



The Oriental Insurance Company Limited

The Oriental Insurance Company Limited

Head Office, New Delhi



Request for Proposal

For

**Supply, Installation & Maintenance of
Desktop & IT Services Management**

(Ref No: OICL/HO/ITD/DITSM/2015/01 dated 29th April 2015)

Information Technology Department

The Oriental Insurance Company Limited

2nd Floor, Oriental House

A-25/27, Asaf Ali Road, New Delhi – 110 002

CIN-U66010DL1947GOI007158

www.orientalinsurance.org.in



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Tender No. OICL/HO/ITD/DITSM/2015/01 dated 29th April 2015

Serial No: _____

Date of Issue: ____ / ____ / ____

Tender Form Issued To

Received Payment Vide Demand Draft / Pay Order No _____

Dated ____ / ____ / ____ **for** _____ **/- issued by**

_____ **(BANK).**

Signature: _____

Name: _____

Designation: _____



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This tender document is not transferable.

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

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

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

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Purpose of this document

The purpose of this Request for Proposal (hereafter referred to as “RFP”) is to define scope of work for the Bidder for Procurement, Installation, Integration & Maintenance of Desktop and IT Services Management.

This RFP contains details regarding scope, project timelines, evaluation process, terms and conditions as well as other relevant details which Bidder needs to factor while responding to this RFP.

Definitions and Acronyms

Following terms are used in the document interchangeably to mean:

AMC	Annual Maintenance Contract
ATR	Acceptance Test Report
ATS	Annual Technical Support
AV	Anti-Virus
Bidder	Single point appointed by OICL for procurement and supply of the solution, based on the bill of materials shared by OICL.
CPU	Central Processing Unit
CVC	Central Vigilance Commission
DC	Data Centre which is located at Bengaluru
DRS/DRC/DR	Disaster Recovery Site which is located in Vashi, Navi-Mumbai
HO	Head Office (Head Office includes OSTC Faridabad as well)
RO	Regional Office
DO	Divisional Office
BO	Branch Office
SVC	Service Centre
EC	Extension Counter
MO	Micro Office
INR	Indian Rupees
IP	Internet Protocol
IT	Information Technology
LAN	Local Area Network
Mbps	Million Bits per Second
MPLS	Multi-Protocol Label Switching
RF	Radio Frequency
MS	Microsoft
NCR	National Capital Region
PO	Purchase Order
OEM	Original Equipment Manufacturer
OICL	Oriental Insurance Company Limited
OS	Operating System
RFP	Request for Proposal



SOW	Scope of Work
T&C	Terms & Conditions
TCO	Total Cost of Ownership
TO	Technical Offer
ToR	Terms of Reference
UAT	User Acceptance Test



1. Introduction

1.1 About the Company

The Oriental Insurance Company Limited (OICL), a public sector undertaking dealing in non-life insurance, is ahead of its peers in the industry in adopting information technology. OICL has been enjoying the highest rating from leading Indian credit rating agencies such as CRISIL and ICRA.

OICL has its head office at New Delhi, Primary Data Centre (PDC) at Bengaluru & Secondary Data Centre (SDC/DR) at Vashi (Navi Mumbai), 30 regional offices in various cities, Oriental Staff Training College (OSTC) at Faridabad and Chennai, 340+ divisional offices, 500+ branch offices, Regional Training Centers, 28 Claims Service centers, 32 TP Hubs and 900+ extension counters/micro offices geographically spread out across India. Currently head office has 5 buildings located in New Delhi along with OSTC Faridabad.

As on date, all offices of OICL are provisioned with dual active-active links using MPLS over RF, leased lines etc. Further, Roam connectivity is provided to EC's and Micro Offices. For more than a decade, OICL has leveraged information technology to serve its customers effectively. The company also has a presence in Nepal, Dubai and Kuwait.

Apart from the Core-Insurance application (INLIAS), OICL has various centralized applications like web portal, E-mail, Video Conferencing, HRMS etc. hosted at its Data Centers at Vashi and Bengaluru. These Data Centers are equipped with Rack Mounted Servers, Blade Servers, Enterprise Class Storage systems, Tape Libraries, SAN Switches, Backup Solution and other related tools and solutions.

The company has sold more than 12 million new policies in the year 2014-15. The Company has more than 100 general insurance products to cater to the varied insurance needs of its customers. It also has a strong workforce of about 15,000 employees and over 35,000 agents. The Company has a web portal www.orientalinsurance.org.in for use of its customers and agents with a provision for premium calculator, payment gateway and online issue/ renewal of policies.

1.2 Notice Inviting Bids

The Deputy General Manager (IT) invites sealed bids from eligible bidders for Supply, Installation & Maintenance of Desktop and IT Services Management.

1.3 Project Objective

The Oriental Insurance Company Ltd (OICL) currently has approximately 13000 desktops in its offices all over India. OICL intends to upgrade the Active Directory Solution for all desktops available across country at OICL. In order to manage these desktops OICL intends to have an Enterprise Management Software. Also OICL wants to implement an anti-virus solution on these desktops and Servers available at DC & DR Site. OICL requires the bidder to establish and maintain a Help Desk to service, track and route requests through phone / e-mail or any other media related to the solutions and Infrastructure proposed by the Bidder's as a part of this RFP.



1.4 Schedule of Events

Event	Target Date
Sale of RFP Document	29 th April 2015 to 01 st June 2015 between 11:00 AM and 04:00 PM
Last date to send in requests for clarifications	11 th May 2015; 5:00 PM
Pre-Bid meeting	18 th May 2015, 11:00 AM
Last date for submission of bids	01 st June 2015 , 4:00 PM
Opening of pre-qualification bid	01 st June 2015, 4:15 PM
Declaration of Short-listing of Bidders based on pre-qualification criteria	10 th June 2015
Opening of technical bid	11 th June 2015, 3:00 PM
Technical Presentation	Shall be announced later
Declaration of short-list of Bidders for commercial bid	Shall be announced later
Opening of commercial bids	Shall be announced later
Declaration of L1 Bidder	Shall be announced later
Notification of Award	Shall be announced later

*It is mandatory for the Bidder to purchase the tender document so as to participate in the pre-bid meeting.

OICL reserves the exclusive right to make any amendments / changes to or cancel any of the above actions or any other action related to this RFP.

If any of the above dates is declared a holiday for OICL, the next working date will be considered. OICL reserves the right to change the dates mentioned in the RFP.

1.5 Availability of tender document

- a) Non-transferable RFP document containing conditions of pre-qualification, detailed requirement specifications as also the terms and conditions can be obtained from the address given below:

**The Oriental Insurance Company Limited
Information Technology Department,
A - 25/27, 'Oriental House', 2nd Floor,
Asaf Ali Road, New Delhi – 110 002**

- b) The RFP document will be available for sale at the above address between 11.00 Hours to 16.00 Hours on all working days from 29th April 2015 to 01st June 2015 on payment of non-refundable Tender Fee of Rs. 5,000/- (Rupees Five thousands) by crossed Demand Draft/ Banker's Pay Order in favour of "The Oriental Insurance Company Limited" payable at New Delhi. Tender fee is inclusive of all taxes.



- c) A Copy of the Tender document is available on the web portal www.orientalinsurance.org.in under the link 'Tenders'. Bidders have to purchase Tender document in order to submit bids. Please note that the Company shall not accept any liability for non-receipt/non-delivery of bid document(s) in time.

1.6 Eligibility Criteria

Bidders should meet the following eligibility criteria in order to bid for the RFP:

S.N.	Eligibility Criteria	Documents Required
Eligibility Criteria for Bidder / System Integrator		
1	Should be a public / private limited company registered in India.	Certificate of Incorporation
2	The Bidder should have been in existence for a minimum period of FIVE years in India and	Certificate of Incorporation
3	The Bidder should have a minimum turnover of Rs.200 crores per annum in previous three financial years 2011-12, 2012-13 and 2013-14.	1. Audited Financial statements for the respective financial years and/or 2. Published Balance Sheet
4	The Bidder should have positive net worth in previous three financial years 2011-12, 2012-13, 2013-14	
5	The Bidder should have at least one of the following accreditations / certifications which is valid as on the date of issue of this RFP - ISO 9001:2008, ISO 27001, SEI CMMi Level 3.	Copy of relevant certifications
6	The bidder should not have been blacklisted by the any Government or PSU enterprise.	Self-Declaration letter by Bidder authorized signatory duly authorized by the Board
8	The Bidder should hold a valid Sales Tax Registration/VAT/Service tax Certificate, PAN Card and should be registered with the appropriate authorities for all applicable statutory taxes/duties.	Attested copy of the Sales Tax Registration /VAT/Service tax certificate, Attested copy of PAN Card and give the details of PAN number, Sales Registration number, on the Bidder's Letterhead signed by the authorized signatory.
9	The Bidder should be engaged in Successful Implementation of any 2 solutions from Enterprise Management Software, Help Desk, Active Directory, and Anti-virus Solution in India for last 5 years in Govt./PSU/BFSI sector in India. The implementation should be over LAN & WAN environment.	1. Copy of original PO / Contract highlighting the following details: a) Date of PO / Contract b) Name of Parties c) Scope of Work 2. Successful completion certificate/ Satisfactory Progress of project



	(PO value should be atleast 5 Crore).	from client.
10	The Bidder must provide support/service in the concerned activity at Delhi/NCR, Mumbai, and Bengaluru.	<p>Self-Declaration by authorized signatory with the details about the centre. Details to include:</p> <p>a) Team Details: Number of industry experts, their experience,</p> <p>b) Activity Details: Area of focus, the disciplines it covers (businesses, technology), functions it supports, academic work it undertakes</p> <p>c) Location details and number of years it has been in existence.</p> <p>d) Provide contact details; Phone and Email of the person heading the Center.</p>
Eligibility Criteria for OEM		
1	The OEM's of offered products must be reputed and experienced companies operating in the field of providing solutions in India for at least 3 years as on date of issue of this RFP.	Memorandum & Articles of Association should be attached, and Purchase orders confirming year and Area of activity/Supporting Documents
2	The proposed Enterprise Management Solution & Help Desk should have been implemented and be in production use on the date of issue of this RFP in at least 1 BFSI Unit in India.	Relevant Credential letter OR Relevant Purchase Order with the Customer's confirmation on having executed the PO to satisfaction and the project as LIVE.
3	The proposed Anti-Virus Solution should have been implemented and be in production use on the date of issue of this RFP in at least 1 BFSI Unit in India.	Relevant Credential letter OR Relevant Purchase Order with the Customer's confirmation on having executed the PO to satisfaction and the project as LIVE.
4	The OEM's of offered products must have their own Technical Assistance Center (TAC) support in India	Self-Declaration by authorized signatory duly authorized by the Board with the details about the center.



1.7 Project Timelines

- 1.7.1 Time is the essence of the Contract. Time Period for delivery, installation, configuration, commissioning and acceptance shall also be indicated separately by the Bidder and the same shall also be firm and binding.
- 1.7.2 The successful Bidder shall co-ordinate all the activities relating to provisioning of infrastructure facilities and implementation of the Enterprise Management Software, Anti-Virus Solution, Active Directory and Help Desk Solution within the scope of the OICL. Such facilities and activities shall be specifically listed out by the Bidder at the time of submission of the tender in the technical proposal.
- 1.7.3 The Delivery, Configuration, Installation & Commissioning of Application Software and Help Desk Setup shall be completed within a period of 45 Days from the date of placement of order.
- 1.7.4 The delay in implementation will attract Liquidated Damages as per terms & conditions

Note:

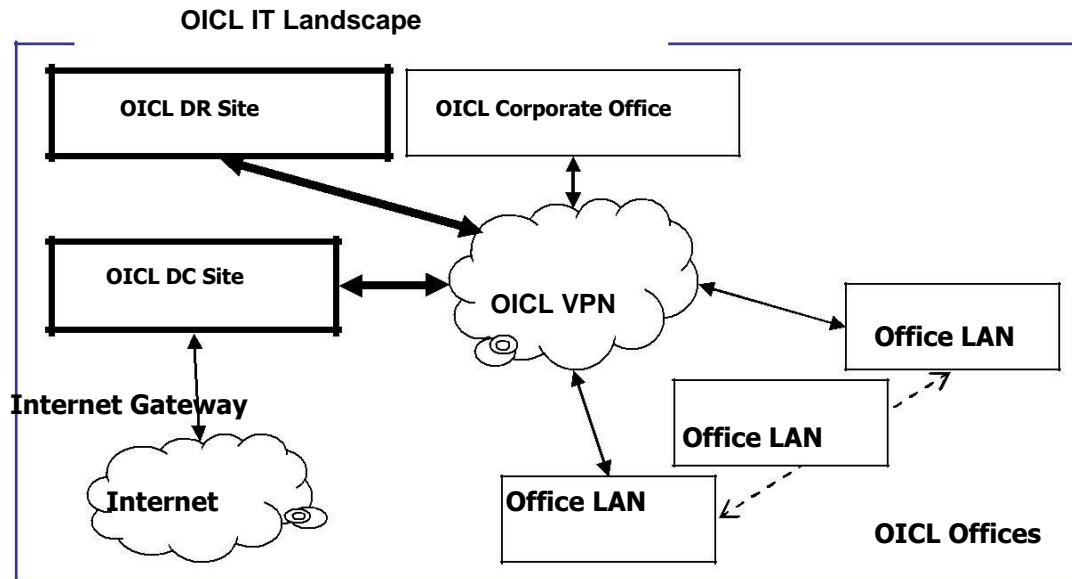
- a) OICL, at its discretion, shall have the right to alter the delivery schedule and quantities based on the implementation plan. This will be communicated formally to the Bidder during the implementation, if a need arises.
- b) The Bidder is required to provide a detailed strategy to OICL; the activities mentioned above are indicative but the timelines for procurement and delivery should be maintained. Hence if the Bidder has a faster and more effective solution the same may be discussed and agreed by OICL.



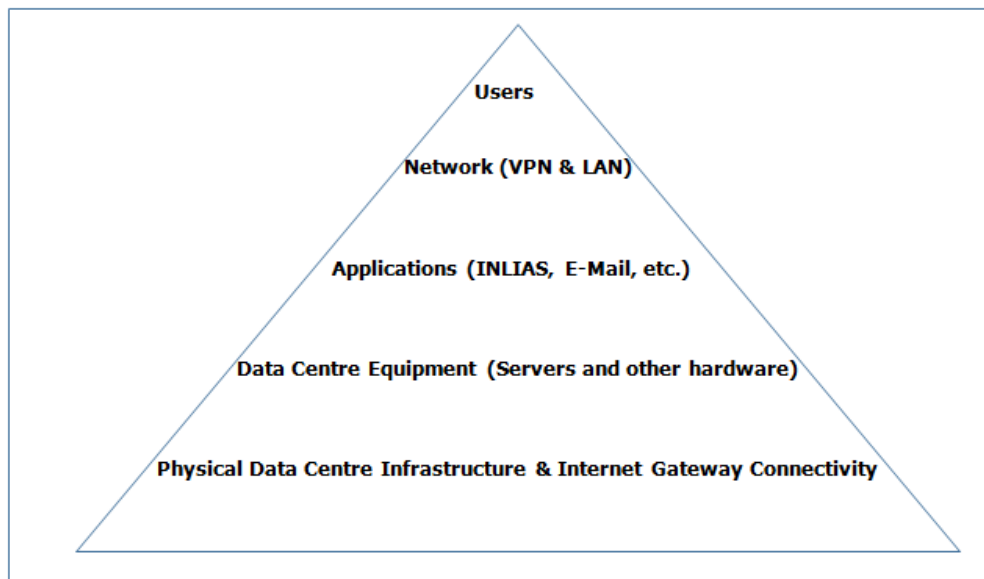
2. Background & Current Infrastructure

2.1 Current IT Infrastructure

The OICL IT Architecture is designed around a central data centre with all OICL offices connecting to this data centre over a VPN. The data centers and the OICL Offices have dual redundant connectivity links over VPN.



