



The Oriental Insurance Company Limited
Head Office, New Delhi



Request for Proposal
for
**Supply, Installation, Implementation,
Maintenance and Support**
Of
Core Firewall, IPS and Load Balancer equipment
(Ref No: OICL/HO/ITD/NWS/2012/01 dated 16th April 2012)

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



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**(Non – Transferable)
Receipt**

Tender No. OICL/HO/ITD/NWS/2012/01 dated 16th April 2012

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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Notice Inviting Bids for Supply, Installation, Implementation, Maintenance and Support of Core Firewall, IPS and Load Balancer equipment

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

1. The Deputy General Manager (IT) invites sealed bids from eligible companies / organisations for Supply, Installation, Implementation, maintenance and support of Core Firewall, IPS and Load Balancer equipment at Vashi Data Center and undertake Annual Maintenance Contract (AMC) after expiry of the warranty period
2. Non-transferable RFP document containing conditions of pre-qualification, detailed requirement specifications as also the terms and conditions can be obtained from the above address. 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 Monday 16th April 2012 to Friday 7th May 2012 on payment of Rs 5,000/- by crossed Demand Draft/ Banker's Pay Order in favour of "The Oriental Insurance Company Limited" payable at New Delhi. Please note that the Company will not accept any liability for non-receipt/non-delivery of bid document(s) in time
3. Bidders should meet the following Eligibility Criteria in order to bid for the RFP
 - a) The bidder should be a registered company in India, registered under the Companies Act 1956 and should be registered under C. S. T. and/or have the sales tax registration in the state where the company has a registered office. The bidder should submit the valid sales tax/VAT registration certificate and Service Tax registration certificate.
 - b) The bidder should be:
 - An Original Equipment Manufacturer (OEM) of Networking and Security appliance operating in India for the last five financial years **OR**
A system integrator for last five financial years in India and handling networking and security appliance business since last three financial years. Such system integrators should have back-to-back support agreement with the respective OEM and should be an accredited service-partner of the OEM. Such bidders (other than OEMs) should submit a letter of authorization from OEM as per the Annexure provided in RFP and an accreditation certificate from the respective OEM, whose solution is being proposed



The Oriental Insurance Company Limited

- c) The bidder should have an overall annual turnover of minimum Rupees One Hundred Crores in each of the last three financial years. Supporting certified audited documents and Balance Sheets to be submitted
- d) The bidder must have prior experience in successfully installing and implementing solutions of the type being bid. Client reference should be provided. The bidder should have supplied similar equipment mentioned in the RFP to at least three companies, in last three financial years.
- e) The bidder should have a positive net worth for the previous financial year (measured as paid-up capital plus free reserves).
- f) The bidder should not have been de-barred/Black-listed by Government of India or any of its agencies or any PSU/BFSI in the last financial-year. Declaration from the company secretary regarding this should be submitted along with the bid as per the Annexure provided in RFP.
- g) The bidder should have a support center in Delhi, Mumbai and Bengaluru. Information regarding service centers at Delhi, Mumbai and Bengaluru should be given in the application form as per Annexure-A. Further the bidder should have centralised operational helpdesk for complaint / call logging, automated tracking etc. The bidder should also provide information regarding call logging process and escalation matrix.
- h) It is mandatory for the bidder to quote for all the items mentioned in the RFP.
- i) Bid validity should be 90 days after the last date of submission of commercial bid



4. The key events and dates for this RFP are as below:

Event	Target Date
Sale of RFP Document	16 th April 2012 to 7 th May 2012 Between 11 AM and 04:00 PM
Last date to send in requests for clarifications	23 rd April 2012, Monday 01:00 PM
Pre-Bid meeting	27 th April 2012, Friday 03:00 PM
Last date for submission of bids	11th May 2012, Friday 2:30 PM
Opening of pre-qualification bid	11th May 2012, Friday 3:30 PM
Declaration of Short-listing of bidders based on pre-qualification criteria	16 th May 2012, Wednesday 12:30 PM
Opening of technical bid	17 th May 2012, Thursday 3:00 PM
Presentation of technical bid by Short-listed bidders	21 st May 2012, Monday 11 AM
Declaration of short-list of bidders for commercial bid	24 th May 2012, Thursday 12:30 PM
Opening of commercial bids	24 th May 2012, Thursday 03:00 PM
Declaration of L1 Bidder	28th May 2012, Monday 3 : 00 PM
Notification of Award	30 th May 2012, Wednesday

- If any of the above dates is declared holiday for OICL, the next working date will be considered.
- OICL reserves the right to change the dates mentioned in the RFP.
- Correspondence should be addressed only to tender@orientalinsurance.co.in



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1. INTRODUCTION

a) 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 adjudged as "**Best General Insurance Company of the Year – Public Sector**" in the CNBC TV18 Best Bank and Financial Institution Awards presented by MCX for FY11. OICL has been enjoying the highest rating from leading Indian credit rating agencies CRISIL and ICRA. The Company has also been rated as B++ (Good) by AM Best.

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, 300+ divisional offices, 600+ branch offices, Regional Training Centres, Service Centres and 200+ extension counters/micro offices geographically spread out across India. As on date, all offices of OICL are connected using leased lines, MPLS with appropriate bandwidth. ISDN links exist as a backup for operating offices. For more than a decade, OICL has leveraged information technology to serve its customers effectively. The company also has presence in Nepal, Dubai and Kuwait.

To bring uniformity, security and centralized access OICL has adopted Integrated Non-life Insurance Application Software (INLIAS). INLIAS is running successfully in all operating offices of the Company. The INLIAS application serves the entire business requirements of OICL. It covers Underwriting, accounting, claims processing, report generation and reinsurance requirements of OICL. Apart from the Core-Insurance application, OICL has various centralised applications like web portal, email, Desktop Management Suite, VC, HRMS etc hosted at its Data Centers at Vashi and Bengaluru.

The company sold more than 10 million new policies 2011-12. 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 15000 employees and over 35,000 agents. The Company has launched web portal for use of its customers and agents www.orientalinsurance.org.in with a provision for premium calculator, payment gateway and online issue/ renewal of policies.

