

The Oriental Insurance Company Limited



Request for Proposal

for

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

(Tender No.: OICL/HO/ITD/PC-AMC/2018/01 Dated 26/03/2018)

**The Oriental Insurance Company Limited
Information Technology Department
Head Office, "Oriental House"
A-25/27 Asaf Ali Road, New Delhi-110002**



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Non-Refundable Tender Fee

Non-Transferable Receipt

To be filled by OICL Official

OICL's Copy

Tender Ref. No.	OICL/HO/ITD/PC-AMC/2018/01 Dated 26/03/2018
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

This document is the property of The Oriental Insurance Company Ltd (OICL). It should not be copied, distributed or recorded on any medium (electronic or otherwise) without OICL's written permission. Use of contents given in this document, even by the authorised personnel/agencies for any purpose other than that specified herein, is strictly prohibited as it shall amount to copyright violation and thus shall be punishable under the Indian law.

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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1. Purpose of this document

The purpose of this Request for Proposal (hereafter referred to as “RFP”) is to define scope of work for the Bidder for IT Support Services (Annual maintenance Contract and Facility Management). This RFP contains details regarding scope, project timelines, evaluation process, terms and conditions as well as other relevant details which Bidder needs to factor while responding to this RFP.

Definitions and Acronyms

Following terms are used in the document interchangeably to mean:

AMC	Annual Maintenance Contract
API	Application Program Interface
ATR	Acceptance Test Report
ATS	Annual Technical Support
Bidder	Single point appointed by OICL for procurement and supply of the solution, based on the bill of materials shared by OICL.
DC	Data Centre which is located at Bengaluru
DRS/DRC/DR	Disaster Recovery Site which is located in Navi-Mumbai
HO	Head Office (Head Office includes OSTC Faridabad as well)
RO	Regional Office
DO	Divisional Office
BO	Branch Office
SVC	Service Centre
EC	Extension Counter
MO	Micro Office
INR	Indian Rupees
LAN	Local Area Network
Mbps	Million Bits per Second
MS	Microsoft
NCR	National Capital Region
PO	Purchase Order
OEM	Original Equipment Manufacturer
OICL	Oriental Insurance Company Limited
OS	Operating System
RF	Radio Frequency
RFP	Request for Proposal
SOW	Scope of Work
SDK	Software Development Kit
T&C	Terms & Conditions
TCO	Total Cost of Ownership
ToR	Terms of Reference
UAT	User Acceptance Test
Vendor	Selected / Successful Bidder as an outcome of the RFP with whom OICL signs the Contract.
VSAT	Very Small Aperture Terminal



2. Introduction

About the Company

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

OICL has its Head Office at New Delhi, Primary Data Centre (PDC) at Bengaluru and Secondary Data Centre (SDC/DR) at Navi Mumbai, 31 Regional Offices in various cities, Oriental Staff Training College (OSTC) at Faridabad and Chennai, 350+ divisional offices, 500+ branch offices, Regional Training Centers, 28 Claims Service centers, 32 TP Hubs and 900+ extension counters/micro offices geographically spread out across India. Currently head office has 6 buildings located in New Delhi along with OSTC Faridabad.

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

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

The company has sold more than 12 million new policies in the year 2016-17. The Company has more than 100 General Insurance products to cater to the varied insurance needs of its customers. It also has a strong workforce of about 15,000 employees and over 35,000 agents. The Company has a web portal www.orientalinsurance.org.in for use of its customers and agents with a provision for premium calculator, payment gateway and online issue/renewal of policies.

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

The Chief Manager (IT), The Oriental Insurance Company Limited invites online bids from eligible companies / organisations/firms to provide 'IT Support Services' for 'IT Infrastructure' and 'Softwares' with effect from **01st July 2018**.

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

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

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

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



'Head Office' or 'HO' shall mean following buildings of Head Office:-

S. No.	Location/Dept. Name	Address
1	Oriental House	A-25/27, Asaf Ali Road, New Delhi.
2	88 Janpath	88 Janpath, Connaught Place, New Delhi.
3	Aggarwal House	4/14, Aggarwal House, Asaf Ali Road, New Delhi.
4	Universal Building	2/2-A, Asaf Ali Road, New Delhi.
5	Rural Insurance Dept.	1/16A, Asaf Ali Road, New Delhi.
6	Scindia House	15-16 Scindia House, Kasturba Gandhi Marg, New Delhi.
7	Oriental Staff Training College.	Sector-11, Bata Mor, Mathura Road, Faridabad

The above list is not exhaustive and is subject to change.

The existing 'IT Support Services' contract of 'IT Infrastructure' and 'Softwares' is expiring on **30th June 2018**. The Vendor shall familiarize itself with the OICL Environment and infrastructure before the start of the contract.

4. Project Objective

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

5. Schedule of Events

Event	Target Date
Sale of RFP Document	26 th March 2018 to 27 th April 2018 between 11:00 AM and 03:00 PM
Last date to send in requests for clarifications	2 nd April 2018; till 5:00 PM
Pre-Bid meeting*	4 th April 2018, 03:00 PM
Last date for submission of bids	27th April 2018, 3:15 PM
Opening of pre-qualification bid	27th April 2018, 3:30 PM
Declaration of Short-listing of Bidders based on pre-qualification criteria	Shall be announced later
Opening of technical bid	Shall be announced later
Technical Presentation	Shall be announced later
Declaration of short-list of Bidders for commercial bid	Shall be announced later
Opening of commercial bids	Shall be announced later
Declaration of L1 Bidder	Shall be announced later
Notification of Award	Shall be announced later

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

- OICL reserves the exclusive right to make any amendments / changes to or cancel any of the above events or any other action related to this RFP.
- If any of the above dates is declared a holiday for OICL, the next working day will be considered. OICL reserves the right to change the dates mentioned in the RFP.



6. Availability of tender document

1. Non-transferable RFP document containing conditions of pre-qualification, detailed requirement specifications and also the terms and conditions can be obtained from the below address:
**The Oriental Insurance Company Limited
Information Technology Department
Head Office, "Oriental House"
A-25/27 Asaf Ali Road, New Delhi-110002**
2. The RFP document will be available for sale at the above address on all working days from **26th March 2018 to 27th April 2018** between **11:00 AM to 03:00 PM** on payment of non-refundable **Tender Fee of Rs.1,000/- inclusive of all taxes** by crossed Demand Draft/ Banker's Pay Order in favour of "The Oriental Insurance Company Limited" payable at New Delhi.
3. Copy of Tender document will be available on our 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.



