Keyboard Model:ACER Standard PR1101, Keyboard S/N or Spare no.:53401C2FK701, Mouse Model:ACER Standard , Mouse S/N or Spare no.:5430FA70K701, HDD:500GB, RAM:4GB, CD/DVD Writer: ATAPI-IHAS124 F, Graphics Card: Intel® HD Graphics Card-4600, Processor: Intel® Core™ i5-4570CPU @3.20 GHz, Addl. Peripherals attached : :-
4	CPU Model:ACER VERITON , System Unit S/N or Spare no.:UDVHGS1216F3666474, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:53703717685, Keyboard Model:ACER Standard , Keyboard S/N or Spare no.:DKPS21P03A/53401E1FK701, Mouse Model:ACER Standard , Mouse S/N or Spare no.:DC11211007/5430F55AK701, HDD:500GB, RAM:4 GB RAM, CD/DVD Writer: ATAPI Iha5124f, Graphics Card: Intel® HD Graphics 4600, Processor: Intel® Core™ i5-4570CPU @3.20 GHz, Addl. Peripherals attached : :-

5	CPU Model:DELOptiplex 3010, System Unit S/N or Spare no.:Service Tag: FF99102; Express Service Tag: 33574265426, Monitor Model:Dell E1914HC, Monitor S/N or Spare no.:CN-0657PN64180-41E-0M4T, Keyboard Model:Dell Standard , Keyboard S/N or Spare no.:CN-0DJ494-71581-3BL012F-A01, Mouse Model:Dell , Mouse S/N or Spare no.:CN-011D3V-71581-3AP-16UL, HDD:500 GB, RAM:4 GB RAM, CD/DVD Writer:-, Graphics Card: Intel HD Graphics Card, Processor: Intel® Core™ i5 @3.20GHz 3.20 GHz, Addl. Peripherals attached : :-
6	CPU Model:ACERVeriton , System Unit S/N or Spare no.:UDVHGS1216F3666388, Monitor Model:V196HQL, Monitor S/N or Spare no.:MMLY0SS001536088738500, Keyboard Model:ACERStandard, Keyboard S/N or Spare no.:DKPS21P03A533024DAK701, Mouse Model:ACER , Mouse S/N or Spare no.:DC112110075430FA78A7K701, HDD:500 GB, RAM:4GB, CD/DVD Writer:ATAPI-IHA5124 F, GraphicsCard: Intel HD Graphics Card, Processor: Intel® Core™ i5 @3.20GHz 3.20 GHz, Addl. Peripherals attached : :-
7	CPU Model:Acerveriton, System Unit S/N or Spare no.:UDVHGS1216F3665820, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS00153704C4C8500, Keyboard Model:ACERStandard, Keyboard S/N or Spare no.:DKPS21P03A53400AEBK701, Mouse Model:ACER Standard , Mouse S/N or Spare no.:5430C14CK701, HDD:500GB, RAM:4GB(3.83 GB usable), CD/DVD Writer:ATAPI IHAS124 F, GraphicsCard:INTEL HD Graphics-4600 , Processor: Intel Core i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-
8	CPU Model:ACERVeriton, System Unit S/N or Spare no.:UDVHGS1216F3666356, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS00153802CB78500, Keyboard Model:ACER Standard , Keyboard S/N or Spare no.:DKPS21P03A533024ABK701, Mouse Model:ACER Standard , Mouse S/N or Spare no.:5430C11DK701, HDD:500 GB, RAM:4GB RAM(3.83 GB usable), CD/DVD Writer:ATAPI IHAS124 F, GraphicsCard:INTEL HD Graphics-4600 , Processor: Intel Core i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-

