

**THE ORIENTAL INSURANCE COMPANY LIMITED**

**HEAD OFFICE, "ORIENTAL HOUSE",**

**A - 25/27, ASAF ALI ROAD, NEW DELHI-110 002**



**REQUEST FOR EXPRESSION OF INTEREST FOR  
EMPANELMENT OF VENDORS FOR  
"SUPPLY, INSTALLATION AND COMMISSIONING OF  
IT HARDWARE"**

**EOI REFERENCE NO. : OICL/HO/ITD/RS/2017/03**

**DATE OF EOI DOCUMENT : 03-02-2017**

**DATE OF PRE BID MEETING : 13-02-2017 AT 3:00 PM**

**LAST DATE FOR SUBMISSION OF EOI : 06-03-2017 UPTO 3:00 PM**

**DATE OF OPENING OF EOI : 06-03-2017 UPTO 3:30 PM**

**NO. OF PAGES : 15**

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**ISSUED BY : DEPUTY GENERAL MANAGER**  
**The Oriental Insurance Company Limited**  
**Information Technology Department**  
**2nd Floor, "Oriental house,"**  
**A- 25/27, Asaf Ali Road,**  
**New Delhi – 110 002.**  
**Phone: 011-43659209**

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**Contact Numbers : Tel – 011-43659207/011-43659229**  
**Email: [tender@orientalinsurance.co.in](mailto:tender@orientalinsurance.co.in)**



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**Schedule of Events:**

<b>Event</b>	<b>Details/ Target Date</b>
EOI Reference Number	OICL/HO/ITD/RS/2017/03 dated 03.02.2017
Bid Security	Rs. 25,000/- (Rupees Twenty Five Thousand Only) in the form of Demand Draft/Banker's Cheque in favour of "The Oriental Insurance Company Limited" payable at Delhi. This shall not carry any interest.
Date of issue of EOI	03.02.2017
Last date to send in request for clarification	10.02.2017 11:00 AM
Date and Time for Pre-Bid Meeting	13 <sup>th</sup> February 2017 3:00 PM
Last date for submission of Bid	06 <sup>th</sup> March 2017 3:00 PM
Date for opening of Bid	06 <sup>th</sup> March 2017 3:30 PM
Declaration of Empanelled Bidders	Will be communicated
Address for Bid Submission and Correspondence	Deputy General Manager (IT) Information Technology Department The Oriental Insurance Company Limited 2nd Floor, Head Office, Oriental House A-25/27, Asaf Ali Road, New Delhi – 110 002 Tel: +91 11 23243693 / +91 11 43659209 Fax: +91 11 23269087 E-mail: tender@orientalinsurance.co.in

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

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

Note: The Oriental Insurance Company Limited shall not be responsible for non-receipt / non-delivery of the Bid documents due to any reason whatsoever.



**REQUEST FOR EXPRESSION OF INTEREST FOR EMPANELMENT FROM ELIGIBLE IT HARDWARE VENDORS FOR SUPPLY, INSTALLATION AND COMMISSIONING OF IT HARDWARE ITEMS SUCH AS DESKTOPS, LAPTOPS, TABLETS, i-PADS, SERVERS, PRINTERS, SCANNERS, SWITCHES, ROUTERS, UPSs AND BATTERIES.**

The Oriental Insurance Company Limited (hereinafter as OICL), a Public Sector Enterprise invites Expression of Interest from reputed computer Hardware/Software Vendors/Suppliers for empanelment of vendors for Supply, Installation and Commissioning of IT Hardware detailed as under:-

<b>Sr. No</b>	<b>Category</b>	<b>Details of Product</b>
<b>1.</b>	<b>Computer Hardware</b>	Desktop Computer, All-in-one Computers, Laptops, Hybrid Laptops etc
		Printers (both standalone and networked) like LaserJet Printers, Color Printers, Multifunctional Printers, Line Printers, High Speed Printers, Inkjet Printers etc.
		Scanners (Flat bed, ADF etc)
<b>2.</b>	<b>Servers</b>	Various types of Servers
<b>3.</b>	<b>Tablet</b>	Tablet with related Operating System Software, Drivers, and Manuals
<b>4.</b>	<b>iPad</b>	i-Pad with related Operating System Software, Drivers, accessories and Manuals
<b>5.</b>	<b>UPS</b>	UPS, UPS Batteries etc
<b>6.</b>	<b>Network Equipments</b>	Network Switches, Routers etc

A vendor submitting the proposal in response to this EOI shall hereinafter be referred to as Bidder.

Interested Bidders who are dealing in Supply, Installation and Commissioning of IT Hardware and meeting the following Eligibility Criteria may respond.