7. Eligibility Criteria:-

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

S.N.	Eligibility Criteria	Documents Required
1	Bidder should be a registered company in India under Companies Act 1956. Bidder should be in operation in India for minimum of Three years.	Certificate of incorporation
2	Bidder's annual turnover should be more than Rupees 20 Crore and Bidder should have positive Net worth (measured as paid-up capital plus free reserves) in the previous three financial years viz. FY 2014-15, 2015-16 & 2016-17.	1. Audited Financial statements for the respective financial years and/or 2. Published Balance Sheet and/or 3. CA certificate clearly highlighting the turnover and net worth as per the formula in the RFP
3	Bidder should be able to provide support at New Delhi and Faridabad	Undertaking specifying the list of support location/service centres mapped with corresponding OICL Office location as per Section 3 as a part of the bid document and Undertaking duly signed and stamped by the Authorized signatory stating that bidder will be able to provide the support as required in the RFP for the entire contract period at all the locations specified in the RFP.
4	Bidder should have local presence and must have prior experience of successfully providing IT Support Services for at least three BFSI/PSU/Govt. Customers in last three financial years (2014-15, 2015-16, 2016-17).	1. Undertaking from bidder specifying their offices and the quantity of staff in Delhi NCR 2. Copy of original PO / Contract OICL may at its discretion ask the bidder to provide the name, designation, contact details and address of a contact person for each reference.
5	Bidder must provide minimum three references of Bidder's clients who have made purchase of IT Services (AMC / FM Services) in excess of Rupees Thirty Lakhs (single order) during last three financial years (2014-15, 2015-16, 2016-17).	Copy of original PO / Contract
6	The bidder should not be debarred / black listed by any Government or PSU enterprise in India as on date of the submission of RFP.	Self-Declaration on Bidder's Letterhead signed by authorized signatory.
7	Bidder should have at least 5 resources with ITIL certification valid as on the date of bid submission or Bidder shall have ISO 20000 Certification	Copy of Certifications



8. Scope of Work

The Scope of Work includes:

- 1) Onsite comprehensive Maintenance Support for all IT Equipment as per list given in Annexure-5 at offices under HO.
- 2) Onsite Facility Management Services for assets under AMC as per list given in Annexure-5 and assets under OEM/Supplier warranty at Head Office. The Facility Management services shall consist of following:
 - i) Support for installation/reinstallation/uninstallation of Operating System, Device drivers, configuration of computer peripherals, Adobe Reader, Open Office, MSOffice (Licensed Version), Hindi Typing Software, INLIAS configuration, and any other software required in office PCs for OICL functioning
 - ii) Client /Agents Management and patch update Management in OICL's PCs in coordination with Head Office teams for:-
 - Centralised Anti-virus software (Symantec)
 - Enterprise Management Solution (Sapphire)
 - Centralized Helpdesk (Sapphire) at HO.
 - Biometric Solution (Secugen)
 - Data Loss Prevention (DLP) Solution
 - Network Access Control (NAC)
 - Mail Microsoft Exchange
 - Enterprise Content Management (EMC - Documentum)
 - Any other application required for OICL functioning.
 - iii) Domain Joining of PCs including proxy server settings in PCs in coordination with HO team.
 - iv) Configuration/reconfiguration of Network Switches.
 - v) Coordinate with OEM/ Supplier for support for Items under warranty.
- 2) Service Desk Management at HO. Service calls will be recorded and monitored through centralized Helpdesk portal (Sapphire) installed at OICL HO.
- 3) The Bidder shall deploy 4 Resident Engineers (3 at Oriental House and 1 at OSTC Faridabad) and 1 Helpdesk Coordinator at Head Office (Oriental House) subject to acceptance by OICL. OICL may at its discretion ask the bidder to deploy additional resources, OICL will make the payment of the additional resource on the Pro-rata basis as per the Base Unit Price provided in the commercial (Table -2)
- 4) The Service Engineer/Resident Engineer should have minimum two years of relevant experience in managing PC Hardware, LAN Services and Network Switches.
- 5) Remote Call Maintenance using ultra VNC (part of EMS Sapphire) for offices mentioned in the section 3 PCs from HO.
- 6) Quarterly Preventive Maintenance Activity in all the Offices of HO. PM activities should be planned before each quarter start and details shall be shared with the OICL team.
- 7) Maintenance of Local Area Network (LAN), which includes reconfiguration of network switches, maintenance & replacement of I/O ports and existing LAN Cabling.
- 8) Office wise earthing parameters Voltage (P-N, P-E and N-E) should be measured with the help of meter during Preventive Maintenance activity of UPS and office wise statement should be submitted to HO. In case earthing parameters are beyond permissible limits, the same should be discussed with HO for issue resolution. The standard earthing parameters are:
 - Phase to Neutral (PN): 220V-240V
 - Phase to Earth (PE): 220V-240V
 - Neutral to Earth (NE): 0.5V -3 V



9. Terms and Conditions

9.1 Definitions

OICL/ PURCHASER: Shall mean The Oriental Insurance Company Limited

9.2 Amendment to Bid Document

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

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

- a. 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.
- b. 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.
- c. OICL reserves the right to extend the dates for submission of responses to this document.
- d. 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.
- e. 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.
- f. 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.
- g. 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.
- h. Right to Alter Quantities – OICL reserves the right to alter the requirements specified in the tender. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the Bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period.



9.3 Sub-contracts

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

9.4 Conditional bids

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

9.5 Submission of Bids

Bidders shall submit the Bids online. For details please refer RFP Section 11 – Instructions to Bidders.

9.6 Performance Security

Within 15 days after the receipt of Notification of Award from OICL, the Bidder shall furnish performance security to OICL as per Appendix - 5, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of contract period in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by the RBI.

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

9.7 Pre-Bid Meeting

All queries/ requests for clarification from Bidders must reach us by e-mail (tender@orientalinsurance.co.in) or in person before **05:00 PM on 2nd April 2018**. Format for the queries / clarification is provided in "Appendix 3 - Query Format". No clarification or queries will be responded in any other format. OICL will respond to any request for clarification of the tender document in the pre-bid meeting to be held on **4th April 2018**.

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

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

9.8 Delay in Bidder's performance

Performance of service shall be made by the Bidder in accordance with the time schedule specified by OICL in the contract.

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

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



9.9 Payment terms

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

9.10 Mode of Payment

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

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

9.11 Currency of Payments

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

9.12 Other RFP Requirements

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



10. Terms of Reference ('ToR')

10.1 Contract Commitment

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

10.2 Completeness of Project

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

10.3 Assignment

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

10.4 Canvassing/Contacting

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

10.5 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

10.6 Inspection of Records

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



10.7 Publicity

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

10.8 Solicitation of Employees

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

10.9 Information Ownership

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

10.10 Sensitive Information

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

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

10.11 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.

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

10.12 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.

10.13 Force Majeure

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

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

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

10.14 Termination for Insolvency

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

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

10.15 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.

10.16 Resolution of disputes

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

10.17 Governing Language

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

10.18 Applicable Law

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

10.19 Prices

The prices quoted (as mentioned in Appendix 01- Bill of Materials submitted by the Bidder) for the solution and services shall be firm throughout the period of contract and shall not be subject to any escalation.

10.20 Taxes & Duties

The Prices Quoted by the bidder shall be exclusive of all the applicable taxes. OICL shall pay the taxes on actuals.

10.21 Deduction

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



10.22 No Claim Certificate

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

10.23 Rights reserved by OICL

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

10.24 Limitation of Liability

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

10.25 Waiver

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

10.26 Violation of terms

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

10.27 Repeat Order

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



11. Instructions to Bidders

11.1 Procedure for submission of Bids

Bidders are required to submit Bids online through Auction Tiger e-procurement portal - <https://eauction.auctiontiger.net>. Submission of Online Bids is mandatory for this Tender.

11.1.1 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

11.1.2 Offline Submissions

The Bidder is requested to submit the following documents offline in a Sealed Envelope at the address mentioned in Section 6 before the start of Public Online Tender Opening Event.

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

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

Note:

- a) 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.
- b) All envelopes should be securely sealed and stamped.
- c) It is mandatory for the Bidder to quote for all the items mentioned in the RFP.

11.2 Bid Security

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

1. BG should be drawn on Nationalized / Scheduled Bank in favour of 'The Oriental Insurance Company Ltd'. Non-submission of BG along with Eligibility-Bid document will disqualify the Bidder.
2. 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).
3. For the Bidders who do not qualify in this Tender, BG will be returned after the selection of successful Bidder.
4. EMD submitted by Bidder may be forfeited if:
 - Bidder backs out of bidding process after submitting the bids.
 - Bidder backs out after qualifying.
 - Bidder does not accept the Purchase Order / does not Sign the Contract within one month of issuance of purchase order after qualifying.



