

The Oriental Insurance Company Limited



Request for Proposal

for

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

(Tender No.: OICL/MUMBAI RO- 1,2,3 & CBRO/ITD/PC/2015/01 Dated:
18/02/2015)

<p>The Oriental Insurance Company Limited Information Technology Department Regional Office Mumbai-I Address: Oriental House 2nd Floor, 7, J.T. Road Churchgate, Mumbai- 400 020.</p>	<p>The Oriental Insurance Company Limited Information Technology Department Regional Office Mumbai-II Address: Oriental House 7th Floor, 7, J.T. Road Churchgate, Mumbai- 400 020.</p>	<p>The Oriental Insurance Company Limited Information Technology Department Regional Office Mumbai-III Address: Town Centre Tower 1, 6th Floor Andheri-Kurla Road, Marol Andheri(E), Mumbai- 400 059.</p>	<p>The Oriental Insurance Company Limited Information Technology Department Corporate Business Regional Office Mumbai Address: Oriental House , 3rd Floor 7. J.T. Road Churchgate, Mumbai- 400 020..</p>
---	--	--	---

Non-Refundable Tender Fee

Non-Transferable Receipt

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

Tender Ref. No.	OICL/ Mumbai RO-1,2,3 & CBRO /ITD/PC/2015/01 Dated:18/02/2015
Copy No.	
Date of Issue	
Tender Issued to Bidder	
Cheque No./Draft No.	
Date	
Cheque/Draft Amount	
Bank Name	
Name of OICL Official	
Designation of OICL Official	
Signature	
OICL Official	Bidder's Representative with Contact No. and Date

Non-Refundable Tender Fee

Non-Transferable Receipt

To be filled by OICL Official
Bidder's Copy

Tender Ref. No.	OICL/Mumbai RO-1,2,3 & CBRO/ITD/PC/2015/01	Dated:
	18/02/2015	
Copy No.		
Date of Issue		
Tender Issued to Bidder		
Cheque No./Draft No.		
Date		
Cheque/Draft Amount		
Bank Name		
Name of OICL Official		
Designation of OICL Official		
Signature		
OICL Official	Bidder's Representative with Contact No. and Date	

Important Notice

This Tender Document is Non-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.

Copyright © 2015 The Oriental Insurance Company Limited.

Content

Sl.No.	Topic	Page No.
1	Notice Inviting Bids for Purchase of IT Support and Facility management Services	6
2	Availability of Tender Document	6
3	Eligibility Criteria	6
4	Time Schedule	7
5	Introduction	8
5.1	About the Company	8
5.2	Scope of Work	8
6	Instructions to Bidders	9
6.1	Procedure for submission of Bids	9
6.2	Bid Security	10
6.3	Evaluation Criteria	10
7	Bid Documents	11
7.1	Eligibility Bid Documents	11
7.2	Technical Bid Documents	12
7.3	Commercial Bid Documents	15
8	Conditions of Contract	19
9	Service Level Agreement	24
10	Templates and Forms	26
A	Annexure A - Application form for Eligibility Bid	27
B	Annexure B - Contract Form	28
C	Annexure C - Details of Projects undertaken in last five years	30
D	Annexure D - Proforma for Bank Guarantee	31
E	Annexure E - Proforma for Performance Security	32
F	Annexure F - Authorization Letter for attending Tender Opening	33
G	Annexure G - Non Blacklisting Declaration form	34
H	Annexure H - Pre-Qualification Checklist	35
I	Annexure I (a) – List of Hardware Items MRO1	36
J	Annexure I (b) – List of Office Locations MRO1	38
K	Annexure I (a) – List of Hardware Items MRO2	
L	Annexure I (b) – List of Office Locations MRO2	
M	Annexure I (a) – List of Hardware Items MRO3	40
N	Annexure I (b) – List of Office Locations MRO3	42
O	Annexure I (a) – List of Hardware Items CBRO-Mumbai	
P	Annexure I (b) – List of Office Locations CBRO-Mumbai	

Notice Inviting Bids for Purchase of IT Support and Facility management Services.