2.2 High Level Overview of the IT Infrastructure





OICL IT Infrastructure is enabled by a 24x7 data centre. Within the data centre various servers and associated equipment is hosted that provide the processing power and storage for manning/managing application programs. This layer also includes system software (operating system) that forms a part of the hardware deployed.

The servers in turn are used to host applications including INLIAS, SAP, HRMS, Portal, E-mail, Proxy, etc. that provide business services to the users.

On top of the application layer there is a network layer that makes these applications accessible from remote offices (VPN) and finally the end user's computer (LAN).

The users accessing these applications from their desktops form the top of this logical view of the OICL IT landscape. All the other elements are ultimately to serve the users in performing their business functions.

2.3 Existing Desktop Inventory

- OICL has approximately 13000 desktops across all offices in the country.
- The operating systems implemented on these desktops are Windows XP/ Windows Vista/ Windows 7/ Windows 8.

2.4 Existing Active Directory

- The existing Active Directory Solution is on Microsoft Windows 2003.
- Currently OICL is having 12490 Client Access Licenses.

2.5 Existing Anti-Virus System

- OICL is using McAfee Anti-virus Licenses on all desktops.
- Currently OICL is having 12690 perpetual McAfee Antivirus Licenses with Gold Support.

2.6 Bandwidth Details

- Most of the OICL Offices are connected to data centre through MPLS VPN Dual Active-Active Link. Few offices are connected to VPN through secure Roam Connect over Internet.
- The following table specifies the bandwidth available at various OICL offices:

Office	Bandwidth (* 2)
RO	192/256/320/384/512 Kbps
DO	256 Kbps
BO	128 Kbps
EC / MO	64 Kbps
SVC	192 Kbps
TP Hub	128 Kbps
HO	4 mbps



2.7 Existing Server Details

- Currently OICL has its Data Center Site at Bengaluru and Disaster Recovery Site at Vashi (Navi-Mumbai).
- For Active Directory, Antivirus, Enterprise Management Software & Helpdesk Solution, OICL will treat Vashi as DC Site and Bengaluru as DR Site. OICL shall provide following servers to the Bidder for the deployment of proposed solution:

Description	Vashi (Navi Mumbai)	Bengaluru
Make & Model	Cisco UCS Blade	Cisco UCS Blade
Quantity of Server	07	02
Brief Configuration	2 * Intel 8 Core / 64 GB RAM	2 * Intel 8 Core / 64 GB RAM
Operating System	Microsoft Windows 2012 R2	Microsoft Windows 2012 R2

- However if the bidder requires more hardware then they have to mention the required configuration in the technical proposal. OICL shall arrange the hardware along with Operating System.
- For benchmarking purposes, the bidder has to share the recommended hardware sizing. OICL shall arrange the hardware along with Operating System.
- For machines connected to VPN through Internet, Reporting has to be managed through server hosted in DMZ at data center. Bidder has to share hardware sizing & OS details for this server.
- Bidder shall also be responsible to supply database & other licenses required to run the solution.



3. Detailed Scope of Work

The scope of work for this project would include supply, Implementation & Integration of Active Directory Upgrade, Antivirus, Enterprise Management Software, Helpdesk and Facilities Management System. The tenure of the contract would be 6 years from the date of signing the contract. OICL can further extend this at its discretion at the same or better terms and conditions. However for TCO purposes the period for commercial evaluation is 6 years.

3.1 Active Directory Upgrade

The existing active directory is implemented on Windows 2003 Server. The Bidder shall be responsible for upgrade of Single Active Directory Domain using latest Platform with High Availability and manage all desktops/Servers at all the Branches and offices across the country with a single domain and to have a Standard Operating Environment rolled out across its desktops and laptops. The activity also includes setting up Group policies and all the necessary Windows components as per the Microsoft best practices. Bidder is required to maintain the AD setup for the tenure of contract. The Bidder's scope of work for active directory services is as follows:

- 3.1.1. For the current requirement, the number of users to be considered as 13000.
- 3.1.2. The Active Directory solution should be implemented at DC, DRC and RO, HO, branches and other office locations of the OICL. AD data should be replicated to DRC. In case of the disaster at DC, all the branches seamlessly connect/authenticate with AD at DRC.
- 3.1.3. DR solution should be 100% of the DC Configuration. In case OICL plans for a separate replica of AD Solution for integration of AD with some other services of OICL, Bidder has to manage that infrastructure as well.
- 3.1.4. The Bidder should develop a project plan for the implementation of AD services indicating milestones and deliverables to OICL. The Bidder is expected to provide the bandwidth requirement for DC and DRC replication of AD data to be in sync with each other.
- 3.1.5. Design & implement the logical and physical structure of Directory services, Organization Unit.
- 3.1.6. Design and implementation of group policy, domain policy, naming conventions of the organization's unit as per OICL requirement as well as industries best policies.
- 3.1.7. The bidder should provide the complete Group policy settings for user, computer and servers. Bidder should propose and implement on various policies such as password policy, power management policy, device policy, backup policy, software policy, access rights to the users and groups etc. Bidder shall also provide the reports of all the desktops for deployment of AD policies periodically.
- 3.1.8. The Bidder shall be responsible for User, Machine (Laptop/Desktop) & User Migration to the new Active Directory Domain from the existing Domains without any disruption in day-to-day work.
- 3.1.9. Bidder should provide the approach for joining of desktops/ laptops across the country to the domain. The Desktops joining to OICL domain and user profile migration in Desktops shall be done by the AMC partner of OICL. However, if any issue arises with the domain, the Bidder's resource shall be responsible to coordinate with the AMC partner and ensure resolution of all such issues.
- 3.1.10. The Bidder shall be responsible for configuring and providing the reports from the AD Server automatically through e-mails as required by OICL.
- 3.1.11. Design and Implement containers to segregate Laptops, Desktops and Servers.
- 3.1.12. The Bidder is expected to liaison with the network / software and AMC partner of OICL to implement AD Services at all OICL offices.



- 3.1.13. The Bidder is expected to provide details regarding Active Directory network so as to give OICL sufficient insight on working of the software.
- 3.1.14. The bidder has to provide the detailed architecture and design of the proposed Active Directory solution.
- 3.1.15. The proposed solution should support a suitable business continuity and disaster recovery plan in the absence of availability of AD servers. The proposed solution should not hamper OICL's business at any case and at any time due to non-availability of AD servers.
- 3.1.16. The Active Directory logical structure should be in line with the organizational structure of OICL. The Bidder is expected to configure active directory for group policies and security policies in concurrence with OICL.
- 3.1.17. The Bidder will ensure that the AD should be able to implement policies on the available bandwidth during office hours without affecting the normal work of the office. During the night hours and holidays, it is not possible to keep the desktops ON.
- 3.1.18. In case any problem (**bulk issues**) occurs in any of the authorized software/application of OICL due to proposed solution, Bidder has to coordinate with OICL/ Application Vendor / AMC Vendor & resolve the same during the tenure of the contract. However, field support will be done by respective AMC vendors of OICL.
- 3.1.19. Bidder shall also submit procedural documents related to day to day operations, backup, restoration etc.
- 3.1.20. Bidder shall provide draft implementation plan with technical bid. The Bidder will also have to document the post install configuration and settings in a post install system configuration document.
- 3.1.21. The Successful Bidder shall submit a detailed implementation strategy/ plan vetted by the OEM before and after implementation.

3.2 Anti-Virus Solution

The Bidder is expected to design the Antivirus solution architecture for the updation of the antivirus on Desktops at branches, HOs and ROs and other OICL's office locations along with Servers at DC & DR Site, and maintain the same for the period of contract. The solution should take care of updation of antivirus on Desktops in branches connected through MPLS, VPN and Roam Connect Desktops along with Servers at DC & DR Site.

- 3.2.1 Bidder is expected to supply, install and maintain Anti-virus for all the Windows & RHEL based servers and OICL's existing & new Desktops during the tenure of the contract.
- 3.2.2 The total number of licenses required will be as following:
 - Desktops : 13000
 - Windows Based Servers : 32
 - RHEL Based Servers : 32
- 3.2.3 The Bidder is expected to design the Antivirus solution architecture for the updation of the antivirus on Desktops at Extension Counters, Micro Offices, Branch Offices, Divisional Offices, TP Hubs, Regional Offices, Head Office and other OICL's office locations along with Servers at DC & DR Site and maintain the same for the period of contract.
- 3.2.4 The solution should take care of bandwidth while updation of antivirus on Desktops in branches connected through MPLS, VPN and Roam Connect along with Servers at DC & DR Site.
- 3.2.5 DR solution should be 100% of the DC Configuration.
- 3.2.6 The responsibility of Bidder is to maintain/manage/support which includes patches, updates and upgrades implementation of AV across all OICL offices.



- 3.2.7 For the OICL offices the Bidder must provide a mechanism to ensure regular updates of Antivirus Updates / patches / virus definitions on desktops and servers.
- 3.2.8 The Bidder has to ensure that the proposed AV should be able to install its agents and send updates / patches and receive status on the available bandwidth during office hours without affecting the normal work of the office. During the night hours and holidays, it is not possible to keep the desktops ON.
- 3.2.9 The proposed AV solution should be able to update the definition files at the available bandwidth.
- 3.2.10 Solution must have option to effectively utilize the bandwidth using bandwidth throttling mechanism during business hours and non-business hours.
- 3.2.11 In addition to Centralized Antivirus management console for Head Office, the Bidder is required to provide one Antivirus Management console to each of the 30 Regional offices with view rights only, to enable the Regional offices to view the real time update status of the Antivirus of the end points under their respective regional offices only.
- 3.2.12 The proposed solution should provide the AV reports of the clients which are taking AV updates directly from the internet. The count these of desktops are approximately 900.
- 3.2.13 The monthly reports giving information like updated antivirus clients, non-updated antivirus clients, version details and any other reports specified by OICL should be provided to Head Office/Regional Offices.
- 3.2.14 In case any problem (**bulk issues**) occurs in any of the authorized software/application of OICL due to proposed solution, Bidder has to coordinate with OICL/ Application Vendor / AMC Vendor of OICL & resolve the same during the tenure of contract.
- 3.2.15 For AV Installation in the Desktops, if any issue arises, the Bidder's resource shall be responsible to coordinate with AMC partner and ensure resolution of all such issues. However, field support will be done by respective AMC vendors.
- 3.2.16 Bidder shall also submit procedural documents related to day to day operations, backup, restoration.
- 3.2.17 Bidder shall provide draft implementation plan along with technical bid. The Bidder will also have to document the post install configuration and settings in a post install system configuration document.
- 3.2.18 Successful Bidder shall submit the detailed implementation strategy/ plan vetted by OEM before and after implementation.

3.3 Enterprise Management Software

The Bidder shall supply, install, configure and maintain the enterprise management software to meet the scope:

- 3.3.1 The responsibility of the Bidder is to maintain/manage/support the proposed solution which includes patches, updates, upgrades and implementation of EMS.
- 3.3.2 The Bidder will also have to document the post install configurations and settings in a post-install system configuration document. Bidder should provide a draft plan of the same along with the technical bid.
- 3.3.3 DR solution should be 100% of the DC Configuration.
- 3.3.4 The bidder shall carry out the asset management of all networked devices in all the offices of OICL. It shall also support auto-discovery of equipment and shall generate online report without any manual intervention.
- 3.3.5 Integrated reporting shall be fully automatic with no manual intervention. All the EMS modules shall integrate with the Helpdesk solution.



- 3.3.6 The Bidder will ensure that the EMS should be able to install its agents and send updates / patches and receive status on the available bandwidth during office hours without affecting the normal work of the office. During the night hours and holidays, it is not possible to keep the desktops ON.
 - 3.3.7 The proposed solution should be synced with Active Directory.
 - 3.3.8 Solution must have option to effectively utilize the bandwidth using bandwidth throttling mechanism during business hours and non-business hours
 - 3.3.9 Bidder is required to provide a console of EMS solution to HO and 30 Regions for their respective regions with view right only.
 - 3.3.10 Proposed solution should also be implemented in Roam Connect desktops as well. Count of such desktops is approximately 900.
 - 3.3.11 Removal of unauthorized software with confirmation from OICL.
 - 3.3.12 For EMS Installation in the Desktops, if any issue arises, the Bidder's resource shall be responsible to coordinate with AMC partner and ensure resolution of all such issues. However, Field support will be done by respective AMC vendors.
 - 3.3.13 Bidder shall also submit procedural documents related to day to day operations, backup, restoration.
 - 3.3.14 Bidder shall provide a draft implementation plan with the technical bid. The Bidder will also have to document the post install configuration and settings in a post install system configuration document.
 - 3.3.15 The successful bidder shall submit the detailed implementation strategy/ plan vetted by OEM before and after implementation.
 - 3.3.16 Vendor has to deploy following modules:
 - i. Asset Management (Hardware & Software)
 - ii. Patch Management / Software Distribution Management
 - iii. Remote Assistance Functionalities
- i. Asset Management:**
- a) The solution should provide inventory of hardware and software applications on end-user desktops including information on processor, memory, operating system, etc.
 - b) It must provide comprehensive inventory information collected from all network connected systems.
 - c) It must allow automatic collection and reporting of only what has changed since the last asset scan.
 - d) It must allow for accurate and easy management and tracking of licensed software, including tracking of application & application version details.
 - e) It must allow local, offline auditing of intermittently connected devices over network or dial-up connections.
 - f) It should provide facility for user defined templates to collect custom information from desktops.
 - g) It should have reporting capabilities; provide redefined reports and create customized reports on data in the inventory database.
 - h) It should have support for inventory of network devices (Desktops, Printers, and Switches).
 - i) It should provide configuration management.
 - j) It should provide a facility to track changes by maintaining asset history.
 - k) Software metering should be supported to audit and control software usage.



- l) It should contain a built-in query tool which would query data from any of the Asset Management Modules.

ii. Patch Management:

- a) The tool should have the capability to install applications based on interdependencies i.e. to be installed in a particular order.
- b) On administrator's approval, deployment of patches without end user intervention.
- c) Prioritize and deploy patches based on requirements.
- d) Status reporting on patch deployment – Success/Failures
- e) It should provide delivery, installation, and uninstallation of software installed on end-user desktops by software delivery remotely over WAN links.
- f) It should provide targeting of software to a machine, a user, and a group of users or machines.
- g) It should allow in-house software applications and content for distribution as components that are automatically adapted and personalized for each user at installation time.
- h) It should include an ability for creating software packages to be delivered to end-user desktops.
- i) It should support both push and pull software distribution modes. It should list software and content immediately available for installation, personalized for each user.
- j) It should provide distribution of software across large distributed environments connected over WAN.
- k) It should be possible for a distribution to be scheduled for a single unit, a group of units, or the whole domain.
- l) It should keep track of what has been delivered where.
- m) It should provide an ability to automatically install an operating system on the desktops that support remote boot functionalities.
- n) It should support MSI (Microsoft installer) packages and it should be able to distribute the software.
- o) It should constantly monitor for newly available patches. Should work proactively with major software vendors to know in advance what new patches will become available and when.
- p) It should have the ability to quickly determine which assets within the environment need and are able to accept a newly available patch is a fundamental requirement for a successful patch management solution. Patch Management automatically determines the systems that should receive the patch.
- q) It should facilitate and enforce a formal patch testing phase. Should control, direct and manage all patch distribution actions from one central GUI.

iii. Remote Assistance Functionalities:

The proposed Enterprise Management Software should have following remote assistance functionalities:

- a) It should allow remote control of end-user desktops. It should offer remote control capabilities for various Operating System environments.
- b) Bidder is required to provide remote assistant functionality at each Regional office for taking remote of the assets under their respective regional offices only.
- c) It should offer several levels of security for remote control, ranging from defining users with specific rights to local confirmation before a remote session is enabled.
- d) It should provide sufficient audit trails to trace the number of remote control session taken.
- e) It should also provide chat functionality between remote control viewer and host as well as a file transfer utility for transfer of files between remote control viewer and host.



- f) It should allow administrators to centrally manage remote control users' and their access rights.
- g) It should provide integration with OS based security, Active Directory Services.
- h) It should provide facility to throttle the bandwidth used by the tool while communicating over the network if required.
- i) It should provide facility for encrypting the authentication traffic and additionally encrypt viewer/host traffic as well.