12. Evaluation Criteria

The competitive bids shall be evaluated in three stages:

12.1 Eligibility Evaluation

Eligibility criterion for the Bidders to qualify this stage is clearly mentioned in Section 7 - Eligibility Criteria of this document. The Bidders who meet ALL these criteria would only qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market.

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

12.2 Technical Evaluation

The Technical bids of bidders qualifying the eligibility criteria will be opened and reviewed to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL'S discretion. It is mandatory for the Bidder to comply with all the line items given in the technical specifications (Annexure 1). In case if the Bidder does not comply with any of the line items given in technical specifications (Annexure 1), it will not qualify to Stage 3 of evaluation process.

12.3 Commercial Evaluation

The commercial bids for the technically qualified Bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL'S discretion.

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



13. Bid Documents

13.1 Eligibility Bid Documents

Eligibility document should contain following:-

1. Compliance to Eligibility Criteria on the Bidder's letter head along with required supporting documents as per Section 7 duly signed and stamped by the Authorized signatory.
2. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.
3. EMD of **Rs. 2,00,000/-** (Rupees Two Lakhs Only) in the form of form of Bank Guarantee (BG) / Bank Draft favouring '**The Oriental Insurance Company Ltd**' payable at New Delhi valid for 180 days from the last date of submission of Commercial Bid as per Appendix-4.
4. Undertaking that the Bidder has quoted for all items and the bid validity will be for 180 days from the date of submission of commercial bid.
5. Statement of No-Deviation as per Appendix-7.
6. Application Form for Eligibility Bid as per Annexure 3.
7. Confirmation of Tender Fee Submission.

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.



13.2 Technical Bid Documents

Technical Bid should contain the following:

1. Executive Summary of Bidder's response: The Executive Summary should be limited to a maximum of five pages and should summarize the content of the response. It should initially provide an overview of Bidder's organization and position with regards to proposed solution and professional services. A brief description of the unique qualifications of the Bidder should be included. Information provided in the Executive Summary is to be presented in a clear and concise manner.
2. Covering Technical Letter (Appendix 2), giving reference of this tender and consent for acceptance of all the Terms and Conditions of this tender.
3. Implementation Methodology & Detailed Work Plan (Project Plan).
4. Compliance to Minimum Technical Specifications as per Annexure-1.
5. Masked Commercial Bid: The Bidder should also include a replica of the final commercial bid without prices in the technical bid. "The Bidder must note that the masked commercial bid should be actual copy of the commercial bid submitted with prices masked and not copy of the Pro-forma/format of the Appendix 1 – Bill of Materials in the RFP."
6. Escalation Matrix for call logging and escalation purpose.

OICL reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission or partial submission of technical details.

OICL may at its discretion waive any minor non-conformity in any offer and the same shall be binding on all Bidders and OICL reserves the right for such waivers.

If OICL is not satisfied with the technical specifications in any tender and observes major deviations, the technical bids of such Bidders will not be short-listed and the price bids of such Bidders will not be opened. No further discussions shall be entertained with such Bidders in respect of the subject technical bid.

13.3 Commercial Bid Documents

Commercial Bid should be as per the format mentioned in Appendix 1 – Bill of Materials. The Commercial Bid should give all relevant price information and should not contradict the Technical Bid in any manner. There should be no hidden costs for items quoted.

The rates quoted should be in Indian Rupees only and same should be rounded off to the nearest rupee and filled in both words and figures.



14. Service Level Agreement:

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

The SLA should ensure that the entire 'IT Infrastructure' is available for use during business hours (10:00 AM to 6:00 PM, Monday to Friday) and any Complaint Booking: onsite engineers or OICL officials can book Complaint. In case office operate on Saturdays, Sundays or any other holiday, OICL office will inform in advance and the bidder shall arrange support accordingly.

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

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

1. Conditions: The bidder has to ensure that all the complaints lodged by the company are attended to and rectified within the shortest possible time. Sufficient spares need to be maintained by the bidder at appropriate locations to address any equipment related problem within the stipulated resolution time frame desired by OICL.
2. 80% of the Machines shall be with latest versions/patches of Antivirus as released by OEM(Symantec) and bidder shall submit the report to OICL about the versions running in the PC at the end of every quarter. For every default, a penalty of 5% of the quarterly pay-out will be deducted.
3. Resolution time: 24 Hrs (1 Working Day)



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

S.No	Item Description	Penalty per day (in Rs.)
1	Windows 10 PC Dell - (Pentium dual core G4400/4GB RAM/500GB HDD)	1000
2	Windows 10 PC Acer – (AMD A6 7400/4 GB RAM/1 TB HDD)	1000
3	Windows 8 PC - Wipro (Intel Core i3-3240/4 GB RAM/500 GB HDD)	1000
4	Windows 7 PC - Wipro (Intel Pentium G6950/4 GB RAM/320 GB HDD)	1000
5	Windows 7 PC - HCL Infiniti BL 1330 (Intel Pentium Processor, 2 GB RAM/320 GB HDD)	1000
4	LJP - HP M203d	500
5	LJP HP 1022, 1015,1007,1108, 1505,1136,1018, 1566, P1606dn	500
6	LJP HP M202n, M202dw, M1319f,	500
7	Inkjet HP K209G , HP A915, M175A	500
8	Colour LJP CP-1525n	1000
9	Colour LJP M-251n, M176n	1000
10	Network LJP – HP 4700	1000
11	Multifunction Printer HP M1005	1000
12	All other Non HP LJPs	500
13	Scanner SJ5590	500
14	Scanner SJ G2410, SJ2400	500
15	Scanner SJ3000, G3010	500
16	Scanner SJ 200	500
17	LIPI Printers 6306, T 6100	500
18	UPS 10 KVA - APC	1500
19	Ext. charger for 10 KVA UPS	1500
20	Isolation Transformer for 10 KVA UPS	1500
21	UPS 5 KVA – APC	1000
22	External Charger for 5 KVA UPS	1000
23	Isolation Transformer for 5 KVA UPS	1000
24	UPS 5 KVA Delta Make	1000
25	UPS Tritronincs 10 KVA	1500
26	Network Switch – Cisco 2960	1500
27	Network Switch – D link DESI1016D	1500
28	Racks	200
29	Server Unix Infiniti Global Line 2700 SO 2 Intel® Dual-Core Xeon® Processor 5060 3.20 GHz/2 GB RAM	1500
30	Server - Microsoft Windows Server 2003 Enterprise edition(SP1) Intel Itanium 2 (1.60 Ghz/15.8 GB RAM/500 GB HDD)	1500
31	Server - Microsoft Windows Server 2008 Intel Xeon X5560/2.8Ghz/4x8 GB DDR3RAM	1500
32	Server- Microsoft Windows Server 2008 Intel Xeon X3230 2.66GHz/ 2GB RAM	1500

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

Exclusions from downtime calculations:

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



15. Appendix

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**Appendix 1: Bill of Material****Table.1 AMC and PM Activity****(Amount in Rs.) (Excluding taxes)**