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**A. ELIGIBILITY CRITERIA**

<b>Sl. No</b>	<b>Eligibility Criteria</b>	<b>Documents to be submitted with this EOI</b>
1	The Bidder should be an Indian entity with Delhi/NCR presence having minimum 5 years as on today date in the activity of supply, installation and commissioning of IT Hardware.	Manufacturer / Dealer / Distributer Certificate. The registration no. of the firm /company along with Sales Tax no./ Valid IT Certificate /Certificate of Incorporation
2	Bidders shall be the Original Equipment Manufacturers (OEM) of any of the items detailed above.  (OR)  An authorized dealer	If the applicant is Manufacturer, they should have manufacturing and testing facilities of international standards and should enclose the details of locations where the manufacturing and testing facilities are available.  If the bidder is an Authorised Dealer, an Authorisation letter from their OEM to deal/market their product in India and it should be in continuation from the date of empanelment.
3	The turnover of the Bidder should have been minimum Rs.1 Crore during last financial year. The major revenue should be from IT equipment sale.	The Bidder must produce a certificate/provisional certificate from the Company's Chartered Accountant/Auditor to this effect.
4	The Bidder should not have been blacklisted by any Government or PSU enterprise in India as on the date of submission of Bid.	A self declaration Signed by the authorized signatory on Company letter head.
5	The applicant shall have local office/showroom in Delhi/NCR for various activities like delivery, installation and commissioning of goods supplied. **No extra cost will be paid for delivery/installation.	The Bidders to furnish their existing service centre infrastructure details like contact details with postal address, Phone No, Mobile No, Email etc.
6	The bidder should have supplied and installed Servers, Desktop Computers, Laptops, Printers and other hardware items etc to at least 2 PSUs/FIs/Central/State Govt Organizations in India during last 2 years.	Satisfactory performance certificate from 2 PSUs/FIs/Central/State Govt Organizations should be submitted.
7	The Bidder Company/firm must have a Service Tax Registration Number and PAN Number.	Enclose attested copy of the relevant document.



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Sl. No.	Eligibility Criteria	Documents to be submitted with this EOI
8	A Non-Interest bearing refundable deposit of Rs. 25,000/- by Demand Draft/Banker's Cheque favoring "The Oriental Insurance Company Limited" payable at Delhi	

Note:- Failure to produce the documents as necessary proof along with submission of EOI proposal shall render the applicant ineligible for empanelment.

### B. SCOPE OF EMPANELMENT

- a. Empanelment would be for supply and support for the following items category:-
  - Computer Hardware
  - Servers
  - Tablets
  - iPads
  - UPS and Batteries
  - Network Equipment (Switches, Routers etc)
- b. During empanelment period, OICL reserves the right to de-empanel any vendor. OICL decision will be final in this regard.
- c. During the empanelment period, OICL will float limited tenders by sending an email amongst the empanelled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions and scope of work.
- d. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, OICL reserves the right to remove such vendors from the empanelled list without giving any notice to the vendor in advance.

### C. EMPANELMENT PROCEDURE

The vendor will be empanelled as per the following process:

- a. Vendors satisfying the eligibility criteria will be short listed and will be empanelled with the OICL after due scrutiny of documents submitted by the bidder.
- b. The empanelment will be valid for 2 years or till the completion of next empanelment process.



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- c. This contract may be renewed for further period of one year with same terms and conditions, provided OICL is satisfied with the services of Firm/Company or on the terms & conditions mutually agreed by OICL and Firm/Company.

**D. INSTRUCTIONS TO THE BIDDERS**

1. The response should be submitted in a structured format as per the checklist appended and it should be paginated. Each page of the application should be signed by person/s on behalf of the organization having necessary authorisation/PoA to do so, duly affixing the company seal. Applications containing false or inadequate information are liable for rejection. (Copy of Power of Attorney or Authorization Letter from the company should be furnished along with the Bid).
2. Any alterations, erasures, overwriting, blanking out or discrepancies in figures etc may render the EOI submission as invalid.
3. A pre-Bid meeting of the intending bidders will be held at **3.00 pm on Monday 13<sup>th</sup> February 2017** at The Oriental Insurance Company Limited, A-25/27, Asaf Ali Road, New Delhi- 110002 to clarify any point/doubt raised by them in respect of this EOI. No separate communication will be sent for this meeting. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, The Oriental Insurance Co. Ltd, IT Department, 2<sup>nd</sup> Floor, IT Department, A-25/27, Asaf Ali Raod, New Delhi by the intending bidders before **11.00 hours IST on Friday, 10<sup>th</sup> February 2017**.
4. The Sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "**Empanelment for Supply of IT Hardware in response to Ref. OICL/HO/ITD/RS/2017/03 dated 03.02.2017**". The EOI response should be submitted at **The Oriental Insurance Co. Ltd, II floor, IT Department, A-25/27, Asaf Ali Road, Delhi- 110002, on or before Monday, 06<sup>th</sup> March 2017, 03:00 PM**. The Bids should be addressed to:  
**THE DEPUTY GENERAL MANAGER  
THE ORIENTAL INSURANCE COMPANY LIMITED  
2<sup>nd</sup> Floor, IT DEPARTMENT,  
A-25/27, ASAF ALI ROAD,  
NEW DELHI-110002**
5. The EOI will be opened on **Monday, 06-03-2017 at 03.30 PM** at "The Oriental Insurance Co. Ltd", A-25/27, Asaf Ali Road, New Delhi- 110002 .The applicant's representative may be present during the bid opening at our office address mentioned above. Further, in case OICL does not function on the aforesaid date due to unforeseen circumstances or Holiday, then the EOI will be accepted up to 03.00 PM on the immediate next working day and EOIs will be opened at 03.30 PM at the same venue on the same day. **The response not received in conformity with the above will not be evaluated.**



