

# The Oriental Insurance Company Limited



## Request for Proposal

for

### Procurement of IT Support Services (Annual Maintenance Contract & Facility Management Services).

**(Tender No.: OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017)**

**The Oriental Insurance Company Limited  
Information Technology Department  
Regional Office 1, New Delhi  
Address: 10<sup>th</sup> Floor, Hansalya Building,  
Barakhamba Road, New Delhi**



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**Non-Refundable Tender Fee**

**Non-Transferable Receipt**

**To be filled by OICL Official**  
**OICL's Copy**

<b>Tender Ref. No.</b>	<b>OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017</b>
<b>Copy No.</b>	
<b>Date of Issue</b>	
<b>Tender Issued to Bidder</b>	
<b>Cheque No./Draft No.</b>	
<b>Date</b>	
<b>Cheque/Draft Amount</b>	
<b>Bank Name</b>	
<b>Name of OICL Official</b>	
<b>Designation of OICL Official</b>	
<b>Signature</b>	
<b>OICL Official</b>	<b>Bidder's Representative with Contact No. and Date</b>



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### **Important Notice**

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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 IT Support Services (Annual maintenance Contract and Facility 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
API	Application Program Interface
ATR	Acceptance Test Report
ATS	Annual Technical Support
Bidder	Single point appointed by OICL for procurement and supply of the solution, based on the bill of materials shared by OICL.
DC	Data Centre which is located at Bengaluru
DRS/DRC/DR	Disaster Recovery Site which is located in 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
LAN	Local Area Network
Mbps	Million Bits per Second
MS	Microsoft
NCR	National Capital Region
PO	Purchase Order
OEM	Original Equipment Manufacturer
OICL	Oriental Insurance Company Limited
OS	Operating System
RF	Radio Frequency
RFP	Request for Proposal
SOW	Scope of Work
SDK	Software Development Kit
T&C	Terms & Conditions
TCO	Total Cost of Ownership
ToR	Terms of Reference
UAT	User Acceptance Test
Vendor	Selected / Successful Bidder as an outcome of the RFP with whom OICL signs the Contract.
VSAT	Very Small Aperture Terminal



## Introduction

### 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 and Secondary Data Centre (SDC/DR) at Navi Mumbai, 31 regional offices in various cities, Oriental Staff Training College (OSTC) at Faridabad and Chennai, 350+ 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 Bengaluru and Navi Mumbai. 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 2016-17. 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](http://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.

## Notice inviting bids for purchase of IT support and Facility Management Services.

**The Regional Manager (IT), (RO 1, New Delhi)**, The Oriental Insurance Company Limited invites sealed bids from eligible companies / organisations / firms to provide 'IT Support Services' for 'IT Infrastructure' and 'Softwares' with effect from **01.04.2018**.

**'IT Support Services'** shall mean onsite comprehensive maintenance support to all 'IT Infrastructure', onsite 'Facility Management' support and loading/reloading, configuration/reconfiguration 'Softwares' Services as per detailed scope of work defined.

**'IT Infrastructure'** shall mean Workstations, LaserJet (stand alone and Network) Printers, All-in-One Printers, High Speed Dot Matrix Printers, Line Matrix Printers, Scanners, Unix Servers, Windows Servers, LAN Switches, Online UPSs including External Chargers & Isolation Transformers, LAN Cabling, etc.

**'Facility Management'** shall mean soft call support (excluding part replacement) for the IT assets which are under OEM/Supplier's warranty, support for dealer counters where IT Asset not owned by OICL, and RO-Video Conferencing facility.



**'Softwares' shall mean** Default OS, Device drivers, Adobe Reader, Open Office, MSOffice (Licensed Version), Hindi Typing Software, Clients / Agents for Anti-virus, Enterprise Management Solution, Patch management, Email software, INLIAS configuration, and any other software required for OICL functioning.

**The existing 'IT Support Services' contract of 'IT Infrastructure' and 'Softwares' is expiring on 31.03.2018.**

## Project Objective

The Oriental Insurance Company Ltd (OICL) envisages procurement of IT Support Services (Annual maintenance Contract and Facility Management) to meet its business and technology requirements. OICL proposes to invite sealed bids from eligible Bidders for IT Support Services (Annual maintenance Contract and Facility Management).


## Schedule of Events

Event	Target Date
Sale of RFP Document	28 <sup>th</sup> Nov 2017 to 29 <sup>th</sup> Dec 2017 between 11:00 AM and 03:00 PM
Last date to send in requests for clarifications	5 <sup>th</sup> Dec 2017; till 5:00 PM
Pre-Bid meeting*	7 <sup>th</sup> Dec 2017 , 02:30 PM
<b>Last date for submission of bids</b>	<b>29<sup>th</sup> Dec 2017, 3:15 PM</b>
Opening of pre-qualification bid	<b>29<sup>th</sup> Dec 2017, 3:30 PM</b>
Declaration of Short-listing of Bidders based on pre-qualification criteria	Shall be announced later
Opening of technical bid	Shall be announced later
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 events or any other action related to this RFP.
- If any of the above dates is declared a holiday for OICL, the next working day will be considered. OICL reserves the right to change the dates mentioned in the RFP.