S. No.	Item Description	Year of Purchase	Quantity	Year 1		Year 2	
				Unit Price	Total Price	Unit Price	Total Price
				A	B	C=AxB	D=ExA
1	Windows 10 PC Dell - (Pentium dual core G4400/4GB RAM/500GB HDD)	2017	147				
2	Windows 10 PC Acer – (AMD A6 7400/4 GB RAM/1 TB HDD)	2017	101				
3	Windows 8 PC - Wipro (Intel Core i3-3240/4 GB RAM/500 GB HDD)	2013	71				
4	Windows 7 PC - Wipro (Intel Pentium G6950/4 GB RAM/320 GB HDD)	2011	349				
5	Windows 7 PC - HCL Infiniti BL 1330 (Intel Pentium Processor, 2 GB RAM/320 GB HDD)	2010	31				
4	LJP - HP M203d	2017	127				
5	LJP HP 1022, 1015,1007,1108, 1505,1136,1018, 1566, P1606dn	2010	130				
6	LJP HP M202n, M202dw, M1319f,	2016	44				
7	Inkjet HP K209G , HP A915, M175A	2010	3				
8	Colour LJP CP-1525n	2010	4				
9	Colour LJP M-251n, M176n	2010	15				
10	Network LJP – HP 4700	2010	5				
11	Multifunction Printer HP M1005	2011	3				
12	All other Non HP LJPs	2011	4				
13	Scanner SJ5590	2010	13				
14	Scanner SJ G2410, SJ2400	2010	17				
15	Scanner SJ3000, G3010	2010	2				
16	Scanner SJ 200	2010	5				
17	LIPI Printers 6306, T 6100	2011	3				
18	UPS 10 KVA - APC	2007	14				
19	Ext. charger for 10 KVA UPS	2007	14				
20	Isolation Transformer for 10 KVA UPS	2007	14				
21	UPS 5 KVA – APC	2007	4				
22	External Charger for 5 KVA UPS	2007	4				
23	Isolation Transformer for 5 KVA UPS	2007	4				
24	UPS 5 KVA Delta Make	2015	3				
25	UPS Tritronincs 10 KVA	2010	1				
26	Network Switch – Cisco 2960	2017	43				
27	Network Switch – D link DESI1016D	2011	9				
28	Racks	2004	14				
29	Server Unix Infiniti Global Line 2700 SO 2 Intel® Dual-Core Xeon® Processor 5060 3.20 GHz/2 GB RAM	2010	2				
30	Server - Microsoft Windows Server 2003 Enterprise edition(SP1) Intel Itanium 2 (1.60 Ghz/15.8 GB RAM/500 GB HDD)	2010	1				
31	Server - Microsoft Windows Server 2008 Intel Xeon X5560/2.8Ghz/4x8 GB DDR3RAM	2010	1				
32	Server- Microsoft Windows Server 2008 Intel Xeon X3230 2.66GHz/ 2GB RAM	2010	2				
Total Price							
Total Price for 1st +2nd Year (C+D)							

Note:- Total cost for each line item quoted in Table 1 shall be sum of AMC and PM Activity out of which 20% of total quoted cost for each line item will be considered as cost of PM Activity for that line item .

**Table.2 Resident Engineer and Helpdesk Coordinator (Amount in Rs.) (Excluding taxes)**

S.No	Item Description	Quantity	Year 1		Year 2	
			Unit Price	Total Price	Unit Price	Total Price
		A	B	C= BxA	E	D=ExA
1	Charges for Resident Engineer at Regional Office	4				
2	Charges for Helpdesk Coordinator at Regional Office	1				
Total Price						
Total Price for 1st +2nd (C+D)						

Total Price (Amount in Rs.) (Excluding taxes)	
Table1 (AMC and PM Activity)	
Table 2 (Resident Engineer and Helpdesk Coordinator)	
Total Price (Table 1 + Table 2)	

Total Cost in figures: _____

Total Cost in Words: _____

Grand Total in Words – (Rupees.....)

Note:

- Bidder should strictly follow the format given in Table.
- 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. The Bidder is responsible for all the arithmetic computation and price flows. OICL is not responsible for any errors.



15.1 Appendix 2: Covering Technical Offer

To,

The Chief Manager,
IT Department,
Head Office, New Delhi

Dear Sir,

1. Having examined the Scope Documents including all Annexures and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply and deliver all the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your company in conformity with the said Scope Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Scope.
2. If our Bid is accepted, we undertake to abide by all terms and conditions of this Scope and also to comply with the delivery schedule as mentioned in the Scope Document.
3. We agree to abide by this Scope Offer for 180 days after the last date of submission of commercial bid and our Offer shall remain binding on us and may be accepted by OICL any time before expiry of the offer.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We certify that we have provided all the information requested by OICL in the format requested for. We also understand that OICL has the exclusive right to reject this offer in case OICL is of the opinion that the required information is not provided or is provided in a different format.

Dated this.....by20

Authorised Signatory

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

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

Signature and Seal of the Bidder



15.2 Appendix 3: Query Format

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



15.3 Appendix 4: Pro forma for Bid Security

To: (Name of Purchaser)

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

KNOW ALL MEN by these presents that WE _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto The Oriental Insurance Company Limited (hereinafter called "the Purchaser") in the sum of Rupees _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 2018.

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 180 days from the date of bid submission, and any demand in respect thereof should reach the Bank not later than the above date.

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

Place: _____

Date: Seal and signature of the vendor



15.4 Appendix 5: Pro forma for Performance Security

To: (Name of Purchaser)

WHEREAS..... (Name of Supplier) (Hereinafter called "the Supplier") has undertaken, in pursuance of Contract No..... dated..... 2018 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.....



15.5 Appendix 6: OEM's Authorization Form (For UPS)

To,

The Chief Manager,
IT Department,
Head Office, New Delhi

Tender Ref. No. OICL/HO/ITD/PC-AMC/2018/01 Dated 26/03/2018

Dear Sir,

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

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

Yours faithfully,

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

Signature	_____
Name	_____
Designation	_____
Address	_____
Date	_____

Company Seal



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

To,
The Chief Manager,
IT Department,
Head Office, New Delhi

Tender Ref. No. OICL/HO/ITD/PC-AMC/2018/01 Dated 26/03/2018

Dear Sir,

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

Yours faithfully,

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

Signature _____

Name _____

Designation _____

Address _____

Date _____

Company Seal



15.7 Appendix 8: Non-Blacklisting Declaration form

To,
The Chief Manager,
IT Department,
Head Office, New Delhi

Tender Ref. No. OICL/HO/ITD/PC-AMC/2018/01 Dated 26/03/2018

Dear Sir /Madam,

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

Authorized Signatory

Name:

(Stamp)

Date:

Place:



16. Annexure

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**16.1 Annexure 1: Technical Specifications**

S. No.	Mandatory Technical Requirements	Bidder's Detailed Response
A	<p>Comprehensive Annual Maintenance Contract:</p> <ul style="list-style-type: none"> i. The List of IT Assets to be included under AMC is given as per Annexure-5. ii. The current AMC support contract expires on 30th June 2018. The onsite AMC support will be for 2 years i.e. from 01st July 2018 to 30th June 2020. The normal support window would be applicable from 10:00 AM to 6:00 PM (Mon to Fri) as per Company's current working hours. In case, office working hours change, the support window will change accordingly. iii. In case office operate on Saturdays, Sundays or any other holiday, OICL office will inform in advance and the bidder shall arrange support accordingly. iv. Resolution Time: – 24 Hrs (1 working day) v. The Bidder shall make back-to-back arrangement with OEMs/OEM certified partner for APC make UPSs. Bidder is required to submit the back-to-back arrangement certificate on the OEM Letterhead before raising the first invoice/bill to OICL and payment shall be made by OICL post receiving of the required certificate inline with the RFP requirement. For the Product for which bidder is not providing the back-to-back arrangement certificate, the bidder is required to provide the required support for the entire contract period. vi. Bidder is required to adhere to the Scope , terms and SLA of the RFP. vii. In case problem persists or the equipment needs to be removed to workshop for repairs, a standby should be provided within 24 hours of receiving complaint. The standby equipment provided should be of equivalent or higher specifications, so that normal job of OICL is not hampered. In this case, the repaired original equipment is to be installed back/permanent replacement provided within 25 days of removal. viii. The bidder shall provide 'IT Support Services' as per detailed scope of work defined. The list of IT equipment is as per Annexure-5. ix. The support will survive even after change of location of the IT Equipment. x. All the parts of the machines will be covered under AMC except printer cartridge, UPS Batteries and user induced externally visible broken components. xi. AMC would also cover maintenance of patches/bug fixes (available from the original software vendor) for Operating System, Antivirus, and other softwares under use or OICL Procures during the contract period. xii. The Bidder shall ensure Proper Data Backup in consultation with user in case of OS reinstallation and restore the machine to the earlier state. The Bidder will have to carry external CD/DVD drive wherever OS installation is required. xiii. Any deletion of IT Asset will be done on the discretion of OICL during the contract. Billing for such excluded assets will stop from the date of intimation from OICL for exclusion xiv. Any addition of IT Asset will be done on the discretion of OICL during the contract period. Billing for such included assets will be made on pro rata basis. xv. The Bidder is also required to arrange resource to coordinate with OICL's WAN Service Provider and PC-NOC helpdesk teams enabling their network access through office router to the office networking equipments as and when 	