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6. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender for supply, installation and commissioning of IT Hardware items in OICL. No interim enquiries will be entertained. The decision taken by OICL shall be final and no representation or correspondence shall be entertained.
7. OICL reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.
8. A copy of the Tender document is available on the web portal [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in) under the link 'Tenders'.
9. Please note that OICL shall not accept any liability for non-receipt/non-delivery of bid document(s) in time.

### E. BID SECURITY

1. The bidder shall furnish, as part of his bid, a bid security in Indian Rupees in the form of Demand Draft/ Banker's Cheque favouring "The Oriental Insurance Company Limited" payable at Delhi" issued by a Nationalized Bank/Scheduled Bank only. Non-submission of Bid Security along with Eligibility-Bid document will result in disqualification of the Bidder.
2. The bid security is required to protect the OICL against the risk of Bidder's conduct, which would warrant the security's forfeiture.
3. Any bid not secured in accordance with above clauses, will be rejected by the OICL, as non-responsive.
4. Unsuccessful Bidder's bid security will be discharged/returned as promptly as possible.
5. The successful Bidder's bid security will be discharged upon the successful completion of the Contract after deducting the penalties, if any.
6. No interest will be payable by the OICL on the amount of the Bid Security.
7. The bid security submitted by Bidder may be forfeited if:
  - a) Bidder backs out of bidding process after submitting the bids;
  - b) Bidder backs out after qualifying;
  - c) Bidder does not accept the Notification of Empanelment/ Sign the Contract in accordance with Tender Clauses within the time prescribed by OICL after qualifying.





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### F. CHECKLIST

Interested applicant/s conforming to the above requirements may respond by furnishing the following.

1. Covering Letter as per **Annexure I**
2. Applicant's Profile - **Annexure II.**
3. Write up on the Company's experience / expertise in Supply, Installation, and commissioning of computer hardware items such as Desktop Computers, Laptops, iPad, Tablet, Servers, Network Switch and Routers, UPS, UPS Batteries and their Scanners and Printers etc (max 5 pages).
4. Copy of the Authorization letter from the OEMs for marketing / supplying the hardware items. - **Annexure V**
5. Last Year Audited Balance sheet from the Company's Chartered Accountant stating that the company has an Annual Turnover of Rs. 1 crore shall be attached.
6. List of major clients and the quantum of orders with approximate value executed to various organisations like PSUs/FIs/Central/State Govt for the last 2 years. – **Annexure III**
7. The Applicant shall produce certificate available for the respective hardware items manufacture / marketed by them.
8. The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.
9. A Non-interest bearing refundable deposit of Rs. 25,000/- by Demand Draft/Banker's Cheque favouring "The Oriental Insurance Company Limited" payable at Delhi. Non-submission of Bid Security along with Eligibility-Bid document will result in disqualification of the Bidder.

### G. PAYMENT AND OTHER TERMS & CONDITIONS

1. Mode of payment will be e-payment only.
2. No advance payment will be made.
3. 100% of payment will be released only after successful delivery and installation of particular items by providing installation report.
4. Vendor will be responsible for any physical damage/breakage of items till delivery/installation (whichever applicable).
5. Each item should be covered under warranty as given by manufacturer.



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6. Total amount of items should be all inclusive of all taxes as applicable and should be in Indian currency and in words along with figures.
7. OICL reserves the right to withdraw or amend any quotation/requirement prior to issue of Purchase Order.
8. An email will be sent to you for providing us sealed quotation/proforma invoice for IT Hardware items by giving date and item.
9. Quotation will not be considered beyond mentioned date and time.
10. All quotations received will be open on particular date and time by committee members in front of company's representatives (if any).
11. Out of all quotations lowest price quoted by vendor will be given purchase order for delivery of said items and installation of item by vendor itself provided other conditions are also met by the vendor.