## Availability of tender document

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

**The Oriental Insurance Company Limited  
Information Technology Department,  
RO 1, New Delhi, Address 10<sup>th</sup> Floor, Hansalya Building, Barakhamba Road, New Delhi.**

 The RFP document will be available for sale at the above address between 11.00 Hours to 15.00 Hours on all working days from **28.11.2017 to 29.12.2017** on payment of non-refundable



Tender Fee of Rs.1,000/- inclusive of all taxes by crossed Demand Draft/ Banker's Pay Order in favour of **"The Oriental Insurance Company Limited" payable at New Delhi.**

Copy of Tender document will be available on our web portal [www.orientalinsurance.org.in](http://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.



### Eligibility Criteria:-

Bidders should meet the following Eligibility Criteria in order to bid for the RFP:

S.N.	Eligibility Criteria	Documents Required
1	Bidder should be a registered company in India under Companies Act 1956. Bidder should be in operation in India for minimum of Three years.	Copy of Relevant Document
2	Bidder's annual turnover from Annual Sales Turnover should be more than <b>Rupees 20 Crore</b> and a <b>positive Net worth</b> (measured as paid-up capital plus free reserves) in the previous three financial years viz. FY 2014-15, 2015-16 & 2016-17.	<p>Audited Financial statements for the respective financial years and/or</p> <p>2. Published Balance Sheet</p>
3	Bidder should have support locations at places near OICL locations.	Provide list of support location matrix as part of the bid document.
4	Bidder should have local presence and must have prior experience of successfully installing, configuring, manning and managing IT Support Services for at least three BFSI/PSU/Govt. Customers in last three years. Also, provide the name, designation, contact details and address of a contact person for each reference.	<p>Copy of original PO / Contract highlighting the following details:</p> <ul style="list-style-type: none"> <li>☞ Date of PO / Contract</li> <li>☞ Name of Parties</li> <li>☞ Scope of Work</li> </ul> <p>Completion Certificate or Installation Report or Satisfactory Progress of project from client.</p>
5	Bidder must provide minimum one reference of Bidder's clients who have made purchase of IT Services (AMC / FM Services) in excess of Rupees Ten Lakhs (single order) for multi locations in the state during the last year (2016-17).	<p>1.Copy of original PO / Contract highlighting the following details:</p> <ul style="list-style-type: none"> <li>a)Date of PO / Contract</li> <li>b)Name of Parties</li> <li>c)Scope of Work</li> </ul> <p>2.Completion Certificate or Installation Report or Satisfactory Progress of project from client.</p>
6	Declaration from the company secretary/authorised signatory regarding non-blacklisting from any Govt Organization/PSU.	Self-Declaration letter by Bidder authorized signatory.



## Scope of Work

The Scope of Work includes:

1. Onsite comprehensive Maintenance Support for all IT Equipment as per list given in Annexure-5 at offices under RO.
2. Onsite Facility Management Services (coordinate with OEM / Supplier for Warranty Support) as per list given in Annexure-5 at offices under RO.
3. Service Desk Management at RO. Service calls will be recorded and monitored through centralized Helpdesk portal (Sapphire) installed at OICLHO.
4. The Bidder shall deploy minimum 1 Resident Engineer and 1 Helpdesk Coordinator at Regional Office subject to acceptance by OICL.
5. The Service Engineer/Resident Engineer should have minimum two years of relevant experience in PC Hardware and LAN Services for managing PC Hardware, LAN and Network Switches effectively.
6. Remote Call Maintenance using ultra VNC (part of EMS Sapphire) for office PCs from RO.
7. Support for installation/reinstallation/uninstallation of default Operating System, Device drivers, Adobe Reader, Open Office, MSOffice (Licensed Version), Hindi Typing Software, INLIAS configuration, and any other software required for OICL functioning.
8. Clients/Agents Management and patch update Management in coordination with Head Office teams for:-
  - Centralised Anti-virus software (Symantec)
  - Enterprise Management Solution (Sapphire)
  - Centralized Helpdesk (Sapphire) at HO having partitions for individual ROs
  - Biometric Solution (Secugen)
  - Data Loss Prevention (DLP) Solution
  - Network Access Control (NAC)
  - Mail Microsoft Exchange
  - Enterprise Content Management (EMC - Documentum)
  - Any other application required for OICL functioning.
9. Domain Joining of PCs including proxy server settings in PCs in coordination with HO team
10. Quarterly Preventive Maintenance Activity in all the Offices under the Region. PM activities should be planned before each quarter start.
11. Maintenance of Local Area Network (LAN), which includes reconfiguration of network switches, maintenance & replacement of I/O ports and existing LAN Cabling.