9	CPU Model:ACERVERITON, System Unit S/N or Spare no.:UDVHGS1216F3665416, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS00153802CBB8500, Keyboard Model:DELL Wireless KM113 (Keyboard + Mouse Set) , Keyboard S/N or Spare no.:CN-02T0G9-71616-61I-2WXV-A01, Mouse Model:DELL Wireless KM113 (Keyboard + Mouse Set) , Mouse S/N or Spare no.:CN-02T0G9-71616-61I-2WXV-A01, HDD:500 GB , RAM:4GB(3.83 GB usable), CD/DVD Writer:ATAPI-IHAS124 F, GraphicsCard:INTEL HD Graphics-4600 , Processor:intel-Core i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-
10	CPU Model:AcerVeriton M200-Q87, System Unit S/N or Spare no.:UDVHGS1216F3666326, Monitor Model:ACER V19HQL, Monitor S/N or Spare no.:MMLY0SS00153082EC8500, Keyboard Model:AcerStandard, Keyboard S/N or Spare no.:DKPS21P03A53401BBEK701, MouseModel:ACER Standard , Mouse S/N or Spare no.:DC112110075430FA78A7K701, HDD:500 GB, RAM:4 GB (3.83 GB usable) , CD/DVD Writer:ATAPI - IHAS124 F, GraphicsCard:Intel(HD) Graphics - 4600, Processor:intel i5 - 4570 CPU @3.20 GHz 3.20GHz, Addl. Peripherals attached : :-
11	CPU Model:AcerVeriton M200-Q87, System Unit S/N or Spare no.:UDVHGS1216F3665400, Monitor Model:ACER V19HQL, Monitor S/N or Spare no.:MMLY0SS001536082D88500, Keyboard Model:ACER Standard , Keyboard S/N or Spare no.:DKPS21P03A52801A69K701, Mouse Model:ACER , Mouse S/N or Spare no.:5170825BK701, HDD:500 GB, RAM:4GB (3.83 GB usable), CD/DVD Writer:ATAPI IHAS124 F, GraphicsCard:INTEL HD Graphics-4600 , Processor:Intel Core i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-
12	CPU Model:ACER VERITON- M200-Q87, System Unit S/N or Spare no.:UDVHGS1216F3665832, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS00153608888500, Keyboard Model:AcerStandard, Keyboard S/N or Spare no.:DKPS21P03A53400B8DK701, Mouse Model:ACER Standard , Mouse S/N or Spare no.:5430D4C8K701, HDD:500 GB, RAM:4GB (3.83 GB usable), CD/DVD Writer:ATAPI IHAS124 F, GraphicsCard:INTEL HD Graphics-4600 , Processor:intel Core-i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-

13	CPU Model:ACER VERITON M200-Q87, System Unit S/N or Spare no.:UDVHGSJ216F3666439, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS1536082F78500, Keyboard Model:ACERSTANDARD, Keyboard S/N or Spare no.:DKPS21P03A53401CV7K701, Mouse Model:ACER, Mouse S/N or Spare no.:DKPS21B02L24303FA7K800, HDD:500 GB, RAM:4GB(3.83 GB usable), CD/DVD Writer:ATAPI IHAS124, Graphics Card:INTEL HD-GRAPHICS-4600, Processor: Intel-Core-i5-4570 @3.20GHz @3.20GHz, Addl. Peripherals attached : :-
14	CPU Model:ACER VERITON M-200Q87, System Unit S/N or Spare no.:UDVHGSJ216F3665376, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS0015220495D8500, Keyboard Model:ACERStandard, Keyboard S/N or Spare no.:DKPS21303A528007F2K701, Mouse Model:ACER Standard , Mouse S/N or Spare no.:DC11211007, HDD:500 GB, RAM:4GB(3.83 GB usable), CD/DVD Writer:ATAPI-IHAS124 F, GraphicsCard:INTEL-HD GRAPHICS-4600, Processor: Intel Core i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-
15	CPU Model:ACERVeriton M200-Q87, System Unit S/N or Spare no.:UDVHGSJ216F3665853, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0S3001537090B58500, Keyboard Model:ACER, Keyboard S/N or Spare no.:DKPS21P03A53400C50K701, Mouse Model:ACER, Mouse S/N or Spare no.:DC112110075430D4D5K701, HDD:500GB, RAM:4GB (3.83 GB usable) , CD/DVD Writer:ATAPI I HAS124 F, GraphicsCard:INTEL HD Graphics-4600 , Processor: Intel Core i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-
16	CPU Model:ACER VERITON M200-Q87, System Unit S/N or Spare no.:UDVHGSJ216F3666347, Monitor Model:ACER V19HQL, Monitor S/N or Spare no.:MMLXNSS002542035084205, Keyboard Model:ACER, Keyboard S/N or Spare no.:DKPS21P03A53401C2EK701, Mouse Model:ACER Standard , Mouse S/N or Spare no.:DC112110075430FA6CK701, HDD:500 GB, RAM:4GB (3.83 GB usable), CD/DVD Writer:ATAPI-IHAS 124 , Graphics Card: Intel HD-Graphics-4600, Processor: intel Core-i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-

