

The Oriental Insurance Company Limited

Head Office, New Delhi



Request for Proposal

For

Selection of Vendor for Procurement of HSM Technology Based Solution for Digital Signature

(Tender Ref No: OICL/HO/ITD/HSM/2017/04 Dated 23rd Mar 2017)

Information Technology Department

The Oriental Insurance Company Limited
2nd Floor, Oriental House
A-25/27, Asaf Ali Road,
New Delhi – 110002

CIN-U66010DL1947GOI007158
www.orientalinsurance.org.in

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Non-Refundable Tender Fee

Non-Transferable Receipt

To be filled by OICL Official

Tender Ref. No.	OICL/HO/ITD/HSM/2017/04 Dated 23rd Mar 2017
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

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Important Notice

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This tender document is not transferable.

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

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

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

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Purpose of this document

The purpose of this Request for Proposal (hereafter referred to as “RFP”) is to define scope of work for the Bidder for providing HSM technology based solution for Digital Signature.

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

Definitions and Acronyms

AMC	Annual Maintenance Contract
ATR	Acceptance Test Report
ATS	Annual Technical Support
Bidder	Single point appointed by OICL for HSM technology based solution for Digital Signature, based on the bill of materials shared by OICL.
CVC	Central Vigilance Commission
DC	Data Centre which is located at Bengaluru
DRS/DRC/DR	Disaster Recovery Site which is located in Mumbai
HO	Head Office
RO	Regional Office
DO	Divisional Office
BO	Branch Office
SVC	Service Centre
EC/ MO	Extension Counter/ Micro Office
INR	Indian Rupees
IP	Internet Protocol
IT	Information Technology
LAN	Local Area Network
Mbps	Million Bits per Second
MPLS	Multi-Protocol Label Switching
RF	Radio Frequency
MS	Microsoft
NCR	National Capital Region
PO	Purchase Order
OEM	Original Equipment Manufacturer
OICL	Oriental Insurance Company Limited
OS	Operating System
RFP	Request for Proposal
SOW	Scope of Work
T&C	Terms & Conditions
TCO	Total Cost of Ownership
TO	Technical Offer
ToR	Terms of Reference
UAT	User Acceptance Test

1 Introduction

1.1 About the Company

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

OICL has its head office at New Delhi, Primary Data Centre (PDC) at Bengaluru & Secondary Data Centre (SDC/DR) at Mumbai, 31 regional offices in various cities, Oriental Staff Training College (OSTC) at Faridabad and Chennai, 340+ divisional offices, 500+ branch offices, Regional Training Centers, 28 Claims Service centers, 32 TP Hubs and 900+ extension counters/micro offices geographically spread out across India. Currently Head Office has 5 buildings located in New Delhi along with OSTC Faridabad.

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

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

The company has sold more than 12 million new policies in the year 2015-16. The Company has more than 100 general insurance products to cater to the varied insurance needs of its customers. It also has a strong workforce of about 15,000 employees and over 35,000 agents. The Company has a web portal www.orientalinsurance.org.in for use of its customers and agents with a provision for premium calculator, payment gateway and online issue/ renewal of policies.

1.2 Notice Inviting Bids

The Deputy General Manager (IT) invites sealed bids from eligible Bidders for selection of vendor for HSM technology based solution for generation of digitally signed Policy documents through core insurance solution.

1.3 Project Objective

The Oriental Insurance Company Limited (OICL) intends to select an bidder **for HSM technology based solution for generation of digitally signed Policy documents** through core insurance application.

OICL intends that the contract, which is contemplated herein with the Bidder, shall be for a period of three year (Extendable for two year on mutually agreed terms and conditions).

1.4 Schedule of Events

General Details	
Department's Name	Information Technology Department
Scope of Work	Selection of Vendor for procurement of HSM technology based solution for Digital Signature
Tender Details	Request for Proposal for procurement of HSM technology based solution for Digital Signature
Tender Type	Open
Tender No.	OICL/HO/ITD/HSM/2017/04 Dated 23rd Mar 2017
Consortium	Not Allowed
Download Tender Documents	Document to be purchased from Information Technology Department, The Oriental Insurance Company Limited, Asaf Ali Road, Delhi
Key Dates	
Document Purchase Start Date and Time	23-03-2017 11:00
Document Purchase End Date and Time	20-04-2017 15:00
Last Date and Time for receipt of pre-bid queries	30-03-2017 Before 13:00
Pre Bid Meeting Date, Time and Location	31-03-2017 11:30 at IT Department HO
Last Date and Time for submission of Bids	20-04-2017 15:15
Date and Time of Eligibility Bid Opening	20-04-2017 16:00
Opening of Technical bid	Will be communicated
Presentation by Qualified Bidders	Will be communicated
Opening of Commercial bid	Will be communicated
Declaration of L1 Bidder	Will be communicated
Payment Details	
Tender Fees (INR)	INR 5,000 (Rupees Five Thousand only) by crossed Demand Draft/Banker's Pay Order in favour of "The Oriental Insurance Company Limited" payable at New Delhi. The RFP Document Price is non-refundable and inclusive of taxes.
EMD Amount (INR)	INR 5,00,000 (Rupees Five Lakhs only)
Bid Validity	As per Tender Document
Performance Bank Guarantee (for successful Bidder)	As per Tender Document
Other Details	
Contact Information	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

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

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

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

1.5 Availability of tender document

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

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

The RFP document will be available for sale at the above address on all working days as per the date and time specified in section 1.4 Schedule of Events on payment of non-refundable Tender Fee of Rs. 5,000/- (Rupees Five thousands only) by crossed Demand Draft/ Banker's Pay Order in favor of "The Oriental Insurance Company Limited" payable at New Delhi". Tender fee is inclusive of all taxes.

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

1.6 Eligibility Criteria

S.N	Criteria	(Proof to be submitted)
1	The bidder should be a Government Organization/ PSU/ or a Limited Company/ Private Limited Company under companies act in India	Certificate of Incorporation
2	The Company should have been in existence for a minimum period of 3 years in India.	Certificate of Incorporation
3	The bidder submitting the offer should be having a turnover of minimum Rupees 2.5 crore per year in last three financial years (2013-14, 2014-15, 2015-16). This must be the individual company turnover and not of any group of companies.	Copy of Audited Financial statements for the financial years (2013-14, 2014-15, 2015-16). AND Certificate from Bidder's Statutory Auditor
4	Bidder or OEM should have implemented similar solution in at least three BFSI companies with atleast 100 branches/offices in India during the past three years	1. Relevant Credential letters OR 2. Purchase Order / Contract along with completion certificate
5	The bidder/OEM should have an own Support and Services Center based in India.	Self-Declaration
6	The Bidder should not have been blacklisted by any Government or PSU in India as on date of the submission of Bid.	Self- Declaration to this effect must be submitted on the bidder's letterhead.