3.4 Help-Desk Solution

The Bidder is expected to supply, implement, commission, and maintain the helpdesk. The helpdesk should act as a single point of contact for all users whether for service requests, incidents or problems. It should encompass Helpdesk, EMS, AD & AV issues. In addition, it should offer a focused approach for delivering integrated service management. It should provide an interface for other functions in IT Services Continuity Management like maintenance contracts, software licenses, Service Level Management, and Financial Management.

OICL has its head office at New Delhi and 30 Regional Offices across the country. OICL has floated a separate RFP for AMC of Computer hardware & software for the respective RO's. There are onsite engineers available at each RO provided by respective AMC Vendors.

- 3.4.1 The Bidder is required to establish and maintain a Help Desk Solution as a Single Point of Contact for all the services, solutions & infrastructure at OICL, for lodging complaints with their respective AMC vendors, generating ticket numbers, tracking complaints, routing service requests till call closure.
- 3.4.2 The Bidder is required to extend the helpdesk solution to all the users under the head office at New Delhi and all the 30 Regional Offices by providing interface/logins for lodging complaints with their respective AMC Vendors.
- 3.4.3 The Bidder will be required to customize the Helpdesk Solution for HO and all 30 RO's by implementing their SLA terms with their respective AMC Vendors in the helpdesk portal.
- 3.4.4 Bidder is also required to provide a dashboard console as well as reporting mechanism to HO and all 30 RO's for analyzing the complaints. In addition, the Bidder has to provide mechanism to the Head Office to centrally monitor & report the performance of the Regional Offices if required.
- 3.4.5 OICL also requires a separate help-desk partition which shall be common for HO and all 30 RO's with the common SLA and access rights to all the users under HO and RO's.
- 3.4.6 Access of the Helpdesk solution will be provided to HO and all 30 RO's. One for Regional IT Coordinator for monitoring the complaints under their Region and for penalty calculation. And one admin login for the AMC partner of each of the locations, for updating the status of the complaints lodged under their region and for managing the SLA terms and conditions.
- 3.4.7 The helpdesk solution should have the capability to upload frequently asked questions and solution.
- 3.4.8 It should incorporate an individual escalation matrix of HO and all 30 RO's and should have a provision to escalate issues pertaining to user's non-availability or non-cooperation of the vendor.
- 3.4.9 Generate service management reports from the ticketing tool.
- 3.4.10 Maintenance of an SLA matrix.
- 3.4.11 Notifying users of problem status and resolution (via mails).



- 3.4.12 Tracking of problems from an initial call to restore to service. This includes problems redirected to non-Bidder service providers
- 3.4.13 Monitoring systems to proactively determine, diagnose, and resolve problems. This includes notifying customers and all service providers of known problems and alerts;
- 3.4.14 Provide reports that effectively summarize and communicate the performance and compliance with service levels defined in the OICL's service level agreement (SLA) with the Vendor. OICL will have the ability to directly generate standard and ad hoc reports as needed from the same helpdesk setup;
- 3.4.15 Proposed solution shall be customizable as per the requirements of OICL.
- 3.4.16 Bidder has to maintain the backup of logged calls of individual Regional Office's during the contract period & shall provide the same when required by OICL. (On Daily/Weekly/Monthly basis)
- 3.4.17 Bidder shall provide separate partitions of help desk solution to handle SLA's of other OICL business applications like HRMS, Web Portal Application, and new upcoming applications in contract period.
- 3.4.18 The Bidder shall provide efficient and prompt solutions to operational problems of end users concerning the application system. Bidder shall implement effective helpdesk management procedures to leverage the knowledge gained in providing faster and better solutions, create knowledge bases and prevent recurrence of problems.
- 3.4.19 Successful Bidder shall submit the detailed implementation strategy/ plan vetted by OEM before and after implementation.

3.5 Facilities Management Services

- 3.5.1 The successful Bidder should depute qualified dedicated manpower (FM support Engineers) from project sign off date to contract expiry date at OICL Head Office, New Delhi from Monday to Friday 9:00 am to 6:00 pm, and at any other time as and when required by OICL.

S.N.	Category	No. of Resource	Specialization
1	Enterprise Management Software	1	Should be certified in the proposed solution. (Minimum 3 Years of Experience in handling proposed/ similar EMS Solution)
2	Anti-Virus Solution	1	Should be certified in the proposed solution (Minimum 3 Years of Experience in handling proposed AV Solution)
3	Active Directory	1	Microsoft Certified Engineer having expertise in Domain Policies (Minimum 3 Years of Experience in handling Active Directory Solution)
4	Helpdesk Coordinator	1	Should be minimum graduate/diploma holder in engineering (IT/Electronics/Computers) having



			good knowledge in similar solution.
5	Project Manager	1	Minimum 5-7 Years of Experience.

- 3.5.2 FM engineer(s) should be trained & experienced professional having excellent communication skills. The FM resources should be minimum graduate/diploma holder in engineering (IT/Electronics/Computers) having good knowledge on Directory Services, Enterprise Management Software & Anti-Virus (AV) Solution. The FM resource(s) should be having Certification on Proposed Directory Services / Enterprise Management software/ AV solution.
- 3.5.3 In case the engineer goes on leave / absent, OICL should be intimated prior to taking leave and suitable replacements/backup should be arranged by the Bidder to ensure that regular functioning of the offices does not get hampered. The bidder has to provide the resumes of new resources. These new resources should have the same specialization as mentioned in table above.
- 3.5.4 The proposed resources can be transferred to OICL's Data Center Sites if required.
- 3.5.5 If required, resources may travel as and when required at OICL's DC / DRC locations at bidders own cost.
- 3.5.6 In case OICL intends either to replace the existing old Desktops with the new Desktops (transition phase), or there is an increase in the count of Desktops during the contract period there shall be no change in the commercial value of FMS resources.
- 3.5.7 FMS Resources shall be responsible for system configuration of the Servers at DC & DR Site. Also, FMS Resources shall have to ensure the update of latest patches & Operating System along with required security settings, network settings, etc. to run the proposed solution error-free.
- 3.5.8 All the updates of the proposed solution for the application software and end points has to be done after proper testing. Confirmation of the testing shall be responsibility of the bidder.
- 3.5.9 FMS Resources shall also be responsible for the maintenance of the FTP Server provided by OICL.
- 3.5.10 FMS Resources shall coordinate with the AMC Vendor of all the regions and provide confirmation for installation & commissioning of the procured solution to maintain the compliance level of proposed solution.
- 3.5.11 FMS Resource shall be responsible to maintain the inventory list of the assets. However entry & tagging shall be done by respective Regions.
- 3.5.12 OICL will provide the necessary seating space, furnishing, and electrical connections for the same. Bidder has to provide Desktops, PSTN telephones with STD facility, Toll Free Number etc. for the quoted resources.
- 3.5.13 The Bidder has to provide the telephonic, electronic mechanisms and software based tool for reporting problems of AD/AV/EMS, issue a ticket number for all calls entered, acknowledge the tickets, allocate appropriate category requests for service, update status and resolve the issues. Bidder has to maintain the backup of logged calls during the contract period & shall provide the same as per requirement (Daily/Weekly/Monthly basis).
- 3.5.14 FMS shall coordinate for following activities.
 - a) Providing a Single Point of Contact (SPOC) for assistance with IT services under scope. It should encompass Helpdesk, EMS, AD & AV issues. In addition, it should offer a focused approach for delivering integrated Service Management.



- b) One time and Regular Documentation of installation/ implementation/maintenance procedure for AD/AV/EMS software for end point systems at Operation Offices as and when required by OICL.
- c) In case of any problem regarding AD/AV/EMS software at operating offices, the NOC Team will coordinate with HO/RO administrators and respective AMC partners to troubleshoot the problem and will prepare the documentation for the same.
- d) Sending the reports of Anti-virus, Enterprise Management Solution, and Active Directory etc. to HO and ROs as per OICL's requirements.
- e) FMS Resource should provide the details related to new OS patches/ hot-fixes released in Desktops & Servers. FMS Resource shall also be responsible for update / upgrade these patches/hot-fixes.
- f) In case bidder requires to configure the local servers of the proposed solution in OICL offices for smooth and timely updates of endpoints along with implementation of the policies, bidder shall only be responsible to manage the same, however if any field support is required, OICL shall provide the same.
- g) FMS resources shall also be responsible to coordinate with AMC partners of respective regions of the OICL, for installation and commissioning of proposed solution when escalated through HO IT.
- h) Generate service management reports from the ticketing tool.
- i) Maintenance of SLA matrix.

3.6 Project Management

Bidder will deploy a project manager at the OICL head office who will manage the project as a whole and act as an interface between OICL and the Bidder during the contract period. He will be single point of contact on behalf of Bidder.

Bidder should provide the detailed description for project management activities as part of the proposal in response and compliant to this RFP.

Project Manager Responsibilities would primarily cover the following:

- a) To ensure services delivery and resource management.
- b) To prepare project plan, managing the contingencies & resource management while maintaining service delivery.
- c) Risk identification and mitigation strategy.
- d) To design, implement and demonstrate processes in line with best practices.
- e) To factor resource redundancy plan for better continuity and reliability of services.
- f) To create documentation for all the processes in line with quality standards.
- g) Ensuring continuous improvement of services
- h) Sharing knowledge and value addition with OICL IT team on continuous basis.
- i) Innovative and effective use of EMS tools in delivering services
- j) Overall responsibility for delivery of services as per Scope/ Statement of Work/s (SOW) and Service Level Agreement (SLA).
- k) Maintain project communications with stakeholders of OICL
- l) Provide strategic and tactical recommendations in relation to technology related issues and technology improvement.



- m) Resolve deviations from the phased project plan.
- n) Conduct regularly scheduled project status/ review meetings involving officials of the Bidder and OICL
- o) Submission of all periodic reports

3.7 Transition Management

OICL recognizes that the transition process and its effectiveness, has a significant impact on success of ongoing services. OICL has the following key objectives for transition:

- a) Maintain steady operation of all services and maintenance of current service levels during migration of controls and responsibility from OICL / current vendor to selected Bidder.
- b) Successfully complete all activities, providing a stable platform for future improvement in service delivery and associated benefits for OICL Transition Deliverables.

3.8 Training

The Bidder shall provide OICL with a comprehensive training program that includes instructor-led training to facilitate successful implementation and knowledge transfer of the proposed solution. The SI will be required to conduct the technical training session.

Sl. No.	Training Type	Min. No. of Days per Batch	Batches	No. of Trainees per batch
1	Train the trainers: a. Active Directory b. Anti-Virus Solution c. Enterprise Management Software d. Help Desk Solution	1 day	1	30
2	User Level Briefing session through Video Conferencing a. Active Directory b. Anti-Virus Solution c. Enterprise Management Software d. Help Desk Solution	0.5 day	4	Shall be communicated to successful bidder.



3.9 Documentation and Reporting

3.9.1 Documentation

The Bidder shall provide following documents along with technical bid:

- 3.9.1 The Bidder will have to develop a detailed system design document for all the services in consultation with OICL. Provide a template for system design document along with the technical bid.
- 3.9.2 The Bidder is also required to develop and document detailed system administration and maintenance procedures customized for OICL. These documents will serve as guides for OICL administrators while managing the project.
- 3.9.3 System Design Document should be OEM vetted.
- 3.9.4 System Design Document should be updated once in each quarter.
- 3.9.5 Part coded technical Bill of Material.
- 3.9.6 Datasheets of the proposed products.

3.9.2 Reports

Vendor shall submit the reports on a regular basis in a mutually decided format. The following is only an indicative list of reports that would be required to be configured for AD, AV, EMS & Helpdesk. Softcopy of these reports shall be delivered automatically via email at specific frequency and to the pre-decided list of recipients.

Role based selection of reports, selection of name of the recipients of the reports; frequency of delivery must be parameterized/ configurable by FMS team.

Bidder shall submit certain information as part of periodic review as and when required by OICL.

Following is the indicative list of reports:

1. Daily Reports (to be submitted daily)

- a) Daily Reports of AD, AV, EMS.
- b) Summary of issues / complaints logged at the Help Desk.
- c) Summary of resolved, unresolved and escalated issues / complaints.
- d) Summary of resolved, unresolved and escalated issues / complaints to OEMs/ vendors/OICL support teams.
- e) Availability and Resource Utilization

2. Weekly Reports (to be submitted on the first working day of the following week)

- a) Issues / Complaints Analysis report for virus calls, call trend, call history etc.
- b) Summary of systems (server) rebooted.
- c) Summary of issues / complaints logged with the OEMs.
- d) Availability and Resource Utilization
- e) Inventory Reports.



3. Monthly reports (to be submitted by 10th of the following month)

- a) Availability and Resource Utilization
- b) Summary of changes in the Data Centre.
- c) Service Level Management – priority/ severity wise response and resolution.
- d) Service Failure Analysis, listing out escalations and downtime/ outages, if any.
- e) Service Operations, listing out:
 - i. Service Desk Management – Location wise call summary for all on-site FM locations for last three months.
 - ii. Helpdesk Management, listing out priority/ severity wise calls logged with comparison for past three months.
- f) Service Improvement Plan, listing out:
 - i. Concerns/ Escalations with action plan.
 - ii. Planned activities/ initiatives.
 - iii. Improvements planned, if any.

4. Incident Reporting (to be submitted within 48 hours of the incident)

- a) Detection of security vulnerability with the available solutions / workarounds for fixing.
- b) Hacker attacks, Virus attacks, unauthorized access, security threats, etc. with root cause analysis and plan to fix the problems.
- c) Software license violations.



4. Terms & Condition

4.1 General

4.1.1 Definitions

OICL/ PURCHASER:

Shall mean The Oriental Insurance Company Limited

4.1.2 Amendment to Bid Document

At any time prior to the deadline for submission of Bids, OICL may for any reason either on its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document, by amendment.

All prospective Bidders that have received the Bid Document will be notified of the amendment. The same will be binding on them. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, OICL may, at its discretion, extend the deadline for a reasonable period to be decided by OICL for the submission of Bids. Details will be communicated and published on our portal www.orientalinsurance.org.in.

- 4.1.2.1 OICL also reserves the right to change any terms and conditions of the RFP and its subsequent addendums as it deems necessary at its sole discretion. OICL will inform the Bidder about changes, if any before the deadline of bids submission.
- 4.1.2.2 OICL may revise any part of the RFP, by providing an addendum to the Bidder at stage till commercial bids are opened. OICL reserves the right to issue revisions to this RFP at any time before the deadline for bid submissions.
- 4.1.2.3 OICL reserves the right to extend the dates for submission of responses to this document.
- 4.1.2.4 Bidder shall have the opportunity to clarify doubts pertaining to the RFP in order to clarify any issues they may have, prior to finalizing their responses. All queries/questions are to be submitted to the Deputy General Manager, IT at the address mentioned below and should be received by the point of contact not later than 17:00 hours on 11th May 2015. Responses to inquiries and any other corrections and amendments will be distributed to the Bidder by fax or in electronic mail format or hardcopy letter, at the sole discretion of OICL.

The Deputy General Manager
Information Technology Department,
The Oriental Insurance Company Limited,
2nd Floor, Head Office, "Oriental House",
A-25/27, Asaf Ali Road,
New Delhi - 110 002

- 4.1.2.5 **Preliminary Scrutiny** – OICL will scrutinize the offer to determine whether it is complete, whether any errors have been made in the offer, whether required technical



documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. OICL may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on the Bidder and OICL reserves the right for such waivers and OICL's decision in the matter will be final.

- 4.1.2.6 **Clarification of Offer** – To assist in the scrutiny, evaluation and comparison of offer, OICL may, at its discretion, ask the Bidder for clarification of their offer. OICL has the right to disqualify the Bidder whose clarification is found not suitable to the proposed project.
- 4.1.2.7 OICL reserves the right to make any changes in the terms and conditions of purchase. OICL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.
- 4.1.2.8 **Erasures or Alterations** – The offer containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. OICL may treat the offers not adhering to these guidelines as unacceptable.
- 4.1.2.9 **Right to Alter Quantities** – OICL reserves the right to alter the requirements specified in the tender. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the bidder against the item would be considered for such alteration. The bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the bidder are lower than what has been quoted by the bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period.