17	CPU Model:ACER VERITON M200-Q87, System Unit S/N or Spare no.:UDVHGS1216F3665914, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS0015360885E850, Keyboard Model:ACER, Keyboard S/N or Spare no.:DKPS21P03A53400AE3K701, Mouse Model:ACER, Mouse S/N or Spare no.:DC112110075430D4CB-K701, HDD:500 GB, RAM:4GB (3.83 GB usable) , CD/DVD Writer:ATAPI IHAS124 F DVDRW, Graphics Card:intel HD-Graphics -4600, Processor:intel Core-i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-
18	CPU Model:AcerVeriton M200-Q87, System Unit S/N or Spare no.:UDVHGS1216F3665952, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS0015380336A8500, Keyboard Model:ACER , Keyboard S/N or Spare no.:DKPS21P03A52800702K701, Mouse Model:Logitech, Mouse S/N or Spare no.:2013DJ6328, HDD:500 GB, RAM:4GB (3.83 GB usable) , CD/DVD Writer:AT API IHAS124 F, Graphics Card:INTEL HD-GRAPHICS-4600, Processor:intel Core-i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-
19	CPU Model:DELL-OPTIPLEX-3010 , System Unit S/N or Spare no.:Service Tag: GF99102, Monitor Model:Dell E1914HC, Monitor S/N or Spare no.:CN-0657PN64180-41E-OLTI, Keyboard Model:DELL KB 212-B, Keyboard S/N or Spare no.:CN-0C645N-71616-57E-0XV9-A00, Mouse Model:Logitech M165, Mouse S/N or Spare no.:CCAI13LP2820T2, HDD:500 GB, RAM:4GB , CD/DVD Writer:-, Graphics Card:INTELHD-GRAPHICS, Processor:Intel Core i5-3470 CPU @ 3.20 GHz @3.20GHz, Addl. Peripherals attached : :-
20	CPU Model:ACERVeriton M200-Q87, System Unit S/N or Spare no.:UDVHGS1216F3666533, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS0015360885C8500, Keyboard Model:ACER, Keyboard S/N or Spare no.:TKPS21P03A533024E1K701, Mouse Model:Logitech , Mouse S/N or Spare no.:Part No.: 810-000718 PID: LZ812AW, HDD:500 GB, RAM:4GB (3.88 GB usable) , CD/DVD Writer:ATAPI IHAS124 F, Graphics Card:INTEL HD-GRAPHICS-4600, Processor:Intel Core i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-