	<p>required.</p> <p>xvi. The Bidder will keep 10% spares in stock for PC & Its sub Component, Printers and Its sub component at Head Office to meet day-to-day requirement for speedy complaint resolution.</p>	
B	<p>Onsite Resources:</p> <p>i. The Bidder shall deploy 4 Resident Engineers and 1 Helpdesk Coordinator at OICL Office subject to acceptance by OICL.</p> <p>ii. The Service Engineer/Resident Engineer should have minimum two years of relevant experience in Managing PC Hardware, LAN Services and Network Switches effectively.</p> <p>iii. In case of absence of Resident Engineer / Helpdesk Coordinator, the Bidder without any delay shall provide a backup Resource.</p> <p>iv. OICL has its centralised helpdesk portal for which limited access will be provided to the Bidder for complaints lodging/monitoring/reporting and penalty calculation, etc.</p> <p>v. Bidder shall facilitate and coordinate with users for registering complaints through telephone call, email, web interface on centralised helpdesk portal.</p> <p>vi. Call tracking reports from the help-desk will be made available online to OICL by the bidder.</p> <p>vii. The Bidder, on its own expenses will arrange all PCs and Phone lines to be used by Helpdesk coordinators and Resident Engineers.</p> <p>viii. In case the total number of assets under warranty (i.e. UPS, Printer, Desktop etc.) increases, for every 20% increase in assets, OICL will ask the bidder to deploy additional engineer. Payment will be made for the additional resource on pro rata basis at the rates provided in the Bill of material –Table 2. If the asset increment is less than 20% than Facility Management services has to be performed by the deployed resources only, no additional payment will be provided by OICL. The Resource services are required till the warranty of the assets and once the warranty expires the assets will be included in the AMC and PM activity assets list and same shall be paid on pro rata basis as per the costing provided in the Bill of Material (Table 1)</p>	
C	<p>Symantec Antivirus Software Updates:</p> <p>i. The bidder shall implement /integrate/ maintain/manage/support (includes patches, updates and upgrade implementation) regularly with latest version as well as check and clean the system for Viruses.</p> <p>ii. Though the Symantec Anti Virus client updation in PCs will be regularly done through centralised system but in case any PC is not able to take automatic update due to malfunctioning, auto update from Data Centre will be stopped to avoid choking of office band width and in such cases, the Bidder shall update Anti Virus client manually/Remote and verify in the details in the reports shared by OICL for Anti Virus</p> <p>iii. The daily/weekly reports giving information for non-updated Antivirus clients will be provided by the OICL. The Bidder will submit compliance analysis report to HO.</p> <p>iv. The Bidder shall coordinate with Centralized Antivirus Helpdesk Team for maintenance and upkeep of Group Update Provider (GUP) Server.</p>	
D	<p>Clients/Agents Management and patch update Management in coordination with Head Office teams: The bidder shall implement /integrate/ maintain/manage/support (includes patches, updates and upgrade implementation) on all workstations across all OICL offices mentioned in Annexure-</p>	



	<p>5 and keep it up to date throughout the contract period for following applications:-</p> <ul style="list-style-type: none">• Centralised Anti-virus software (Symantec)• Enterprise Management Solution (Sapphire)• Centralized Helpdesk (Sapphire) at HO having partitions for individual ROs• Biometric Solution (Secugen)• Data Loss Prevention (DLP) Solution• Network Access Control (NAC)• Mail Microsoft Exchange• Enterprise Content Management (EMC - Documentum)• Any other application required for OICL functioning.	
E	<p>Preventive Maintenance Activity:</p> <ol style="list-style-type: none">i. The bidder shall perform quarterly preventive maintenance of all the equipment under AMC.ii. The PM activity sheet will be provided by the OICL 15 days prior to the beginning of every quarter for each type of machine.iii. The Bidder shall provide office wise PM activity schedule one week prior to the beginning of every quarter.iv. The Bidder shall install necessary softwares, OS patches, Anti Virus patches etc. as per the requirement of OICL during PM activity.v. The Bidder shall ensure that all machines are in domain.vi. The Bidder shall make any changes required in configuration and settings of OS or any other software during PM activity.vii. PM activity for Network Switch and UPS will be carried out either after working hours or on weekends after finalizing the date in consultation with OICL.viii. The Bidder shall check the earthing status for each office during PM activity and report the same in PM call sheet.ix. The PM activity report signed by user is to be submitted to OICL quarterly along with quarterly bill/invoice.	
F	<p>Monthly Meeting:</p> <p>The Bidder will have Monthly Review Meeting with concerned HO-IT team and submit Minutes of Meeting.</p>	
G	<p>Training:</p> <p>The Resident Engineer shall prepare, update and provide documentation to Field Engineers/Service Engineers deployed across OICL Offices as mentioned in the RFP for call resolution.</p>	



16.2 Annexure 2: Authorization letter to attend tender opening

To,
The Chief Manager,
IT Department,
Head Office, New Delhi

Dear Sir,

Tender Ref. No. OICL/HO/ITD/PC-AMC/2018/01 Dated 26/03/2018

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

Yours faithfully

Signature of Bidder

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



16.3 Annexure 3: Application form for Eligibility Bid

To,
The Chief Manager,
IT Department,
Head Office, New Delhi

Application form for the Eligibility of the Bidder

Tender Ref. No. OICL/HO/ITD/PC-AMC/2018/01 Dated 26/03/2018

Company Details

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

Turnover and Net worth

Financial Year	Turnover (Rs. In Crores)	Net Worth
2014-15		
2015-16		
2016-17		

Details of EMD (BG/Demand Draft)

Description	Rs. 2,00,000/- BG/Demand Draft towards EMD

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)



16.4 Annexure 4: Contract Form

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

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

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

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

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

- The Tender Document Ref. No. OICL/HO/ITD/PC-AMC/2018/01 Dated 26/03/2018 and subsequent clarifications
- The Schedule of Requirements and the Requirement Specifications
- The Service Level Agreement
- The General Conditions of Contract
- The Purchaser’s Notification of Award

In consideration of the payments to be made by the Purchaser to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the purchaser to provide the hardware, associated software, and services and to remedy defects therein the conformity in all respects with the provisions of the contract.