Note: *BFSI Refers to Banks/Financial Institution/Insurance Companies with atleast 100 branches/offices

1.7 Project Timelines

The delivery and installation of the HSM with Class 3 Company type Digital Signature in the Company prescribed locations (DC & DR) should be completed within 4 weeks from the date of purchase order(s). (Inclusive of purchase order. date)

After complete implementation of the Solution as defined in Scope of Work, OICL shall monitor the performance of the Solution for a period of ONE month, said period will be treated as Evaluation Period and the Project closure process shall be initiated by OICL only post satisfactory performance of the Solution and the sign off of the Project shall take place.

2 Detailed Scope of Work

2.1 Scope for Digitally Signing Documents using HSM technology

These documents (namely Policy Schedule, Collection Receipt, Terms & Conditions Document, etc.) that are generated on a real time basis by the OICL Core Insurance System (INLIAS). These documents need to be digitally signed real time as they are shared as such with customers.

The module has to be capable of storing different types/classes of digital signatures. It has to instantly sign documents on a real time basis and should integrate with the OICL Applications.

Solution Capabilities

- i. Incorporate Digital Signature on the document.
- ii. Digital Signing facility should be available in both Batch (bulk) and online mode
- iii. System should be capable of signing multiple pages in the same document
- iv. System should be capable of signing multiple formats including PDF, Zip files etc.
- v. System should be capable of signing with multiple signatures on the same document
- vi. System should be capable of incorporating the signature in the specified position in the document
- vii. The system should be able to incorporate the signature(s) without the need of physically attaching the USB token
- viii. System should store the signature in secure manner to avoid intrusion, extraction and tampering with the signature
- ix. System should provide audit reports for signatures incorporated
- x. System should have error logs for identifying any errors during document processing
- xi. System should have measures to control the documents which can be signed
- xii. No un-authenticated document should be allowed to be signed
- xiii. System should provide connectors to automatically trigger the batch using scheduling tools to avoid any manual execution
- xiv. System should support online (real-time) incorporation of digital signature
- xv. Should be able to send the daily status report of success & failure
- xvi. System should have Security level based access control

Other Features

- i. Supply, install and maintain the Hardware Security Module (HSM) at the locations specified by OICL (Data Center (DC), Backup & Disaster Recovery (DR))
- ii. The successful bidder shall supply and install a Class 3 Digital Signature type on the HSM modules.
- iii. The successful bidder shall adhere to best practice standards for the provisioning of services and testing of all functional/vulnerabilities from time to time.
- iv. The proposed has to be deployed in a high availability mode locally and across the WAN (High availability)-DR (Back-up) architecture.
- v. The successful bidder shall provide a centralized helpdesk/ customer care center telephone number/ email/ fax number for attending use request/ complaints. The helpdesk/ customer care centre will operate 24*7*365
- vi. A detailed escalation plan shall have to be submitted before the commissioning of the services, consisting of not more than 4 tiers from helpdesk to Global/Country Service Manager.
- vii. After successful implementation, bidder should appoint a project manager for OICL, who will act as act as a single point of contact for OICL.

- viii. Any item of work/services/equipment not specifically mentioned above but considered essential for the completion of the work in all respect shall be deemed to be included in the scope of work (SOW).
- ix. The above requirements are only indicative in nature to provide bidders a benchmark to arrive at an optimum solution. However, OICL would expect successful bidder to provide all features available under the proposed solution as and when required.
- x. Successful bidder should guarantee a quarterly uptime of 99.9% for the entire solution from the date of go-live.
- xi. The scope of this tender is not limited to the Functional and technical specifications mentioned in the Appendix 1, bidder has to install and configure all available features in the OEM product as per OICL requirement under this entire engagement.
- xii. The Bidder has to coordinate with other software/hardware/services vendors contracted by the OICL to resolve hardware, system software and integration issues with existing systems and application related problems during installation & management of the proposed solution. This will include future plans for IPV4-to IPV6 migration
- xiii. Vendor shall plan all the activities to be carried out during the Disaster recovery drill with a prior permission from OICL at least two weeks before such a drill
- xiv. The fall back of services from Disaster recovery Site to Data Center should be a planned activity in consultation with OICL officials or its designated officials. The solution document should include detailed disaster recovery plan.
- xv. The bidder should submit solution document as a part of technical bid. The contents solution document should include but not limited to solution architecture with detailed explanation of all components.
- xvi. A project plan in terms of activity and timelines required for executing the project with the details of deliverables and milestones including the delivery of equipment's.
- xvii. Bidder is required to provide an experienced team with similar project experience.
- xviii. The Bidder will have to provide full operational, maintenance and technical support during the entire period of the contract.
- xix. The bidder is required to project manage the Go-Live and provide executive reports and subsequent SLA management.
- xx. In the event that the hardware equipment proposed in the solution by the successful bidder are not operational owing to compatibility problem in the IT environment or other technical issues, the bidder will have to replace the equipment at no extra cost to OICL.
- xxi. In the event that the solution provided is not able to meet the performance standards specified in the RFP, at the time of go live, the successful bidder will be required to augment/ upgrade the hardware & software components in the solution to ensure that the performance requirements are met. The additional hardware equipment & software shall be provided by the successful bidder at no extra cost to OICL.

2.2 Warranty

- 1 The Bidder will be the single point of contact and responsible for Support Services, AMC, ATS, guarantee & warranty for all components, hardware, software, etc. While bidding for providing Support and Maintenance services, the products and solutions proposed by the Bidder by way of this RFP should come with warranty as provided by the respective OEM vendors. The AMC/ATS support should be similar to the warranty support. Thereafter, the Bidder should provide AMC/ATS for these products and solutions as the case may be, for the remainder of the contract period through OEM. The Bidders have to note that:
- 2 All hardware infrastructure need to be covered under **one year on-site warranty** post which Bidders need to quote for applicable AMC

- 3 All software need to be covered under **one year warranty** post which the Bidders need to quote for applicable ATS
- 4 The Bidder need to have back to back arrangements with the respective OEM/s for all AMC/ATS for the entire contract period, details of such arrangements should be provided to the OICL annually or on a mutually agreed period
- 5 During the tenure of the Contract the OICL at its discretion may choose to take over from the Bidder part or whole of the services being rendered by the Bidder. In such situation, the Bidder shall share all the necessary knowledge to the OICL or its appointed Vendor.
- 6 The products & services offered must include comprehensive on-site warranty as provided by the OEM Bidder from the date of installation and acceptance of the solution by OICL including all software, hardware, parts, media, patches, updates and licenses.
- 7 Bidder is required to provide staggered or phased delivery and deployment of hardware, associated software and applications. Thus, the warranty and subsequent AMC/ATS of the components will begin as per the phased delivery.
- 8 Warranty must comply with the agreed Technical Standards, Security Requirements, Operating Procedures and Recovery Procedures, no parts or/and accessories of the systems should be excluded from such warranty
- 9 Warranty in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. during the manufacturing period.
- 10 Maintenance of the systems and repair /replace at the installed site, at no charge to OICL
- 11 An inventory database must be maintained to include the registered hardware warranties and software licenses existing as of the Start Date and the warranties and licenses for hardware and software including license renewal dates that are either procured through the Bidder or procured by OICL with notification to the Bidder for inclusion in such data base
- 12 Performing warranty and license registration, if any, with the appropriate manufacturer, for hardware and software that are either procured through the Bidder or procured by OICL with notification to the Bidder for inclusion in such database
- 13 Monitor warranties to check adherence to preventive and repair maintenance terms and conditions
- 14 Reports related to hardware leases and warranties and software licenses must be provided to OICL
- 15 The warranty on hardware would begin post successful acceptance by OICL No parts, accessories of the systems like print heads etc. should be excluded from such warranty. Hardware support is inclusive of consumables like Changing of Printer cartridges. However the printer cartridges will be bought by OICL.
- 16 During the warranty period Bidder shall maintain the systems and repair / replace at the installed site, at no charge to OICL, all defective components that are brought to the Bidder's notice.