21	CPU Model: DELL Optiplex 3010, System Unit S/N or Spare no.: Service Tag: HF99102, Monitor Model: Dell E1914HC, Monitor S/N or Spare no.:0657PN-64180-41E-0M6I, Keyboard Model: Dell Standard , Keyboard S/N or Spare no.:CN-0DJ494-71581-3BL012T-A01, Mouse Model:-, Mouse S/N or Spare no.:-, HDD:500 GB, RAM:4GB, CD/DVD Writer:-, Graphics Card: INTEL-HDGRAPHICS, Processor: intel Core-i5-3470 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-
22	CPU Model:ACER Veriton M200-Q87, System Unit S/N or Spare no.:UDVHGS1216F3666587, Monitor Model: ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS0015360A86A8500, Keyboard Model: ACER Standard Keyboard S/N or Spare no.:DKPS21P03A5330253DK701, Mouse Model: ACER Mouse S/N or Spare no.: DC112110075430C15BK701, HDD:500 GB, RAM:4GB RAM(3.83 GB usable), CD/DVD Writer: AT API IHAS124 F, Graphics Card: Intel HD-Graphics-4600, Processor: Intel Core i5-4570 CPU @3.20 GHz @3.20 GHz, Addl. Peripherals attached : :-
23	CPU Model: DELLOptiplex 3010, System Unit S/N or Spare no.: Service Tag: 1G99102, Monitor Model: Dell E1914HC, Monitor S/N or Spare no.:CN-0657PN-64180-41E-ORUI, Keyboard Model: DELL Keyboard S/N or Spare no.:CN0DJ494715813BL0125A01, Mouse Model: DELL Mouse S/N or Spare no.:CN0X9DCG7161651E19V6, HDD:500 GB, RAM:4 GB, CD/DVD Writer:-, Graphics Card: Intel HD Graphics, Processor: Intel Core i5-3470 CPU @ 3.20 GHz @3.20GHz, Addl. Peripherals attached : :-
24	CPU Model:DELLOptiplex 3010, System Unit S/N or Spare no.:Service Tag: JF99102, Monitor Model:Dell E1914HC, Monitor S/N or Spare no.:CN0657PN6418041E0M71, Keyboard Model:DELL , Keyboard S/N or Spare no.:CN-0DJ494-715813BL003FA01, Mouse Model:DELL , Mouse S/N or Spare no.:CN-011D3V-71581-3AP-1708, HDD:500 GB , RAM:4 GB, CD/DVD Writer:-, Graphics Card: Intel HD Graphics, Processor: Intel Core i5-3470 CPU @ 3.20 GHz @3.20GHz, Addl. Peripherals attached : :-

25	CPU Model:ACER VERITON M200-Q87, System Unit S/N or Spare no.:UDVHGS1216F3666357, Monitor Model:ACER V196HQL, Monitor S/N or Spare no.:MMLY0SS00153708E768500, Keyboard Model:ACERStandard, Keyboard S/N or Spare no.:DKP S21P03A53401693K701, Mouse Model:ACER, Mouse S/N or Spare no.:DC112110075430F548K701, HDD:500 GB, RAM:4GB (3.83 GB usable) , CD/DVD Writer:AT API IHAS 124 F, Graphics Card:INTEL HD Graphics-4600 , Processor:intel i5 - 4570 CPU @3.20 GHz 3.20GHz, Addl. Peripherals attached : :-
26	CPU Model:LENOVO i7, System Unit S/N or Spare no.:PG006NU8, Monitor Model:LENOVO, Monitor S/N or Spare no.:V900CVGD, Keyboard Model:LENOVO, Keyboard S/N or Spare no.:-, Mouse Model:LENOVO , Mouse S/N or Spare no.:-, HDD:500 GB , RAM:4 GB, CD/DVD Writer:CDWriter, Graphics Card:Intel HD Graphics, Processor:Inte i7-Quad Core Processor, Addl. Peripherals attached : :
27	CPU Model:HP Pavilion , System Unit S/N or Spare no.:CNV644045V;W2S82AA#ACJ WJT, Monitor Model:HP 22eS, Monitor S/N or Spare no.:COMBINED S/NO of Monitor and System Unit , Keyboard Model:HP SK2063 Wireless , Keyboard S/N or Spare no.:MSIP-CRI-HPK-SK-2063, Mouse Model:HP SM-2063, Mouse S/N or Spare no.:COMBINED S/NO of Keyboard and Mouse , HDD:1 TB, RAM:8 GB, CD/DVD Writer:YES, Graphics Card:Intel HD Graphics, Processor:Intel ® Core ™ i5-6400T CPU @ 2.20 GHz @2.21 GHz,
28	CPU Model:HP Pavilion , System Unit S/N or Spare no.:ALL-in-ONE PC , Monitor Model:ALL-in-ONE PC , Monitor S/N or Spare no.:ALL-IN-ONE-PC, Keyboard Model:SK-2063, Keyboard S/N or Spare no.:MSIP-CRI-HPK-SK-2063, Mouse Model:HP SM-2063, Mouse S/N or Spare no.:MSIP-CRI-HPK-SM-2063, HDD:1 TB, RAM:16 GB, CD/DVD Writer:YES, Graphics Card:Intel HD Graphics, Processor:Intel ® Core ™ i7-6700T CPU @ 2.80 GHz @2.80 GHz,
29	CPU Model:HP Pavilion 510-PO53in, System Unit S/N or Spare no.:CNV7070H5W, Monitor Model:HP 22eS, Monitor S/N or Spare no.:3CM64604BP, Keyboard Model:KBAH21, Keyboard S/N or Spare no.:BEVXUOBLA5864Y, Mouse Model:HP MOM-KUO, Mouse S/N or Spare no.:CT-FEVXVOA9W58CIL, HDD:1TB, RAM:8GB (7.86 GB usable) , CD/DVD Writer:YES, Graphics Card:Intel HD