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**ANNEXURE – I**  
**Covering letter format**

**Offer Reference No:**

**Date:**

To  
The Deputy General Manager,  
The Oriental Insurance Company Limited,  
A-25/27, Asaf Ali Road,  
New Delhi-110002

Dear Sir,

**EOI Ref: OICL/HO/ITD/RS/2017/03 DT: 03.02.2017**

Having examined the EOI document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to empanel our company to supply, deliver and commission IT Hardware items in conformity with the said EOI.

If our offer is accepted, we undertake to supply, install and commission IT Hardware to OICL for the given period.

We enclose a Demand Draft/Banker's Cheque for Rs. 25,000/- in favour of "The Oriental Insurance Company Limited" payable at Delhi as EMD.

We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We enclose a list of clients in India (giving their full addresses) where the model quoted by us now have been supplied by us.

We also confirm that we have not been disqualified by any Government or PSU enterprise in India for supply of IT Hardware.

Our PAN number for Income Tax is \_\_\_\_\_.

We are registered with the Sales Tax/Service Tax authorities and our registration numbers are as follows.

Sales Tax/VAT Registration Number is \_\_\_\_\_.

Service Tax Registration Number is \_\_\_\_\_.

We accept all the Instructions and Terms and Conditions of the subject EOI.

Date

Signature \_\_\_\_\_

Signature of the Authorized Signatory with date & seal



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**Annexure II**  
**APPLICANT'S PROFILE**

Category for which applying Empanelment out of following items: { Mention (YES/NO) against each item}		
S.No.	Category / Item	Mention (YES/NO)
1	Computer	
2	All-in-One Computer	
3	Laptops	
4	Hybrid Laptops	
5	iPad	
6	Tablet	
7	Printers	
8	Scanners	
9	MFP	
10	UPS	
11	UPS Batteries	
12	Servers	
13	Network Switches	
14	Routers	

Sl. No.	Particulars	Details (at Page no.)
•	<b>Profile</b>	
1	Name of the Applicant/Bidder	
2	Status of Applicant (Company, Partnership, Prop., etc)	
3	Classification [i.e. Manufacturer (OEM), Authorized agent, dealer, others, please specify]	
4	If the applicant is Manufacturer/OEM, the details of locations where the manufacturing and testing facilities are available.	
5	If the applicant is a sole distributor / vendor, valid authorization letter from OEMs to deal / market their product in India and date up to which the agreement is valid	
6	Year of Establishment & Details of Registration (attach Documentary Proof)	
7	Number of years experience in Computer Hardware	
8	Address	
9	Telephone number	
10	Fax number	
11	Email Address	
12	Website address of the Company	



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13	Key person (s) with contact details a)Head Office / registered Office b)Delhi Office	
14	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc for the EOI	
15	Sales Tax Number	
16	PAN Number	
17	Service Tax Number	
18	Last Year Audited Balance sheet and Financial Statements	
19	Annual turnover for the last financial year (certificate from Auditor).	
20	Whether blacklisted by any Government or PSU enterprise in India as on the date of submission of bid.	

Wherever applicable submit documentary evidence to facilitate verification.

**We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.**

Signature of the Authorized Signatory with date & seal



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Annexure – III

LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 2 YEARS AND REFERENCES

Sl. No.	Name and complete Postal Address of the Customer (Purchaser)	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description, Quantity of Goods ordered by the customer during last 2 years	Value of Goods ordered in last 2 years	Whether reference Letter Enclosed
1	2	3	4	5	6

(Enclose necessary documentary proof)

Signature of the Authorized Signatory with date & seal



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Annexure – IV

**BRANDS OF COMPUTER HARDWARE**

**(For which the Bidder is OEM / Authorised Dealer – Certificate from the principal should be enclosed in case of Authorised Dealers)**

<b>Sl No.</b>	<b>Items</b>	<b>Details</b>
1	Desktop Computer	
2	All-in-One Computer	
3	Laptops	
4	Hybrid Laptops	
5	iPad	
6	Tablet	
7	Printers	
8	Scanners	
9	MFP	
10	UPS	
11	UPS Batteries	
12	Servers	
13	Network Switches	
14	Routers	

**Signature of the Authorized Signatory with date & seal**



THE ORIENTAL INSURANCE COMPANY LIMITED, NEW DELHI

ANNEXURE -V

**Manufacturer's Authorization Form (MAF)**

No. \_\_\_\_\_ dated \_\_\_\_\_

To

The Deputy General Manager  
The Oriental Insurance Co. Ltd,  
A-25/27, Asaf Ali Road,  
New Delhi-110002

Date \_\_\_\_\_

Dear Sir,

**EOI Ref No. OICL/HO/ITD/RS/2017/03 dated 03.02.2017.**

We \_\_\_\_\_ who are established and reputed manufacturers of IT Hardware/Software having factories at \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the EOI and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully

(Name)

For and on behalf of

M/s \_\_\_\_\_

(Name of Manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.