2.3 Ticket Logging

Bidder shall provide a web-based complaint booking interface accessible through internet, available in real-time which will issue a trouble ticket once a complaint is booked successfully. OICL users can also book the complaint through Telephone/FAX/Email/Mobile. Bidder shall ensure that these calls are fully responded by a professional. Bidder to maintain a separate log book for the issues reported to the bidder by OICL users during the contract period. This trouble ticket system shall generate monthly/quarterly/yearly reports.

3 Terms & Conditions

3.1 General

3.1.1 Definitions

OICL/ PURCHASER: Shall mean The Oriental Insurance Company Limited Solution

3.1.2 Amendment to Bid Document

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

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

- 3.1.2.1 OICL also reserves the right to change any terms and conditions of the RFP and its subsequent addendums as it deems necessary at its sole discretion. OICL will inform the Bidder about changes, if any before the deadline of bids submission.
- 3.1.2.2 OICL may revise any part of the RFP, by providing an addendum to the Bidder at stage till commercial bids are opened. OICL reserves the right to issue revisions to this RFP at any time before the deadline for bid submissions.
- 3.1.2.3 OICL reserves the right to extend the dates for submission of responses to this document.
- 3.1.2.4 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 OICLs decision in the matter will be final.
- 3.1.2.5 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.
- 3.1.2.6 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.
- 3.1.2.7 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.

- 3.1.2.8 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.

3.1.3 Sub-contracts

It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the RFP irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable including any statutory requirement and compliance. No additional cost will be incurred by OICL on account of sub-contract, if any.

3.1.4 Conditional bids

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

3.1.5 Submission of Bids

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

3.1.6 Performance Security

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

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

3.1.7 Pre-Bid Meeting

All queries/ requests for clarification from Bidders must reach us by e-mail (tender@orientalinsurance.co.in) or in person before date and time as specified in Section 1.4 Schedule of Events. Format for the queries / clarification is provided in “Annexure 4 - Query Format”. No clarification or queries will be responded in any other format. OICL will respond to any request for clarification of the tender document in the pre-bid meeting to be held on date and time specified in Section 1.4 Schedule of Events.

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

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

3.1.8 Delay in Bidder's performance

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

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

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

3.1.9 Payment Terms

S. N.	Items	Milestone	Percentage
1	Hardware	Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection)	70%
		Successful installation and acceptance of the hardware by the OICL (after due inspection)	30%
2	Applications License	Delivery of respective applications & its related components as per the actual supply (after due inspection)	70%
		Successful completion of customization and successful go Live of the system for respective applications	30%
3	Database systems, OS & Other peripheral software	Delivery of respective DB, OS & other peripheral software its related components as per the actual supply (after due inspection)	70%
		Successful completion of customization and successful acceptance of the respective DB, OS & other peripheral software by the OICL (after due inspection)	30%
4	Implementation Cost	Successful UAT Signoff	50%
		Successful Go Live	50%
5	AMC/ATS	The AMC/ATS shall commence on completion of the warranty period. The AMC & ATS will be treated as a part of the total cost of the project.	Quarterly in arrears
6	FM Manpower		Quarterly in arrears
7	Digital Signature cost will be made post successful installation on all HSM modules		100%

3.1.10 Mode of Payment

OICL shall make all payments only through Electronic Payment mechanism (viz. ECS).

3.1.11 Currency of Payments

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

3.1.12 Other RFP Requirements

- a. The Head Office of OICL is floating this RFP. However, the Bidder(s) getting the contracts shall install and commission the solution, procured through this RFP, at OICL's various offices or at such centers as OICL may deem fit and the changes, if any, in the locations will be intimated to the Bidder.
- b. The Bidder's representative and local office at New Delhi will be the contact point for OICL. The delivery status of equipment should be reported on a weekly basis.
- c. Bidder should ensure that the hardware delivered to OICL including all components and attachments are brand new. In case of Software Licenses, the Bidder should ensure that the same is licensed and legally obtained with valid documentation made available to OICL.
- d. OEM's Authorization Form – The Bidder should furnish separate letter from original equipment manufacturer in the format provided in Appendix 3 – OEM's Authorization provided along with this RFP for quoted item.
- e. Quoting multiple options for any of the line item mentioned in the Bill of Material is not allowed.
- f. If an OEM is bidding directly then OEM cannot come through other Bidders.

4 Terms of Reference ('ToR')

4.1 Contract Commitment

OICL intends that the contract, which is contemplated herein with the Bidder, shall be for a period of three year (Extendable for two year on mutually agreed terms and conditions).

4.2 Ownership, Grant and Delivery

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

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

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

4.3 Completeness of Project

The project will be deemed as incomplete if the desired objectives of the project Section 2 – Scope of Work of this document are not achieved.

4.4 Assignment

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

4.5 Canvassing/Contacting

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

4.6 Indemnity

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

- a) Non-compliance of the Bidder with Laws / Governmental Requirements
- b) IP infringement
- c) Negligence and misconduct of the Bidder, its employees, and agents

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

The Bidder shall not indemnify OICL for

- (i) Any loss of profits, revenue, contracts, or anticipated savings or
- (ii) Any consequential or indirect loss or damage however caused

4.7 Inspection of Records

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

4.8 Publicity

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

4.9 Solicitation of Employees

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

4.10 Information Ownership

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

4.11 Sensitive Information

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

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

4.12 Confidentiality

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

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

- 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 to injunctive relief.

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

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

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

4.13 Technological Advancements

The hardware and software proposed as part of this contract

- a. should not reach end of support during the period of contract
- b. should not have been announced End of Life /Sales

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

4.14 Liquidated Damages

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

4.15 Termination for Default

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

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

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

4.16 Force Majeure

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

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

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

4.17 Termination for Insolvency

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

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

4.18 Termination for Convenience

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

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

- 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.

4.19 Resolution of disputes

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

4.20 Governing Language

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

4.21 Applicable Law

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

4.22 Prices

The prices quoted (as mentioned in Appendix 2 - Bill of Materials submitted by the Bidder) for the solution and services shall be firm throughout the period of contract and shall not be subject to any escalation.