4.1.3. Sub-contracts

In case sub-contracting any of the activities under the scope of this RFP is required, the bidder needs to notify and take prior permission in writing from OICL. It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the RFP irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable including any statutory requirement and compliance. No additional cost will be incurred by OICL on account of sub-contract, if any.

4.1.4. Acceptance of the Solution

- 4.1.4.1. The solution will not be treated as complete if any part of software / solution etc. are not delivered as per the timelines specified in RFP. In such an event, the supply will be termed incomplete and will not be accepted and warranty period will not commence besides OICL's right to invoke the penalties which will be prescribed in the contract.



4.1.4.2. There will be an acceptance test conducted by OICL or its nominated consultants after implementation of solution at DC and DR. In case of discrepancy in hardware & related software supplied & not matching the Bill of Materials or technical proposal submitted by the bidder in their technical bid, the bidder shall be given 6 weeks' time to correct the discrepancy post which OICL reserves the right to cancel the entire purchase contract and the Bidder should take back their equipment at their costs and risks. The test will be arranged by the Bidder at the sites in the presence of the officials of OICL and / or its consultants. The warranty for the equipment (including OS and hardware provided by the Bidder pursuant to this Agreement) will commence after acceptance testing. The tests will involve trouble-free operation of the complete system during UAT apart from physical verification and testing. There shall not be any additional charges for carrying out this acceptance test. OICL will take over the system on successful completion of the above acceptance test. The Installation cum Acceptance Test & Check certificates jointly signed by Bidder's representative and OICL's official or its authorized representative should be received at Head Office along with invoice etc. for scrutiny before taking up the request for consideration of payment.

4.1.5 Conditional bids

Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of bids.

4.1.6 Submission of Bids

The bidders shall seal the envelopes containing Eligibility Bid / Technical Bid / Commercial bid. Envelopes shall be addressed to OICL at the address given; and bear the Project Name "RFP for Supply, Installation, Implementation, Maintenance of Desktop & IT Services Management" - Eligibility Bid/ Technical Bid / Commercial Bid Tender No. OICL/HO/ITD/DITSM/2015/01 dated 29th April 2015. Envelopes should indicate on the cover the name and address of the Bidder. A bidder shall submit only one proposal.

4.1.7 Performance Security

Within 15 days after the receipt of Notification of Award from OICL, the bidder shall furnish performance security to OICL as per Appendix - 6, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of six year Contract period in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by the RBI.

Failure by bidder to submit the Performance security will result in invocation of Bid security held by the Company (OICL).

4.1.8 Pre-Bid Meeting

All queries/ requests for clarification from bidders must reach us by e-mail (tender@orientalinsurance.co.in) or in person before 17:00 hours on 11th May 2015. Format for the queries / clarification is provided in "Appendix 3 - Query Format". No clarification or queries will be responded in any other format. OICL will respond to any request for clarification of the tender document in the pre-bid meeting to be held on 18th May 2015.



The Representatives of Bidders attending the pre-bid meeting must have proper authority letter to attend the same and must have purchased the Tender document.

Any modification to the Bidding Documents, which may become necessary as a result of the pre-bid meeting, shall be made by the Company exclusively through the issuance of an Addendum and not through the minutes of the pre-bid meeting.

4.1.9 Installation and Implementation

The bidder shall be responsible for supply, installation and commissioning of the proposed solution with technical specification as mentioned in Annexure-1; and to undertake AMC of the same.

At the direction of OICL, the acceptance test of the solution shall be conducted by the successful bidder in the presence of OICL's authorized representative(s) and/or any other team or agency nominated by OICL. All expenses for acceptance test shall be borne by the bidder. The acceptance tests should include verification of documentation for equipment start-up procedures; shutdown procedures; configuration; failover testing and testing of all redundancies – verification of documented fail-over and restoration procedures. Draft Acceptance test procedure should be submitted by bidder. The final acceptance test procedures will be discussed and mutually agreed after the implementation.

4.1.10 Delay in Bidder's performance

Implementation of the Solution and performance of service shall be made by the bidder in accordance with the time schedule specified by OICL in the contract.

Any unexcused delay by the bidder in the performance of his implementation/service/other obligations shall render the bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.

If at any time during performance of the contract, the bidder should encounter conditions impeding timely implementation of the Solution and/or performance of services, the bidder shall promptly notify OICL in writing of the fact of delay, its likely duration and cause(s), before the scheduled delivery / installation / implementation date. OICL shall evaluate the situation after receipt of the bidder's notice and may at their discretion extend the bidder's time for delivery / installation / implementation, in which case the extension shall be ratified by the parties by amendment of the contract. If the bidder's request to delay the implementation of the Solution and performance of services is not found acceptable to OICL, the above mentioned clause would be invoked.

4.1.11 Payment terms

The Bidder must accept the payment terms proposed by OICL. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by OICL. Any deviation from the proposed payment terms would not be accepted. OICL shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of OICL.



Item	Payment	Documents to be Submitted
Software/ Licenses	100% against the Software/Licenses delivery	Confirmation letter/mail from OEM, Delivery Certificate, Performance Bank Guarantee, Agreement.
Implementation, Installation & Commissioning	100% post sign off.	Certificate from authorized OICL Official.
FMS	25% of the Annual Charges at the end of each quarter	Quarterly call reports, MIS Reports
AMC	25% of the Annual Charges at the end of each quarter	
Training	At the end of the month in which the training is concluded	

4.1.12 Mode of Payment

OICL shall make all payments only through Electronic Payment mechanism (viz. ECS). Bidders should invariably provide the following particulars along with their offers:

- Account Number and Type of Bank account (Current / Savings/Cash Credit).
- IFSC / NEFT Code (11 digit code) / MICR code, as applicable, along with a cancelled cheque leaf.
- Permanent Account Number (PAN) under Income Tax Act;
- TIN/Sales Tax Registration Number (for supply of Goods) and Service Tax, Registration Number (for supply of Services), as applicable.
- E-mail address of the bidder / authorized official (for receiving the updates on status of payments).

4.1.13 Currency of Payments

Payment shall be made in Indian Rupees (INR) only.

4.1.14 Penalties and delays in Bidder's performance

In case the vendor fails to meet the SLA mentioned in sectioned 5.33, penalty will be imposed as specified in the table below:

S.N.	Service	Uptime	Penalty
1	Software Application (EMS/AD/AV/Help Desk)	99.5%	Rs.1000/- per day
2	AV signature updation (Bulk Update)	Not updated within one day	Rs.1000/- per day
3	Case logged to FMS from HO (Bulk Issues Case Log)	Not resolved within one day	Rs.1000/- per day

Note:

- The down time will be calculated on a quarterly basis.
- Ticketing tool reports will be used to calculate penalty.
- The downtime calculated shall not include the following:



- Any planned shutdown
- Failure or malfunction of any equipment or services not provided by the Bidder.
- Negligence or other conduct of OICL or its agents, including a failure or malfunction resulting from applications or services provided by OICL or its vendors

However, it is the responsibility of the selected Bidder to prove that the outage is attributable to OICL. The selected Bidder shall obtain the proof authenticated by the OICL's official that the outage is attributable to OICL.

4. Bidder has to demonstrate that the update is happening at each office with the specified bandwidth (mentioned in 2.6) on the sample basis to avoid penalty.
5. The maximum penalty will be up to 10% of quarterly FMS and Infrastructure services charges.
6. In case maximum penalty is imposed for more than two times in a year, OICL may revise the SLA penalty cap.

4.2 Other RFP Requirements

- a. The Head Office of OICL is floating this RFP. However, the Bidder(s) getting the contracts shall install and commission the solution, procured through this RFP, at OICL's DC and DR or at such centers as OICL may deem fit and the changes, if any, in the locations will be intimated to the Bidder.
- b. Technical Inspection and Performance Evaluation - OICL may choose to carry out a technical inspection/audit and performance evaluation of products offered by the Bidder. The Bidder would permit OICL or any person / persons appointed by OICL to observe the technical and performance evaluation / benchmarks carried out by the Bidder. Any expenses (performing the benchmark, travel, stay, etc.) incurred for the same would be borne by the Bidder and under no circumstances the same would be reimbursed to the Bidder by OICL.
- c. The Bidder's representative and local office at New Delhi will be the contact point for OICL. The delivery status of equipment should be reported on a weekly basis.
- d. Bidder should ensure that the hardware delivered to OICL including all components and attachments are brand new. In case of Operating System, the Bidder should ensure that the same is licensed and legally obtained with valid documentation made available to OICL.
- e. OEM's Authorization Form – The Bidder should furnish a letter from original equipment manufacturer in the format provided in Appendix 7 – OEM's Authorization provided along with this RFP.



5. Terms of Reference ('ToR')

5.1 Contract Commitment

OICL intends that the contract, which is contemplated herein with the Bidder, shall be for a period of Six years. The contract period will start from the date of PO shared to Bidder by OICL.

5.2 Ownership, Grant and Delivery

The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL.

OICL reserves the right to use the excess capacity of the licenses supplied by the bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure.

Further the bidder also agrees that such use will not infringe or violate any license or other requirements

5.3 Completeness of Project

The project will be deemed as incomplete if the desired objectives of the project Section 3 – Detailed Scope of Work of this document are not achieved.

5.4 Compliance

Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify OICL about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect OICL and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate OICL and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and OICL will give notice of any such claim or demand of liability within reasonable time to the Bidder.

This indemnification is only a remedy for OICL. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However



indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.

5.5 Assignment

OICL may assign the software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the AMC services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.

5.6 Canvassing/Contacting

Any effort by a Bidder to influence the Company in its decisions on Bid evaluation, Bid comparison or award of contract may result in the rejection of the Bidder's Bid. No Bidder shall contact the Company on any matter relating to its Bid, from the time of opening of Commercial Bid to the time the Contract is awarded.

5.7 Indemnity

Bidder shall indemnify, protect and save OICL and hold OICL harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act or omission of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by the Bidder, (iii) use of the deliverables and or services provided by the Bidder, (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project. Bidder shall further indemnify OICL against any loss or damage to OICL's premises or property, OICL's data, loss of life, etc., due to the acts of the Bidder's employees or representatives. The Bidder shall further indemnify OICL against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the OICL for malfunctioning of the equipment or related software or deliverables at all points of time, provided however, (i) OICL notifies the Bidder in writing immediately on aware of such claim, (ii) the Bidder has sole control of defense and all related settlement negotiations, (iii) OICL provides the Bidder with the assistance, information and authority reasonably necessary to perform the above, and (iv) OICL does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to OICL's (and/or its customers, users and Bidders) rights, interest and reputation.

The Bidder's should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

- a) Non-compliance of the Bidder with Laws / Governmental Requirements



- b) IP infringement
- c) Negligence and misconduct of the Bidder, its employees, and agents
- d) Breach of any terms of tender document or Representation made by the Bidder.
- e) Act or omission in performance of service.
- f) Loss of data due to Bidder provided facility.

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.

The Bidder shall not indemnify OICL for

- (i) Any loss of profits, revenue, contracts, or anticipated savings or
- (ii) Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and Bidders of OICL would be considered as a “direct” claim.

5.8 Inspection of Records

All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours, as often as OICL deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. OICL’s auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to OICL, which would be used by OICL. The cost of the audit will be borne by OICL. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

5.9 Publicity

Any publicity by the Bidder in which the name of OICL is to be used should be done only with the explicit written permission of OICL.

5.10 Solicitation of Employees

Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.



5.11 Information Ownership

All information processed, stored, or transmitted by Bidder equipment belongs to OICL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

5.12 Sensitive Information

Any information considered sensitive must be protected by the Bidder from unauthorized disclosure, modification or access.

Types of sensitive information that will be found on OICL systems the Bidder may support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.

5.13 Confidentiality

The RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to OICL. OICL may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with OICL or any of its customers or suppliers without the prior written consent of OICL.

This tender document contains information proprietary to OICL. Each recipient is entrusted to maintain its confidentiality. It should be disclosed only to those employees involved in preparing the requested responses. The information contained in the tender document may not be reproduced in whole or in part without the express permission of OICL. Disclosure of any such sensitive information to parties not involved in the supply of contracted services will be treated as breach of trust and could invite legal action. This will also mean termination of the contract and disqualification of the said Bidder.

Responses received become the property of OICL and cannot be returned. Information provided by each Bidder will be held in confidence, and will be used for the sole purpose of evaluating a potential business relationship with the Bidder.

5.13.1 "Confidential Information" means any and all information that is or has been received by the Bidder ("Receiving Party") from OICL ("Disclosing Party") and that:

- a) Relates to the Disclosing Party; and
- b) is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential or
- c) Is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agents, representatives or consultants.
- d) Without limiting the generality of the foregoing, Confidential Information shall mean and include any information, data, analysis, compilations, notes, extracts, materials, reports, drawings, designs, specifications, graphs, layouts, plans, charts, studies, memoranda or other documents, or materials that may be shared by OICL with the Bidder.



- e) "Confidential Materials" shall mean all tangible materials containing Confidential Information, including, without limitation, written or printed documents and computer disks or tapes, whether machine or user readable.
 - f) Information disclosed pursuant to this clause will be subject to confidentiality for the term of contract plus two years.
- 5.13.2 The Receiving Party shall, at all times regard, preserve, maintain and keep as secret and confidential all Confidential Information and Confidential Materials of the Disclosing Party howsoever obtained and agrees that it shall not, without obtaining the written consent of the Disclosing Party.
- 5.13.3 Unless otherwise agreed herein, use any such Confidential Information and materials for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its customers or their projects.
- 5.13.4 In maintaining confidentiality hereunder the Receiving Party on receiving the confidential information and materials agrees and warrants that it shall:
- a) Take at least the same degree of care in safeguarding such Confidential Information and materials as it takes for its own confidential information of like importance and such degree of care shall be at least, that which is reasonably calculated to prevent such inadvertent disclosure;
 - b) Keep the Confidential Information and Confidential Materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;
 - c) Limit access to such Confidential Information and materials to those of its directors, partners, advisers, agents or employees, sub-contractors and contractors who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees, sub-contractors and contractors so involved to protect the Confidential Information and materials in the manner prescribed in this document; and
 - d) Upon discovery of any unauthorized disclosure or suspected unauthorized disclosure of Confidential Information, promptly inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information and materials, in whatsoever form, including any and all copies thereof.
- 5.13.5 The Receiving Party who receives the confidential information and materials agrees that on receipt of a written demand from the Disclosing Party:
- a) Immediately return all written Confidential Information, Confidential materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in Receiving Party's possession or under its custody and control;
 - b) To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party;
 - c) So far as it is practicable to do so immediately expunge any Confidential Information relating to the Disclosing Party or its projects from any computer, word processor or other device in its possession or under its custody and control; and
 - d) To the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries on the requirements of this paragraph have been fully complied with.
- 5.13.6 The restrictions in the preceding clause shall not apply to:
- a) Any information that is publicly available at the time of its disclosure or becomes publicly available following disclosure (other than as a result of disclosure by the Disclosing Party



contrary to the terms of this document); or any information which is independently developed by the Receiving Party or acquired from a third party to the extent it is acquired with the valid right to disclose the same.

- b) Any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, statutory or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the Disclosing Party an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure.
- c) The Confidential Information and materials and all copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party and its disclosure hereunder shall not confer on the Receiving Party any rights whatsoever beyond those contained in this document.
- d) The confidentiality obligations shall survive the expiry or termination of the agreement between the Bidder and OICL.

5.14 Technological Advancements

The software proposed as part of this contract

- a. should not reach end of support during the period of contract
- b. should not have been announced End of Life /Sales, at the time purchase order is raised by the OICL or at the time of supply.

In the event if the proposed software reached end of support during the period of contract, in such case the Bidder is required to replace the end of support hardware/ software at no cost to OICL

5.15 Liquidated Damages

If the bidder fails to deliver the services within the specified time lines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, OICL may consider termination of the contract.