The purchaser hereby covenants to pay the Bidder in consideration of the provision of the hardware, associated software, and services and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services, which shall be supplied/ provided by the Bidder, are as under:

Item No.	Description of the Item	Quantity	Price per Unit*	Total Price	Payment Terms

* Break-up would be as per commercial bid format

Total Value: _____

Delivery Schedule: _____



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

**Signed, Sealed and Delivered for
"The Oriental Insurance Co. Ltd." by it's
constituted Attorney**

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

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

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

**Company Seal
Witness I**

**Company Seal
Witness II**

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

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

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

Sl. No.	Office Code	Office Name	Hardware Item	Make	Model	Machine Serial No.
1	10000	Oriental House	PC	HCL	Infiniti BL 1330	A101AA320508
2	10000	Oriental House	PC	HCL	Infiniti BL 1330	A101AA320511
3	10000	Oriental House	PC	HCL	Infiniti BL 1330	A101AA320513
4	10000	Oriental House	PC	HCL	Infiniti BL 1330	A101AA320507
5	10000	Oriental House	PC	HCL	Infiniti BL 1330	A101AA320512
6	10000	Oriental House	PC	HCL	Infiniti BL 1330	A101AA320509
7	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057627
8	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057624
9	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057621
10	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057628
11	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057632
12	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057626
13	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057622
14	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057635
15	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057631
16	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057629
17	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057623
18	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057630
19	10000	Oriental House	PC	HCL	Infiniti BL 1330	B103AA057625
20	10000	Oriental House	PC	HCL	Infiniti BL 1330	4111AA828537
21	10000	Oriental House	PC	HCL	Infiniti BL 1330	4113AA142257
22	10000	Oriental House	PC	HCL	Infiniti BL 1330	4113AA142258
23	10000	Oriental House	PC	HCL	Infiniti BL 1330	4113AA142260
24	10000	Oriental House	PC	HCL	Infiniti BL 1330	4111AA828536
25	10000	Oriental House	PC	HCL	Infiniti BL 1330	4111AA828538
26	10000	Oriental House	PC	HCL	Infiniti BL 1330	4111AA828535
27	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904658
28	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000415
29	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000421
30	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904697
31	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000409
32	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000384
33	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904759
34	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904689
35	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000359
36	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904715
37	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000425
38	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904711
39	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000375
40	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000353
41	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000446
42	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000373
43	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904692
44	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904655
45	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904703
46	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904724
47	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904668
48	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904661
49	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904704
50	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904705
51	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000413
52	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904646
53	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904769
54	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904696
55	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904743
56	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904726
57	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000367
58	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904749



59	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000449
60	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000371
61	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904774
62	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904654
63	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000395
64	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904744
65	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000439
66	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000365
67	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000432
68	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000424
69	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000442
70	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000386
71	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904643
72	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000438
73	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000406
74	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000376
75	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000430
76	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000356
77	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000382
78	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904702
79	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000422
80	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904666
81	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904751
82	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904741
83	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000391
84	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904682
85	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000450
86	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000429
87	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000360
88	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904740
89	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000400
90	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000355
91	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000419
92	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000363
93	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000368
94	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904694
95	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904772
96	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904685
97	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904729
98	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904677
99	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904763
100	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000388
101	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000379
102	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904756
103	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904709
104	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904664
105	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904674
106	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904650
107	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904680
108	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904660
109	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904645
110	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000385
111	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000431
112	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904684
113	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904675
114	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000441
115	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904755
116	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000392
117	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000440
118	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904652
119	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904698
120	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904748



121	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904739
122	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904771
123	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904649
124	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904767
125	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904663
126	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904700
127	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904766
128	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904644
129	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904733
130	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904762
131	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000362
132	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000417
133	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000358
134	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000364
135	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904708
136	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904761
137	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904742
138	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904678
139	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000399
140	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000354
141	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904653
142	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904665
143	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904721
144	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000383
145	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904695
146	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904693
147	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904730
148	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904728
149	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904757
150	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904648
151	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904669
152	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904718
153	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904750
154	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT21000404
155	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904641
156	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904752
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495	10000	Oriental House	LJP	HP	P1566	VNC3Q04641
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733	10000	Oriental House	UPS	APC 10 KVA	SURT10000UXI	IQ085100005
734	10000	Oriental House	UPS	APC 10 KVA	SUR10000UXI	BQ1202000243



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735	10000	Oriental House	UPS	APC 10 KVA	SUR10000UXI	ISO849001683
736	10000	Oriental House	UPS	APC 5KVA	SURTD5000UXIQ	NQ0750000936
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750	10000	Oriental House	Rack	HCL	HCL	
751	10000	Oriental House	Rack	HCL	HCL	
752	10000	Oriental House	Rack	HCL	HCL	
753	10000	Oriental House	Unix Server	HCL	Infiniti Global Line 2700 SO	1093A1238070
754	10000	Oriental House	PC	WIPRO	WSG59355W7	11FFIT20904722
755	10000	Oriental House	Window Server	HCL	Itanium	6073A1510945
756	10000	Oriental House	Window Server	Dell	Power edge 840	H3G8V1S
757	10000	Oriental House	Window Server	Dell	Power edge 840	G3G8V1S
758	10000	Oriental House	Window Server	Netpower	Netpower Z2243	10EBT113800003
759	10001	88 janpath	PC	HCL	Infinity M 6025	A101AA320510
760	10001	88 janpath	PC	WIPRO	WSG59355W7	11FFIT21000423
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776	10001	88 Janpath	PC	WIPRO	WSG68105W8	13HGUG02401347
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781	10001	88 Janpath	PC	Acer	Veriton M2120G	UXVKSSI552H3911193
782	10001	88 Janpath	PC	Acer	Veriton M2120G	UXVKSSI552H3911212
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786	10001	88 Janpath	PC	Acer	Veriton M2120G	UXVKSSI552H3911263
787	10001	88 Janpath	PC	Acer	Veriton M2120G	UXVKSSI552H3911281