4.23 Taxes & Duties

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

4.24 Deduction

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

4.25 No Claim Certificate

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

4.26 Rights reserved by OICL

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

4.27 Limitation of Liability

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

4.28 Waiver

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

4.29 Violation of terms

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

4.30 Repeat Order

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

5 Instruction to Bidders

5.1 Procedure for submission of Bids

Bidders are required to submit Bids online through TCIL e-procurement portal - <https://www.tcil-india-electronictender.com>. Submission of Online Bids is mandatory for this Tender.

5.1.1 Tender Bidding Methodology

Sealed Bid System.

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

1. Eligibility Bid
2. Technical Bid
3. Commercial Bid

5.1.2 Broad Outline of Activities from Bidder's Perspective

1. Bidders must have a Digital Signing Certificate (DSC)
2. Register on Electronic Tendering System® (ETS)
3. Create Marketing Authorities (MAs), Users and assign roles on ETS. It is mandatory to create at least one MA.
4. View Notice Inviting Tender (NIT) on ETS
5. For this tender -- Assign Tender Search Code (TSC) to an MA
6. Clarification to Tender Documents on ETS
 - Query to OICL
 - View response to queries posted by OICL
7. Bid-Submission on ETS
8. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant Bid-Part (i.e. Pre-Qualification)
9. Post-TOE Clarification on ETS
 - Respond to OICL Post-TOE queries
10. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant part (i.e. Technical Bid; only for Pre-Qualification Responsive Bidders)
11. Post-TOE Clarification on ETS
 - Respond to OICL Post-TOE queries
12. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant part (i.e. Financial Bid; only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

Registration

To use the ElectronicTender® portal <https://www.tcil-india-electronictender.com>, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons who will

be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

After successful submission of Registration details and Annual Registration Fee, please contact TCIL/ ETS Helpdesk (as given below), to get your registration accepted/activated

Important Note:

To minimize teething problems during the use of ETS (including the Registration process), it is recommended that the user should peruse the instructions given under 'ETS User-Guidance Centre' located on ETS Home Page, including instructions for timely registration on ETS. The instructions relating to 'Essential Computer Security Settings for Use of ETS' and 'Important Functionality Checks' should be especially taken into cognizance.

Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.

TCIL/ ETS Helpdesk	
Telephone/ Mobile	Customer Support: +91-11-26241790 (Multiple Telephone lines) Emergency Mobile Numbers: +91-9868393775 (Please contact in case of emergency during non-working hours)
E-mail ID	ets_support@tcil-india.com

Buyer Organization Name Contact	
Buyer Organization Name Contact Person	J. P. Vajpei/ Rajiv Gupta / G. S. Rana / Shobhit Agarwal
Telephone/ Mobile	9560230101/ 9871278643 / 9810713532 / 9250193021 [between 10:00 hrs. to 18:00 hrs. on working days]
E-mail ID	jpvajpei@orientalinsurance.co.in / gsrana@orientalinsurance.co.in / shobhitagarwal@orientalinsurance.co.in

5.1.3 Offline Submissions

The bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope at the address mentioned in Section 1.5.

The envelope shall bear (the project name), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. Original copy of the Bid Security in the form of a Bank Guarantee.
2. Original copy of the power-of-attorney
3. Pass Phrase for all bid parts i.e. Eligibility, Technical & Commercials.

Note: The Bidder should also upload the scanned copies of all the above mentioned original documents as Bid-Annexures during Online Bid-Submission.

5.1.4 Special Note on Security and Transparency of Bids

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in ElectronicTender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the ElectronicEncrypter® functionality, the contents of both the 'Electronic Forms®' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (e.g. I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is mandatory that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

CAUTION: All bidders must fill ElectronicForms® for each bid-part sincerely and carefully, and avoid any discrepancy between information given in the ElectronicForms® and the corresponding Main-Bid. For transparency, the information submitted by a bidder in the ElectronicForms® is made available to other bidders during the Online Public TOE. If it is found during the Online Public TOE that a bidder has not filled in the complete information in the ElectronicForms®, the TOE officer may make available for downloading the corresponding Main-Bid of that bidder at the risk of the bidder. If variation is noted between the information contained in the ElectronicForms® and the 'Main-Bid', the contents of the ElectronicForms® shall prevail. Alternatively, the Buyer organization reserves the right to consider the higher of the two pieces of information (e.g. the higher price) for the purpose of short-listing, and the lower of the two pieces of information (e.g. the lower price) for the purpose of payment in case that bidder is an awardee in that tender.

Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officer.

Additionally, the bidder shall make sure that the Pass-Phrase to decrypt the relevant Bid-Part is submitted into the 'Time Locked Electronic Key Box (EKB)' after the corresponding deadline of Bid Submission, and before the commencement of the Online TOE. The process of submission of this Pass-Phrase in the 'Time Locked Electronic Key Box' is done in a secure manner by first encrypting this Pass-Phrase with the designated keys provided by the OICL.

There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

5.1.5 Public Online Tender Opening Event (TOE)

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers, as well as, authorized representatives of bidders can simultaneously attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. Alternatively, one/ two duly authorized representative(s) of bidders (i.e. Supplier organization) are requested to carry a Laptop with Wireless Internet Connectivity, if they wish to come to Buyer Organization Name office for the Public Online TOE.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)', including digital counter-signing of each opened bid by the authorized TOE-officer(s) in the simultaneous online presence of the participating bidders' representatives, has been implemented on ETS.

As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted by the bidder himself during the TOE itself or as per alternative methods prescribed in the Tender Documents, salient points of the Bids (as identified by the Buyer organization) are simultaneously made available for downloading by all participating bidders. The tedium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.

ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Bid-Part of a tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhances Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.

5.1.6 SEVEN CRITICAL DO'S AND DON'TS FOR BIDDERS

Specifically for Supplier organizations, the following '**SEVEN KEY INSTRUCTIONS for BIDDERS**' must be assiduously adhered to:

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS.
2. Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz. 'Date and Time of Closure of Procurement of Tender Documents' and 'Last Date and Time of Receipt of Bids'. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of -- Marketing Authority (MA) [i.e. a department within the Supplier/ Bidder Organization responsible for responding to tenders], users for one or more such MAs, assigning roles to them, etc. It is mandatory to create at least one MA. This unique feature of creating an MA enhances security and accountability within the Supplier/ Bidder Organization.
3. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS
4. For responding to any particular tender, the tender (i.e. its Tender Search Code or TSC) has to be assigned to an MA. Further, an 'Official Copy of Tender Documents' should be procured/ downloaded before the expiry of Date and Time of Closure of Procurement of Tender Documents. Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. Official copy of Tender Documents is the equivalent of procuring physical copy of Tender Documents with official receipt in the paper-based manual tendering system.
5. Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, et al)
6. It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the

expiry of deadline for Bid-Submission, facility is provided to the bidder to 'Annul Previous Submission' from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s)

7. ETS will make your bid available for opening during the Online Public Tender Opening Event (TOE) 'ONLY IF' your 'Status pertaining Overall Bid-Submission' is 'Complete'. For your record, you can generate and save a copy of 'Final Submission Receipt'. This receipt can be generated from 'Bid-Submission Overview Page' only if the 'Status pertaining overall Bid-Submission' is 'Complete'.