5.16 Guarantees

Bidder should guarantee that all the software's provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation.

5.17 Termination for Default

OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice of default sent to the bidder, terminate the contract in whole or in part:

- a) If the bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or
- b) If the bidder fails to perform any other obligation(s) under the contract



In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the bidder shall continue performance of the contract to the extent not terminated.

5.18 Force Majeure

The bidder shall not be liable for forfeiture of his performance security, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of OICL either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the bidder shall promptly notify OICL in writing of such conditions and the cause(s) thereof. Unless otherwise directed by OICL, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

5.19 Termination for Insolvency

OICL may, at any time, terminate the contract by giving written notice to the bidder, without any compensation to the bidder, whatsoever if:

- i. The bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to OICL.
- ii. the Supplier being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture/shareholders or circumstances occur entitling the court or debenture/shareholders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the OICL.

5.20 Termination for Convenience

Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect:

- i. To have any portion completed and delivered at the contracted terms and prices; and/ or
- ii. To cancel the remainder and pay to the bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the bidder.



5.21 Resolution of disputes

OICL and the Bidder shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers of OICL and the Bidder, any disagreement or dispute arising between them under or in connection with the contract. If OICL project manager and the Bidder project manager are unable to resolve the dispute they shall immediately escalate the dispute to the senior authorized personnel designated by the Bidder and OICL respectively. If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Bidder and OICL, OICL and the Bidder have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution through formal arbitration. All questions, claims, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties failing which the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as the presiding arbitrator. The Arbitration and Reconciliation Act, 1996 or any statutory modification thereof shall apply to the arbitration proceedings and the venue of the arbitration shall be New Delhi. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either Party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

5.22 Governing Language

The contract shall be written in the language of the bid i.e. English. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language. English Language version of the contract shall govern its implementation.

5.23 Applicable Law

The contract shall be interpreted in accordance with the Indian Laws for the time being in force and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts)

5.24 Prices

The prices quoted (as mentioned in Appendix 01- Bill of Materials submitted by the Bidder) for the solution and services shall be firm throughout the period of contract and shall not be subject to any escalation.

5.25 Taxes & Duties

The Bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the contracted goods & services to OICL. However, Octroi / local levies (if any), in respect of transaction between OICL and Bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any reduction in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.



5.26 Deduction

Payments shall be subject to deductions (such as TDS) of any amount, for which the bidder is liable under the agreement against this tender.

5.27 No Claim Certificate

The bidder shall not be entitled to make any claim whatsoever against OICL under or by virtue of or arising out of this contract, nor shall OICL entertain or consider any such claim, if made by the bidder after he shall have signed a "No Claim" certificate in favour of OICL in such forms as shall be required by OICL after all payments due to the Supplier are made in full.

5.28 Cancellation of the contract & compensation

OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances:

- i. The selected bidder commits a breach of any of the terms and conditions of the bid.
- ii. The selected bidder goes in to liquidation voluntarily or otherwise.
- iii. The progress made by the selected bidder is found to be unsatisfactory
- iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

OICL reserves the right to cancel the AMC placed on the selected bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory.

In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same. In this event, the selected bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company. If the Contract is cancelled during AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract.

5.29 Rights reserved by OICL

- i. Company reserves the right to accept or reject any or all Bids without assigning any reasons.
- ii. Company reserves the right to verify the validity of information given by the bidders. If at any future point of time, it is found that the bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the bidder from bidding prospectively for a period to be decided by OICL and take any other action as may be deemed necessary.
- iii. OICL reserves the right to issue a fresh RFP for this project at any time during the validity of the contract period with the selected bidder.



5.30 Limitation of Liability

Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.

OICL shall inform the Bidder all breaches and claims of indemnification and shall grant the Bidder sole authority to defend, manage, negotiate or settle such claims; and make available all reasonable assistance in defending the claims (at the expense of the Bidder). The written demand by OICL as to the loss / damages mentioned above shall be final, conclusive and binding on the Bidder and Bidder shall be liable to pay on demand the actual amount of such loss / damages caused to OICL. In respect of demands levied by OICL on the Bidder towards breaches, claims, etc., OICL shall provide the Bidder with details of such demand levied by OICL. For the purposes of this Clause, the indemnity may be restricted to the areas mentioned, i.e., "claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Bidder to its employees, its agents, contractors and sub-contractors." However, there are other indemnities such as indemnity for IPR violation, confidentiality breach, etc., that the Bidder is expected to provide as per the RFP. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.

5.31 Waiver

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this tender document or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this tender document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

5.32 Violation of terms

OICL clarifies that OICL shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies OICL may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

5.33 Service Level Agreement

The selected Bidder shall guarantee a quarterly uptime of 99.5% for the Proposed Solution from the date of commencement of the project. Any planned shutdown will not be considered for calculating SLA.

The percentage of uptime is calculated on quarterly basis as follows:

$$\{(Total\ contracted\ minutes\ in\ a\ quarter - downtime\ during\ contracted\ minutes) * 100\} / Total\ contracted\ minutes\ in\ a\ quarter.$$



The table below specifies support/maintenance matrix along with mean time to respond (MTTR1) and mean time to resolve (MTTR2).

S.N.	Service	MTTR1 (HH:MM)	MTTR2 (HH:MM)
1	Software Application (EMS/AD/AV/Help Desk)	00:10	Should maintain 99.5%uptime
2	AV signature updation (Bulk Update)		One day
3	Case logged to FMS from HO (Bulk Issues Case Log)	00:10	Should maintain 99.5%uptime

Note:

1. SLA window for line item 3 will be 9.AM to 6 PM (Monday – Friday).
2. 95 % of the user login, apart from one time profile creation should happen within 5 seconds. Non-adherence to the same will lead to penalty as per the SLA clause (S.N. 1 Software Application) will be used to calculate downtime.
3. MTTR1 (Mean Time to Response): Defined as time taken by the help desk to respond the concerned user over the service desk tool, phone/Email/FAX or in person and acknowledge the problem.
4. MTTR2 (Mean Time to Resolve): Defined as time taken to resolve a problem.
5. Bidder shall not be responsible for any issues related to respective AMC Vendors/ Bandwidth.

5.34 Repeat Order

OICL may place Repeat Order against the original order for a quantity up to 50% of the original order quantity.



6. Instruction to Bidders

6.1 Procedure for submission of Bids

The Bidders will be required to submit following three documents in three separate envelopes.

- 6.1.1 Eligibility Bid
- 6.1.2 Technical Bid
- 6.1.3 Commercial Bid

Three sealed envelopes containing hard copies of pre-qualification bid, technical bid and commercial bid along with Soft copies should be submitted in the following manner:

Envelope I – Two hard copies (spirally bound) of pre-qualification bid in the format given in this tender, with information requested by OICL along with EMD in the form of Bank Guarantee and 1 compact disk (CD) containing the soft copy of pre-qualification bid.

- a) Each of the two hard copies of pre-qualification bid should be a complete document, bound as a volume and placed in separate sealed envelopes super-scribed Pre-qualification Bid for Tender No: OICL/HO/ITD/DITSM/2015/01 dated 29th April 2015
- b) Each of the sealed envelopes should also be marked as "Original" and "First Copy" respectively.
- c) The two envelopes of pre-qualification bid should be placed in a single sealed envelope and super-scribed as : Pre-qualification Bid for Tender No: OICL/HO/ITD/DITSM/2015/01 dated 29th April 2015

Envelope II - Technical bid comprising of two spirally bound hard copies of the technical bid in the format given in this tender, along with 1 compact disk (CD) containing the soft copy of technical bid.

- a) Each of the two hard copies of technical bid should be a complete document, bound as a volume and placed in separate sealed envelopes super-scribed Technical Bid for Tender No: OICL/HO/ITD/DITSM/2015/01 dated 29th April 2015
- b) Each of the sealed envelopes should also be marked as "Original" and "First Copy" respectively.
- c) The two envelopes of technical bid should be placed in a single sealed envelope super-scribed: Technical Bid for Tender No: OICL/HO/ITD/DITSM/2015/01 dated 29th April 2015
- d) Soft copy of the response to the technical bids should also be provided in MS excel/MS word. The soft copy is to be placed in Technical Bid. In case of any discrepancies between the hardcopy and softcopy OICL will use the hardcopy submitted by the Bidder for the evaluation. THE SOFT COPY SHOULD NOT CONTAIN COMMERCIALS AND COMMERCIALS ARE TO BE ENCLOSED ONLY IN COMMERCIAL BID COVER. A masked copy of Appendix 1- bill of material should be a part of technical bid.
- e) The Bidders have to note that the technical proposal must contain Soft copy of the technical bid only. Soft copy of the commercial bid should not be enclosed with technical bid.



Envelope III - Two spirally bound hard copies of commercial bid in the format given in this tender, along with 1 compact disk (CD) containing the soft copy of the commercial bid.

- a) Each of the two hard copies of the commercial bid should be a complete document, bound as a volume and placed in separate sealed envelopes super-scribed Commercial Bid for Tender No: OICL/HO/ITD/DITSM/2015/01 dated 29th April 2015
- b) Each of the sealed envelopes should also be marked as "Original" and "First Copy" respectively.
- c) The two envelopes of commercial bid should be placed in a single sealed envelope super-scribed: Commercial Bid for Tender No: OICL/HO/ITD/DITSM/2015/01 dated 29th April 2015

Note:

1. The Bid shall be typed in English and signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. The person(s) signing the Bids shall initial all pages of the Bids.
2. All envelopes should be securely sealed and stamped.
3. It is mandatory for the bidder to quote for all the items mentioned in the RFP.

6.2 Bid Security

EMD of ₹ 1,20,00,000/- (Rupees One Crore Twenty Lakhs Only) in the form of Bank Guarantee favoring 'The Oriental Insurance Company Ltd' valid for six months should be submitted as per format given in Appendix 5 - Pro forma for Bid Security.

- a) BG should be drawn on Nationalized / Scheduled bank in favour of 'The Oriental Insurance Company Ltd'. Non-submission of BG along with Eligibility-Bid document will disqualify the Bidder.
- b) BG will be returned to the qualified Bidder after acceptance of Purchase Order and/ or Signing of the Contract(s) by the Bidder and submission of required Performance Bank Guarantee (PBG) as per format given in Appendix 6 – Pro forma for Performance Security.
- c) For the Bidders who do not qualify in this tender, BG will be returned after the selection of successful Bidder.
- d) EMD submitted by Bidder may be forfeited if:
 - i. Bidder backs out of bidding process after submitting the bids;
 - ii. Bidder backs out after qualifying;
 - iii. Bidder does not accept the Purchase Order / Sign the Contract within the time prescribed by OICL after qualifying.



7. Bid Documents

7.1 Eligibility Bid Documents

Eligibility document should contain following

1. Application Form for Eligibility Bid as per Annexure-7
2. OEM Authorization Form as per Appendix 7 and declaration about back-to-back support from OEM.
3. Declaration letter that the company is operating for last five financial years in India.
4. Copy of balance sheets of previous financial year.
5. Certificate of Registration / Certificate of Incorporation, Sales Tax / Service Tax / VAT registration certificate.
6. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder
7. EMD of ₹ 1,20, 00, 000/- (Rupees One Crore Twenty Lakhs Only) in the form of BG favoring 'The Oriental Insurance Company Limited' as per Appendix-5
8. Similar projects Undertaken in the previous five financial years
9. Undertaking that the Bidder has quoted for all items and the bid validity will be for 180 days from the date of submission of commercial bid.
10. Letter from OEM confirming availability of support from within India and various direct support options available with OEM.

Note:

1. Participation in this tender will mean that the Bidder has accepted all terms and conditions and clauses of this tender and subsequent modifications to this tender, if any.
2. The documentary evidence asked in respect of the eligibility criteria would be essential. Bids not accompanied by documentary evidence may be subject to rejection. Clarification/ Additional documents, if any, sought by OICL from the Bidder has to be submitted within the stipulated time. Otherwise, bid will be rejected and no further correspondence in the matter will be entertained by OICL.
3. Any alterations, erasures or discrepancies in figures etc. may render the bid invalid. The bid may be rejected in case of non-adherence to any of the instructions given above.

7.2 Technical Bid Documents

Technical Bid should contain the following:

1. Executive Summary of Bidder's response. The Executive Summary should be limited to a maximum of five pages and should summarize the content of the response. The Executive Summary should initially provide an overview of Bidder's organization and position with regards



to proposed solution and professional services. A summary of the Bidder's products and services that will be provided as a part of this procurement should follow. A brief description of the unique qualifications of the Bidder should be included. Information provided in the Executive Summary is to be presented in a clear and concise manner.

2. Covering letter giving reference of this tender and consent for acceptance of all the Terms and Conditions of this tender.
3. Detailed technical note covering the detailed scope of work.
4. Detailed Work Plan (Project Plan) for all the solution as mentioned in Section 3 "Detailed Scope of Work" and Section 1.7 "Project Timelines" of this document. A PERT chart or equivalent chart providing the delivery plan and scheduled date of commencement of delivery and completion of the delivery should also be provided.
5. CV's of Manpower proposed
6. Minimum Technical Specifications as per Annexure-1
7. The Bidder should also include a replica of the final commercial bid without prices in the technical bid. The Bidder must note that the masked commercial bid should be actual copy of the commercial bid submitted with prices masked and not copy of the Pro-forma/format of the Appendix 1 – Bill of Materials in the RFP.
8. Conformity letter as per Annexure 2
9. Detailed Design Document (OEM Vetted)
10. Part coded Technical Bill of Material
11. Datasheets of Proposed Projects
12. References to the previously executed projects as required in Annexure-4.
13. Any other information in general

OICL reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission or partial submission of technical details.

OICL may at its discretion waive any minor non-conformity in any offer and the same shall be binding on all Bidders and OICL reserves the right for such waivers.

If OICL is not satisfied with the technical specifications in any tender and observes major deviations, the technical bids of such Bidders will not be short-listed and the price bids of such Bidders will not be opened. No further discussions shall be entertained with such Bidders in respect of the subject technical bid.

7.3 Commercial Bid Documents

Commercial Bid should contain two hard copies and one soft copy of the Commercial-bid document as per Appendix 1 – Bill of Materials. The Commercial Bid should give all relevant price information and should not contradict the Technical Bid in any manner. There should be no hidden costs for items quoted.

The rates quoted should be in Indian rupees only and same should be rounded off to the nearest rupee and filled in both words and figures.



8. Evaluation Process

The competitive bids shall be submitted in three stages:

- ▶ Stage 1 – Eligibility Evaluation
- ▶ Stage 2 – Technical Evaluation
- ▶ Stage 3 – Commercial Evaluation

8.1 Eligibility Evaluation

Eligibility criterion for the Bidders to qualify this stage is clearly mentioned in Annexure 3 - Eligibility Criteria of this document. The Bidders who meet ALL these criteria would only qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market.

The decision of OICL shall be final and binding on all the Bidders to this document. OICL may accept or reject an offer without assigning any reason whatsoever.

8.2 Technical Evaluation

Total Marks 500. Minimum Overall Qualifying marks to become eligible for qualifying for Commercial Evaluation are 70% i.e. 350 out of 500.

Category	Criteria	Max Marks
A.	Bidders Project Experience	100
B.	Response to RFP & Design, Implementation & Project Management	100
C.	Bidders compliance to Annexure 1: Technical Specifications	150
D.	Bidders Technical Presentation	150
	Total	500 Marks

The break-up of the scoring is mentioned in the Bidder scoring chart - Annexure 4. It is mandatory for the Bidder to comply with all the line items given in the technical specifications (Annexure 1). In case if the Bidder does not comply with any of the line items given in technical specifications (Annexure 1), it will not qualify to Stage 3 of evaluation process even if they score the cut-off marks in Stage 2.

OICL at its discretion may reject the proposal of the Bidder, without giving any reason whatsoever, if in case the submission/responses received from the Bidder were found to be unsatisfactory.