The Regional Manager (IT), (MUMBAI RO- 1), 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 01.04.2015.

'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.

Installation and configuration of Default OS, Device drivers, Adobe Reader, INLIAS configuration, printer and scanner connecting and sharing, and any other software required for OICL functioning.

-The Resident Engineer (RE) should Conduct Video Conferences when ever required.

-Troubleshoot basic problems related to VCs e.g. network port, Device not in network, device not getting power, cable cut etc.

-Engineer should help in identifying the hardware problem and assist IT officer in raising ticket with VC AMC vendor.

The existing 'IT Support Services' contract of 'IT Infrastructure' and 'Softwares' is expiring on 31.03.2015.

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
Regional Office Mumbai-I
Address: Oriental House 2nd Floor, 7, J.T. Road
Churchgate, Mumbai– 400 020.**


RFP document will be available for sale at the above address between 11.00 Hours to 16.00 Hours on all working days from **18.02.2015 to 27.02.2015** on payment of non-refundable Tender Fee of Rs.1,000/- by crossed Demand Draft/ Banker's Pay Order in favour of **"The Oriental Insurance Company Limited"** payable at Mumbai .


Copy of Tender document will be available on our web portal www.orientalinsurance.org.in under the link 'Tenders' (*Right Bottom Corner of the Home page*) .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:


 Bidder 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 Certificate of valid sales tax/VAT registration certificate and Service Tax registration certificate. **Provide the details as per Annexure-A.**


 Bidder's annual sales turnover should be more than **Rupees 5 Crore** and a **positive Networth** (measured as paid-up capital plus free reserves) in the previous three financial years viz. FY 2011-12, 2012-13 & 2013-14. **Provide the details as per Annexure-A along with Certified audited documents / Balance Sheets.**


 Bidder must provide list of support location matrix as part of the bid document **as per Table in Annexure-A.**

 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 customers in last three years. Also, provide the name, designation, contact details and address of a contact person for each reference. **Provide the details as per Annexure-C along with documentary proofs.**


 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 (2013-14). **Provide the details as per Annexure-C along with documentary proofs.**


 Bid validity should be 180 days after the last date of submission of commercial bid prescribed by OICL.


 **Bid must be accompanied by a bid security in the form of a Bank Guarantee of Rupees Three Lakhs issued by a Nationalized / Scheduled Bank with validity of one year beyond the validity of the bid in the format as per Annexure-D.**

 The bid must be signed by a person with the proper authority to bind the company as a "Constituted attorney of the company".

 During the technical evaluation stage, OICL representatives will verify the submitted client references to ascertain the similarity of the Services used to that offered to OICL.

 The Bidder will have to make back-to-back arrangement with OEMs/OEM certified partner for APC and Numeric make UPSs and HP, Canon, Samsung make LaserJet Printers of OICL.

 Declaration from the company secretary/authorised signatory regarding non-blacklisting from any Govt Organization/PSU. Letter from company secretary/authorised signatory as per **Annexure-G.**

 It is mandatory for the bidder to quote for all the items mentioned in the tender.

Time Schedule

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

Event	Target Date
Last Date for Sale of RFP Document	27-02-2015
Last Date to send in request for Clarifications	04-03-2015
Reply to Clarifications sought and Pre-Bid Meeting	09-03-2015
Last Date for Submission of Bids	13-03-2015
Opening of Pre-Qualification Bids	17-03-2015
Declaration of Short-listing of bidders based on pre-qualification criteria	19-03-2015
Opening of Technical Bid	20-03-2015
Presentation on Technical Solution by Short-listed bidders	23-03-2015
Declaration of Short-listing of bidders for commercial bid	23-03-2015
Opening of commercial bids	25-03-2015
Declaration of L1 Bidder	26-03-2015
Notification of Award	30-03-2015

- 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.