	Graphics ,Processor: Intel ® Core ™ i5-6400T CPU @ 2.20 GHz @2.21 GHz,
30	CPU Model: HP Pavilion 510-PO53in, System Unit S/N or Spare no.: CNV7070H8P, Monitor Model: HP 22eS, Monitor S/N or Spare no.: 3CM64604D1, Keyboard Model: KBAH21, Keyboard S/N or Spare no.: BEVXUOBL58D4T, Mouse Model: HP MOM-KUO, Mouse S/N or Spare no.: CT-FEVXVOA9W58CGE, HDD: 1TB, RAM: 8GB (7.86 GB usable) , CD/DVD Writer: YES, Graphics Card: Intel HD Graphics, Processor: Intel ® Core ™ i5-6400T CPU @ 2.20 GHz @2.21 GHz,
31	CPU Model: HP Pavilion 510-PO53in, System Unit S/N or Spare no.: CNV7070H93, Monitor Model: HP 22eS, Monitor S/N or Spare no.: 3CM64604BP, Keyboard Model: KBAH21, Keyboard S/N or Spare no.: BEVXUOBL5864Y, Mouse Model: HP MOM-KUO, Mouse S/N or Spare no.: CT-FEVXVOA9W586H2, HDD: 1TB, RAM: 8GB (7.86 GB usable) , CD/DVD Writer: YES, Graphics Card: Intel HD Graphics, Processor: Intel ® Core ™ i5-6400T CPU @ 2.20 GHz @2.21 GHz
32	CPU Model: Core i7-7700 360 Ghz , System Unit S/N or Spare no.: -, Monitor Model: DELL LED 24" , Monitor S/N or Spare no.: CN-OPJ36M-72872690-A2AI-A0D, Keyboard Model: Logitech K-220, Keyboard S/N or Spare no.: 1651SC10MXC8, Mouse Model: LOGITECH M 150, Mouse S/N or Spare no.: C11817, HDD: 2TB SEAGATE S/NO: 2DM164, RAM: 64 GB DUAL - CHANNEL 1066 MHz, CD/DVD Writer: LG DVD WRITER , Graphics Card: NVIDIA Gforce GT-730 4GB S/N: N17/5000025079, Processor: Intel Core i7-7700 360 GHz ,
33	CPU Model: Core i7-7700 360 Ghz , System Unit S/N or Spare no.: -, Monitor Model: DELL LED 24" , Monitor S/N or Spare no.: CN-OPJ36M-7287269I-CRWI-A00, Keyboard Model: Logitech K-220, Keyboard S/N or Spare no.: 1648SC1080X8, Mouse Model: LOGITECH M 150, Mouse S/N or Spare no.: To check the Serial No with help of Nikesh of Yashom : C11817, HDD: 2TB SEAGATE S/NO: 2DM164 (To check Serial No. of this machine with help of Nikesh) , RAM: 64 GB DUAL - CHANNEL 1066 MHz, CD/DVD Writer: LG DVD WRITER , Graphics Card: NVIDIA Gforce GT-730 4GB S/N: N/71500025077, Processor: Intel Core i7-7700 360 GHz ,
34	CPU Model: Core i7-7700 360 Ghz , System Unit S/N or Spare no.: -, Monitor Model: DELL LED 24" , Monitor S/N or Spare no.: CN-OPJ36M-72872-69-CR4I-A00, Keyboard Model: Logitech K-220, Keyboard S/N or Spare no.: Raman to get the Serial no from the Packed Keyboard Set kept in Cupboard of Salian Sir , Mouse Model: Raman to get the Serial no from the Packed Keyboard Set