8.3 Commercial Evaluation

The commercial bids for the technically qualified Bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL'S discretion. The total cost of ownership for the purpose of evaluation shall be calculated over the contract period of 6 years.

OICL will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest commercial bid (L1), provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.



9. Disclaimer

This RFP is being issued by OICL for inviting bids for Desktop & IT Services Management. The words 'Tender' and 'RFP' are used interchangeably to refer to this document. The purpose of this document is to provide the Bidder with information to assist in the formulation of their proposal. While the RFP has been prepared in good faith with due care and caution, OICL or any of its employees or consultants do not accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in this document. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries. OICL reserves the right not to proceed with the project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the project further with any party submitting a bid. No reimbursement of any cost will be paid to persons, entities submitting a Bid.



10. Annexures

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10.1 Annexure 1 : Technical Specifications

10.1.1 Enterprise Management Software

S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
A	Asset Management Requirements		
1	The service provider is expected to provide IT Service and Asset management suite which consists of the following requirements of but not limited to the following:		
1.a	Shall discover all the heterogeneous devices(Windows, Linux, Solaris, HP-UX, Mac) on the network and collect all the hardware/software and other inventory details of the devices		
1.b	Shall support data collection on the devices by using open standard like SNMP/WMI/SSH/WBEM in an agentless manner		
1.c	Shall support data collection on the devices via Agent based framework as well		
1.d	System should support agent-less and agent-based data collection and provide unified dashboards		
1.e	Shall support data collection from Work-group systems		
1.f	Shall provide configuration interval for device discovery and inventory data collections		
1.g	Shall collect detailed Hardware Inventory for Processor, Bios, RAM, Hard Disk, Interfaces and Battery health		
1.h	Shall provide support for integration with Service-desk for implementation of IMAC processes with complete support for approval mechanism		
1.i	Shall have the ability to add non IP assets manually and ability to track them through-out its life cycle with integration with the service desk tool		
1.j	Shall display what software gets installed and also stay in control of software license management and also enforcement of IT policies.		
1.k	Shall help to manage the life cycle of the asset from the procurement all the way to scrapping it.		
1.l	Shall provide dashboards to understand who uses the asset and in which location		
2	Financials - Shall provide an ability to capture the procured financial value of an asset and provide access to		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
	specific users/roles for viewing the financial related data		
3	System shall provide an ability to generate Bar-code's / IP Address for the assets under management.		
4	Shall provide an ability to trawl the target file systems against the presence of certain files (based on the patterns)		
5	Shall provide flexibility for the customer to collect custom inventory from the target systems based on rules. i.e. This can be used to discover software which are folder based OR does not register in standard file paths.		
6	Shall monitor the anti-virus update status on each of the desktops and shall provide central dashboard to monitor the same.		
7	Shall help the organization to implement custom OSG (Operating System Guidelines) monitoring as per CIS benchmark in an automated manner. Shall provide central dashboards for viewing systems which violate OSG policies a. Key Registry configurations b. DCOM Settings c. File permissions for key system files d. Service hardening		
8	Shall allow the technicians to connect to the desktops remotely to perform actions, this shall be based on the end users approval		
9	Software blocking / Automated removal		
9.a	Shall allow automatic removal of blocked software in the environment		
9.b	Shall allow blocking the installation of pre-determined software packages		
10	Bandwidth throttling		
10.a	Shall have option to effectively utilize the bandwidth using bandwidth throttling mechanism		
10.b	Server shall provide an option to specify the maximum bandwidth which can be consumed by an agent or master agent at any given time; Bandwidth consumption between the server and an agent should not exceed this configured value at any given time		
11	IT Policy Compliance		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
11.a	System shall provide mechanism to define one or more policies and also specify the systems which should comply that policy		
11.b	System shall automatically validate the compliance and provide comprehensive compliance dashboard and detailed report on the same		
12	Self Service		
12.a	System shall provide facility to roll-out self-service portal for the end-users		
12.b	End-users shall be able to login to the portal using their Active directory credentials(If exists) or through proprietary accounts given by the system		
12.c	Self service activities may include 'Active directory user account password reset', etc. If the business expects more such self-services to be launched, then the framework should be extendable to support such activities		
12.d	End-users logging into the self-service portal shall be able to view the assets allocated to them. If they find that the assets allocated to them are wrong, they shall be provided with an interface to log an wrong-allocation-support-call with asset management team		
13	Custom forms for data collection - Shall support an ability to collect the data(definable format) from select set of / all users which helps to gather crucial user specific information		
14	On screen custom notification / User announcement - System shall support an ability to broadcast a notification / announcement to the target group of users which shall appear in their desktop as pop-up		
15	Logical Grouping / Organizational units		
15.a	Shall allow the definition of logical groups or organization units as per the business/operational need		
15.b	Grouping based filtering shall be available in other part of software for view access control or targeted distribution / operations		
15.c	Shall provide a rule definition engine for automating the grouping/classifications		
16	Asset & Contract & CI Modelling		
16.a	System shall provide an interface to model the assets, contracts and CI's. As part of the modelling, it should be feasible to define the properties, characteristics and the life of that field.		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
16.b	System shall be able to define the relationship between the assets, contracts and CI's.		
16.c	System shall provide graphical viewer to view the relationships and dependencies		
17	Data loader - System shall provide data import utilities to import the existing data into the system as per the new modelling performed. So that, initial data loading is automatic and not manual		
18	Shall have the ability to generate detailed MIS reports on the current state of the asset and also the valuable historical data		
19	Asset State management		
19.a	Shall help to define the lifecycle of the assets. Sample states are In Stock, Allocated, In Repair, In Transit, Shelved, etc. in order to reflect the state of the assets in the organization.		
19.b	Shall be feasible to accept specific inputs(pre-configured as mandatory/optional in state transition rule) as part of the state change		
19.c	Shall support state change notification to one or more persons in the form of SMS/E-mail		
19.d	Shall support asset addition/archival notifications to one or more persons in the form of SMS/E-mail		
20	AMC/Warranty management		
20.a	Shall provide mechanism to capture AMC, Warranty information as part of the assets		
20.b	Shall provide mechanism to capture contract and associate assets against the same		
20.c	Shall be able to generate multi-level alerts(Info, Warning, Error) alerts based on the following conditions: i. Whenever an AMC or Warranty is due for renewal ii. Whenever there is any IMAC activity on the asset iii. Whenever there is a contract expiry date is nearing		
20.d	Shall be able to provide the following way to alert operational staff i. E-mail ii. Alerts should support role based notification as well as individual user based notifications		
21	Reporting Requirements		
21.a	Shall include a tool to generate asset and inventory reports based on the available data		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
21.b	Shall also provide a tool which analyses collected data with a variety of different reporting functions.		
21.c	Shall be able to filter report data by transaction, by specific monitored location and user-defined regions.		
21.d	Shall allow end-users to browse all reports using Internet Explorer without the need to install additional report viewing software.		
21.e	When viewed in a web browser, shall allow flexibility to i. Save reports as XLS/PDF ii. Email the reports		
21.f	Shall be able to automatically generate daily reports and email at a pre-defined schedule to the configured recipient.		
21.g	Shall provide custom report manager for generating custom, personal reports.		
22	Security requirements:		
22.a	All sensitive data (passwords etc.) should be encrypted in the system.		
22.b	The overall end-to-end EMS solution shall be highly secured.		
22.c	The servers shall allow multilevel authorization for administrators controlled using custom defined roles		
23	Availability requirement:		
23.a	The availability of all solution shall be 99.5%.		
23.b	The total solution shall avoid any single point of failure. A failure at any point shall not affect any services at any time		
24	The EMS shall be accessible with different views:		
24.a	Real-time Operations Console view for Network Operations Engineers.		
24.b	Reporting view for Network Planners and Management.		
B	Software Asset Management		
1	Shall provide an interface to manage the procured software licenses through Software license manager		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
2	Shall provide an option to normalize software titles and categorize and manage them under different categories like licensed, freeware, trial/evaluation, etc.		
3	Shall provide an easy to manage mechanism based on manufacturers, type, etc.		
4	Shall be able to meter the number of times the specific software has been used		
5	Shall provide interfaces to manage and comply to software licensing policy (including OS and licensed versions of software)		
5.a	Asset based license compliance: (i) Shall provide mechanism to authorize one or more assets to install the given software. (ii) If the un-authorized systems found to have the software installed, it should be thrown up as non-compliant assets		
5.b	Inventory based license compliance: Shall provide mechanism to validate the current installation count of given software against the procured licenses and then assess whether the organization is complying with license policy or violating it		
C	Patch Management / Software Distribution Management		
1	Shall help in automated patch management - Know the missing patches and approve the critical patches to be automatically installed on all windows systems		
2	Shall provide an interface to segregate critical servers from regular desktops and specify different patch management policies for each of them		
3	Shall be able to distribute software's to the target systems.		
4	Shall provide support to schedule the software distribution		
5	Shall support file distribution server for optimal use of bandwidth. Branch unit systems must have provision to use the files in distributed server		
6	Shall support MSI packages and executables which support silent installation modes		
7	Shall provide an interface to track the progress of such distribution tasks and also to know the failures		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
8	Shall provide an interface to uninstall the software packages from one or more systems		
9	Shall provide an interface to track the progress of such uninstallation activities.		
D	Remote Management		
	<p>Proposed solution shall be able to perform remote Management activities in one or more systems based on the schedule — Reduce time by automating most of the common tasks like the following :</p> <ul style="list-style-type: none">a. USB Drive Managementb. Selective read-only access to USB devicesc. USB white-listingd. Power managemente. Disk defragmentationf. Preventive maintenance tasks:<ul style="list-style-type: none">i. Temporary file cleaningii. Cache cleaningiii. Disk health analysisiv. Laptop battery health analysisg. Proxy configurationsh. Printer driver installationsi. Network settingsj. Share managementk. Services control (Enable/Disable/Auto-start)l. System restore settingsm. Anti-virus process monitoringn. Back-up process monitoring		



10.1.2 Help-Desk Solution

S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
1	ITIL certification		
1.a	Service desk should be certified in ITIL v 2011 on a minimum of 3 processes and should allow the implementation of Incident management, Problem management, change management and service request fulfilment process.		
1.b	It should provide built-in reference process templates for Incident/Service requests/problem and change management as per ITIL v 2011.		
2	Web based interface		
2.a	Service desk should provide web-based interface and should not require any client software to be installed.		
2.b	All users in the organization should have a provision to log the call directly and view the progress.		
2.c	Users should have an option to accept or reject the resolution provided by the helpdesk team and should also provide ratings.		
3	Service desk module should provide detailed user management functionality including		
3.a	Single sign of support and ability to interface with LDAP		
3.b	Automatic sync-up with LDAP server		
3.c	Role based access control		
3.d	Ability to create roles based on the business need		
3.e	Standalone user authentication algorithm, If the LDAP server is not available		
4	Workflow support / State machine		
4.a	Ability to define states which shall be part of the work-flow		
4.b	Workflow configuration - Model the relationship between the statement movements and the users/roles who has a privilege to move the states;		
5	Forms / Custom fields		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
5.a	System should provide facility to display different forms/templates for input gathering based on the nature of service-request/incident.		
5.b	Service requests pages may require custom fields (form modelling) for accepting inputs as part of service-request submission or during any state transition. System should allow the definition of such custom fields and link it against the service-request work-flow		
5.c	There should not be any restrictions on the number of custom fields which can be defined.		
5.d	Custom fields should be based on HTML controls like Date-time, Numeric, Text, Grid controls, etc. System should also support generating forms based on the collected data for auditing purpose (ex: service request form for internet access etc.,)		
5.e	Should support validation rules on the custom fields		
5.f	Access control restriction should be supported on the custom fields(user/role based)		
6	Engineer performance tracking - System should allow assigning the service-request to an engineer and then tracking it to closure. It should record all the relevant statistics to measure the engineer / technician performance.		
7	Service request submission		
7.a	System should allow flexible submission of service requests. Helpdesk engineer should be able to log calls on behalf of the callers		
7.b	System should allow web based call logging		
7.c	System should allow automatic conversion of email to service requests		
7.d	Upon submission, every request should be assigned with unique-id which shall remain unique through-out the lifecycle and the request id should not be re-used. It should be possible to customize the numbering format of the generated request (ex: date-month-branch ID - type of asset - xxx)		
8	Engineer Availability / Attendance tracking		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
8.a	System should provide a facility to track engineer's attendance and availability for taking up the call.		
8.b	Helpdesk should have a facility to check the availability of engineer(online) before assigning a call to avoid SLA breaches.		
9	Service request management		
9.a	Helpdesk engineers should be able to assign the service request to field persons and track it to closure.		
9.b	System should provide integrated approval mechanism for getting approval from higher authorities upon a need. Flexibility to be provided to route the approvals automatically without the need of helpdesk/human intervention. Should provide approval managers an option to set 'delegation' in case they are unavailable for a period of time		
10	Attachment support		
10.a	System should support the possibility of attaching scanned copies, documents, etc. as part of request submission. Ability to configure the permitted file extensions and file limits should be supported		
10.b	There should not be any limits on the number or the size of the attachments supported		
11	Business Rules / Actions Support		
11.a	System should support the possibility of triggering custom actions upon any state transitions in the request lifecycle		
11.b	System should support actions before and after the state transitions		
12	E-mail / SMS Notifications		
12.a	System should support notifying the users via SMS or E-mail		
12.b	The system should provide flexibility to configure when the SMS or E-mail should be sent		
12.c	The contents of E-mail should be configurable including the selection of request-fields which should be part of the mail body		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
13	Automatic assignment / State transition		
13.a	System should provide flexibility to assign the requests to the field engineers automatically		
13.b	System should support automated state transition based on the configuration. i.e. If the approval has been performed by the approval manager, it should automatically move to next state without the need for manual intervention		
13.c	The state transitions shall also be automatic based on an email response.		
14	Functional & Hierarchical Escalation		
14.a	System should provide a mechanism for achieving functional escalation & hierarchical escalations		
14.b	This should be granular and should support the flexibility to configure at a specific functional unit level (desktop, network, server, application, etc.)		
15	Knowledge base		
15.a	System should provide an ability to create and maintain the knowledge base		
15.b	Knowledge base should provide options like private and public where in public is visible to every-one and private is visible only to the service engineers		
15.c	Knowledge base articles should be approved by the knowledge base administrators		
15.d	Ability to the users in the system to rate the usefulness of the Knowledge Base articles		
15.e	Knowledge Base articles to be automatically popped up to the users in the system whenever it is relevant to the ticket that is logged		
16	Operational Level Agreement (OLA)		
16.a	System should provide an ability to define operational level agreement where-in operational level agreements between the inter department can be tracked		
16.b	OLA tracking should provide escalation mechanism (prior and post violation) and any such escalation should support SMS and E-mail		
16.c	It should be possible to define OLA based on any service request fields (i.e. including custom fields)		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
16.d	Should support business hours and non-business hours based OLA definition and measurement		
16.e	Service request should keep the details of transactions and provide granular details about the violation, where it occurred, etc.		
17	Service Level Agreement (SLA)		
17.a	System should provide an ability to define Service level agreement where operational level agreements can be tracked.		
17.b	SLA tracking should provide multiple levels of escalation mechanism (prior and post violation) and any such escalation should support SMS and E-mail		
17.c	System should support pre-violation notification capability to alert the helpdesk users and operators before the violation occurs		
17.d	It should be possible to define SLA based on any service request fields (i.e. including custom fields)		
17.e	Should support business hours and non-business hours based SLA definition and measurement		
17.f	Service request should keep the details of transactions and provide granular details about the violation, where it occurred, etc.		
17.g	It should be possible to calculate the penalty for SLA violations		
18	Feedback / Survey		
18.a	System should provide an ability to capture user feedback on the resolution and be able to generate reports based on the same.		
18.b	Generic survey module should be provided which should help the organization to conduct survey among the selected users.		
18.c	The questions and response options should be completely configurable		
19	Business Hours & Holiday profile		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
19.a	System should provide an ability to define multiple business hours and holiday profiles which should be applied automatically for SLA and OLA calculation		
19.b	Business hour definition should be flexible to define 6 days, etc. Also, system should be able to provision for lunch break, etc. as part of business hour definition		
20	User Access Control - System should support separate user access control for service-desk. Each of modules like service request fulfilment, Incident, etc. should support separate user-access control. Using this, it should be possible to specify who shall have an access to which modules.		
21	Service desk shall be accessible from smart-phone browsers and shall provide mobile device friendly interfaces.		
22	The Service desk shall be accessible with different views: a. Real-time help-desk Console view b. Reporting view for executives		
23	Real-time helpdesk Console requirements:		
23.a	Shall be a single real-time console accessible via a web browser that Provides an end-to-end status of all request status view by hour, day, week, month, and year.		
23.b	Shall be able to administer the entire monitoring solution from a single, administrative console accessible via HTTP - The ability to centrally manage completely		
23.c	Shall be able to configure the custom dashboards based for the different users and it should appear upon login		
24	Reporting Requirements		
24.a	Shall include a tool for generate asset and inventory reports based on the available data		
24.b	Shall also provide for a tool which analyses collected data with a variety of different reporting functions.		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
24.c	Shall be able to filter report data by transaction, by specific monitored location and user-defined regions.		
24.d	Shall allow end-users to browse all reports using Internet Explorer without the need to install additional report viewing software.		
24.e	When viewed in a web browser, shall allow flexibility to 1. Save reports as XLS/PDF 2. Email the reports/view that is currently viewed		
24.f	Shall be able to automatically generate daily reports and automatically sent by email at a pre-defined schedule to any recipient.		
24.g	Shall provide custom report manager for generating custom, personal reports. The custom reports can be viewed online or scheduled for sending via email directly to designated recipients.		
25	Security requirements:		
25.a	All sensitive data (passwords etc.) should be encrypted in the system.		
25.b	The overall end-to-end IMS solution shall be highly secured.		
25.c	The servers shall allow multilevel authorization for administrators controlled using custom defined roles		
26	Availability requirement - The total solution shall avoid any single point of failure. A failure at any point shall not affect any services at any time		
27	Ease of Provisioning and Troubleshooting Requirements:		
27.a	The solution offered shall provide ease of use in provisioning, maintenance and troubleshooting. Preferably by a command console interface as well as a graphical user interface shall be provided so that changes can be made in-band as well as out-of-band.		
27.b	Dynamic configuration changes shall be possible without having to reboot the box.		
27.c	It shall be possible to upgrade configuration files and operating system images over the network without requiring a person to physically be present at the site.		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
28	E-mail Integration - System must provide an option to integrate with E-mail server (POP3, IMAP, SMTP) for sending and receiving e-mails.		
29	Help Desk for Other business Applications		
29.a	Help Desk module must be easily configurable to handle support operations of other OICL business applications like HRMS, Web Portal Application, etc. For these business applications, separate response & resolution teams shall be involved. Only that team shall have an access to view and work on the calls. Rest of the teams including IT must be a user for such Projects/Processes.		
29.b	For these requirements, the solution must facilitate virtual service desk instance approach. It cannot be a service in the primary incident management or Service request management system.		