Introduction

5.1 About the Company

The Oriental Insurance Company Limited (OICL), a public sector undertaking dealing in non-life insurance, is ahead of its peers in the industry in adopting information technology. For more than a decade, OICL has leveraged Information Technology to serve its customers effectively. 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 company. The INLIAS application serves the entire business requirements of the OICL. Its scope covers underwriting, accounting, claims processing, report generation and reinsurance requirements. The Company has launched web portal for use of its customers, agents and other stakeholders www.orientalinsurance.org.in with a provision for premium calculator, payment gateway and online issue/ renewal of policies. Apart from the Core-Insurance application and web-portal, OICL has various centralised applications like email, Desktop Management Suite, VC, HRMS etc. hosted at its Data Centres at Mumbai and Bengaluru.

OICL has its head office at New Delhi, Primary Data Centre (PDC) at Bengaluru & Secondary Data Centre (SDC/DR) at Vashi (Mumbai), 30 Regional Offices (RO), Staff Training College (OSTC) at Faridabad & Chennai and 1500+ offices including Divisional Offices (DO), Branch Offices (BO), Regional Training Centres (RTC), Service Centres (SVC), TP Hubs and Extension Counters (EC)/Micro Offices (MO) geographically spread out across India. The company also has presence in Nepal, Dubai and Kuwait. More than 500 ECs are expected to be opened by the end of this financial year. It has over 16,000 employees.

All offices across the country are connected on MPLS using leased lines/Wireless dual active-active links with appropriate bandwidth while some extension counter/micro offices & Dealer location are connected through internet over secured Two Factor authentication.

The company has sold more than 10 million new policies in the year 2013-14. 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 16,000 employees and over 35,000 agents.

5.2 Scope of Work

The Scope of Work includes:

Onsite comprehensive maintenance Support for all IT Equipment as per list given in Annexure-I (a).

- Onsite Facility Management Services (coordinate with OEM / Supplier for Warranty Support) as per list given in **Annexure-I (a)**.
- Soft call Support i.e. excluding parts replacement, for dealer counters and RO-Video Conferencing.

- Service Desk Management at RO.
- Remote call maintenance facility at RO.
- 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.
- Clients / Agents Management and patch update for centralised Anti-virus software
- Clients / Agents Management for Enterprise Management Solution and Patch Management
- Clients Management for Email software
- Domain Joining of PCs
- Preventive Maintenance Activity.
- Networking Cable Redressing of Racks and Preparing Network Sketch Diagram for all Offices (one time activity).
- Basic training for trouble shooting for DO/BO IT Nodal Officers (one time activity).

Instructions to Bidders

6.1 Procedure for submission of Bids

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

1. Pre-qualification Bid with Bid Security in the form of Bank Guarantee.
2. 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.
3. 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.

- 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 MUMBAI RO- 1,2,3 & CBRO/ITD/PC/2015/01 Dated: 18/02/2015**
- Each of the sealed envelopes should also be marked as “Original”, “First Copy” and “Second Copy” respectively.
- 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 MUMBAI RO- 1,2,3 & CBRO/ITD/PC/2015/01 Dated: 18/02/2015.

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 MUMBAI RO- 1,2,3 & CBRO/ITD/PC/2015/01 Dated: 18/02/2015
- 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 MRO- 1, 2,3 & CBRO /ITD/PC/2015/01 Dated: 18/02/2015.

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 MUMBAI RO- 1,2,3 & CBRO/ITD/PC/2015/01 Dated: 18/02/2015
- 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 MUMBAI RO- 1,2,3 & CBRO/ITD/PC/2015/01 Dated: 18/02/2015"
- The four envelopes of commercial bid should be placed in a single sealed envelope super-scribed: Commercial Bid for Tender No: OICL/RO MUMBAI RO- 1,2,3 & CBRO/ITD/PC/2015/01 Dated: 18/02/2015

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**.

6.2 Bid Security

EMD in the form of Bank Guarantee of Rs. 3,00,000/- (Rupees Three Lakhs Only) favouring 'The Oriental Insurance Company Ltd' **valid for 180 days beyond the validity of the 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.

6.3 Evaluation Criteria

The successful bidder will be determined based on L1 Bid.