NOTE:

While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth, sixth and seventh instructions are relevant at all times.

5.1.7 Minimum Requirements at Bidder's End

- Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity.
- Microsoft Internet Explorer 7.0 or above
- Digital Certificate(s)

Note:

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

5.2 Bid Security

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

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

5.3 Bid Documents

5.3.1 Eligibility Bid Documents

1. Compliance to Eligibility Criteria as per RFP Section 1.6 along with all relevant supporting documents
2. Application Form for Eligibility Bid as per Annexure 1
3. The references of bidder's clients. Also provide the name, designation, and contact details of a contact person for each reference as per Annexure 2.
4. EMD of Rs.5, 00, 000 (Rs Five Lakhs only) in the form of BG favoring 'The Oriental Insurance Company Limited' as per Annexure-5.
5. The corporate profile of the bidder (printed corporate brochure is preferred).
6. The profile of the bidder (template given in Annexure-10)
7. List of bidder's support/service locations in India.
8. Bidder shall submit PAN number, Service Tax Registration number.
9. Undertaking that the Bidder has quoted for all items and the bid validity will be for 180 days from the date of submission of bid.
10. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder
11. Statement of No-Deviation (Annexure 8)

5.3.2 Technical Bid Documents

1. Executive Summary of Bidder's response. The Executive Summary should be limited to a maximum of five pages and should summarize the content of the response. The Executive Summary should initially provide an overview of Bidder's organization and position with regards to proposed solution and professional services. A summary of the Bidder's products and services that will be provided as a part of this procurement should follow.
2. Detailed technical note covering the detailed scope of work.
3. Compliance to Minimum Functional and Technical Specifications as per Appendix 1.
4. The Bidder should also include a replica of the masked final commercial bid without prices in the technical bid. The Bidder must note that the masked commercial bid should be actual copy of the commercial bid submitted with prices masked and not copy of the Pro-forma/format of the Appendix 2 – Bill of Materials in the RFP.
5. Part coded Technical Bill of Material.
6. Implementation plan & warranty support
7. Support Plan
8. User Training Plan
9. Transition Plan

Note:

1. Participation in this tender will mean that the Bidder has accepted all terms and conditions and clauses of this tender and subsequent modifications to this tender, if any.
2. The documentary evidence asked in respect of the eligibility criteria would be essential. Bids not accompanied by documentary evidence may be subject to rejection. Clarification/ Additional documents, if any, sought by OICL from the Bidder has to be submitted within the stipulated time. Otherwise, bid will be rejected and no further correspondence in the matter will be entertained by OICL.
3. Any alterations, erasures or discrepancies in figures etc. may render the bid invalid. The bid may be rejected in case of non-adherence to any of the instructions given above.
4. OICL reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission or partial submission of technical details.
5. OICL may at its discretion waive any minor non-conformity in any offer and the same shall be binding on all Bidders and OICL reserves the right for such waivers.
6. If OICL is not satisfied with the technical specifications in any tender and observes major deviations, the technical bids of such Bidders will not be short-listed and the price bids of such Bidders will not be opened. No further discussions shall be entertained with such Bidders in respect of the subject technical bid.

5.3.3 Commercial Bid Documents

Commercial Bid should contain Appendix 2 – Bill of Materials. The Commercial Bid should give all relevant price information and should not contradict the Pre-qualification cum Technical Bid in any manner.

There should be no hidden costs for items quoted. The rates quoted should be in Indian rupees only and same should be rounded off to the nearest rupee and filled in both words and figures.

6 Evaluation Criteria

The competitive bids shall be submitted in two stages:

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

6.1 Eligibility Evaluation

Eligibility cum Technical criterion for the Bidders to qualify this stage is clearly mentioned in Clause 1.6. The Bidders who meet ALL these criteria would only qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market.

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

6.2 Technical Evaluation

The technical proposals of only those bidders shall be evaluated who have satisfied the eligibility criteria requirements.

The scoring methodology for technical bid components is explained in the following paragraphs.

The proposal submitted by the bidders shall, therefore, be evaluated on the following parameters:

1. Functional and Technical Requirements
2. Product Demonstration
3. Presentation on proposed solution
4. Past Experience

The proposal submitted by the Bidders shall, therefore, be evaluated on the following criteria:

S. No.	Technical Evaluation Phase	Percentage	Maximum Marks
1	Functional and Technical Requirements	70%	700
2	Product Demonstration	5%	50
3	Presentation on proposed solution	5%	50
4	Past Experience	20%	200
	TOTAL	100%	1000

The bidders scoring less than 70 percent marks (cut-off marks) in the technical evaluation shall not be considered for commercial opening of the bids. Once the evaluation of technical proposals is completed, the bidders who score more than the prescribed cut-off score will only be short listed for commercial opening of the bids

Please note: All the requirements mentioned as mandatory in Appendix-1 are critical for the envisioned Solution. Any non-compliance to mandatory requirements could lead to disqualification of the bid at sole discretion of the OICL. OICL may at its sole discretion ask any / all the bidders to justify Non-Compliant (N) response to any of the defined requirements. Any unreasonable noncompliance/ deviations to functional or technical requirements which defeats the purpose of this initiative may lead to disqualification of the bid at sole discretion of the OICL.

6.2.1 Functional and Technical Requirements Evaluation

The minimum functional and technical requirements for the Services are specified in Appendix 1. All the requirements are mandatory. Bidder shall indicate the availability of each requirement as fully compliant (F), Customization (C) and Non-Compliant (N).

Marks will be awarded as per the table below:

Bidder's Response	Score
Fully Compliant (F)	20
Customization (C)	12
Non-Compliant (N)	0

Where,

- Fully Compliant (F): The system to be delivered currently supports this function either in native form or through existing parameterization without further enhancement or the use of any user tools, i.e. included in the base package.
- Customization (C): The function is not available in the product and it will require customization by the bidder and the bidder shall provide these features at no additional cost prior to the User Acceptance Test date as agreed upon with the OICL.
- Non-Compliant (N): The function is not available in the product and cannot be provided even after customization.

Please note: All the requirements mentioned as mandatory in Appendix 1 are critical for the envisioned Services. Any non-compliance to mandatory requirements could lead to disqualification of the bid at sole discretion of the OICL. OICL may at its sole discretion ask any / all the bidders to justify Non-Compliant (N) response to any of the defined requirements. Any unreasonable noncompliance/ deviations to functional or technical requirements which defeats the purpose of this initiative may lead to disqualification of the bid at sole discretion of the OICL.

6.2.2 Product Demonstration

The same criteria (as for the evaluation for functional specifications) will be applied to product demonstration also. In case where the requirements in Appendix 1 is responded as 'F' and is not demonstrated by the bidder (on OICL request), then the corresponding responses would be changed to 'N' in Annexure. OICL, at its sole discretion, may also penalize the bidder on the total score if such cases are observed.