12. Office wise earthing parameters Voltage (P-N, P-E and N-E) should be measured with the help of meter during PM activity and office wise statement should be submitted to HO. In case earthing parameters are beyond permissible limits, the same should be discussed with RO for issue resolution.
13. Installation of Earthing System including Earthing pits. Excavated earth pits should be filled by mixture of coke/charcoal, salt & sand up to top. The standard earthing parameters are:

Phase to Neutral (PN): 220V-240V  
Phase to Earth (PE): 220V-240V.  
Neutral to Earth (NE): 0.5V -3 V

## Terms and Conditions


### 9.1 Definitions


OICL/ PURCHASER: Shall mean The Oriental Insurance Company Limited


### 9.2 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](http://www.orientalinsurance.org.in).


 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.


 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.

 OICL reserves the right to extend the dates for submission of responses to this document.

 **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.

 **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.

 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.

 **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.



**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.

### 9.3 Sub-contracts

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.

### 9.4 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.

### 9.5 Submission of Bids

Bidders shall submit the Bids online. For details please refer RFP Section 5 – Instruction to Bidders.

### 9.6 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 - 5, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of 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).

### 9.7 Pre-Bid Meeting

All queries/ requests for clarification from Bidders must reach us by e-mail ([tender@orientalinsurance.co.in](mailto:tender@orientalinsurance.co.in), [siddharth.ahlawat@orientalinsurance.co.in](mailto:siddharth.ahlawat@orientalinsurance.co.in)) or in person before **05:00 PM on 5<sup>th</sup> December 2017**. 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 **7<sup>th</sup> December 2017**.

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.

### 9.8 Delay in Bidder's performance

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 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 performance of services is not found acceptable to OICL, the above mentioned clause would be invoked.

### **9.9 Payment terms**

All the Amounts will be paid quarterly in arrears in Indian Rupees Only (INR).

### **9.10 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:

- ① Account Number and Type of Bank account (Current / Savings/Cash Credit).
- ① IFSC / NEFT Code (11 digit code) / MICR code, as applicable, along with a cancelled cheque leaf.
- ① Permanent Account Number (PAN) under Income Tax Act;
- ① GST No.
- ① E-mail address of the Bidder / authorized official (for receiving the updates on status of payments).

### **9.11 Currency of Payments**

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

### **9.12 Other RFP Requirements**

Quoting multiple options for any of the line item mentioned in the Bill of Material is not allowed.





## **Terms of Reference ('ToR')**

### **10.1 Contract Commitment**

OICL intends that the contract, which is contemplated herein with the Bidder, shall be for a period of three years.

### **10.2 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

### **10.3 Completeness of Project**

The project will be deemed as incomplete if the desired objectives of the project **Section 8 – Scope of Work** of this document are not achieved.

### **10.4 Assignment**

OICL may assign the hardware and 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 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 favourable 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.

### **10.5 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.



## 10.6 Indemnity

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

- ☞ ① Non-compliance of the Bidder with Laws / Governmental Requirements
- ☞ ① IP infringement
- ☞ ① Negligence and misconduct of the Bidder, its employees, and agents

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages.

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

## 10.7 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.

## 10.8 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.

## 10.9 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.

## 10.10 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.



## 10.11 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.

## 10.12 Confidentiality

Bidder understands and agrees that all materials and information marked and identified by OICL as 'Confidential' are valuable assets of OICL and are to be considered OICL's proprietary information and property. Bidder will treat all confidential materials and information provided by OICL with the highest degree of care necessary to insure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by OICL without OICL's prior written approval.

Bidder shall not be liable for disclosure or use of any materials or information provided by OICL or developed by Bidder which is:

- ☞ possessed by Bidder prior to receipt from OICL, other than through prior disclosure by OICL, as documented by Bidder's written records;
- ☞ published or available to the general public otherwise than through a breach of Confidentiality; or
- ☞ obtained by Bidder from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to OICL; or
- ☞ Developed independently by the Bidder.

In the event that Bidder is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Bidder shall promptly notify OICL and allow OICL a reasonable time to oppose such process before making disclosure.

Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause OICL irreparable harm, may leave OICL with no adequate remedy at law and OICL is entitled to seek to injunctive relief.

Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.

Nothing contained in this contract shall limit the Bidder from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract. The confidentiality obligations shall survive for a period of one year post the termination/expiration of the Agreement.

The Bidder shall adhere to the norms of Information Security guidelines laid down by OICL.