Requirement in brief:

Presently OICL intends to replace core firewall, Intrusion Detection System (IDS) and Server Load Balancer which are in production at Vashi Data Center with the following equipment in redundancy:

- a. Core Firewall
- b. Intrusion Prevention System (IPS)
- c. Server Load Balancer



b) Scope of Work

The Scope of work for this RFP is as below:

- ➔ Supply, installation, configuration of equipment and integrating the solution with OICL's network, undertake the AMC of supplied equipment after the expiry of three-year warranty period for a period of three years.
- ➔ Submit detailed design document that has to be approved by OICL
- ➔ Implement the solution within 60 working days of issue of Purchase Order by OICL
- ➔ Propose buyback of the existing networking Equipments (Acceptance/Rejection of buyback offer will be at the discretion of OICL).
- ➔ Apply Firewall policies as decided by OICL and perform change management.
- ➔ Impart training to onsite officials in adding policies and updating Access Control Lists (ACLs)
- ➔ Conduct quarterly preventive maintenance during warranty period.
- ➔ Provide complete documentation of the entire solution being setup.

The bidder shall be required to perform tasks, render requisite services and make available resources as may be required for the successful completion of the entire assignment at no additional cost to OICL. OICL reserves the right to change the scope of the tender considering the requirements and the changing conditions on mutual agreement.

c) Disclaimer

This RFP is being issued by OICL for inviting bids for Supply, Installation and Maintenance of networking and security equipment at OICL data center at Vashi and undertake AMC after expiry of the warranty period. 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. 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.



2. INSTRUCTIONS TO BIDDERS

A. Procedure for submission of Bids

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

1. ELIGIBILITY BID
2. TECHNICAL BID consisting
 - a. Technical specification compliance sheet as per the formats given under Technical Bid Documents
 - b. Technical details/ brochures of the product(s) specified in Technical Bid
 - c. Declaration of Quality signed by the company secretary
 - d. Hard copy of the complete technical-bid document spirally bound
 - e. Softcopy of the entire technical bid in a separate CD.
3. COMMERCIAL BID consisting
 - a. Commercial Bid duly filled in with item wise prices
 - b. Quotes for the Buy-back of items (in as-is where-is condition)
 - c. Quotes (year wise), for Annual Maintenance Contract (AMC)
 - d. Summary (Net Quote)
 - e. 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 – Three hard copies of pre-qualification bid comprising of a letter describing the pre-qualifying technical competence and experience of the bidder and also certifying the period of validity of bids for 90 days from the last date of submission of commercial bid along with information requested by OICL

- a) 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/HO/ITD/NWS/2012/01 dated 16th April 2012
- b) Each of the sealed envelopes should also be marked as “Original”, “First Copy” and “Second Copy” respectively.
- c) The three envelopes of pre-qualification bid should be placed in a single sealed envelope super-scribed: Pre-qualification Bid for Tender No: OICL/HO/ITD/NWS/2012/01 dated 16th April 2012



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

- a) 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/HO/ITD/NWS/2012/01 dated 16th April 2012
- b) Each of the sealed envelopes should also be marked as "Original", "First Copy" and "Second Copy" respectively.
- c) 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"
- d) The four envelopes of technical bid should be placed in a single sealed envelope super-scribed: Technical Bid for Tender No: OICL/HO/ITD/NWS/2012/01 dated 16th April 2012

Envelope III - Three hard copies and one soft copy (word and/or excel) of commercial bid

- a) 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/HO/ITD/NWS/2012/01 dated 16th April 2012
- b) Each of the sealed envelopes should also be marked as "Original", "First Copy" and "Second Copy" respectively.
- c) 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/HO/ITD/NWS/2012/01 dated 16th April 2012"
- d) The four envelopes of commercial bid should be placed in a single sealed envelope super-scribed: Commercial Bid for Tender No: OICL/HO/ITD/NWS/2012/01 dated 16th April 2012

Note:

1. The Bid shall be typed in English shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids.
2. The three envelopes mentioned above should be submitted to OICL at the address mentioned above on or before **11th May 2012 (Monday) 3:00 PM.**



B. BID SECURITY AND BID VALIDITY

EMD in the form of Bank Guarantee of Rs. 20, 00, 000/- (Rupees Twenty Lakhs Only) favouring OICL valid for one year.

- a. BG should be drawn on Nationalized / Scheduled bank in favour of OICL. 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).
- 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.

C. Evaluation Criteria

The successful bidder will be determined based on adjusted techno commercial value less the buyback amount offered.

The adjusted commercial value will be arrived at based on quality-cum-cost in the ratio of 60: 40

The formula for determining the adjusted commercial value will be the following:

$$FADJBX = FBX / \{ 1 - 60 * (1 - SQBX / \text{Max}[SQB]) / 40 \}$$

FADJBX is the adjusted commercial value for the bidder under consideration.

FBX is the six year cost of ownership of the tendered items for the bidder under consideration.

SQBX is the quality of service offered by the qualified bidder under consideration.

Max[SQB] is the highest technical evaluation marks obtained by any of the qualified bidder.

OICL will award the contract to the bidder whose bid has been determined to be substantially responsive and is the lowest after adjusting buyback value from techno-commercial bid (FADJBX).



3. BID DOCUMENTS

A. ELIGIBILITY BID DOCUMENTS

(3. A) Eligibility document should contain following

1. Application Form for Eligibility Bid as per Annexure-A
2. OEM Authorization Form and declaration about back-to-back support from OEM as per Annexure-B
3. Declaration letter that the company is operating for last five financial years in India
4. Copies of balance sheets of last three financial years
5. Letter that the company is not blacklisted by Government of India or any of its agencies or any PSU/BFSI in the last financial-year 2011-12.
6. Details of security projects as per Annexure-D
7. Documentary evidence of Purchase Orders or Certificate from customers signed by the Company Secretary regarding networking Projects as per Annexure - E
8. Certificate of registration under companies Act 1956 and Certificate of Incorporation. Sales Tax registration Certificate, Service Tax / VAT registration certificate
9. The power of attorney or authorisation, or any other document consisting of adequate proof of the ability of the signatory to bind the bidder
10. EMD in the form of BG of Rs. 20, 00, 000/- (Rupees Twenty Lakhs Only) favouring OICL

(3.B) Terms and conditions for Eligibility Bid:

1. The bidder should not quote in consortium with any other partner.
2. 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.
3. 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.
4. 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.