10.1.3 Active Directory

S.N.	Minimum Technical Requirements	Compliance Yes/ No)	Remarks If Any
1	Should be database based system that provides authentication, directory, policy, and other services in a Windows environment.		
2	Solution should also has custom extensions such as account lockout, password expiration, etc.		
3	The solution should provide LDAP based authentication with Kerberos based Authorization.		
4	The directory service provider should allow to add new user to a directory, remove or modify, specify privileges, assign policy etc.		
5	Solution should provide interfaces for developing client-side directory service applications.		
6	Should provide support for policies for managing users & groups.		
7	The directory service shall provide support for modifiable and extensible schema		
8	It should provide a number of network services like DNS.		
9	Should support security features, such as support for Kerberos/ smart cards/public key infrastructure (PKI), and x.509 certificates		
10	It should enable the administrator to manage the security from central location.		
11	Search capability to query all directory objects.		
12	An administrator can deploy and update software and can carry out assignment policies		



S.N.	Minimum Technical Requirements	Compliance Yes/ No)	Remarks If Any
13	Should support recovery of a Single Object as well as the entire directory.		
14	Loss of a single directory server should not affect ability for users to logon.		
15	Should have single integrated directory for OS with unified management capabilities.		
16	Should support that password reset capabilities for a given group or groups of users can be delegated to any nominated user.		
17	Should support that user account creation/deletion rights within a group or groups can be delegated to any nominated user.		
18	Should support that group membership management within a group can be delegated to any nominated user.		
19	Should support multiple password and account lockout policies for different set of users.		
20	Directory services should be extensible & should have capability to be extended for custom development.		
22	The Object types supported should include: Users Object Type; Groups (Security & Distribution Groups which can be static or dynamic), for purposes of grouping, administration and policy control.		
23	Should provide the audit capability to log old and new values when changes are made to objects and their attributes; should provide delete protection for directory objects.		



10.1.4 Anti-Virus

S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
1	The Antivirus solution should protect the information assets, like servers, desktops & laptops etc, from all the attacks originating from places inside/outside of the OICL's network due to virus and/or other malicious programming code and should give appropriate warning messages.		
2	Solution should Seamlessly integrate industry leading protection technologies (antivirus, antispysware, desktop firewall, IPS, and device control) in a single agent		
3	The Antivirus software must protect against all kinds of viruses, Trojan horses and worms including: boot sector, master boot		
4	Solution should provide antivirus and antispysware that includes enhanced real-time virus and other malware detection and automated removal.		
5	Should deliver both traditional-signature-based protection and proactive protection with the ability to enable the pieces when required.		
6	Solution should provide superior rootkits detection and cleaning, solution should also be able to block and clean Kernel Level rootkits		
7	Should have ability to clean up registry entries, files, and browser settings after hard-to-find Spyware/malware infection.		
8	The Solution must scan compressed common file formats like ZIP, ARJ, Microsoft compressed file, RAR etc.		
9	The Solution must provide a variety of ways to handle viruses, including cure, rename, move, report, delete or purge without loss of data/ information.		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
10	The Solution must have heuristic scanning capability to allow rule based detection of unknown viruses.		
11	The solution should be capable of blocking TCP/IP ports on the local machine, and also creating exceptions for specified applications to use these blocked ports, these being administrator configurable options.		
12	The solution should be capable of detecting and blocking communication from hosts that are spreading viruses/worms to the machine running the solution		
13	It should be possible to upgrade virus definitions on daily and as and when required basis.		
14	It should support scan for HTML, JAVA, ActiveX & VB Script viruses.		
15	In case of parent server/child server deployment, should be capable of eliminating unnecessary multiple virus scans across servers		
16	The Solution should provide the administrator control for CPU consumed by the scheduled scan process.		
17	Solution should provide administrators with the ability to create custom intrusion prevention /detection signatures		
18	The solution should cater to availability and performance criteria of various applications and should not lead to any performance degradation of the underlying systems.		
19	Solution should be able to scan all the peripherals in real time like USB Drives, CD ROM, Floppy, Shared Network Drives, Serial, Parallel, fire wire, SCSI and PCMCIA etc. as soon as they are connected / accessed.		
20	Solution should provide single Web Based management console to manage all endpoints all services and define central policy for the solutions available. OICL will also extend consoles to HO and all its 30 regional offices		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
21	Endpoint solution technology should be able to score / repute unknown applications, enhancing detection and reducing false positives without the need to create rule-based configurations.		
22	Endpoint Protection should allow administrators to enable/disable and configure desired technologies to fit into environment		
23	Solution should Offer a rules-based firewall engine and blocks malware before it can enter a system.		
24	Solution should provide protection for unseen threats (i.e., zero-day threats). Includes Proactive Threat Scan, which does not rely only on signatures.		
25	Solution should support Microsoft Windows 8/7/Vista/XP, Microsoft Windows 2003/2008/2012 Server edition and RHEL. (Server/Desktop)		
26	Solution should provide integration with LDAP, Syslog, and Active Directory. It should allow administrator to import Organization Units from Active Directory and provide Role Based Administration to manage the central servers.		
27	The configuration at the client end should be such that the user should not be in a position to change the settings or disable the engine while on network or off the network.		
28	The solution should have provision for unlocking the user interface with a password protection. Local machine admins should not able to unlock the interface of the solution without successfully using the password		
29	The anti-virus software should be able to automatically detect and update definitions and scan engine from the nearest parent server in the network.		
30	Solution should provide Registry lockdown.		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
31	Solution Should provide application control		
32	The solution must have support for multiple alerting mechanisms including mobile, email and SNMP notification.		
33	The proposed solution should be capable of providing detailed graphical reports through centralized AV management console. Reports should contain data such as number of machines updated, number of detected events, actions performed by the Antivirus Client		
34	The solution must provide incremental updates rather than distribution of the full updates each time.		
35	Solution should be capable of Remote Client Installation and Remote Patch Deployment.		
36	The Solution should be capable of downloading Updates at scheduled times. However, in case of a Virus threat requiring immediate action, provision to carry out immediate updates to be integrated in the solution. (Solution should use standard protocol like HTTP, HTTPS and FTP for updates)		
37	The proposed End-point Protection solution should provide centralized, scalable, highly available redundant architecture.		
38	The proposed End-point Protection solution should have integrated threat protection mechanisms comprising, anti-virus, anti-spyware, rootkit detection and prevention, device blocking, desktop firewall, host-based as well as network-based intrusion prevent		
39	The proposed End-point Protection solution should provide anti-virus support at different layers of an enterprise like groupware (MS Exchange, Lotus Domino, Windows live mail, Outlook Express) and desktops.		
40	The proposed End-point Protection solution should have real-time dashboard views about the threat activities at the end-point		



S.N.	Minimum Technical Requirements	Compliance (Yes/ No)	Remarks If Any
41	The proposed End-point Protection solution should use generic signature to block different potential exploits that attack a specific vulnerability.		
42	Proposed solution should have Randomization feature.		
43	The solution should be proposed with OEM Premium Support i.e. highest Level of Support directly from the OEM. The same should be certified by OEM with relevant documents		
44	The proposed Anti-Virus Solution should in the Latest Gartner Leader's Magic Quadrant for Endpoint Protection Platforms.		



10.2 Annexure 2 : Conformity Letter

Proforma of letter to be given by all the vendors participating in the RFP on their official letter head.

Date:

To

The Deputy General Manager

Information Technology Department

The Oriental Insurance Company Limited

2nd Floor, Head Office, "Oriental House"

A-25/27, Asaf Ali Road

New Delhi - 110 002

Sir,

Sub: Tender No. OICL/HO/ITD/DITSM/2015/01 Dated 29th April 2015

Further to our proposal dated XXXXXXX, in response to the tender Document (hereinafter referred to as "TENDER DOCUMENT") issued by "Oriental Insurance Company Limited" ("OICL") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the TENDER DOCUMENT and the related addendums and other documents including the changes made to the original tender documents issued by OICL, provided however that only the list of deviations furnished by us in Appendix 8 of the main TENDER DOCUMENT which are expressly accepted by OICL and communicated to us in writing, shall form a valid and binding part of the aforesaid TENDER DOCUMENT. OICL is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and OICL's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory

Designation

Vendor's corporate name



10.3 Annexure 3 : Eligibility Criteria Compliance

S.N.	Eligibility Criteria	Relevant Documents	Compliance (Yes/No)
Eligibility Criteria for Bidder / System Integrator			
1	Should be a public / private limited company registered in India.	Certificate of Incorporation	
2	The Bidder should have been in existence for a minimum period of FIVE years in India and	Certificate of Incorporation	
3	The Bidder should have a minimum turnover of Rs.200 crores per annum in previous three financial years 2011-12, 2012-13, 2013-14	1. Audited Financial statements for the respective financial years and/or 2. Published Balance Sheet	
4	The Bidder should have positive net worth in previous three financial years 2011-12, 2012-13, 2013-14		
5	The Bidder should have at least one of the following accreditations / certifications which is valid as on the date of issue of this RFP - ISO 9001:2008, ISO 27001, SEI CMMi Level 3	Copy of relevant certifications	
6	The bidder should not have been blacklisted by the any Government or PSU enterprise.	Self-Declaration letter by Bidder authorized signatory duly authorized by the Board	
8	The Bidder should hold a valid Sales Tax Registration/VAT/Service tax Certificate, PAN Card and should be registered with the appropriate authorities for all applicable statutory taxes/duties.	Attested copy of the Sales Tax Registration /VAT/Service tax certificate, Attested copy of PAN Card and give the details of PAN number, Sales Registration number, on the Bidder's Letterhead signed by the authorized signatory.	
9	The Bidder should be engaged in Successful Implementation of any 2 solutions from Enterprise Management Software, Help Desk, Active Directory, and Anti-virus Solution in India for last 5 years in Govt./PSU/BFSI sector in India. The implementation should be over LAN & WAN environment.	1. Copy of original PO / Contract highlighting the following details: a) Date of PO / Contract b) Name of Parties c) Scope of Work 2. Successful completion certificate/ Satisfactory Progress of project from client.	



10	The Bidder must provide support/service in the concerned activity at Delhi/NCR, Mumbai, and Bengaluru.	<p>Self-Declaration by authorized signatory duly authorized by the Board with the details about the centre. Details to include:</p> <p>a) Team Details: Number of industry experts, their experience,</p> <p>b) Activity Details: Area of focus, the disciplines it covers (businesses, technology), functions it supports, academic work it undertakes</p> <p>c) Location details and number of years it has been in existence.</p> <p>d) Provide contact details; Phone and Email of the person heading the Center.</p>	
Eligibility Criteria for OEM			
1	The OEM's of offered products must be reputed and experienced companies operating in the field of providing solutions in India for at least 3 years as on date of issue of this RFP.	Memorandum & Articles of Association should be attached, and Purchase orders confirming year and Area of activity/Supporting Documents	
2	The proposed Enterprise Management Solution & Help Desk should have been implemented and be in production use on the date of issue of this RFP in at least 1 BFSI Unit in India.	<p>Relevant Credential letter OR</p> <p>Relevant Purchase Order with the Customer's confirmation on having executed the PO to satisfaction and the project as LIVE.</p>	
3	The proposed Anti-Virus Solution should have been implemented and be in production use on the date of issue of this RFP in at least 1 BFSI Unit in India.	<p>Relevant Credential letter OR</p> <p>Relevant Purchase Order with the Customer's confirmation on having executed the PO to satisfaction and the project as LIVE.</p>	
4	The OEM's of offered products must have their own Technical Assistance Center (TAC) support in India	Self-Declaration by authorized signatory duly authorized by the Board with the details about the center.	



10.4 Annexure 4 : Evaluation Methodology

The competitive bids shall be evaluated in three phases:

Stage 1 – Eligibility criteria

Stage 2 – Technical Bid

Stage 3 – Commercial Bid

Stage 1 – Eligibility Criteria Evaluation

Eligibility criterion for the Bidders to qualify this stage is clearly mentioned in Annexure 3 Eligibility Criteria of this document. The Bidders who meet ALL these criteria would only qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market.

The decision of OICL shall be final and binding on all the Bidders to this document. OICL may accept or reject an offer without assigning any reason whatsoever.

Stage 2 - Technical Bid Evaluation

Total Marks 500. Minimum Overall Qualifying marks to become eligible for qualifying for Commercial Evaluation are 70% i.e. 350 out of 500.

Category	Criteria	Max Marks
A.	Bidders Project Experience	100
B.	Response to RFP & Design, Implementation & Project Management	100
C.	Bidders compliance to Annexure 1: Technical Specifications	150
D.	Bidders Technical Presentation	150
	Total	500 Marks

It is mandatory for the Bidder to comply with all the line items given in the technical specifications (Annexure 1). In case if the Bidder does not comply with any of the line items given in technical specifications (Annexure 1), it will not qualify to Stage 3 of evaluation process even if they score the cut-off marks in Stage 2.

OICL at its discretion may reject the proposal of the Bidder, without giving any reason whatsoever, if in case the submission/responses received from the Bidder were found to be unsatisfactory.