## **10.13 Technological Advancements**

The hardware and 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

In the event if the proposed hardware and 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

## **10.14 Guarantees**

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

## **10.15 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:

- ① 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
- ② 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.

## **10.16 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.

## **10.17 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.

### **10.18 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:

- ☒ ☑ To have any portion completed and delivered at the contracted terms and prices; and/ or
- ☒☒☑ 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.

### **10.19 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.

### **10.20 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.

### **10.21 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)



## **10.22 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.

## **10.23 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 increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.

## **10.24 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.

## **10.25 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.

## **10.26 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 maybe 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.

## **10.27 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.

## **10.28 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.

## **10.29 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.

### 10.30 Hardware Inspection

Pre delivery / acceptance Inspection will be carried out by the OICL through its staff / consultant at any of the OICL's site / location. The vendor shall keep ready the equipments for inspection and vendor should provide all assistance including manpower. There shall not be any additional charges for such inspection.

### 10.31 Repeat Order

Repeat order clause shall be applicable for 180 days from the placement of original PO.



## Instructions to Bidders

### 11.1 Procedure for submission of Bids

The bidders will be required to submit following three documents in three separate envelopes:



Pre-qualification Bid with Bid Security in the form of Bank Guarantee.



Technical Bid consisting:-

- a. Hard copy of the complete technical-bid document spirally bound with Technical Specification Compliance Sheet as per the format given under Technical Bid Documents.
- b. Softcopy of the entire technical bid in a separate CD.



Commercial Bid consisting:-

- a. Commercial Bid duly filled in with item wise prices.
- b. Summary (Net Quote).
- c. Softcopy of commercial bid in a separate CD.

Three sealed envelopes containing Pre-Qualification Bid, Technical Bid and Commercial Bid along with softcopy should be submitted in the following manner:

**Envelope I – Pre-Qualification Bid** comprising of three hard copies with information requested by OICL along with EMD in the form of Bank Guarantee.

① Each of the three 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/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017**

② Each of the sealed envelopes should also be marked as “Original”, “First Copy” and “Second Copy” respectively.

③ The three envelopes of pre-qualification bid should be placed in a single sealed envelope super-scribed: **Pre-qualification Bid for Tender No: OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017.**

**Envelope II - Technical bid** comprising of three hard copies and one soft copy (word and/or excel) of the technical bid:



- ☞ Each of the three 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/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017**
- ☞ Each of the sealed envelopes should also be marked as "Original", "First Copy" and "Second Copy" respectively.
- ☞ The soft copy (word and/or excel) of the technical bid should be submitted on a CD sealed in an envelope marked as "Soft Copy of Technical Bid."
- ☞ The four envelopes of technical bid should be placed in a single sealed envelope super-scribed: **Technical Bid for Tender No: OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017.**

**Envelope III** - Commercial bid comprising of three hard copies and one soft copy (word and/or excel) of:

- ☞ Each of the three 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/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017**
- ☞ Each of the sealed envelopes should also be marked as "Original", "First Copy" and "Second Copy" respectively.
- ☞ The soft copy (word and/or excel) of the commercial bid should be submitted on a CD sealed in an envelope marked as "Soft Copy of Commercial **Bid for Tender No: OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017**"
- ☞ The four envelopes of commercial bid should be placed in a single sealed envelope super-scribed: **Commercial Bid for Tender No: OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017**

**Note:** The Bid shall be typed in English and signed by the Bidder or a person(s) duly authorized to bind the Bidder to the Contract. The person(s) signing the Bids shall initial all pages of the Bids.

## 11.2 Bid Security

Bid Security in the form of Bank Guarantee (BG) / Bank Draft of **Rs. 2,00,000/- (Rupees Two Lakhs Only)** favouring **'The Oriental Insurance Company Ltd'** valid for 180 days from the last date of submission of Commercial Bid should be submitted.

- ☞ 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.
- ☞ 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).





For the Bidders who do not qualify in this Tender, BG will be returned after the selection of successful Bidder.



EMD submitted by Bidder may be forfeited if:

- Bidder backs out of bidding process after submitting the bids;
- Bidder backs out after qualifying;
- Bidder does not accept the Purchase Order / Sign the Contract within the time prescribed by OICL after qualifying.



## Evaluation Criteria

The competitive bids shall be submitted in three stages:

### 12.1 Eligibility Evaluation

Eligibility criterion for the Bidders to qualify this stage is clearly mentioned in **Section 7 - 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.

### 12.2 Technical Evaluation

**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.**

### 12.3 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.

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.



## Bid Documents

### 13.1 Eligibility Bid Documents

Eligibility document should contain following


- Compliance to Eligibility Criteria along with Required Supporting Documents as **per Section 7**.
- The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder
- EMD of Rs. 2,00,000/- (Rupees Two Lakhs Only) in the form of BG favouring 'The Oriental Insurance Company Limited' as **per Appendix-4**
- 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.
- List of Service Centres in the Region.
- List mapping OICL offices with the corresponding nearest Bidder's support locations.
- Statement of No-Deviation **as per Appendix-7**
- Application Form for Eligibility Bid.
- Confirmation of Tender Fee Submission.