Bid Documents

7.1 Eligibility Bid Documents:

Eligibility bid Document should contain following:-

1. Application Form for Eligibility Bid as per **Annexure A**.
2. Sales Tax registration Certificate, Service Tax / VAT registration certificate.
3. Copy of certified audited documents/ balance sheets of previous three financial years i.e. 2011-12, 2012-13, 2013-14.
4. Declaration letter that the company is operating for last five financial years in India.
5. List of Service Centres in the Region as per **Annexure-A**.
6. EMD in the form of BG of Rs. 3,00,000/- (Rupees Three Lakhs Only) with validity of one year beyond the validity of the bid favouring 'The Oriental Insurance Company Limited' as in the format as per **Annexure-D**.
7. List mapping OICL offices with the corresponding nearest Bidder's support locations.
8. The power of attorney or authorisation, or any other document consisting of adequate proof of the ability of the signatory to bind the bidder.
9. Proof of experience for three similar projects in BFSI / PSU sector in the last three years. Provide client references as per **Annexure-C** along with Documentary proofs.
10. Projects Undertaken in the previous three financial years.
11. Copy of Letter of Non Blacklisting of Bidder by any Govt body/PSU as per **Annexure-G**.

Terms and conditions for Eligibility Bid:

- The bidder should not quote in consortium with any other partner.
- 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 rejected. Clarification/ Additional documents, if any, sought by OICL from the bidder have 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.

7.2 Technical Bid Documents

The Bidder should submit Detailed Technical Response/Solution to all the below requirements as per the below format. All the Requirements are to be complied mandatorily.

S No	Mandatory Technical Requirements	Bidder's Detailed Response
A	<p>Comprehensive Annual Maintenance Contract:</p> <p>The List of IT Assets to be included under AMC are given as per Annexure-I.</p> <p>The current AMC support contract expires on 31.03.2015. The onsite AMC support will be for 3 years i.e. from 01.04.2015 to 31.03.2018. The normal support window would be applicable from 09:00 AM to 6:00 PM (Mon to Sat) as per Company's current working hours. In case, office working hours change, the support window will change accordingly.</p> <p>Resolution Time:</p> <p>RO Centre and RO city offices – within 24 Hrs. (1 Working Day) Other Offices – within 48-72Hrs. (2-3 Working Days)</p> <p>The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC and Numeric make UPSs and HP, Samsung and Canon 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 'IT Support Services' as per detailed scope of work defined. List of IT equipment is as per Annexure-I (a).</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 the consumables viz. Printer Cartridges, UPS batteries and 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 including the restoration of data backed-up. The Bidder will have to carry external CD/DVD drive wherever OS installation is/ may be 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 equipment as and when required.</p>	

B	<p>Onsite Resources:</p> <p>The Bidder shall deploy minimum 1 Resident Engineer and 1 Helpdesk Coordinator at Regional Office for Onsite Facility Management and Support Services.</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>	
C	<p>Antivirus Software Updates:</p> <p>The Antivirus solution identified through tender by OICL HO shall be applicable from 01.04.2015.</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 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>	
D	<p>Enterprise Asset Management Solution including Patch Management Software Updates:</p> <p>The Bidder shall install EMS (client) including Patch Management on all workstations across all OICL offices and keep it up to date throughout the contract period.</p>	

E	<p>Preventive Maintenance Activity:</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>Monthly Meeting:</p> <p>The Bidder will have Monthly Review Meeting with RO-IT / RM-IT and submit Minutes of Meeting.</p>	
G	<p>Training:</p> <p>The Bidder shall provide the training documentation to cover the day-to-day maintenance, management, and operations related aspects of the equipments and for small troubleshooting which user can undertake to resolve the minor issues.</p>	
H	<p>LAN Cabling</p> <p>The Bidder shall provide one time network cable dressing in networking rack using pre-fabricated 0.5 metre (AMP/DLINK make) cables.</p> <p>The Bidder shall tag the above cables identifying I/O port number and mention the same in the sketch diagram.</p> <p>The Bidder shall provide sketch-networking diagram (hardcopy and softcopy).</p> <p>The Bidder shall paste a laminated copy of the networking diagram on the rack.</p>	

7.2.1 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 listing out all the enclosures.
- Technical requirements compliance sheet as given above in Point 7.2
- The Bidder shall indicate if any Hardware/Software is end-of-life.
- 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.