A. Bidders Project Experience

S.N.	Bidder's Profile & Project Experience	Marks Allocation	Max Marks	Support Documentary Proof
1	The Bidder should be engaged in Successful Implementation of Any 2 Solution from Enterprise Management System, Help Desk, Active Directory, and Anti-virus Solution in India for last 5 years in any Govt./PSU/BFSI Unit.	>= 2 Projects worth INR 5 Cr: 30 1 Project worth INR 5 Cr: 15	30	1. Copy of original PO / Contract highlighting the following details: a) Date of PO / Contract b) Name of Parties c) Scope of Work. 2. Successful completion certificate/ Satisfactory Progress of project from client.
2	Bidder should have implemented Enterprise Management Software with at least 10000 of Assets & Patch Management in India for last 5 years in any Govt./PSU/BFSI Unit.	>= 2 Projects : 20 Marks 1 Project : 10 Marks	20	Copy of original PO / Contract highlighting the following details: a) Date of PO / Contract b) Name of Parties c) No. of Assets
3	Bidder should have supplied & installed at least 10000 Anti-Virus Licenses in India for last 5 years in any Govt./PSU/BFSI Unit.	>= 2 Projects : 20 Marks 1 Project : 10 Marks	20	Copy of original PO / Contract highlighting the following details: a) Date of PO / Contract b) Name of Parties c) No. of Licenses
4	Bidder should have supplied & installed at least 10000 Active Directory Licenses in India for last 5 years in any Govt./PSU/BFSI Unit.	>= 2 Projects : 20 Marks 1 Project : 10 Marks	20	Copy of original PO / Contract highlighting the following details: a) Date of PO / Contract b) Name of Parties c) No. of Licenses



5	The Bidder's proposed Project Manager/ Team Lead should have led the Successful Implementation of Enterprise Management System, Help Desk, Active Directory, and Anti-virus Solution in any BFSI or PSU or Government Unit in India.	Total Work experience >= 7 years: 10 Total Work experience >= 5 years: 5	10	Relevant Credential's
			100 Marks	

B. Response to RFP & Design, Implementation & Project Management

S.N.	Response to RFP & Design, Implementation & Project Management	Marks
1	Understanding OICL's scope of work and requirements	10
2	Description of Proposed Solution	30
3	Project Plan / approach/ implementation methodology	30
4	Proposed Project Team Structure & composition	30
	Total	100 Marks

C. Bidders compliance to Annexure 1: Minimum Technical Specifications

Compliance to Minimum Technical Specifications mentioned in Annexure-1 will be scored out a total of **150 marks**.



D. Bidder's Technical Presentation:

The Bidders, who have qualified stage 1, will be required to provide a technical presentation to OICL.

The Bidders will be required to make presentations highlighting the various aspects of the proposed solutions. This process will also enable OICL to clarify issues that may be identified from the Bidders' responses to the RFP. The Evaluation Committee decided by OICL will be scoring the presentation made by the Bidders based on a structured questionnaire broadly across the following indicative sections. The Bidder technical presentation will be scored out a total of 150 marks.

S.N.	Evaluation of the Bidder Presentation	Marks
1	Project Execution Methodology and Risk Mitigation Plan	20
2	Proposed Products – Key Features and Functionalities	40
3	Profile of Resources - Execution Competency (Solution Accelerators, Functional & Technical Competency)	40
4	Adherence to Timelines / Project Plan	20
5	Post Implementation Support : Approach and Resource Commitment (for Managed Services and Helpdesk Services)	30
	Total Bidder Technical Presentation	150 Marks

Stage 3 – Commercial Bid Evaluation

The commercial bids for the technically qualified Bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL'S discretion. The total cost of ownership for the purpose of evaluation shall be calculated over the contract period of 6 years. At the end of 6 years, the contract may be re-negotiated as mutually agreed by both parties.

OICL will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest commercial bid (L1), provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.



10.5 Annexure 5 : Authorization letter to attend tender opening

To

The Deputy General Manager

Information Technology Department

The Oriental Insurance Company Limited

2nd Floor, Head Office, "Oriental House"

A-25/27, Asaf Ali Road

New Delhi - 110 002

Sir,

Reference: Tender No. OICL/HO/ITD/DITSM/2015/01 Dated 29th April 2015

Mr. /Ms..... has been authorized to be present at the time of opening of above tender due on at on my/our behalf.

Yours faithfully

Signature of Bidder

Copy to: Mr/Ms.....for information and for production before the Tender Opening Committee at the time of opening of bids.



10.6 Annexure 6 : Details of Similar Projects Undertaken in last 5 Years

Financial Year / Accounting Year	Name of Client for whom project was undertaken	Contact Details of Senior Official representing the client for reference purpose	Details of Project	Date of Award of Project	Current Status of Project
2014-2015					
1					
2					
3					
...					
2013-2014					
1					
2					
3					
...					
2012-2013					
1					
2					
3					
...					
2011-2012					
1					
2					
3					
...					
2010-2011					
1					
2					
3					
...					



10.7 Annexure 7 : Application form for Eligibility Bid

APPLICATION FORM FOR ELIGIBILITY BID (Page 1)

To,

The Deputy General Manager,
Information Technology Department,
The Oriental Insurance Company Limited,
2nd Floor, Head Office, "Oriental House",
A-25/27, Asaf Ali Road,
New Delhi - 110 002

Application form for the Eligibility of the Bidder

Reference: Tender No. OICL/HO/ITD/DITSM/2015/ dated 29th April 2015

Company Details

1.	Registered Name & Address of The Bidder	
2.	Location of Corporate Head Quarters	
3.	Date & Country of Incorporation	
4.	Sales Tax/ VAT registration number and date of registration	
5.	Service Tax registration No. and date of registration	
6.	Address for Communication	
7.	Contact Person-1 (Name, Designation, Phone, Email ID)	
8.	Contact Person-2(Name, Designation, Phone, Email ID)	

Turnover and Net worth:

Financial / Accounting Year	Turnover (Rs Crores)	Net worth
2011-2012		
2012-2013		
2013-2014		

Details of EMD (BG)

Description	₹ 1,20,00,000/- BG towards EMD



APPLICATION FORM FOR ELIGIBILITY BID (Page 2)

Service Center – Delhi / NCR

Contact Person	
Address	
Contact Number	
Email ID	

Service Center – Mumbai

Contact Person	
Address	
Contact Number	
Email ID	

Service Center – Bengaluru

Contact Person	
Address	
Contact Number	
Email ID	

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)



10.8 Annexure 8 : Contract Form

THIS AGREEMENT made on this _____ day of _____ between The Oriental Insurance Company Limited (hereinafter “the Purchaser”) of one part and “<Name of Vendor>” (hereinafter “the Vendor”) of the other part:

WHEREAS the Purchaser is desirous that certain software and services should be provided by the Vendor viz., _____ and has accepted a bid by the Vendor for the supply of those software and services in the sum of _____ (Contract Price in Words and Figures) (hereinafter “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expressions shall have the same meaning as are respectively assigned to them in the Conditions of Contract referred to.

The following documents shall be deemed to form and be read and construed as part of this Agreement viz.

- The Schedule of Requirements and the Requirement Specifications
- The Service Level Agreement
- The General Conditions of Contract
- The Purchaser’s Notification of Award

In consideration of the payments to be made by the Purchaser to the Vendor as hereinafter mentioned, the Vendor hereby covenants with the purchaser to provide the hardware, associated software, and services and to remedy defects therein the conformity in all respects with the provisions of the contract.

The purchaser hereby covenants to pay the Vendor in consideration of the provision of the hardware, associated software, and services and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services, which shall be supplied/ provided by the Vendor, are as under:

Item No.	Description of the Item	Quantity	Price per Unit*	Total Price	Payment Terms

* Break-up would be as per commercial bid format

Total Value: _____



The Oriental Insurance Company Limited

Delivery Schedule: _____

IN WITNESS where of the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and the year first above written.

**Signed, Sealed and Delivered for
"The Oriental Insurance Co. Ltd." by it's
constituted Attorney**

**Signed, Sealed and Delivered for
M/s _____ by its constituted
Attorney**

Signature _____
Name _____
Designation _____
Address _____
Company _____
Date _____

Signature _____
Name _____
Designation _____
Address _____
Company _____
Date _____

**Company Seal
Witness I**

**Company Seal
Witness II**

Signature _____
Name _____
Designation _____
Address _____
Company _____
Date _____

Signature _____
Name _____
Designation _____
Address _____
Company _____
Date _____



11. Appendix

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Left blank



11.1 Appendix 1: Bill of Material

Table A - SUMMARY OF COSTS			
S.N.	Table Reference	Items	Cost (INR)
1.	Table B	Software Cost	
2.	Table C	Implementation Cost	
3.	Table D	FM Manpower Cost	
4.	Table E	Training Cost	
6.		Other Cost (if Any)	
Grand Total - TCO for 6 Years			

Grand Total in Words – (Rupees.....)

Note:

1. All the prices of this document should flow correctly from the respective sheets.
2. The total cost should flow from the individual sheets within this Appendix.
3. Bidder should strictly follow the format given in Table.
4. OICL reserves the right to change the quantity of items quoted above at the time of placing order. In such case the value of the order will be the cost of items finally opted by OICL.
5. The warranty will start from the date of signing the ATR.
6. The Bidder is responsible for all the arithmetic computation & price flows. OICL is not responsible for any errors.



Table B - Software Cost									
Solutions	Qty	Make	Amount with 1 year warranty (Including all taxes)	AMC (Excluding All Taxes)					Total Amount (6 years)
				2 nd Year	3 rd Year	4 th Year	5 th Year	6 th Year	
Enterprise Management Software									
Help Desk Solution									
Active Directory Licences	13000								
Anti-Virus for Desktop	13000								
Anti-Virus for Windows based Server	32								
Anti-virus for RHEL based Servers	32								
Any Other, (Please specify)									
Total Software Cost (B)									

Table C - Implementation & Commissioning Cost		
Solutions	Qty	Total Cost (Including all taxes)
Enterprise Management Software		
Help Desk Solution		
Active Directory	13000	
Anti-Virus	13000	
Anti-Virus for Windows based Server	32	
Anti-virus for RHEL based Servers	32	
Any Other, (Please specify)		
Total Implementation Cost (C)		

Table D - FM Manpower								
Solutions	Qty	Cost in INR (Excluding All Taxes)						Total Amount (6 years) (INR)
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	
FM - Enterprise Management Software	1							
FM - Active Directory	1							
FM - Anti Virus	1							
Helpdesk Coordinator	1							
Project Manager	1							
Total FM Cost (D)								



Table E - Training Cost					
Training Type	Min. No. of Days	Batches	No. of Trainees per batch	Rate per batch including all Taxes (INR)	Total Amount including all Taxes (INR)
Train the trainers a. Active Directory b. Anti-Virus Solution c. Enterprise Management Software d. Help Desk Solution	2 days	1	15		
User Level Briefing session through Video Conferencing a. Active Directory b. Anti-Virus Solution c. Enterprise Management Software d. Help Desk Solution	0.5 Day	4	-		
Total Training Cost (E)					



11.2 Appendix 2 : Covering Technical Offer

To

The Deputy General Manager
Information Technology Department,
The Oriental Insurance Company Limited,
2nd Floor, Head Office, "Oriental House",
A-25/27, Asaf Ali Road,
New Delhi - 110 002

Dear Sir,

1. Having examined the Scope Documents including all Annexures and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply and deliver all the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your company in conformity with the said Scope Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Scope.
2. If our Bid is accepted, we undertake to abide by all terms and conditions of this Scope and also to comply with the delivery schedule as mentioned in the Scope Document.
3. We agree to abide by this Scope Offer for 180 days after the last date of submission of commercial bid and our Offer shall remain binding on us and may be accepted by OICL any time before expiry of the offer.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We certify that we have provided all the information requested by OICL in the format requested for. We also understand that OICL has the exclusive right to reject this offer in case OICL is of the opinion that the required information is not provided or is provided in a different format.

Dated this.....by20

Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(This letter should be on the letterhead of the Vendor duly signed by an authorized signatory)

Signature and Seal of the vendor



11.3 Appendix 3 : Query Format

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought
1				
2				
3				
4				
5				
6				
7				
8				
9				



11.4 Appendix 4 : Summary of Documents Submitted

Section #	Section Heading	Proforma Given	Compliance (Y/N)
1.	Technical compliance	Annexure 1	
2.	Conformity Letter	Annexure 2	
3.	Eligibility Criteria	Annexure 3	
4.	Authorization Letter for Bid Opening	Annexure 5	
5.	Similar Projects	Annexure 6	
6.	Application form for Eligibility Bid	Annexure 7	
7.	Commercial Offer	Appendix 1	
8.	Covering Technical Offer	Appendix 2	
9.	Summary of Documents Submitted	Appendix 4	
10.	Bid Security.	Appendix 5	
11.	Technical Offer Descriptive		
12.	Technical Bid Details (without commercials)	Appendix 1 (should be masked with XXX)	
13.	Datasheets of Proposed Products		
14.	References to the previously executed projects as required in Annexure-4.		
15.	Any other Information as requested in the tender document		



11.5 Appendix 5 : Pro forma for Bid Security

To: (Name of Purchaser)

Whereas _____ (hereinafter called 'the Bidder') has submitted its bid dated _____ for the _____ (hereinafter called "the Bid").

KNOW ALL MEN by these presents that WE _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto The Oriental Insurance Company Limited (hereinafter called "the Purchaser") in the sum of Rupees _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 2015.

The Conditions of this obligation are:

If the Bidder withdraws his bid during the period of bid validity specified by the bidder in the bid; or

If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity

- i. fails or refuses to execute the Contract Form, if required; or
- ii. fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidder.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Dated this.....day of.....

Place: _____

Date: Seal and signature of the vendor



11.6 Appendix 6 : Pro forma for Performance Security

To: (Name of Purchaser)

WHEREAS..... (Name of Supplier) (Hereinafter called "the Supplier") has undertaken, in pursuance of Contract No..... dated..... 2015 to supply..... (Description of Products and Services) (Hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein, as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of..... (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....

Signature and Seal of Guarantors (Supplier's Bank)

.....
Date.....
Address.....
.....
.....



11.7 Appendix 7 : OEM’s Authorization Form

Date: dd/mm/yyyy

To

The Deputy General Manager
Information Technology Department,
The Oriental Insurance Company Limited,
2nd Floor, Head Office, “Oriental House”,
A-25/27, Asaf Ali Road,
New Delhi - 110 002

Reference: Tender No. OICL/HO/ITD/DITSM/2015/01 Dated 29th April 2015

Sir,

We _____, (name and address of the ‘manufacturer / developers’) who are established and reputed ‘manufacturers / developers’ of _____ having factories at _____ (addresses of locations) do hereby authorize M/s _____ (name and address of the Bidder) to bid, negotiate and conclude the contract with OICL against the above mentioned tender for the proposed software manufactured/developed/customized by us.

We hereby extend our guarantee and warranty as per terms and conditions of the RFP and the contract for the software and services offered for supply against this RFP by the above-mentioned Vendor, and will extend full support for a period of 6 years.

Yours faithfully,

For and on behalf of M/s _____ (Name of the manufacturer)

Signature _____
Name _____
Designation _____
Address _____
Date _____

Company Seal

Note: This letter of authority should be on the letterhead of the concerned manufacturer and should be signed by Authorized Signatory



11.8 Appendix 8 : Statement of Deviation from Tender Terms and Conditions

To

The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2nd Floor, Head Office, "Oriental House"
A-25/27, Asaf Ali Road
New Delhi - 110 002

Reference: Tender No. OICL/HO/ITD/DITSM/2015/01 Dated 29th April 2015

Sir,

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

OR (Strike out whatever is not applicable)

Following are the deviations from the terms and conditions of the tender. These deviations and variations are exhaustive. Except these deviations and variations, all other terms and conditions of the tender are acceptable to us.

S. No.	Section No.	Page No.	Para	Statement of deviations and variations
A.				
B.				

Witness

Bidder

Signature

Signature

Name

Name

Designation

Designation

Address

Address

Company

Company

Date

Date

Company Seal

-End of Document-