S.No.	Area	Section Weight	Maximum Score
		50	
1	Platform Support		5
2	Integration with OICL's Systems (Interfaces)		5
3	Technical Requirements Support		15
4	Scalability and Availability		5
5	Reporting Systems (MIS)		5
6	Statutory and Regulatory Requirements		5
7	User Interface		5
8	Post Implementation Services		5

Technical score will be finalized based on the responses provided by the bidder and product demonstration.

6.2.3 Presentation on Proposed Solution

All eligible bidders will be required to make presentations to supplement their bids, showcase overall solution proposed and show a detailed product demonstration. The OICL will schedule presentations and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the OICL may result in rejection of the proposal.

Category	Marks
Understanding of OICL business Operating environment and scope	5
Demonstration of organization capability for the proposed initiative	5

Service Model demonstration	5
Demonstration of value proposition offered in the bid which shall enable the success of the project	5
Detailed Solution Capability and Implementation approach	25
Innovative use cases for the OICL	5

6.2.4 Scoring for Past Experience

The bidder should provide details of past experience in implementing Services. The bidder's past experience shall be evaluated and the score obtained by the bidder shall be considered for evaluation as given in the Annexure in the sheet named "Past Experience". The bidder should provide the details of all the implementations including details of scope of project, number of branches with breakup of the role and proof of implementation experience.

Category	Maximum Marks	No. of Credential	Marks
Bidder or OEM should have implemented similar solution in India during the past three years	200	Implemented in More than 3 BFSI clients	200
		Implemented in 3 BFSI Clients	150

*BFSI Refers to Banks/Financial Institution/Insurance Companies with atleast 100 branches/offices

6.3 Commercial Evaluation

The commercial bids for the technically qualified Bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL'S discretion. The total cost of ownership for the purpose of evaluation shall be calculated over the contract period of Three (3) years.

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

7 Service Level Agreement & Penalty

- ❖ The selected Bidder shall guarantee a quarterly uptime of 99.9% for the entire-Solution from the date of Go-Live of the entire solution.
- ❖ Service Levels shall be reviewed at least once every quarter during the period of contract and may be added/ deleted/ changed by OICL as a result of such review or any new business/ IT Services requirements.
- ❖ The total amount of Penalty imposed by OICL, under this Contract shall not exceed 10% of the total Contract Value.
- ❖ Mean Response Time should be 15 min
- ❖ Response Time is defined as time taken by the bidder to respond the concerned user over the Service desk tool, Phone/ Email or in person and acknowledge the problem. Same is applicable when there is a problem in the proposed solution.

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

$$\text{Uptime (\%)} = \frac{(\text{Sum of total hours during month} - \text{Sum of downtime hours during month}) \times 100}{\text{Sum of total hours during the month}}$$

Total hours during the month= No. of working days x 24

Level of uptime per month	Penalty
99.90% and above	No Penalty
99.00% and above but below 99.90%	1% of total cost of Annual Maintenance & Support charges of that quarter payment.
98.00% and above but below 99.00%	2% of total cost of Annual Maintenance & Support charges of that quarter payment.
97.00% and above but below 98.00%	3% of total cost of Annual Maintenance & Support charges of that quarter payment.
95.00 and above but below 97.00%	5% of total cost of Annual Maintenance & Support charges of that quarter payment.
Below 95.00%	10% of total cost of Annual Maintenance & Support charges of that quarter payment.

Note: The successful bidder shall not be penalized for those service level breaches that occur due to any reason (beyond the control of the successful bidder). However, the bidder is required to maintain a log of such events and also inform OICL about any such event.

8 Disclaimer

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

9 Annexure

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9.1 Annexure 1: Application form for Eligibility Bid

To

The Deputy General Manager
The Oriental Insurance Company Limited.
IT Dept, 2nd Floor,
"ORIENTAL HOUSE", Head Office,
A-25/27, Asaf Ali Road,
New Delhi-110002

Application form for the Eligibility of the Bidder

Tender Ref. No. OICL/HO/ITD/HSM/2017/04 Dated 23rd Mar 2017

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 Net worth

Financial Year	Turnover (Rs. in Crores)	Net worth

Details of EMD (BG/Demand Draft)

Description	Rs. 5,00,000/- BG/Demand Draft towards EMD

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)

9.2 Annexure 2: Technical Experience Details and Reference Form

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

S.N.	Name of Client	Financial Year	Contact Details of Client	Details of Project	Date of Award of Project	Current Status of Project
1						
2						
3						

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)

9.3 Annexure 3: Contract Form

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

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

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

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

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

The Schedule of Requirements and the Requirement Specifications

The Service Level Agreement

The General Conditions of Contract

The Purchaser’s Notification of Award

In consideration of the payments to be made by the Purchaser to the Vendor as hereinafter mentioned, the Vendor hereby covenants with the purchaser to provide the 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 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:

Total Value in words: _____

Total Value: _____

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

**Signed, Sealed and Delivered for
“The Oriental Insurance Co. Ltd.” by it’s
constituted Attorney**

Signature _____
Name _____

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

Signature _____
Name _____

Designation _____
Address _____
Company _____
Date _____

Designation _____
Address _____
Company _____
Date _____

**Company Seal
Witness I**

**Company Seal
Witness II**

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

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

9.4 Annexure 4: Query Format

RFP No. :

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

9.5 Annexure 5: Pro forma for Bid Security

To: (Name of Purchaser)

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

KNOW ALL MEN by these presents that WE _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto The Oriental Insurance Company Limited (hereinafter called "the Purchaser") in the sum of Rupees _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 2017.

The Conditions of this obligation are:

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

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

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

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

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

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

Place:

Date:

Seal and signature of the vendor

9.6 Annexure 6: Pro forma for Performance Security

To: (Name of Purchaser)

WHEREAS..... (Name of Supplier) (Hereinafter called "the Supplier") has undertaken, in pursuance of Contract No..... dated..... 2017 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.....

.....

.....

9.7 Annexure 7: Major Related Activities carried out in last Three years & their %age in revenue

S. No.	Solution (HSM Solution for Digitally signing the documents)	Year =		Year =			
		Amount	% in Revenue	Amount	% in Revenue	Amount	% in Revenue
Bidder							
1	Entire Solution						
Total							

Signature _____
 Name _____
 Designation _____
 Date_____

9.8 Annexure 8: Statement of No Deviation

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 Ref No: **OICL/HO/ITD/HSM/2017/04 Dated 23rd Mar 2017**

Sir,

There are no deviations (null deviations) from the RFP Requirements and Terms & Conditions of the tender. All the terms and conditions of the tender are acceptable to us.