#### Note:

- 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.
- 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.

 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.

### **13.2 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. IT should initially provide an overview of Bidder's organization and position with regards to proposed solution and professional services. 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 Technical Letter (**Appendix 2**) giving reference of this tender and consent for acceptance of all the Terms and Conditions of this tender.
3. Implementation Methodology & Detailed Work Plan (Project Plan)
4. Compliance to Minimum Technical Specifications as **per Annexure-1.**
5. Masked Commercial Bid: 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 Proforma/format of **the Appendix 1 – Bill of Materials** in the RFP."
6. Escalation Matrix for call logging and escalation purpose

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.

### **13.3 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.

**Service Level Agreement:**


The bidder is required to provide a draft SLA covering all the equipment and services supplied. The SLA must clearly mention how the commitments will be monitored and measured. The final SLA shall be drafted in consultation with OICL.

The SLA should ensure that the entire 'IT Infrastructure' is available for use during business hours (09:00 AM to 6:00 PM, Monday to Friday) and any Complaint Booking: on site engineers or OICL officials can book Complaint.

In case office operate on Saturdays, Sundays or any other holiday, OICL office will inform in advance and the bidder shall arrange support accordingly.

Telephone / Web / Fax / E-mail etc will intimate breakdown / failure calls to the bidder. The bidder should compulsorily allot a complaint ID for every complaint booked by any office by any medium. The downtime / breakdown period will be reckoned from the date and time of logging of the complaint by OICL.

Complaint Resolution: in case of Physical visit by the engineer, Company's authorized personnel will validate all the reports of complaint resolution / closure. Complaints will be deemed resolved if the customer call report is signed by both the service engineer and company's authorised personnel specifying that the complaint is satisfactorily resolved and giving the date and time of complaint booking and resolution.

 Conditions: The bidder has to ensure that all the complaints lodged by the company are attended to and rectified within the shortest possible time. Sufficient spares need to be maintained by the bidder at appropriate locations to address any equipment related problem within the stipulated resolution time-frame desired by OICL.

 Resolution time:

**RO Centre and City offices** – 48 Hrs (2 Working Days)

**Other Offices** – 72Hrs (3 Working Days).

If the breakdown call is not resolved within the resolution time of the bidder provides no standby equipment, penalty will be charged as per the rates below to the maximum of unit purchase price of that machine:-

S.No.	Item Description	Per day Penalty Amount in Rs.
1	Windows 10 PCs including OS– Acer or Dell	500
2	Windows 7 PCs including OS - Wipro	500
3	Windows 8 PCs including OS - Wipro	500
4	PCs including OS - other make	500
5	LJPs - HP 1566, HP 1007,HP 1108	200
6	Network LJPs - HP	200
7	Colour LJPs CP-1525n -HP	500
8	Multifunction Printer	500
9	LJPs - other make	200
10	UPS 10 KVA	1500
11	External Charger for 10 KVA UPS	1500
12	Isolation Transformer for 10 KVA UPS	1500
13	UPS 5 KVA	1000
14	External Charger for 5 KVA UPS	1000
15	Isolation Transformer for 5 KVA UPS	1000
16	UPS 1 KVA	500
17	External Charger for 1 KVA UPS	500



18	Isolation Transformer for 1 KVA UPS	500
19	UPS Inverter	500
20	UPS – other make	500
21	Network Switch (Manageable) – Cisco 2960	1000
22	Racks	200

Note: Failure/crashing of Operating System (OS) shall also be considered as machine breakdown.



Exclusions from downtime calculations:

- Scheduled downtime approved by OICL for preventive maintenance, testing, system upgrades etc.
- Failures due to source power unavailability.
- Downtime because of LAN cabling faults or WAN link failures
- Force Majeure conditions not foreseen but mutually agreed by both parties.



## Appendix

### 15.1 Appendix 1: Bill of Material

**Table.1 AMC and PM Activity**

(Amount in Rs.)