788	10001	88 Janpath	PC	Acer	Veriton M2120G	UXVKSSI552H3911288
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803	10001	88 janpath	LJP	HP	P1566	VNC3Q04707
804	10001	88 janpath	LJP	HP	P1108	VNF3231543
805	10001	88 Janpath	LJP	HP	M1319f	CNK8F95BL2
806	10001	88 Janpath	LJP	HP	M202n	vnc3d03547
807	10001	88 Janpath	LJP	HP	P1505	CNCJ134765
808	10001	88 Janpath	LJP	HP	P1007	VNF4345883
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811	10001	88 Janpath	LJP	HP	P1566	VNC3F15363
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815	10001	88 janpath	LJP	hp	m202dw	VNC3507883
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818	10001	88 Janpath	LJP	HP	P1108	VNF3N60572
819	10001	88 Janpath	LJP	HP	M203d	VNC3K01268
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822	10001	88 Janpath	LJP	HP	M203d	VNC3K01744
823	10001	88 Janpath	LJP	HP	M203d	VNC3300036
824	10001	88 Janpath	SCN	HP	SJ 5590	CN16KVH18V
825	10001	88 janpath	SCN	HP	SJ G2410	CN18UE224R-L2694A301
826	10001	88 Janpath	SCN	HP	SJ200	CN487B1276
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843	10002	Agawal House	PC	WIPRO	WSG59355W7	11FFIT20904768
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847	10002	Agarwal House	PC	WIPRO	WSG59355W7	11FFIT20904745
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866	10002	Agarwal House	PC	Acer	Veriton M2120G	UXVKSSI552H3911232
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899	10002	Agarwal House	LJP	HP	M1319f	cnk8f95bmd
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904	10002	Agarwal House	LJP	HP	M202DW	VNC3502543
905	10002	Agarwal House	LJP	HP	M202dw	VNC3507881
906	10002	Agarwal House	LJP	HP	P1108	VNF3N60459
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909	10002	Agarwal House	LJP	HP	M203d	VNC3K01516
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916	10002	Agarwal House	SCN	HP	SJ 5590	CN7BEPH094
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918	10002	Agarwal House	SCN	HP	SJ 5590	CN78TTH817
919	10002	Agarwal House	SCN	HP	SJ200	CN67PB11MG
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922	10002	Agarwal House	NWS	CISCO	2960	FOC0852Z10Q
923	10002	Agarwal House	NWS	CISCO	2960	FOC1836W4VN
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931	10002	Agarwal House	UPS	Delta 5KVA	GES502R212035	AIJ14901156WJ
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933	10002	Agarwal House	UPS	Delta 5KVA	GES502R212035	AIJ14901165WJ
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936	10002	Agarwal House	LJP	HP	P1566	VNC3Q04692
937	10002	Agarwal House	LJP	HP	P1566	VNC3Q04697
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941	10002	Agarwal House	LJP	HP	P1007	VNFNS99069
942	10002	Agarwal House	Rack	HCL	HCL	
943	10002	Agarwal House	UPS	APC 5KVA	SURT5000UXIQ	NQ0726001226
944	10002	Agarwal House	UPS	APC 5KVA	SURT5000UXIQ	NQ0828001646
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946	10004	Universal Building	PC	WIPRO	WSG68105W8	13HGUG02401317
947	10004	Universal Building	PC	WIPRO	WSG68105W8	13HGUG02401315
948	10004	Universal Building	PC	WIPRO	WSG59355W7	11FFIT20904775
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956	10004	RID	PC	Acer	Veriton M2120G	UXVKSSI552H3911329
957	10004	RID	PC	Acer	Veriton M2120G	UXVKSSI552H3911467
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959	10004	Universal Building	PC	Acer	Veriton M2120G	UXVKSSI552H3911107
960	10004	Universal Building	PC	Acer	Veriton M2120G	UXVKSSI552H3911303
961	10004	Universal	PC	Acer	Veriton M2120G	UXVKSSI552H3911332



962	10004	Universal Building	PC	Acer	Veriton M2120G	UXVKSSI552H3911453
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965	10004	Universal Building	LJP	HP	P1007	VNFN101392
966	10004	Universal Building	LJP	HP	P1566	VNC3Q04595
967	10004	Universal Building	LJP	HP	m202dw	VNC3502540
968	10004	RID	LJP	HP	M203d	VNC3300059
969	10004	RID	LJP	HP	M203d	VNC3300143
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971	10004	Universal Building	SCN	HP	SJ G2410	CN183E21T6
972	10004	Universal Building	SCN	HP	SJ200	CN67PB11N1
973	10004	RID	NWS	CISCO	2960	FCW2137A4NG
974	10004	RID	NWS	CISCO	2960	FCW2137A4KC
975	10004	Universal Building	NWS	CISCO	2960	FCW2137A4KF
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977	10004	Universal Building	Lipi	LIPI	T6100	T610ETFQ1298
978	10004	RID	PC	WIPRO	WSG59355W7	11FFIT20904712
979	10004	Universal Building	Rack	HCL	HCL	
980	10004	Universal Building	Unix Server	HCL	Infiniti Global Line 2700 SO	3103A1360114
981	10004	Universal Building	UPS	APC 10 KVA	SURT10000XLINBQ	YQ0427222833
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999	10005	RID	PC	WIPRO	WSG59355W7	11FFIT21000479
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1002	60000	OSTC	PC	Wipro	Win 7	11FFIT20903664
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1024	60000	OSTC	PC	Wipro	Win 7	11FFIT20903713
1025	60000	OSTC	PC	Wipro	Win 7	11FFIT20903685
1026	60000	OSTC	PC	Wipro	Win 7	11FFIT20903718
1027	60000	OSTC	PC	Wipro	Win 7	11FFIT20903670
1028	60000	OSTC	PC	Wipro	Win 7	11FFIT20903642
1029	60000	OSTC	PC	Wipro	Win 7	11FFIT20903740
1030	60000	OSTC	PC	Wipro	Win 7	11FFIT20903635
1031	60000	OSTC	PC	Wipro	Win 7	11FFIT20903698
1032	60000	OSTC	PC	Wipro	Win 7	11FFIT20903645
1033	60000	OSTC	PC	Wipro	Win 7	11FFIT20903703
1034	60000	OSTC	PC	Wipro	Win 7	11FFIT20903684
1035	60000	OSTC	PC	Wipro	Win 7	11FFIT20903695
1036	60000	OSTC	PC	Wipro	Win 7	11FFIT20903672
1037	60000	OSTC	PC	Wipro	Win 7	11FFIT20903719
1038	60000	OSTC	PC	Wipro	Win 7	11FFIT20903704
1039	60000	OSTC	PC	Wipro	Win 7	11FFIT20903663
1040	60000	OSTC	PC	Wipro	Win 7	11FFIT20903697
1041	60000	OSTC	PC	Wipro	Win 7	11FFIT20903712
1042	60000	OSTC	PC	Wipro	Win 7	11FFIT20903651
1043	60000	OSTC	PC	Wipro	Win 7	11FFIT20903729
1044	60000	OSTC	PC	Wipro	Win 7	11FFIT20903647
1045	60000	OSTC	PC	Wipro	Win 7	11FFIT20903741
1046	60000	OSTC	PC	Wipro	Win 7	11FFIT20903691
1047	60000	OSTC	PC	Wipro	Win 7	11FFIT20903382
1048	60000	OSTC	PC	Wipro	Win 7	11FFIT20903727
1049	60000	OSTC	PC	Wipro	Win 7	11FFIT20903751
1050	60000	OSTC	PC	Wipro	Win 7	11FFIT20903694
1051	60000	OSTC	PC	Wipro	Win 7	11FFIT20903737
1052	60000	OSTC	PC	Wipro	Win 7	11FFIT20903665
1053	60000	OSTC	PC	Wipro	Win 7	11FFIT20903734
1054	60000	OSTC	PC	Wipro	Win 7	11FFIT20903710
1055	60000	OSTC	PC	Wipro	Win 7	11FFIT20903728
1056	60000	OSTC	PC	Wipro	Win 7	11FFIT20903680
1057	60000	OSTC	PC	Wipro	Win 7	11FFIT20903669
1058	60000	OSTC	PC	Wipro	Win 7	11FFIT20903674
1059	60000	OSTC	PC	Wipro	Win 7	11FFIT20903706
1060	60000	OSTC	PC	Wipro	Win 7	11FFIT20903643
1061	60000	OSTC	PC	Wipro	Win 7	11FFIT20903652
1062	60000	OSTC	PC	Wipro	Win 7	11FFIT20903731
1063	60000	OSTC	PC	Wipro	Win 7	11FFIT20903732
1064	60000	OSTC	PC	Wipro	Win 7	11FFIT20903749
1065	60000	OSTC	PC	Wipro	Win 7	11FFIT20903653
1066	60000	OSTC	PC	Wipro	Win 7	11FFIT20903656
1067	60000	OSTC	PC	Wipro	Win 7	11FFIT20903748
1068	60000	OSTC	PC	Wipro	Win 7	11FFIT20903724
1069	60000	OSTC	PC	Wipro	Win 7	11FFIT20903730
1070	60000	OSTC	PC	Wipro	Win 7	11FFIT20903636
1071	60000	OSTC	PC	Wipro	Win 7	11FFIT20903742
1072	60000	OSTC	PC	Wipro	Win 7	11FFIT20903702