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

9.9 Annexure 9: Office locations and service infrastructure facilities

Details of the Centre(s) owned and operated by the Bidder							
Name of City where located	Address	Contact Person	Telephone Number(s)	Fax Number(s)	E-mail address	Working hours	Remarks

Witness

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

Bidder

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

Company Seal

9.10 Annexure 10: Bidder Profile

- a) Registered Name & Address of The Bidder :
- b) Location of Corporate Head Quarters :
- c) Date & Country of Incorporation :
- d) Service facilities location & size :
- e) Major Related Activities carried out in last two years & their %age in revenue :
- f) Total number of employee :
- g) List of major clients :
- h) Name & Address of Contact Person with Tel. No / Fax /e-mail :
- i) Client Reference :
- j) Annual turnover for the three previous financial years :
- k) Net worth (Paid up capital plus free reserves) for the previous financial year (2015-16) :

NOTE: - Please attach last year's financial results duly certified by the auditors along with an attested copy Certificate of Incorporation.

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)

9.11 Annexure 11: OICL Present IT Setup

To bring uniformity, security and centralized access OICL has adopted integrated non-life insurance application software, named INLIAS. INLIAS is running successfully in around 1800 offices of OICL in a centralized architecture. The application serves the entire business requirements of OICL. Its scope covers from underwriting, accounting, claims processing, report generation and reinsurance requirements.

OICL has its own software development team that manages payroll, PF, web portal and other IT systems used in OICL.

Daily around 40,000 documents (proposal, endorsement etc.) are being entered into the system. Users generate around 50,000 transaction reports (Premium receipt etc.) and 25000 non-transaction reports (GL Summary etc.) on a normal working day. The transaction load increases by around 10% on every month-end/year-end. Also the volume of report-generation increases on the first three working days of every month.

OICL has its data centre site at Bengaluru and Disaster recovery site at Navi Mumbai. The following sections briefly describe the core insurance application and portal application which are required to be integrated with the enterprise content management solution.

9.11.1 INLIAS architecture

BACK-END:

INLIAS is an intranet based application with 3-tier architecture. The infrastructure is hosted at OICL's centralized Data Centre. The Oracle application server suite is being used to serve client interface and reporting requirements. The Oracle 11g database is hosted on a high-end SUN SPARC server. The OS platform for all the database, application and reporting servers is Solaris 10.

LAN architecture is similar in Data Centre and Disaster Recovery Sites. Users have to use separate URLs for accessing individual sites.

FRONT-END:

There is no INLIAS specific client-side software. Users open the application using a generic browser (IE 5 and above) with java component (Jinitiator 1.3.1.22) installed. User requests are received by a load balancer and routed to one of the available application servers. Thereafter a session will be established between client and the server. Users cannot hit individual application servers and all offices use the same URL for accessing the application.

9.11.2 Web Portal and Mobile Applications for OICL

OICL's current web portal is on Liferay. The Portal solution is integrated with the core INLIAS insurance application for various business transactions and queries. OICL's technology architecture vision for this Portal solution is on a "Service Oriented Architecture Model".

The overall architecture has been divided into the following distinct layers as below:

1. Client Layer
2. Presentation Layer
3. Business Layer
4. Data Storage Layer
5. Integration Layer
6. Security Layer
7. Management and Monitoring Services

The mobile application architecture leverages the Service Oriented Architecture provided by the service layer of the portal application. The application has a lightweight User Interface layer comprising of HTML5 and CSS3 and it consumes the business services through a JSON (JavaScript Object Notation) interface.

10 Appendix

10.1 Appendix 1: Technical and Functional Specifications

S.No.	Functional and Technical Requirement	Compliance (F/C/N)	Remarks
Solution Specification			
1	Incorporate Digital Signature on the specified document		
2	Digital Signing facility should be available in both Batch (bulk) and online mode		
3	System should be capable of signing multiple pages in the same document		
4	System should be capable of signing multiple formats including PDF, Zip files etc.		
5	System should be capable of signing with multiple signatures on the same document		
6	System should be capable of incorporating the signature in the specified position in the document		
7	The system should be able to incorporate the signature(s) without the need of physically attaching the USB token		
8	System should store the signature in secure manner to avoid intrusion, extraction and tampering with the signature		
9	System should provide audit reports for signatures incorporated		
10	System should have error logs for identifying any errors during document processing		
11	System should have measures to control the documents which can be signed		
12	System should provide connectors to automatically trigger the batch using scheduling tools to avoid any manual execution		
13	System should support online (real time) incorporation of digital signature		
14	No un-authenticated document should be allowed to be signed		
15	Should be able to send the daily status report of success & failure		
16	System should have Security level based access control		
Hardware Security Module			
17	Should support Windows, Linux, Solaris, VMWARE, AIX		
18	TCP/IP Network based appliance		
19	The bidder solution should support document signing using different types/Classes of Digital Signatures		
20	The proposed solution should support instant real time signing and should integrate OICL Application		
21	The proposed solution should support offline picking up the file from a pre-defined location and providing the signed file at the output location.		
22	Minimum TPS required for 2048 RSA Signing is 1200		
23	Controls built in to detect & respond against tampering		
24	Should comply to standards like FIPS 140-2 Level 2 or above. ROHS, FCC part 15 Class B		
25	Public Key Algorithm RSA encryption/decryption, RSA sign/verify, ECC(Elliptical Curve Cryptography)		
26	The cryptographic module should store Keys in any form; However the keys should not be accessible without authentication mechanism that is in compliance with FIPS 140-2 rating of the cryptographic module.		
27	Key Exchange Mechanism: Triple DES, AES Algorithm, Random Number Generation: FIPS 140-2 approved DRBG(SP- 800-90 CTR Mode)		

S.No.	Functional and Technical Requirement	Compliance (F/C/N)	Remarks
28	Hash/HMAC Algorithm, SHA 1, SHA 2, SHA 256,		
29	Symmetric Algorithm AES, SHA1, SHA 2, SHA-256, Triple DES		
30	Compatibility PKCS~11 CAPI, open SSL, JCE/JCA, JCPROV		
31	Support for various cryptographic algorithms: Asymmetric Key with Diffe-Hellman (1024-4096 bit), RSA 4096 bit and PKCS# 1 v 1.5, OAEP PKCS#1 v 2.0), Digital Signing via RSA minimum 2048 bit), DSA(Minimum 2048 bit)		
32	Published API for various above functionalities for integrating with the Application Software		
33	Contents if required can be securely stored on hardware backup device to simply backup, cloning and disaster recovery		
34	Onboard key generation and HSM must secure atleast 100 keys in accordance with FIPS 140-2 Level 2 or above standard meeting all the Govt. of India Guidelines.		
35	24*7 Telephonic/email support infrastructure based out of India		