7.2.2 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 Specifications	40
Merit of Support Infrastructure	30
Project Experience	20
Technical Presentation	10

7.3 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:

- 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 in Indian rupees only and same should be filled in both words and figures.

7.3.1 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. The Prices are excluding all Taxes. Taxes extra will be paid on actual basis.

Table.1 **(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
A. Price of AMC Support						
1	HCL PC -Windows XP, Vista					
2	Wipro PC -Windows 7					
3	Wipro PC-Windows 8					
	All other make PCs					
4	LJP- HP 1566, HP 1022, HP 1015,HP 1007					
5	Network LJP – HP 1606					
6	Network LJP – HP 2055					
7	Network LJP – HP 3015					
8	Network LJP – HP 9040					
9	Network LJP – HP 5200					
10	All other Non HP LJPs					
11	Scanners					
12	LIPI Printers					
13	High Speed DMP					
14	UPS 10 KVA					
15	External Charger for 10 KVA UPS					
16	Isolation Transformer for 10 KVA UPS					
17	UPS 5 KVA					
18	External Charger for 5 KVA UPS					
19	Isolation Transformer for 5 KVA UPS					
20	UPS 1 KVA					
21	External Charger for 1 KVA UPS					
22	Isolation Transformer for 1 KVA UPS					
23	UPS Inverter					
24	Non APC or Numeric UPS					
25	Network Switch (Manageable) – Cisco					
26	Network Switch (Un- Manageable) Cisco, Non Cisco					
27	Server Unix					
28	Server Windows					
29	Laptops					
30	Support Services for Domain Joining					
31	Support Services for Antivirus (Client)					
32	Support Services for Asset and Patch Management (Client)					
Total Price						
Total Price for 1st +2nd + 3rd Year (C+D+E)						

Table.2**(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 each RO					
2	Helpdesk Coordinator at each RO					
Total Price						
Total Price for 1st +2nd + 3rd Year (C+D+E)						

Table.3**(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
A. Price of Preventive Maintenance Activity						
1	HCL PC -Windows XP, Vista including 'Software' updates					
2	Wipro PC -Windows 7 including 'Software' updates					
3 (a)	Wipro PC-Windows 8 including 'Software' updates					
3 (b)	All other make PCs					
4	LJP- HP 1566, HP 1022, HP 1015,HP 1007					
5	Network LJP – HP 1606					
6	Network LJP – HP 2055					
7	Network LJP – HP 3015					
8	Network LJP – HP 9040					
9	Network LJP – HP 5200					
10	All other Non HP LJPs					
11	Scanners					
12	LIPI Printers					
13	High Speed DMP					
14	UPS 10 KVA including external charger and isolation transformer					
17	UPS 5 KVA including external charger and isolation transformer					
20	UPS 1 KVA including external charger and isolation transformer					
23	UPS Inverter					
24	Non APC or Numeric UPS					
25	Network Switch (Manageable) – Cisco					
26	Network Switch (Non- Manageable) Cisco, Non Cisco					
27	Server Unix					
28	Server Windows					
29	Laptops					
Total Price						
Total Price for 1st +2nd + 3rd Year (C+D+E)						

Table.4 (Amount in Rs.)(Prices are excluding all taxes. Taxes will be paid on actual basis.)