	kept in Cupboard of Salian Sir ,Mouse S/N or Spare no.:;HDD:2TB SEAGATE S/NO: ST2000DM006S2DM164,RAM:64 GB DUAL - CHANNEL 1066 MHz,CD/DVD Writer:LG DVD WRITER ,Graphics Card:NVIDIA Gforce GT-730 4GB S/N: 251-20721-660F,Processor:Intel Core i7-7700 360 GHz ,
35	CPU Model:Core i5-7400 CPU @ 3.00 GHz,System Unit S/N or Spare no.:ACER VERITON ; USB1JSI566H3119202,Monitor Model:ACER LCD 18.5",Monitor S/N or Spare no.:Model EB-192Q ; MMT6MSS00172100F4B3E00,Keyboard Model:ACER ,Keyboard S/N or Spare no.:DKUSB1P03L,Mouse Model:ACER,Mouse S/N or Spare no.:DC1121007,HDD:1TB,RAM:4 GB,CD/DVD Writer:-,Graphics Card:-,Processor:Intel i5-6400 2.7 GHz 2.7 GHz,
36	CPU Model:Core i5-7400 CPU @ 3.00 GHz,System Unit S/N or Spare no.:HP-Pavilion,Monitor Model:HP LCD 22 INCH,Monitor S/N or Spare no.:CNC71608GH,Keyboard Model:HP,Keyboard S/N or Spare no.:BCYRU0ALA8121G,Mouse Model:HP,Mouse S/N or Spare no.:FCYRV0E26874S1,HDD:1TB,RAM:4 GB,CD/DVD Writer:NO,Graphics Card:Intel HD Graphics,Processor:Intel ® Core ™ i5-7400T CPU @ 3.00 GHz @3.00 GHz,
37	CPU Model: Intel® Core (TM) i5-7400 CPU @ 3.00GHZ, system unit s/n Acer veriton, Monitor Model : Acer 19.5 inch,Monitor S/N MMLXKS0215480B0904204,keyboard model: Acer,keyboard S/N 71982B7FK701,Mouse Model:Acer mouse,Mouse S/N 725020D3k701,HDD 1TB,RAM 8 GB, CD/DVD Writer: yes, Graphics card : Intel HD Graphics, Processor : Intel® Core ™i5 - 7400CPU @3.00GHZ.
<b>Total</b>	<b>37 Desktops</b>

## 8) Printers to be covered under the NON-COMPREHENSIVE AMC:

1. Printer Model: CANON LBP 2900 Printer S/N or Spare no.: NAQA022932
2. Printer Model: HP Laserjet Plus 1020 Printer S/N or Spare no: CNCH920867
3. Printer Model: HP Laserjet Plus 1020 Printer S/N or Spare No: CNCH874131

**TOTAL: 3 Printers**

### **Disclaimer** :

Whereas every effort is made to ensure that the models and serial numbers of the peripherals are correctly mentioned in the Annexure, due to the minute printing and font ambiguity in the printing on the peripherals of the assets, human errors in interpreting them cannot be ruled out. However, the selected service provider may note that the sequence of the arrangement of numbers in the Serial Nos or Model Nos of the assets that are mentioned in Annexure A have clear discernable patterns that are sufficient to identify every asset mentioned in this Annexure. Potential bidders are free to inspect the assets of this office as given in this annexure on specified dates mentioned in the agreement to satisfy themselves regarding the status of the assets. Failure on the part of the selected service provider to service any defective peripheral citing reasons for non-exact matching of serial numbers etc. will be viewed seriously by the Purchaser and may lead to invocation of the Bank Guarantee.