10.2 Appendix 2: Bill of Material

i General Guidelines

S.No.	Guidelines
I	Overall
1	The bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP and the addenda in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilize the solution.
2	OICL is not responsible for any arithmetic errors in the commercial bid details sheet committed by the short listed bidders, however, if there are any computational errors, OICL will evaluate the Bid as per provisions contained under RFP document.
3	The bidder is expected to specify the type of licenses along with the details with respect to quantity/rate/etc., wherever applicable.
4	In case the bidder includes/combines any line item as part of any other line item in the commercial bid, then this has to be clearly mentioned in the description indicating the line item which contains the combination
5	The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA).
6	Tax information is to be mentioned separately in this Bill of Material. The TAX TYPE and PERCENTAGE should be clearly mentioned in the Bill of Materials. The Bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the contracted goods & services to OICL. However, Octroi / local levies (if any), in respect of transaction between OICL and Bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.
7	The Bidder may insert additional line items as applicable based on the solution offered in the respective tabs
8	The Bidders should quote as per the format of Bill of Material ONLY and a masked replica of the Bill of Material should be enclosed in the technical bid.
9	Bidder is required to cover component by component licensing details for each of the software components proposed to OICL.
10	The masked Bill of Materials which would be submitted as part of the Technical Bill of Material should contain "XX" for ALL the corresponding commercial values that will be present in the unmasked Bill of Material that will be part of the Commercial submission.
11	All amounts in the Bill of Material should be in INR
12	The Bidder should to the extent possible stick to the same structure of the Bill of Material. Hence OICL does not expect the bidders to delete necessary rows.
II	Software Cost
1	The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA).
2	The Bidder can insert additional line items as applicable based on the solution offered in the various tabs
3	The license type has to be clearly described in the Type of License column
III	Implementation
1	Bidder shall comply to the Installation and implementation scope provided in the RFP documents. The servers & OS and DB needs to be installed & configured by the bidder.
2	Bidder shall provide the solution wise implementation cost. Each solution implementation should include all the costs associated with the complete implementation of the solution covering all the locations & implementation of associated components like software etc.

S.No.	Guidelines
IV	Training
1	Bidder needs to provide operational, administration training & certification to OICL or its nominated vendor.
2	The rates provided by the bidders should be applicable or any additional trainings that OICL may require throughout the tenure of the contract.
V	Support and Maintenance Cost
1	Bidder is expected to provide a detailed break up of all products and services that are under the scope of Support and Maintenance as part of the technical bid, in the technical bill of materials i.e. the above format is expected to be replicated for each item to be covered under the scope Support and Maintenance
2	The bidder has to note that the Support and Maintenance cost will begin post the warranty period of 1 year
3	The Bidder needs to provide Support and Maintenance services as per the scope of the RFP
VI	Additional Customization Cost
1	The Number of unit mentioned in this section is for price discovery, the payment will be made to the bidder on the basis of actual basis. The Unit rate provided will be used on pro-rata basis applicable throughout the period of the contract
2	Charges Mentioned in this section may be used on pro-rata basis if required by OICL during the contract period.

S.No.	Function	Year 1	Year 2	Year 3	Total Amount
1	Software Cost				
A	One Time Implementation Cost*				
B	Additional Customization Cost**				
C	Training Cost**				
D	License Cost*				
2	Hardware Cost				
E	HSM Hardware Cost *				
3	Maintenance and Support Cost				
F	Maintenance and Support Cost**				
Total Cost of Ownership (TCO) [(1)+(2)+(3)] = (A) + (B) + (C) + (D) + (E) + (F)					

All the prices of this document should flow correctly from the respective sheet

The total cost should flow from the individual sheets within this annexure

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

The Bidder is responsible for all the arithmetic computation & price flows. OICL is not responsible for any errors in computation by the bidder.

***One time Implementation Cost, License Cost, HSM Hardware Cost** will be **inclusive** of all the taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the contracted goods & services to OICL. However, Octroi / local levies (if any), in respect of transaction between OICL and Bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.

**** Additional Customization Cost, Training Cost, Maintenance and Support Cost** will be exclusive of all the taxes

* The units given are just indicative for the purpose of evaluation. The man day effort would be mutually agreed between OICL and successful bidder for requirements over and above the implementation & customization. The same rate will be used for additional customizations for the tenure of the contract.

1 Software Cost

A. One Time Implementation Cost

S.No.	Modules	Product name & version	License Type	Annual Prices									Total for 3 years
				Year 1			Year 2			Year 3			
				Unit	Rate (INR)	Total Amt (INR)	Unit	Rate (INR)	Total Amt (INR)	Unit	Rate (INR)	Total Amt (INR)	
A.	One Time Implementation Cost	Bidder to fill in the details of the proposed product Name & version	(Bidder to fill the type of license proposed)										
1	One Time Implementation Cost*												
2	any other , please specify												
	Sub- Total One Time Implementation cost (A)												

B. Additional Customization Cost

S.No.	Parameter	Bidder to fill in the details	Man-Days effort	Per Man-Day Cost	Customization Cost	Total for 3 years
1	Blended rate for functional requirements not mentioned as mandatory in Appendix 1: Functional and Technical Specifications and any Additional Customization that is not part of the current RFP. The commercial for this line item will be part of the TCO calculation. The cost for 200 man-days. **		100			
	Sub- Additional Customization Cost (B)					

C. Training Cost

S.No.	Parameter	Description	Quantity	Unit		Year 1		Total for 3 years
1	Training & Certification for OICL resources**	Batch of 10 people	1	per Batch				
2	any other , please specify							
Sub- Total Training Cost (C)								

D. License Cost

S.No.	Modules	Product name & version	License Type	Year 1			Year 2			Year 3			Total for 3 years
				Unit	Rate (INR)	Total Amt (INR)	Unit	Rate (INR)	Total Amt (INR)	Unit	Rate (INR)	Total Amt (INR)	
	License Cost	Bidder to fill in the details of the proposed product Name & version	(Bidder to fill the type of license proposed)										
1	Digital Signature Class 3 PSU Company Type*				5								
2	Digital Signing Solution*												
3	any other , please specify												
Sub- Total License Cost (D)													

2 Hardware Cost

E. HSM Hardware Cost

S.No.	Modules	Product name & version	License Type	Year 1			Year 2			Year 3			Total for 3 years
				Unit	Rate (INR)	Total Amt (INR)	Unit	Rate (INR)	Total Amt (INR)	Unit	Rate (INR)	Total Amt (INR)	
	HSM Hardware Cost	Bidder to fill in the details of the proposed product Name & version	(Bidder to fill the type of Hardware/Software/License proposed)										
1	HSM Device with software*												
2	any other , please specify												
Sub- Total Hardware Cost (E)													

F. Maintenance and Support Cost

S.No.	Modules	Product name & version	Type	Year 1/Warranty	Year 2			Year 3			Total for 3 years
					Unit	Rate (INR)	Total Amt (INR)	Unit	Rate (INR)	Total Amt (INR)	
G	Maintenance and Support Cost	Bidder to fill in the details	Bidder to fill in the details								
1	Annual Maintenance and Support Cost**										
2	any other , please specify										
Sub- Total Maintenance and Support Cost (F)											

10.3 Appendix 3: OEM Authorization Form

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

Tender Ref. No. OICL/HO/ITD/HSM/2017/04 Dated 23rd Mar 2017

Sir,

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

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

Yours faithfully,

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

Signature _____
Name _____
Designation _____
Address _____
Date _____

Company Seal