S. No.	Item Description	Year of Purchase	Basic Unit Price	Qty	Total Price Year 1	Total Price Year 2	Total Price Year 3
				A	C=A x B	D	E
1	Windows 10 PC Dell - (Pentium dual core G4400/4GB RAM/500GB HDD)  Acer – (AMD A6 7400/4 GB RAM/1 TB HDD)	2017		94			
2	Windows 8 PC - Wipro (Intel Core i3-3240/4 GB RAM/500 GB HDD)	2013		45			
3	Windows 7 PC - Wipro Wipro (Intel Pentium G6950/4 GB RAM/320 GB HDD)	2011		36 8			
4	PCs - other make			1			
5	LJP - HP M203d	2017		14			
6	LJP- , HP 1007,HP 1108 ,1020.1022,1008.	2011		80			
7	Network LJP – HP 1606	2011		32			
8	Network LJP – HP 2055	2011		1			
9	Network LJP – HP 3015	2011		9			
10	Network LJP – HP 9040	2011		2			
11	Network LJP – HP 4700	2010		2			
12	LJP –HP 1566	2010		36			
13	Scanner ADF	2017		31			
14	Scanner Flatbed	2017		64			
12	LJPs – Other make			1			
13	Colour LJP CP-1525n						
14	Multifunction Printer			20			
15	UPS 10 KVA - APC			18			
16	External Charger for 10 KVA UPS			18			
17	Isolation Transformer for 10 KVA UPS			18			
18	UPS 5 KVA – APC			9			
19	External Charger for 5 KVA UPS			9			



20	Isolation Transformer for 5 KVA UPS			9		
21	UPS 1 Aur 2 KVA – APC Aur APC			8		
22	External Charger for 1 KVA UPS			8		
23	Isolation Transformer for 1 KVA UPS			8		
24	UPS Inverter					
25	UPS – Other make			3		
26	Network Switch (Manageable) – Cisco 2960	2017		30		
27	Racks			30		
28	Server Unix			1		
29	Server Windows			NA		
30	Laptops			9		
31	Earthing pit			5		
<b>Total Price</b>						
<b>Total Price for 1<sup>st</sup> +2<sup>nd</sup> + 3<sup>rd</sup> Year (C+D+E)</b>						

Note:- Total cost for each line item shall be sum of AMC and PM Activity. The percentage cost of PM activity should not be less than 20%of total quoted cost for AMC.

Table.2 Facility Management Services for items under Warranty

(Amount in Rs.)

S. No.	Item Description	Basic Unit Price	Quantity	Total Price Year 1	Total Price Year 2	Total Price Year 3
		A	B	C=A x B	D	E
1	Laptop		9			
2	Laser Jet Printers/Multifunction Printer		NA			
3	Scanner		NA			
4	UPS		NA			
5	Switch		NA			
<b>Total Price</b>						
<b>Total Price for 1<sup>st</sup> +2<sup>nd</sup> + 3<sup>rd</sup> Year (C+D+E)</b>						

Table.3 Resident Engineer and Helpdesk Coordinator

(Amount in Rs.)

S.No	Item Description	Basic Unit Price	Quantity	Total Price Year 1	Total Price Year 2	Total Price Year 3
		A	B	C=A x B	D	E
1	Charges for Resident Engineer at Regional Office		1			
2	Charges for Helpdesk Coordinator at Regional Office		1			
<b>Total Price</b>						
<b>Total Price for 1<sup>st</sup> +2<sup>nd</sup> + 3<sup>rd</sup> Year (C+D+E)</b>						

<b>Total Price</b>
--------------------



<b>Table 1</b>	
<b>Table 2</b>	
<b>Table 3</b>	
<b>Total Price</b>	

Total Cost in figures: \_\_\_\_\_

Total Cost in Words: \_\_\_\_\_

**Grand Total in Words – (Rupees.....)**

Note:



Bidder should strictly follow the format given in Table.



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. Further the items can be added / deleted/ changed from FM to AMC during the Contract period.



The Bidder is responsible for all the arithmetic computation and price flows. OICL is not responsible for any errors.



## 15.2 Appendix 2: Covering Technical Offer

To

The Regional Manager,

RO 1, New Delhi

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.....by .....20

Authorised Signatory





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

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

Signature and Seal of the Bidder

### 15.3 Appendix 3: Query Format

S.N.	Page No.	Point / Section #	Existing Clause	Query Sought
1				
2				
3				
4				
5				



**15.4 Appendix 4: 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 \_\_\_\_\_ 2017.

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

✕ fails or refuses to execute the Contract Form, if required; or

✕✕ 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



**15.5 Appendix 5: 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..... 2016 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 the .....day of.....

Signature and Seal of Guarantors (Supplier's Bank)

.....

Date.....



15.6 Appendix 6: OEM's Authorization Form

To

The Regional Manager  
RO 1, New Delhi

**Tender Ref. No. OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017**

Sir,

We \_\_\_\_\_, (*name and address of the 'manufacturer / developers'*) who are established and reputed '*manufacturers / developers*' of \_\_\_\_\_ having '*factories / software development centres*' at \_\_\_\_\_ (*addresses of 'manufacturing 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 '*equipment manufactured*' by us.