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	LAN Cabling (Rack Dressing) with sketch diagram (one time activity)		No. Of Racks in offices		NA	NA
2	Rate for Soft call for PCs to be procured later which would be under Warranty of supplier		1			
3	Soft call for Dealer Counters		No. of Dealer Counters			
4	Soft call for Video Conferencing		1			
Total Price						
Total Price for 1st +2nd + 3rd Year (C+D+E)						

Total Price	
Table1	
Table 2	
Table 3	
Table 4	
Total Price	

Total Cost in figures: _____

Total Cost in Words: _____

Conditions of Contract

8.1 General Terms and Conditions

8.1.1 Definition: OICL/ PURCHASER: Shall mean The Oriental Insurance Company Limited.

8.1.2 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 consider the amendment 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 our portal www.orientalinsurance.org.in

8.1.3 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 – Procurement of IT Support Services (Annual Maintenance Contract & Facility Management Services) Eligibility Bid/ Technical Bid / Commercial Bid Tender No. OICL/Mumbai RO-1,2,3 & CBRO/ITD/PC/2015/01 Dated 18.02.2015". Envelopes should indicate on the cover the name and address of the Bidder. A bidder shall submit only one proposal.

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

8.1.5 Pre-Bid Conference: A prospective bidder requiring any clarification of the tender document may notify OICL by writing to bksinha786@orientalinsurance.co.in, raman@orientalinsurance.co.in, ns.sridharan@orientalinsurance.co.in, yogesh.rawat@orientalinsurance.co.in and kumar.anurag@orientalinsurance.co.in and OICL will respond to any request for clarification of the tender document in the 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 purchased the Tender document. 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.

8.1.6 Payment Schedule: All the Amounts will be paid quarterly in arrears.

8.1.7 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 in the format requested by OICL:

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

8.1.8 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.

8.1.9 Currency of Payments: Payment shall be made in Indian Rupees (INR) only.

8.1.10 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:

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.

8.1.11 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). OICL shall evaluate the situation after receipt of the bidder's notice and may at their discretion extend the bidder's time for 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.

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.

8.1.12 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: 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

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. However, the bidder shall continue performance of the contract to the extent not terminated.

8.1.13 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.

8.1.14 Termination for Insolvency: OICL may, at any time, terminate the contract by giving written notice to the bidder, without delay that such termination will not prejudice or affect any right of any compensation to the bidder, whatsoever if:

the bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of any compensation to the bidder, whatsoever if:

action or remedy which has accrued or will accrue there after action or remedy which has accrued or will accrue thereafter to OICL.

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.

8.1.15 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 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 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.

8.1.16 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 Mumbai High Court.

8.1.17 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.

8.1.18 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 Mumbai (with the exclusion of all other Courts).

8.1.19 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 provides the 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 at 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.

8.1.20 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.

8.1.21 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.

8.1.22 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.

8.1.23 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 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, shall 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.

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

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

8.1.26 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:

- The selected bidder commits a breach of any of the terms and conditions of the bid.
- The selected bidder goes in to liquidation voluntarily or otherwise.
- The progress made by the selected bidder is found to be unsatisfactory
- 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, if the service provided by them is not satisfactory.

8.1.27 Rights reserved by OICL:

- Company reserves the right to accept or reject any or all Bids without assigning any reasons.
- 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.
- OICL reserves the right to issue a fresh RFP for Procurement of IT Support Services (Annual Maintenance Contract & Facility Management Services) at any time during the validity of the contract period with the selected bidder.

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.

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 Saturday) and any Complaint Booking: onsite engineers or OICL officials can book Complaint.

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 it in the customer remarks that the complaint is satisfactorily resolved and giving the date and time of complaint booking and resolution.

1. 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.

2. Response time:

RO Centre and city offices – within 24 Hrs. (1 Working Days)

Other Offices – within 48-72 Hrs. (2-3 Working Days)

If the breakdown call is not resolved within the resolution time or 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:

Table for Penalty charges: (update as per commercial table).