(B) TECHNICAL BID DOCUMENTS

Technical Specification Compliance Sheet for Core Firewall

S. NO	Core Firewall Requirement Specification	Preferred Mandatory	Compliance (Y/N)
1	Architecture		
A	<ul style="list-style-type: none">The appliance based security platform should be simultaneously capable of providing firewall, IPSec & SSL VPN.	M	
B	<ul style="list-style-type: none">The security appliance should have at least 8 nos. of 10/100/1000 BaseT interfaces and 2 nos. of 10 G interfaces (Multi mode modules).	M	
C	<ul style="list-style-type: none">The platform should be based on real time, secure, embedded operating system	M	
D	<ul style="list-style-type: none">The appliance should have in-built support for IPSec VPNs with DES, 3DES, AES (128 & 256bit) encryption.	M	
E	<ul style="list-style-type: none">Should support Active/Standby or Active/Active failover mode.	M	
F	<ul style="list-style-type: none">IKE keepalive should be supported that allows the devices to detect a dead remote peer for IPSec redundancy.	M	
G	<ul style="list-style-type: none">Should support unlimited users for firewall.	M	
H	<ul style="list-style-type: none">The security appliance should support firewall throughput of at least 5 Gbps (iMix / Multi-Protocol)	M	
I	<ul style="list-style-type: none">Should support up to 2,000,000 Concurrent Sessions	M	
J	<ul style="list-style-type: none">Firewall should have redundant power supply.	M	
K	<ul style="list-style-type: none">Should support at-least 100000 new connections per second	M	



Technical Specification Compliance Sheet for Core Firewall (Page 2)

2	Feature Requirements		
A	<ul style="list-style-type: none">Should support RIP Version 2, and OSPF routing protocols.	M	
B	<ul style="list-style-type: none">Should support MD5 based authentication for both RIP and OSPF	P	
C	<ul style="list-style-type: none">Should support DHCP Relay Agent functionality	M	
D	<ul style="list-style-type: none">The platform should support Static & Dynamic Network Address Translation and also Port Address Translation	M	
E	<ul style="list-style-type: none">The appliance should support VLAN and 802.1Q Tagging	M	
F	<ul style="list-style-type: none">Should have IPv6 networking feature. Should support dual stack of IPv4 and IPv6.	M	
G	<ul style="list-style-type: none">The firewall will have to provide QoS service to ensure guaranteed bandwidth, delay and jitter for real-time and mission critical traffic like voice over other non-mission critical traffic.	M	
H	<ul style="list-style-type: none">Should provide application inspection services for applications like HTTP, FTP, SNMP, DNS, SMTP, NFS, LDAP etc.	M	
I	<ul style="list-style-type: none">The security appliance should be able to protect the port-80 misuse to block applications such as Instant Messaging like yahoo messenger, MSN messenger etc.	M	
J	<ul style="list-style-type: none">Should be able to block popular peer-to-peer applications like Kaaza.	P	
K	<ul style="list-style-type: none">Should support the following HTTP security services - RFC compliance, protocol anomaly detection, protocol state tracking, MIME type validation, Uniform Resource Identifier (URI) length enforcement	M	
L	<ul style="list-style-type: none">Should support IPv6 application inspection for HTTP, FTP.	M	
M	<ul style="list-style-type: none">Should support application inspection of following type of multimedia traffic - H.323 version 3 and 4, SIP, MGCP, RTSP.	M	



Technical Specification Compliance Sheet for Core Firewall (Page 3)

N	<ul style="list-style-type: none">Should support inspection of H.323 and SIP voice traffic that has been fragmented.	M	
O	<ul style="list-style-type: none">Should support TCP stream reassembly and analysis, TCP traffic normalization, flag and option checking, TCP packet checksum verification services.	M	
P	<ul style="list-style-type: none">Should be able to protect "ARP spoofing" attacks at layer 2 by ARP inspection to prevent malicious users from impersonating other hosts.	M	
Q	<ul style="list-style-type: none">Should support HTTP, HTTPS and FTP filtering. Should support Java and Active-x filtering.	M	
R	<ul style="list-style-type: none">Should support time based access list to control the usage of application and resources based on time parameters.	M	
S	<ul style="list-style-type: none">Solution should facilitate encrypted communication between various component of framework like management, appliance etc.	M	
T	<ul style="list-style-type: none">Monitoring engine should be able to integrate with AD & LDAP to provide logs with enriched user information with in the logs/event.	M	
U	<ul style="list-style-type: none">The Centralized Management System shall have strong reporting and analysis of data to support regulatory compliance initiatives, internal threat management, and security policy compliance management.	M	
V	<ul style="list-style-type: none">A Dashboard facility providing total visibility of all security incidents shall be included in the proposed system and customization based on severity defined by OICL .	M	
W	<ul style="list-style-type: none">The Quoted Firewall should be EAL2 or higher (Common Criteria) Certified or under process for certification	P	



Technical Specification Compliance Sheet for IPS

S. No	Network Intrusion Prevention System (IPS) Requirement Specification	Preferred Mandatory	Compliance (Y/N)
1	Performance Requirement:		
A	IPS should have performance transactional throughput of minimum 2 Gbps.	M	
B	IPS device should support a minimum of 1,00,000 concurrent connection	M	
C	IPS should not introduce average latency of more than 180ms at 70% load	M	
2	Architecture Requirement:		
A	IPS should work in hybrid mode with possibility to run IPS and IDS both	P	
B	Support on-box correlation to deliver accurate worm classification	P	
C	IPS should be able to detect worm infection	P	
D	Should be able to correctly track TCP sessions in complex network configurations	M	
E	Solution should be able to create exception.	M	
F	Should use separate communication channels for control data and for event data.	M	
G	Solution should be protected against evasive attacks	M	



Technical Specification Compliance Sheet for IPS (Page 2)