1073	60000	OSTC	PC	Wipro	Win 7	11FFIT20903683
1074	60000	OSTC	PC	Wipro	Win 7	11FFIT20903677
1075	60000	OSTC	PC	Wipro	Win 7	11FFIT20903739
1076	60000	OSTC	PC	Wipro	Win 7	11FFIT20903639
1077	60000	OSTC	PC	Wipro	Win 7	11FFIT20903696
1078	60000	OSTC	PC	Wipro	Win 7	11FFIT1000276
1079	60000	OSTC	PC	Wipro	Win 7	11FFIT20903733
1080	60000	OSTC	PC	Wipro	Win 7	11FFIT20903673
1081	60000	OSTC	PC	Wipro	Win 7	11FFIT20903690
1082	60000	OSTC	PC	Wipro	Win 7	11FFIT20903676
1083	60000	OSTC	PC	Wipro	Win 7	11FFIT20903711
1084	60000	OSTC	PC	Wipro	Win 7	11FFIT20903746
1085	60000	OSTC	PC	Wipro	Win 7	11FFIT20903745
1086	60000	OSTC	PC	Wipro	Win 7	11FFIT20903716
1087	60000	OSTC	PC	Wipro	Win 7	11FFIT20903671
1088	60000	OSTC	PC	Wipro	Win 7	11FFIT20903650
1089	60000	OSTC	PC	Wipro	Win 7	11FFIT20903662
1090	60000	OSTC	PC	Wipro	Win 7	11FFIT20903708
1091	60000	OSTC	PC	Wipro	Win 7	11FFIT20903714
1092	60000	OSTC	PC	Wipro	Win 7	11FFIT20903692
1093	60000	OSTC	PC	Wipro	Win 7	11FFIT20903659
1094	60000	OSTC	PC	Wipro	Win 7	11FFIT20903649
1095	60000	OSTC	PC	Wipro	Win 7	11FFIT20903640
1096	60000	OSTC	PC	Wipro	Win 7	11FFIT20903666
1097	60000	OSTC	PC	Wipro	Win 7	11FFIT20903646
1098	60000	OSTC	PC	Wipro	Win 7	11FFIT21000274
1099	60000	OSTC	PC	Wipro	Win 7	11FFIT21000272
1100	60000	OSTC	PC	Wipro	Win 7	11FFIT20903681
1101	60000	OSTC	PC	Wipro	Win 7	11FFIT21000275
1102	60000	OSTC	PC	Wipro	Win 7	11FFIT20903701
1103	60000	OSTC	PC	Wipro	Win 7	11FFIT20903634
1104	60000	OSTC	PC	Wipro	Win 7	11FFIT20903667
1105	60000	OSTC	PC	Wipro	Win 7	11FFIT20903658
1106	60000	OSTC	PC	Wipro	Win 7	11FFIT20903717
1107	60000	OSTC	PC	Wipro	Win 7	11FFIT20903720
1108	60000	OSTC	PC	Wipro	Win 7	11FFIT20903675
1109	60000	OSTC	PC	Wipro	Win 7	11FFIT20903655
1110	60000	OSTC	PC	Wipro	Win 7	11FFIT20903743
1111	60000	OSTC	PC	Wipro	Win 7	11FFIT20903750
1112	60000	OSTC	PC	Wipro	Win 7	11FFIT21000273
1113	60000	OSTC	PC	Wipro	Win 7	11FFIT20903705
1114	60000	OSTC	PC	Wipro	WSG68105W8	13HGUG02401223
1115	60000	OSTC	PC	Wipro	WSG68105W8	13HGUG02401208
1116	60000	OSTC	PC	Wipro	WSG68105W8	13HGUG02401224
1117	60000	OSTC	PC	Wipro	WSG68105W8	13HGUG02401199
1118	60000	OSTC	PC	Wipro	WSG68105W8	13HGUG02401211
1119	60000	OSTC	PC	Wipro	WSG68105W8	13HGUG02401212
1120	60000	OSTC	PC	Wipro	Win 7	11FFIT20903699
1121	60000	OSTC	PC	Acer	Veriton M2120G	
1122	60000	OSTC	PC	Acer	Veriton M2120G	
1123	60000	OSTC	PC	Acer	Veriton M2120G	
1124	60000	OSTC	PC	Acer	Veriton M2120G	
1125	60000	OSTC	PC	Acer	Veriton M2120G	
1126	60000	OSTC	PC	Acer	Veriton M2120G	
1127	60000	OSTC	PC	Acer	Veriton M2120G	
1128	60000	OSTC	PC	Acer	Veriton M2120G	
1129	60000	OSTC	PC	Acer	Veriton M2120G	
1130	60000	OSTC	PC	Acer	Veriton M2120G	
1131	60000	OSTC	PC	Acer	Veriton M2120G	
1132	60000	OSTC	LJP	HP	M203d	VNC3300323
1133	60000	OSTC	LJP	HP	M203d	VNC3K03915
1134	60000	OSTC	LJP	HP	M203d	VNC3K03932



1135	60000	OSTC	LJP	HP	M203d	VNC3K04122
1136	60000	OSTC	LJP	HP	M203d	VNC3K04132
1137	60000	OSTC	LJP	HP	M203d	VNC3K04196
1138	60000	OSTC	LJP	HP	M203d	VNC3300324
1139	60000	OSTC	LJP	HP	M203d	VNC3K03917
1140	60000	OSTC	LJP	HP	M203d	VNC3K03933
1141	60000	OSTC	LJP	HP	P1566	VNC3Q09450
1142	60000	OSTC	LJP	HP	P1566	VNCJF2581
1143	60000	OSTC	LJP	HP	1136	CNJ8FB76J7
1144	60000	OSTC	LJP	HP	1136	CNB768G
1145	60000	OSTC	LJP	HP	1136	CNJ8FB76T4
1146	60000	OSTC	LJP	HP	M1319f	CNK8F95BNY
1147	60000	OSTC	LJP	HP	A915	CNB3L4W24F
1148	60000	OSTC	LJP	HP	K209G	CN3381105X
1149	60000	OSTC	LJP	EPSON	L-200	NFZK053028
1150	60000	OSTC	LJP	HP	M-175A	CNC9D4DVOH
1151	60000	OSTC	NWS	CISCO	2960	FCW2137A4GP
1152	60000	OSTC	NWS	CISCO	2960	FCW2137A4GY
1153	60000	OSTC	NWS	CISCO	2960	FCW2137A4L6
1154	60000	OSTC	NWS	D-link	DES1016D	92451197
1155	60000	OSTC	NWS	D-link	DGS1024D	PV0649A000625
1156	60000	OSTC	NWS	D-link	DE-816TP	P1QA186004588
1157	60000	OSTC	NWS	D-link	DGS1016D	P1QA186004589
1158	60000	OSTC	NWS	D-link	DGS1024D	P1X4189000105
1159	60000	OSTC	NWS	D-link	DGS1024D	P1T0188003301
1160	60000	OSTC	NWS	D-link	DGS1024D	DRC2585001277
1161	60000	OSTC	NWS	D-link	DES1016A	QS5P1F2001191
1162	60000	OSTC	NWS	D-link	DES1016D	F30615C000199
1163	60000	OSTC	UPS	APC 10 KVA	SURT10000UXI	1Q0804009766
1164	60000	OSTC	UPS	Tritronics	10 KVA	Y03114093
1165	60000	OSTC	Rack	HCL	HCL	
1166		Scindia House	PC	WIPRO	WSG59355W7	11FFIT20904681
1167		Scindia House	LJP	HP	P1015	SGFBM76677
1168		Scindia House	PC	WIPRO	WSG59355W7	11FFIT20904764

Note: Each 10 KVA APC make UPS and 5 KVA APC make UPS is with 1 External Charger and 1 isolation transformer.