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

Yours faithfully,

For and on behalf of M/s \_\_\_\_\_ (*Name of the manufacturer*)

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Address \_\_\_\_\_  
Date \_\_\_\_\_

**Company Seal**



15.7 **Appendix 7: Statement of No Deviation from Tender Terms and Conditions**

To

**The Regional Manager**  
**RO 1, New Delhi**

**Tender Ref. No. OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017**

Sir,

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

Yours faithfully,

For and on behalf of M/s \_\_\_\_\_ (*Name of the manufacturer*)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_

**Company Seal**



15.8 **Appendix 8: Non-Blacklisting Declaration form**

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To

The Regional Manager  
RO 1, New Delhi

**Tender Ref. No. OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017**

Dear Sir /Madam,

With reference to your above referred tender regarding procurement of Procurement of IT Support Services(Annual Maintenance Contract & Facility Management Services), we hereby confirm that we are not debarred / black listed by any Government or PSU enterprise in India as on date of the submission of RFP.

Authorized Signatory

Name:

(Stamp)

Date:

Place:



## Annexure

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## 16.1 Annexure 1: Technical Specifications

S. No.	Mandatory Technical Requirements	Bidder's Detailed Response
A	<p><b>Comprehensive Annual Maintenance Contract:</b></p> <p>The List of IT Assets to be included under AMC are given as per <b>Annexure-5</b>.</p> <p>The current AMC support contract expires on 31.03.2018. The onsite AMC support will be for 3 years i.e. from 01.04.2018 to 31.03.2021. The normal support window would be applicable from 9:00 AM to 6:00 PM (Mon to Fri) as per Company's current working hours. In case, office working hours change, the support window will change accordingly.</p> <p>In case office operate on Saturdays, Sundays or any other holiday, OICL office will inform in advance and the bidder shall arrange support accordingly.</p> <p><b>Resolution Time:</b></p> <p><b>RO Centre and RO city offices</b> – 48 Hrs (2 Working Days)  <b>Other Offices</b> – 72Hrs (3 Working Days).</p> <p>The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs and HP make LaserJet Printers.</p> <p>In case problem persists or the equipment needs to be removed to workshop for repairs, a standby should be provided within 48 hours of receiving complaint. The standby equipment provided should be of equivalent or higher specifications, so that normal job of the purchaser may not hamper. In this case, the repaired original equipment is to be installed back/permanent replacement provided within 25 days of removal.</p> <p>The bidder shall provide '<b>IT Support Services</b>' as per detailed scope of work defined. List of IT equipment is as per <b>Annexure-5</b>.</p> <p>The support will survive even after change of location of the IT Equipment.</p> <p>All the parts of the machines will be covered under AMC except printer cartridge, UPS Batteries and user induced externally visible broken components.</p> <p>AMC would also cover maintenance of patches/bug fixes (available from the original software vendor) for Operating System, Antivirus, and other softwares under use.</p> <p>The Bidder shall ensure Proper Data Backup in consultation with user in case of OS reinstallation and restore the machine to the earlier state. The Bidder will have to carry external CD/DVD drive wherever OS installation is required.</p> <p>Any deletion of IT Asset will be done on the discretion of OICL. Billing for such excluded assets will stop on pro rata basis from next quarter.</p> <p>Any addition of IT Asset will be done on the discretion of OICL. Billing for such included assets will be on pro rata basis.</p> <p>The Bidder is also required to arrange resource to coordinate with OICL's WAN Service Provider and PC-NOC helpdesk teams enabling their network access through office router to the office networking equipments as and when required.</p> <p>The bidder will keep 10% spares in stock at Regional Office to meet day-to-day requirement for speedy complaint resolution.</p>	