3	General Specification:		
A	Protocol parsing	M	
B	Heuristic detection	P	
C	Reconnaissance	P	
D	IP fragmentation reassembly	M	
E	TCP stream reassembly	M	
F	Session termination via TCP resets	M	
G	Services failure detection	M	
H	Device failure detection	M	
4	IPv6 Detection:		
A	Ability to identify attacks in IPv6 environments through the inspection of IPv4 traffic being tunnelled in IPv6	M	
B	Enhanced visibility into IPv6 traffic	M	
5	Stateful pattern recognition:		
A	Identifies vulnerability-based attacks through the use of multipacket inspection across all protocols, thwarting attacks that hide within a data stream.	M	



Technical Specification Compliance Sheet for IPS (Page 3)

6	Protocol Analysis:		
A	All major TCP/IP protocols, including but not limited to IP, Internet Control Message Protocol (ICMP), TCP, and User Datagram Protocol (UDP).	M	
B	Provides Stateful decoding of application-layer protocols such as FTP, Simple Mail Transfer Protocol (SMTP), HTTP, SMB, Domain Name System (DNS), remote procedure call (RPC), NetBIOS, Network News Transfer Protocol (NNTP), generic routing encapsulation (GRE), and Telnet	M	
7	Traffic Anomaly Detection:		
A	Provides anomaly identification for attacks that may cover multiple sessions and connections, using techniques based on identifying changes in normal network traffic patterns (i.e. ICMP flood with a predefined number of ICMP packets within a certain amount of time).	M	
8	Protocol anomaly detection:		
A	Identifies attacks based on observed deviations in the normal RFC behaviour of a protocol or service (i.e. HTTP response without an HTTP request).	M	
9	Layer 2 detection:		
A	Identifies Layer 2 Address Resolution Protocol (ARP) attacks and man-in-the-middle attacks, which are prevalent in switched environments.	M	



Technical Specification Compliance Sheet for IPS (Page 4)

10	Application policy enforcement:		
A	Provides deep analysis and control of a broad set of applications, including:	M	
B	▪ Peer-to-peer	M	
C	▪ Instant messaging	M	
D	▪ Tunnelled applications over Port 80	M	
11	Anti-IPS evasion techniques		
A	Traffic normalization	M	
B	IP defragmentation	M	
C	TCP stream reassembly	M	
12	Signature Updation		
A	Automated signature updates	M	
13	High Availability Requirements		
A	Automated attempts to re-establish communication between the console and the IPS device after failure and should support:	M	
	▪ Monitoring Link Failure Detection	M	
	▪ Communications Failure Detection	M	
	▪ Services Failure & Device Failure Detection	M	



Technical Specification Compliance Sheet for IPS (Page 5)

14	Management:		
A	Centralized management	M	
B	SSH for remote administration	M	
C	Solution should have encrypted communication between IPS and Management server	M	
D	Command Line Interface	M	
E	SNMP	M	
F	should have dedicated management interface	M	
G	For integrated appliance, In case of any malfunction in IPS daemon, IPS functionality should be bypassed automatically. OR For dedicated IPS, In case of any malfunction in IPS daemon or Hardware failure, Hardware should be bypassed automatically.	P	
H	Logs and configuration of the perimeter devices shall be stored both locally and centrally to support the integrity and availability of the data and the data retention period shall be more than 45 days.	P	
15	Hardware Requirements		
A	Flexible Rack Mounting Configurations	M	
B	Capable of monitoring two network segments	M	
C	Should be scalable to monitor 2 more network segments	M	
D	Support for Health LEDs, LCD etc for all modules to indicate operational status of the module.	P	
E	IPS should have Redundant Power Supply	M	
F	The Quoted IPS should be at least NSS Labs Certified.	P	



Technical Specification Compliance Sheet for Server Load Balancer (Page 1)

S. No	Load Balancer Requirement Specification	Preferred Mandatory	Compliance (Y/N)
1	Appliance based with multiprocessor architecture	M	
2	2 Gbps upgradable to 4 Gbps (Upgrade to be done with out changing the hardware)	M	
3	Layer 4 Connections Per Seconds		
A	▪ Minimum 100000	M	
4	Layer 7 Connections Per Seconds		
A	▪ Minimum 30000	M	
5	Concurrent Connections		
A	▪ Minimum 1 Million	M	
6	Ports		
A	▪ Min 4 x 10/100/1000 Base T Non Blocking Ports and one 10/100 Mbps Console Port	M	
7	Compression Features		
A	▪ Should support inbuilt hardware accelerated compression of minimum 400 Mbps using standard compression mechanisms	M	



Technical Specification Compliance Sheet for Server Load Balancer (Page 2)

8	SSL		
A	Should support inbuilt SSL acceleration of minimum 4000 TPS to offload SSL Encryption & Decryption from the Servers	M	
9	Virtualized Services		
A	Load balancer should create resource segmentation and isolation and should act as if there were several individual virtual appliances within a single physical appliance (load balancer). Different service levels will include Complete separation of configuration files management interfaces Application rule sets etc.	M	
10	Virtual Partitioning		
A	Should support Virtual Partitioning within the load balancer to support minimum of 2 Virtual contexts and scalable up to 20 Virtual contexts	M	
11	Security Features		
	The load balancer should protect critical applications from malicious traffic and should have following security features		
A	HTTP deep packet inspection (HTTP header, URL, and payload), Bidirectional NAT and Port Address Translation (PAT)	M	
B	Support for static, dynamic, and policy -based NAT and PAT, Access control lists (ACLs) to selectively allow traffic between ports,	M	
C	TCP connection state tracking,	M	
D	TCP header validation	M	
E	TCP window size checking	M	
F	Unicast Reverse Path Forwarding (URPF) checking at session establishment.	M	
G	Inspection, filtering, and fixing of data center protocols such as HTTP, RTSP, DNS, FTP, and ICMP.	M	



Technical Specification Compliance Sheet for Server Load Balancer (Page 3)