S. No	Items Description	Per Day Penalty Amount in Rs.	Max. Penalty to be Charged
1	HCL PC -Windows XP, Vista	500	
2	Wipro PC -Windows 7	500	
3 (a)	Wipro PC-Windows 8	500	
3 (b)	All other make PCs	500	
4	LJP- HP 1566, HP 1022, HP 1015,HP 1007	1000	
5	Network LJP – HP 1606	1000	
6	Network LJP – HP 2055	1000	
7	Network LJP – HP 3015	1000	
8	Network LJP – HP 9040	2000	
9	Network LJP – HP 5200	2000	
10	All other Non HP LJPs	1000	
11	Scanners	200	
12	LIPI Printers (if any)	1000	
13	High Speed DMP (if any)	1000	
14	UPS 10 KVA	2000	
15	Charger for 10 KVA UPS	250	
16	Isolation Transformer for 10 KVA UPS	250	
17	UPS 5 KVA	1000	
18	Charger for 5 KVA UPS	250	
19	Isolation Transformer for 5 KVA UPS	250	
20	UPS 1 KVA	500	
21	Charger for 1 KVA UPS	100	
22	Isolation Transformer for 1 KVA UPS	100	
23	UPS Inverter	200	
24	Non APC or Numeric UPS	500	
25	Network Switch (Manageable) – Cisco	500	
26	Network Switch (Un-Manageable) Cisco, Non Cisco	200	
27	Server Unix	1000	
28	Server Windows	1000	
29	Laptops	500	

3. 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.

Templates and Forms

Annexure-A

Application form for Eligibility Bid

To
The Regional Manager,
Information Technology Department,

**The Oriental Insurance Company Limited
Information Technology Department
Regional Office Mumbai-I
Address: Oriental House 2nd Floor, 7, J.T. Road
Churchgate, Mumbai- 400 020.**

Application form for the Eligibility of the Bidder

Tender Ref. No. OICL/RO MUMBAI RO- 1,2,3 & CBRO/ITD/PC/2015/01 Dated: 18/02/2015

Company Details:-

1	Registered Name, Date and Address of The Bidder.	
2	Location of Corporate Headquarters.	
3	Sales Tax/ VAT Registration No. and Date of Registration	
4	Service Tax Registration No. and Date of Registration	
5	Address for Communication	
6	Contact Person 1 (Name, Designation, Phone, Email ID)	
7	Contact Person 2 (Name, Designation, Phone, Email ID)	

Turnover and Network:-

Financial Year	Turnover (Rs. in Crores)	Network
2011-2012		
2012-2013		
2013-2015		

Details of EMD (BG):-

Description	Rs. 3,00,000/- BG towards EMD

Format for providing list of Service Centres in the region:-

S. No	Name and Contact Details of Office In charge	Address	No. of Field Engineers

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)

Annexure-B

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 services should be provided by the Vendor viz., _____ and has accepted a bid by the Vendor for the supply of those 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 IT Support Services (Annual Maintenance Contract & Facility Management 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 IT Support Services (Annual Maintenance Contract & Facility Management 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:

S. No.	Description of the Item	Quantity	Price per unit (in Rs.)	Total Price (in Rs.)

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

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

Company Seal

Witness I

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

Company Seal

Witness II

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

Annexure-C

Details of Projects undertaken in last five years

- 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 customers in last three years. Also, provide the name, designation, contact details and address of a contact person for each reference.
- Bidder must provide minimum one reference of bidder's clients along with job completion certificates/citations who have made purchase of IT Services (AMC or FM Services or Both) in excess of Rupees Ten Lakhs (single order) for multi-locations in the state during the last year (2013-14).

Annexure-D

Proforma for Bank Guarantee

To: (Name of Purchaser)

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

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

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

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

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

Signature and Seal of Guarantors (Supplier's Bank)

.....

Date.....

Address.....

.....

.....

Annexure-E

Proforma for Performance Security

To: (Name of Purchaser)

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

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

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

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

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

Signature and Seal of Guarantors (Supplier's Bank)

.....

Date.....

Address.....

.....

.....