<p>B</p>	<p><b>Onsite Resources:</b> The Bidder shall deploy minimum 1 Resident Engineer and 1 Helpdesk Coordinator at Regional Office subject to acceptance by OICL.</p> <p>The Service Engineer/Resident Engineer should have minimum two years of relevant experience in PC Hardware and LAN Services for managing PC Hardware, LAN and Network Switches effectively.</p> <p>In case of absence of Resident Engineer / Helpdesk Coordinator, the Bidder without any delay shall provide a backup Resource.</p> <p>OICL has its centralised helpdesk portal for which limited access will be provided to the Bidder for complaints lodging/monitoring/reporting and penalty calculation, etc.</p> <p>Bidder shall facilitate and coordinate with users for registering complaints through telephone call, email, web interface on centralised helpdesk portal.</p> <p>Call tracking reports from the help-desk will be made available online to OICL.</p> <p>The Bidder, on its own expenses will arrange all PCs and Phone lines to be used by Helpdesk coordinators and Resident Engineers.</p>	
<p>C</p>	<p><b>Symantec Antivirus Software Updates:</b></p> <p>The bidder shall implement /integrate/ maintain/manage/support (includes patches, updates and upgrade implementation) regularly with latest version as well as check and clean the system for Viruses.</p> <p>Though the Symantec Anti Virus client updation in PCs will be regularly done through centralised system but in case any PC is not able to take automatic update due to malfunctioning, auto update from Data Centre will be stopped to avoid choking of office band width and in such cases, the Bidder shall update Anti Virus client manually/Remote and verify in the Anti Virus Console.</p> <p>The daily/weekly reports giving information for non-updated Antivirus clients will be provided by the OICL. The Bidder will submit compliance analysis report to RO.</p> <p>Non-compliance of Anti Virus update will attract 5% penalty if compliance goes below 80% per quarter.</p> <p>The Bidder shall coordinate with Centralized Antivirus Helpdesk Team for maintenance and upkeeping of Group Update Provider (GUP) Server.</p>	
<p>D</p>	<p><b>Clients/Agents Management and patch update Management in coordination with Head Office teams:</b> The bidder shall implement /integrate/ maintain/manage/support (includes patches, updates and upgrade implementation) on all workstations across all OICL offices mentioned in Annexure-5 and keep it up to date through out the contract period for following applications:-</p> <ul style="list-style-type: none"><li>• Centralised Anti-virus software (Symantec)</li><li>• Enterprise Management Solution (Sapphire)</li><li>• Centralized Helpdesk (Sapphire) at HO having partitions for individual ROs</li><li>• Biometric Solution (Secugen)</li><li>• Data Loss Prevention (DLP) Solution</li><li>• Network Access Control (NAC)</li><li>• Mail Microsoft Exchange</li><li>• Enterprise Content Management (EMC - Documentum)</li><li>• Any other application required for OICL functioning.</li></ul>	



E	<p><b>Preventive Maintenance Activity:</b></p> <p>The bidder shall perform quarterly preventive maintenance of all the equipment under AMC.</p> <p>The PM activity sheet will be provided by the OICL 15 days prior to the beginning of every quarter for each type of machine.</p> <p>The Bidder shall provide office wise PM activity schedule one week prior to the beginning of every quarter.</p> <p>The Bidder shall install necessary software, OS patches, Anti Virus patches etc. as per the requirement of OICL during PM activity.</p> <p>The Bidder shall ensure that all machines are in domain.</p> <p>The Bidder shall make any changes required in configuration and settings of OS or any other software during PM activity.</p> <p>PM activity for Network Switch and UPS will be carried out either after working hours or on weekends after finalizing the date in consultation with OICL.</p> <p>The Bidder shall check the earthing status for each office during PM activity and report the same in PM call sheet.</p> <p>The PM activity report signed by user is to be submitted to OICL quarterly along with quarterly bill/invoice.</p>	
F	<p><b>Monthly Meeting:</b></p> <p>The Bidder will have Monthly Review Meeting with RO-IT / RM-IT and submit Minutes of Meeting.</p>	
G	<p><b>Training:</b></p> <p>The Resident Engineer shall prepare, update and provide documentation to Field Engineers/Service Engineers deployed across OICL Offices for call resolution.</p>	



**16.2 Annexure 2: Authorization letter to attend tender opening**

To

The Regional Manager  
RO 1, New Delhi

Sir,

**Tender Ref. No. OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017**

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

**Note: Authorization should be on the letterhead of the concerned Bidder and should be signed by Authorised Signatory to bind the Bidder.**



### 16.3 Annexure 3: Application form for Eligibility Bid

To

Regional Manager  
RO 1, New Delhi

#### **Application form for the Eligibility of the Bidder**

**Tender Ref. No. OICL/RO/ITD/PC-AMC/2017/01 Dated 28.11.2017**

#### Company Details

1	Registered Name, Date and Address of The Bidder.	
2	Location of Corporate Headquarters.	
3	Address for Communication	
4	Contact Person 1 (Name, Designation, Phone, Email ID)	
5	Contact Person 2 (Name, Designation, Phone, Email ID)	

#### Turnover and Net worth

Financial Year	Turnover (Rs. In Crores)	Net Worth

#### Details of EMD (BG/Demand Draft)

Description	Rs. 20,00,00/- BG/Demand Draft towards EMD

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

(Company Seal)



**16.4 Annexure 4: Contract Form**

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

WHEREAS the Purchaser is desirous that certain software and services should be provided by the Bidder viz., \_\_\_\_\_ and has accepted a bid by the Bidder 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 Tender Document Ref. No. **OICL/RO/ITD/PC-AMC/2017/01** dated 28.11.2017 and subsequent clarifications

- 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 Bidder as hereinafter mentioned, the Bidder 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 Bidder 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 Bidder, 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:** \_\_\_\_\_

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

**Company Seal**

**Company Seal**

**Witness I**

**Witness II**

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



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**16.5 Annexure 5: Location wise List of IT Equipment**

(Attached in a separate Sheet)

-----End of Document-----