12	Health Monitoring Features		
A	▪ DNS & Multiple-request DNS	M	
B	▪ HTTP, custom HTTP, return codes, HTTPS	M	
C	▪ Internet Control Message Protocol (ICMP)	M	
D	▪ Internet Message Access Protocol (IMAP)	P	
E	▪ point of presence (POP)	P	
F	▪ RADIUS	P	
G	▪ Simple Mail Transfer Protocol (SMTP)	M	
H	▪ TCP and UDP.	M	
13	Virtual & real Server Policies: Should support following virtual and real server policies		
A	▪ Forced shutdown	M	
B	▪ Backup servers & server farms	M	
C	▪ Graceful failover	M	
D	▪ Connection limits	M	
E	▪ Throughput limits	M	
F	▪ Redirects	M	
14	Application Acceleration features		
A	▪ Adaptive dynamic caching	M	
B	▪ Transforming HTTP Metatag based redirection to HTTP header based redirections	M	
C	▪ TCP offloading	M	
D	▪ Dynamic update of client browsers caches directly with content differences	M	



Technical Specification Compliance Sheet for Server Load Balancer (Page 4)

15	Caching Features		
A	Should have inbuilt dynamic caching features to offload server requests for frequently requested static objects such as images and applets. This feature should be fully configurable and should enhance overall application performance and transaction throughput.	M	
16	Management		
A	Template-based configuration	M	
B	Configurable delegation based administration for multiple administrators for various tasks	M	
C	Embedded browser-based GUI and Simple Network Management Protocol (SNMP)	M	

Note on Technical Bid

- Two units of Firewall, IPS and SLB are required and each should be able to work in Active / Active and Active-Standby mode
- All the necessary hardware and software required for the solution have to be provided by the bidder.
- Installation and Implementation has to be done by Bidder supervised by OEM.
- Post implementation handover has to be done by Bidder & OEM to OICL nominated representative and technical team of authorized partner. This involves training for the team in OICL premises by OEM directly.
- In case bidder is not able to resolve any issue during the support period OEM shall provide direct support to resolve the issue.



Technical bid should contain the following:

- Covering letter giving reference of this tender and consent for acceptance of all the Terms and Conditions of this tender and mentioning list of all the enclosures.
- Technical specification compliance sheet as given above.
- Technical Details / brochures of the product given in the Technical Bid, if any.
- Hardcopy of the complete technical-bid document spirally bound in the format given in this tender.
- Softcopy of the entire Technical bid in a separate CD

General Conditions (Technical)

- The hardware and software components quoted in technical bid should not become end of support from OEM for next SIX years.
- All additional material (cables etc) required, if any, for installation of supplied equipments should be supplied by the bidder. OICL will provision rack space.

Technical Evaluation

Total Marks 100. Minimum Overall Qualifying marks to become eligible for opening the Commercial Bid 60 out of 100.

Criteria	Max Marks
Compliance to Technical Specification	40 Marks
Merits of the Solution Proposed	30 Marks
Scalability of Solution	10 Marks
Technical Presentation	20 Marks
Total	100 Marks



(C) Commercial Bid Documents

Commercial Bid should contain the following

- Softcopy of the entire commercial bid on one CD
- Hardcopy of the Commercial-bid document

Note:

- ➔ The total prices quoted should be inclusive of all taxes, freight, insurance, travelling, lodging, boarding and any other charges at the point of delivery. AMC charges are to be specified excluding service tax.
- ➔ Bidder has to quote the make and model of each and every product in the commercial bid format. The make and model of the products should be the same as quoted in the Technical Bid else the bid may be rejected.
- ➔ Softcopy of the commercial details in CD along with the respective printouts of the same duly certified, signed and stamped are also to be submitted along with the Commercial bid respectively. Failure to submit the readable softcopy of the commercial bid will result in rejection of the bid. The contents of the soft copy submitted in the CD and the contents of the Hardcopies duly certified shall be exactly the same.
- ➔ The quoted rates should be Indian rupees only and same should be filled in both words and figures.



Commercial Bid

OICL reserves the right to select few or all items quoted below during final contract sign-off. In such case the value of the contract will be the cost of selected items finally opted by OICL.

	Make and Model	Total Units	Unit Cost	Total Cost including warranty for 3 years	AMC for 4 th Year	AMC for 5 th year	AMC for 6 th Year
1	Core-Firewall	2					
2	IPS	2					
3	Server Load balancer	2					
Total Hardware Cost							
Software (specify, If any)				Upgrade and Support cost for 3 years	Annual Upgrade and Support cost		
1							
2							
Software Total Cost							
Total Software + Total Hardware (Rs)							

Total Amount in words: Rupees _____

Buy Back Cost

Item	Make and Model	Quantity	Buy-back Quote
Core-Firewall	Nortel Firewall Accelerator 5600 Director 5014	2	
Intrusion Detection System	CISCO IDS 4250	1	
Server Load balancer	Alteon 2424	2	

Total Amount – Buy Back Cost: Rs. _____

Witness		Bidder	
Signature	_____	Signature	_____
Name	_____	Name	_____
Designation	_____	Designation	_____
Address	_____	Address	_____
Company	_____	Company	_____
Date	_____	Date	_____
			Company Seal



4. CONDITIONS OF CONTRACT

A: GENERAL TERMS AND CONDITIONS

4.1 DEFINITIONS

OICL/ PURCHASER :

Shall mean The Oriental Insurance Company Limited.

SOLUTION

Shall mean the supply, installation, implementation, maintenance and support of Core Firewall, IPS and Server Load Balancer equipment in redundancy at Vashi Data Center

4.2 Amendment to Bid Document

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

All prospective Bidders that have received the Bidding 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, at its discretion, may extend the deadline for a reasonable period as decided by OICL for the submission of Bids. Details will be communicated and published on portal (www.orientalinsurance.org.in).

4.3 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 - Supply, Installation, Implementation, Maintenance and Support of networking and security equipment- Eligibility Bid/ Technical Bid / Commercial Bid Tender No. OICL/HO/ITD/NWS/2012/01 dated 16th April 2012". Envelopes should indicate on the cover the name and address of the Bidder. A bidder shall submit only one proposal.

4.4 Performance Security

Within 15 days after the receipt of notification of award of the contract from OICL, the bidder shall furnish performance security to OICL as per Annexure, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of warranty in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by the RBI.