Annexure-F

Authorization Letter for attending Tender Opening

To
The Regional Manager,
Information Technology Department,

The Oriental Insurance Company Limited Information Technology Department Regional Office Mumbai-I Address: Oriental House 2nd Floor, 7, J.T. Road Churchgate, Mumbai- 400 020.	The Oriental Insurance Company Limited Information Technology Department Regional Office Mumbai-II Address: Oriental House 7th Floor, 7, J.T. Road Churchgate, Mumbai- 400 020.	The Oriental Insurance Company Limited Information Technology Department Regional Office Mumbai-III Address: Town Centre Tower 1, 6th Floor Andheri-Kurla Road, Marol Andheri(E), Mumbai- 400 059.	The Oriental Insurance Company Limited Information Technology Department Corporate Business Regional Office Mumbai Address: Oriental House , 3rd Floor 7, J.T. Road Churchgate, Mumbai- 400 020..
---	--	--	---

Sir,

Reference: Tender No. OICL/RO MUMBAI RO- 1,2,3 & CBRO/ITD/PC/2015/01 Dated: 18/02/2015

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

Yours faithfully

Signature of Bidder

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

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

Annexure-G

Non-Blacklisting Declaration form

To
The Regional Manager,
Information Technology Department,

The Oriental Insurance Company Limited Information Technology Department Regional Office Mumbai-I Address: Oriental House 2nd Floor, 7, J.T. Road Churchgate, Mumbai- 400 020.	The Oriental Insurance Company Limited Information Technology Department Regional Office Mumbai-II Address: Oriental House 7th Floor, 7, J.T. Road Churchgate, Mumbai- 400 020.	The Oriental Insurance Company Limited Information Technology Department Regional Office Mumbai-III Address: Town Centre Tower 1, 6th Floor Andheri-Kurla Road, Marol Andheri(E), Mumbai- 400 059.	The Oriental Insurance Company Limited Information Technology Department Corporate Business Regional Office Mumbai Address: Oriental House , 3rd Floor 7, J.T. Road Churchgate, Mumbai- 400 020..
---	--	--	---

Reference: Tender No. OICL/RO MUMBAI RO- 1,2,3 & CBRO/ITD/PC/2015/01 Dated: 18/02/2015

Dear Sir /Madam,

With reference to your above referred tender regarding procurement of IT Support Services (Annual Maintenance Contract & Facility Management Services), we hereby confirm that we are not debarred / black listed by any State Govt or Central 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.

Authorized Signatory

Name:

(Stamp)

Date:

Place:

Annexure-H

Pre-Qualification Checklist

S. No.	Eligibility Criteria	Check List (Y/N)
1	Bidder 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 Certificate of valid sales tax/VAT registration certificate and Service Tax registration certificate. Provide the details as per Annexure-A	
2	Bidder's annual sales turnover should be more than Rupees 5 Crore and a positive Networth (measured as paid-up capital plus free reserves) in the previous three financial years viz. FY 2011-12, 2012-13 & 2013-14. Provide the details as per Annexure-A along with Certified audited documents / Balance Sheets.	
3	Bidder must provide list of support location matrix as part of the bid document as per Table in Annexure-A.	
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 customers in last three years. Also, provide the name, designation, contact details and address of a contact person for each reference. Provide the details as per Annexure-C along with documentary proofs	
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 (2013-14). Provide the details as per Annexure-C along with documentary proofs.	
6	Bid validity should be 180 days after the last date of submission of commercial bid prescribed by OICL.	
7	Bid must be accompanied by a bid security in the form of a Bank Guarantee of Rupees Three Lakhs issued by a Nationalized / Scheduled Bank with validity of one year beyond the validity of the bid in the format as per Annexure-D.	
8	The bid must be signed by a person with the proper authority to bind the company as a "Constituted attorney of the company".	
9	During the technical evaluation stage, OICL representatives will verify the submitted client references to ascertain the similarity of the Services used to that offered to OICL.	
10	The Bidder will have to make back-to-back arrangement with OEMs/OEM certified partner for APC and Numeric make UPSs and HP and Canon make LaserJet Printers of OICL.	
11	Declaration from the company secretary/authorised signatory regarding non-blacklisting from any Govt Organization/PSU. Letter from company secretary/authorised signatory as per Annexure-G.	
12	It is mandatory for the bidder to quote for all the items mentioned in the tender.	

Annexure-I (a)

**List of Hardware Items for MRO I, CBRO, MRO2 AND MRO3
SEPERATELY ATTACHED.**