Fresh Bank Guarantee for 10% of outstanding 3-year AMC cost has to be submitted by bidder one month before expiry of warranty period. Failure by bidder to submit the bank guarantee will result in invocation of Bank Guarantee held by the company.



4.5 Pre-Bid Conference

The Representatives of Bidders attending the pre-bid conference must have proper authority letter to attend pre-bid conference and must have authority to take decisions then and there, as no further clarifications will be sought thereafter and the terms and conditions including scope of work decided on the date of pre-bid conference will be frozen for all purposes.

Bidders are advised to restrict number of representatives to not more than two during pre-bid conference. The bidder must produce the proof of purchase of tender document, during pre bid conference.

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.

Non-attendance at the pre-bid conference shall not be a cause for disqualification of a bidder.

4.6 Installation and Implementation

The bidder shall be responsible for supply, installation and commissioning of the Solution.

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.

4.7 Warranty

- a) The Bidder agrees that the Warranty period of Solution and Services will be for a period of three years and that will start from the date of successful acceptance of the Solution.
- b) The Bidder agrees that the Solution works as per the technical requirement specification.
- c) The Bidder agrees that as and when any problem arises, they are immediately rectified.
- d) The bidder agrees that during the warranty period, the following Operation support will be provided:
 1. On call on-site support
 2. Tuning and configuration of Hardware
 3. Providing any hand holding support during the live operation
 4. Redress all operational problems, if any.
 5. Carry out various House-Keeping work and explain the same to users
 6. Off-site helpdesk support

(Note: The above terms of Warranties are tentative and not exhaustive and will be finalized in the Agreement)



- e) The bidder warrants that the services provided under the contract shall be as per the Service Level Agreement (SLA) between the bidder and OICL.
- f) OICL shall promptly notify the bidder in writing of any claims arising under this warranty.
- g) Upon receipt of such notice, the bidder shall with all reasonable speed, repair/replace/reconfigure the defective equipment or service, without prejudice to any other rights, which OICL may have against the bidder under the contract.
- h) If the bidder, having been notified, fails to remedy the defect(s) within a reasonable period, OICL may proceed to take such remedial action as may be necessary at the bidder's risk and expense and without prejudice to any other rights, which OICL may have against the bidder under the contract.

4.8 Payment Schedule

The payment will be made as per the tentative milestones identified below as percentage of the cost of the product (Hardware + Software + Warranty).

Sl. No	Milestone	Percentage
1	Delivery	70 %
2	After Sign-off	30%
	Total	100 %

AMC will be paid quarterly in arrears.

4.9 Mode of Payment

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

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

4.10 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.



4.11 Insurance

The insurance shall be for an amount equal to 100 percent of the value of the Products from Warehouse to final destination on "All Risks" basis including War Risks and Strikes, valid for a period not less than one month after installation and commissioning and issue of acceptance certificate by OICL. Should any loss or damage occur, the Supplier shall initiate and pursue claim till settlement and promptly make arrangements for repair and/or replacement of any damaged item irrespective of settlement of claim by the underwriters.

4.12 Currency of Payments

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

4.13 Change Orders

OICL may at any time, by a written order given to the bidder make changes within the general scope of the contract in any one or more of the following:

- i. The goods to be provided by the bidder.
- ii. The place of delivery.
- iii. The service to be provided by the bidder.
- iv. The number of persons to be trained and the type of training.

If any such change causes an increase or decrease in the cost of, or the time required for the bidders performance of any part of the work under the contract, whether changed or not changed by the order, an equitable adjustment shall be made in the contract price and / or delivery schedule and the contract shall accordingly be amended. Any claims by the bidder for adjustment under this clause must be asserted within thirty days from the date of bidder's receipt of OICL's change order.

4.14 Delays 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 bidders 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.

4.15 Liquidated Damages during Delivery, Installation & Warranty

If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 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.

Performance of services shall be within the norms specified in the Service Level Agreement (SLA) forming a part of the contract. In case bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA.

4.16 Termination for Default

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

- i. 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
- ii. If the bidder fails to perform any other obligation(s) under the contract

In the event OICL terminates 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. However, the bidder shall continue performance of the contract to the extent not terminated.

4.17 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.

4.18 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:

- a) 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.
- b) 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/share holders or circumstances occur entitling the court or debenture/share holders 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.

4.19 Termination for Convenience

OICL may by written notice sent to the bidder, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify that termination is for OICL's convenience, 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 days after the bidder receipt of notice of termination 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.

4.20 Arbitration

OICL and the bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.



If, after thirty (30) days from the commencement of such informal negotiations, OICL and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified below.

In the case of a dispute or difference arising between OICL and the bidder relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to the award of two arbitrators, one arbitrator to be nominated by OICL and the other to be nominated by the bidder or in case of the said arbitrators not agreeing, then to the award of an umpire to be appointed by the arbitrators in writing before proceedings to the reference, and in case arbitrators cannot agree to the umpire, he may be nominated by the Arbitration Council of India. The award of the arbitrators, and in the event of their not agreeing, of the umpire appointed by them or by the Arbitration Council of India/ Institution of Engineers, India shall be final and binding on the parties.

The Indian Arbitration and Conciliation Act, 1996, the rules there under and any statutory modification or re-enactments thereof made till the date of signing of contract, shall apply to the arbitration proceedings. The venue of arbitration shall be the place from where the contract is issued i.e. Jurisdiction of Delhi High Court.

4.21 Governing Language

The contract shall be written in the language of the bid, as specified by OICL in the instructions to bidders. language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language.

4.22 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)

4.23 Price fall

The prices charged for the solution/services supplied under the contract by the bidder shall in no event exceed the lowest price at which the bidder sells the software/services or offers to sell Solution/services of identical description to any persons/organizations including OICL or any department of the central or state government or any statutory undertaking of the central or state government as the case may be during the currency of the contract.

If any time during the said period the bidder reduces the sale price, sells or offers to sell such Solution/services to any person/ organization including OICL or any department of a state or central government or statutory undertaking of the state and central government as the case may be at a price lower than the price chargeable under the contract, he shall forthwith notify



such reduction of sale or offer to sell to OICL and the price payable under the contract for the Solution/services supplied after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced.

4.24 Prices

The prices quoted for the Solution and services shall be firm throughout the period of contract and shall not be subject to any escalation.

4.25 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.

4.26 Taxes and 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 duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.

4.27 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 the works are finally accepted.

4.28 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:

- a. possessed by Bidder prior to receipt from OICL, other than through prior disclosure by OICL, as documented by Bidder's written records;
- b. published or available to the general public otherwise than through a breach of Confidentiality; or
- c. 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



- d. 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 injunctive relief.

OICL does not wish to receive the Confidential Information of Bidder, and Bidder agrees that it will first provide or disclose information, which is not confidential. Only to the extent that OICL requests Confidential Information from Bidder will Bidder furnish or disclose Confidential Information.

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. Confidential Information disclosed under this contract shall be subject to confidentiality obligations for a period of two years following the initial date of disclosure. 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.

4.29 Tools and Equipment

The bidder shall provide all necessary tools and equipment required for the installation, maintenance and implementation of the supplied equipment & services.

4.30 Supervision

The bidder shall ensure that all activities are carried out under the direct on-site supervision of qualified / certified personnel.

4.31 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:

- 1 The selected bidder commits a breach of any of the terms and conditions of the bid.
- 2 The selected bidder goes in to liquidation voluntarily or otherwise.
- 3 The progress made by the selected bidder is found to be unsatisfactory
- 4 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 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 three months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, 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.

4.32 Rights reserved by OICL

- (1) Company reserves the right to accept or reject any or all Bids without assigning any reasons.
- (2) 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.
- (3) OICL reserves the right to issue a fresh RFP for networking and security appliances & procure equipments at any time during the validity of the contract period with the selected bidder.



4.B. Support during Warranty Period

The bidder has to do on-site comprehensive maintenance of supplied networking and security equipment at Vashi Data Center.

- i. The equipment shall be under comprehensive on-site warranty covering all parts / components, for a minimum period of three years from the date of installation. The warranty will be expiring on the last day of that month and AMC will commence from the 1st of the month immediately following the month in which the warranty period expires.
- ii. Spares and support for the hardware/software should be available for a minimum of six years (three year warranty, three years AMC) from the date of acceptance of Solution.
- iii. During the period of warranty, it will be mandatory on the part of the bidder to attend and resolve breakdown calls (if any) as per the parameters/ time-frame defined in the SLA section. Breakdown penalty (if any) will be charged as per the terms defined in SLA Section.
- iv. In the event of maintenance/ repair of any unit is to be carried out at any of the workshop or location outside OICL premises, the bidder shall make all arrangements for removal and transportation of equipment to such location and back to OICL location at their risk and cost and will handover the systems in 100% working condition after repair/maintenance. A standby of similar or higher configuration should be provided whenever such removal of installed equipment is taken away by bidder for repair/maintenance, failing which, penalty as per provisions of SLA will be applicable.
- v. The bidder shall provide post implementation support, management and administration of software by applying software patches/ service packs and keep the solution updated or upgraded with the functionalities; compression-protocol updates etc. to latest version without any additional cost to OICL.
- vi. Exclusions: In case of partial/ full damage or loss of equipment due to reasons beyond the control of OICL like (a) accident or negligence by OICL, (b) causes external to the equipment such as electrical power fluctuations and failures etc (c) Theft, fires, riots, strikes or acts of enemy etc, the bidder would not be penalised. However , the onus of such proof will be on the bidder. In such circumstances also, the bidder should be in a position to supply a functional standby equipment with same configuration or higher and restore all the services. Monthly rental of 5% of the equipment cost for that particular equipment / component will be payable by OICL to the bidder for the equipment supplied as standby in lieu of the lost/ damaged equipment. No AMC will be paid by the standby equipment. Also AMC (if any) for the Lost/ Damaged equipment shall cease immediately. Fresh Order will be placed by OICL with the bidder for the supply of the lost / damaged equipment as per the approved rates.



4.C: Support during AMC period

The bidder shall undertake to provide an onsite comprehensive AMC of networking and security equipment at Vashi Data Center at the approved rates for 3 years after the expiry of warranty period. During AMC, it will be mandatory on the part of the bidder to attend and resolve Breakdown calls (if any) as per the parameters / time-frame defined in the SLA section. Breakdown penalty (if any) will be charged as per the terms defined in SLA section.

- i. In the event of breakdown, replacements will be free-of-cost on exchange basis. In the event of maintenance/ repair of any unit to be carried out at any of the workshop or location outside OICL premises, the bidder shall make all arrangements for removal and transportation of equipment to such location and back to OICL location at their risk and cost and will handover the systems in 100% working condition after repair/maintenance. A standby of similar or higher configuration should be provided whenever installed equipment is taken away by bidder for repair/maintenance, failing which, penalty as per provisions of SLA will be applicable.
- ii. Company reserves the right to terminate the contract with one months notice for reasons of non-performance and unsatisfactory services. In case of bidder being discontinued for deficiency in service, the bidder may be blacklisted by OICL and may not be allowed to participate in the future tenders for a period to be decided by OICL.
- iii. Service Engineers of bidder shall invariably carry their identity cards without which, the said engineers will not be allowed to enter the data center.
- iv. The bidder shall provide post implementation support, management and administration of software by applying software patches/ service packs and keep the solution updated or upgraded with the functionalities; compression-protocol updates etc. to latest version without any additional cost to OICL.
- v. The bidder shall provide on-site support, tuning, and configuration of hardware, redress various operational problems and provide offsite helpdesk support.
- vi. Exclusions: In case of partial/ full damage or loss of equipment due to reasons beyond the control of OICL like (a) accident or negligence by OICL, (b) causes external to the equipment such as electrical power fluctuations and failures etc (c) Theft, fires, riots, strikes or acts of enemy etc, the bidder would not be penalised. However , the onus of such proof will be on the bidder. In such circumstances also, the bidder should be in a position to supply a functional standby equipment with same configuration or higher and restore all the services. Monthly rental of 5% of the equipment cost for that particular equipment / component will be payable by OICL to the bidder for the equipment supplied as standby in lieu of the lost/ damaged equipment. No AMC will be paid for the standby equipment. Also AMC (if any) for the Lost/ Damaged equipment shall cease immediately. Fresh Order will be placed by OICL with the bidder for the supply of the lost / damaged equipment as per the approved rates.



The Oriental Insurance Company Limited

- vii. Agreed AMC charges will be paid quarterly in arrears after deduction of penalty (if any). Taxes will be applicable as per prevailing tax rules.
- viii. Payments will made by Head office.
- ix. AMC payment due to the bidder shall be processed and made within 30 days from the date of submission of complete documentation to OICL (the documentation will be considered as complete if the bidder has submitted the Invoice, latest contact details with escalation matrix, latest inventory etc)



4.D Service Level Agreement

1. Complaint Booking: Complaint(s) can be booked by onsite engineers or HO officials. Breakdown/ failure calls will be intimated to the bidder by Telephone/ Web/ Fax / E-mail etc. 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.
2. Complaint Resolution: In case of Physical visit(s) by the engineer, all the reports of complaint resolution/ closure will be validated by Company's authorized personnel. Complaints will be deemed to be 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.
3. 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.
4. Response time:
 - a) Working-hour window will be 24x7, 365 days.
 - b) Any breakdown call should be resolved within 24 hours from the date and time of booking a call. However, the call should be attended to during working hours only.
 - c) If the breakdown call is not resolved within the resolution time or no standby equipment is provided by the bidder, penalty will be charged as per the rates below:

S.No	No of days taken to resolve a breakdown	Breakdown of both equipment configured in Active-stand by state	Service Available but not in redundancy
1	Upto two days	Rs. 5000/- per day	Rs.2,500/- per day
2	Three to Five Days	Rs. 10000/- + Rs 6000 per day from third day	Rs.5000/- + Rs. 3000 per day from 3 rd day
3	Beyond Five Days	Rs. 28,000/- + Rs. 9,000/- per day from Sixth day	Rs. 14000/- + Rs. 5000/- per day from Sixth day

5. Exclusions from downtime calculations
 - a) Scheduled downtime approved by OICL for preventive maintenance, testing, system upgrades etc.
 - b) Failures due to source power unavailability, UPS failure etc.
 - c) Downtime because of LAN cabling faults or WAN link failures
 - d) Force Majeure conditions not foreseen but mutually agreed by both parties.



Templates and Forms



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APPLICATION FORM FOR ELIGIBILITY BID

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

Ref: **Reference:** Tender No. OICL/HO/ITD/NWS/2012/01 dated 16th April 2012

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.	In the networking business since (year)	
7.	Address for Communication	
8.	Contact Person-1 (Name, Designation, Phone, Email ID)	
9.	Contact Person-2(Name, Designation, Phone, Email ID)	

Turnover and Network:

Financial / Accounting Year	Turnover (Rs Crores)	Networth
2008-2009		
2009-2010		
2010-2011		



APPLICATION FORM FOR ELIGIBILITY BID (Page 2)

Details of EMD (BG):-

Description	Rs. 20,00,000/- BG towards EMD

Service Center – Delhi

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)



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/NWS/2012/01 Dated 16th April 2012

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 / software developed' by us.

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 person having the power of attorney to bind the manufacturer.



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 hardware (Core Firewall, IPS, Load Balancer) associated software, and services should be provided by the Vendor viz., _____ and has accepted a bid by the Vendor for the supply of those hardware (Core Firewall, IPS, Load Balancer) associated 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 (Core Firewall, IPS, Load Balancer) 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 (Core Firewall, IPS, Load Balancer) 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: _____

Delivery Schedule: _____

IN WITNESS whereof 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 its constituted Attorney

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

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

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

Company Seal Witness I

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

Company Seal Witness II

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



DETAILS OF PROJECTS UNDERTAKEN IN LAST THREE FINANCIAL YEARS

Financial Year / Accounting Year	Name of Client for whom project was undertaken	Contact Details of Senior Official representing the client for reference purpose	Approximate project cost in crores	Date of Award of Project	Current Status of Project
2008-2009					
1					
2					
3					
4					
2009-2010					
1					
2					
3					
4					
2010-2011					
1					
2					
3					
4					
2011-2012					
1					
2					
3					



List of Bidder's Major Clients

Please attach job completion certificates/citations/notification for each reference provided.

S. No.	Name, Designation, e-Mail, Postal Address, Telephone Number	Scope of Project	Date of completion	Reference to job completion certificate
1.				
2.				
3.				
4.				
5.				



PROFORMA FOR BANK GUARANTEE

To: (Name of Purchaser)

WHEREAS (Name of Supplier) (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No..... dated 2012 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.....

.....

.....



AUTHORISATION LETTER FOR ATTENDING 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/NWS/2012/01 dated 16th April 2012

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 _____ (MM) ____ at the time of opening of bids.

Note: Authorization should be on the letterhead of the concerned bidder and should be signed by person having power of attorney to bind the bidder.



UNDERTAKING OF AUTHENTICITY / QUALITY

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

Madam,

Reference: Tender No. OICL/HO/ITD/NWS/2012/01 dated 16th April 2012

We hereby undertake that all the components/parts/software used in the proposed networking and security solution shall be original new components/parts/ software from respective OEM of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software are being used or shall be used.

We also undertake that the authorized license certificate of software shall be supplied, if so required.

In case we are found not complying with above at the time of delivery or during installation, for the infrastructure already billed, we agree to take back the components if already supplied and return the money if any paid to us by you in this regard.

Company Secretary

Name:

(Stamp)

Date:

Place:



DECLARATION REGARDING NON-BLACKLISTING

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

Madam,

Reference: Tender No. OICL/HO/ITD/NWS/2012/01 dated 16th April 2012

With reference to your above referred tender regarding supply, installation, maintenance and support of networking and security equipment, we hereby confirm that we are not debarred / black listed by Government in India or any of its agencies or any PSU/BFSI as on the date of RFP and there has been no occasion of disassociation with any of our customers in India on account of delayed / defaulted deliveries or services.

Signature

Company Secretary

(Name and other details)

(Stamp)

Date:

Place: