

The Oriental Insurance Company Limited

Head Office, New Delhi



Request for Proposal

For

Procurement of Servers, Computer Hardware and Software

(Ref No: OICL/HO/ITD/PC/2015/02 Dated 31.07.2015)

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



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Non-Refundable Tender Fee

Non-Transferable Receipt

To be filled by OICL Official

Tender Ref. No.	OICL/HO/ITD/PC/2015/02 Dated 31.07.2015
Copy No.	
Date of Issue	
Tender Issued to Bidder	
Cheque No./Draft No.	
Date	
Cheque/Draft Amount	
Bank Name	
Name of OICL Official	
Designation of OICL Official	
Signature	
OICL Official	Bidder's Representative with Contact No. and Date



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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 Tender Document is Non-Transferable

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

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

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

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1 INTRODUCTION

1.1 About the Company

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

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

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

The company has sold more than 10 million policies in the year 2013-14. Company has more than 100 general insurance products to cater to the varied insurance needs of its customers. It also has a strong workforce of about 15000 employees and over 35,000 agents.

1.2 Notice Inviting Bids

The Deputy General Manager (IT), The Oriental Insurance Company Limited invites sealed bids from eligible companies / organisations / firms for Delivery, Installation and support of following items:-

S.N.	Item Description	Quantity
1	Rack Server	1
2	Tower Server	1
3	Desktop Computer	8
4	Workstation	1
5	Microsoft Office 2013 Professional 64 Bit	10
6	Rack	1
7	External Hard Drive 1 TB	2

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



2. The RFP document will be available for sale at the above address between 11:00 Hours to 16:00 Hours on all working days from 31.07.2015 to 31.08.2015 on payment of non-refundable Tender Fee of Rs.500/- including Service Tax by crossed Demand Draft/ Banker's Pay Order in favour of "The Oriental Insurance Company Limited" payable at New Delhi.
3. Soft 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.

1.4 Eligibility Criteria

1. The Bidder should be registered under C.S.T. and/or have the sales tax registration in the state where the company has a registered office. The bidder should submit Certificate of valid Sales Tax/VAT Registration Certificate and Service Tax Registration Certificate. **Provide the details as per Annexure-A.**
2. The bidder must either be an Original Equipment Manufacturer (OEM) of the Items quoted in this Tender or its Authorized Agent for this bid. For all the items quoted in this Tender, the OEM can either bid directly or through an Agent but not both. Also, The Bidder should quote on behalf of one OEM only for each item. **OEM Authorization letter should be attached as per Annexure-B.**
3. Bidder's Annual Turnover should be minimum Rs. 20 Crore and a Positive Net worth in any three previous three Financial Years from 2011-12, 2012-13, 2013-14, and 2014-15. **Provide the details as per Annexure-A along with Certified Audited Documents/ Balance Sheets.**
4. Bidder should have prior experience of successful Delivery and Installation of at least 20 Numbers of Desktop Computer & 2 Number of Rack Servers for at least One Customer in last three years (2012-13, 2013-14, 2014-15). Also, provide the name, designation, contact details and address of a contact person for each reference. **Provide the details as per Annexure-C along with documentary proofs.**
5. Bidder must provide minimum one reference of Bidder's Clients who have made purchase of Desktop Computer and Windows Servers in excess of Rupees Ten Lakhs (single order) during the last year (2014-15). **Provide the details as per Annexure-C along with documentary proofs.**
6. The Bidder shall be operating for last five financial years in India. **Declaration Letter regarding the same should be attached.**
7. Bid validity should be 180 days from the last date of submission of Commercial Bid prescribed by OICL.
8. Bid must be accompanied by a Bid Security in the form of a Bank Guarantee/ Bank Draft of Rupees Two Lakhs issued by a Nationalized / Scheduled Bank with validity of 180 days from the last date of submission of Commercial Bid in the format as per **Annexure-D.**
9. The bid must be signed by a person with the proper authority to bind the company as a "Constituted Attorney of the Company".
10. During the technical evaluation stage, OICL representatives will verify the submitted client references to ascertain the similarity of the Services used to that offered to OICL.
11. Declaration from the Company Secretary/Authorised Signatory regarding non-blacklisting from any Govt Organization/PSU. Letter from company secretary/authorised signatory as per **Annexure-G.**
12. It is mandatory for the bidder to quote for all the items mentioned in the tender.



1.5 Time Schedule

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

Event	Target Date
Sale of RFP Document	31.07.2015 to 31.08.2015 between 11:00 AM to 04:00 PM
Last Date to send in request for Clarifications	07.08.2015
Pre-Bid Meeting	13.08.2015
Last Date for Submission of Bids	31.08.2015 at 04:00 PM
Opening of Pre-Qualification cum Technical Bids	31.08.2015 at 04.15 PM
Declaration of Short-listing of bidders based on Pre-Qualifications cum Technical criteria	Shall be announced later
Declaration of Short-listing 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

- If any of the above dates is declared holiday for OICL, the next working date will be considered.
- OICL reserves the right to change the dates mentioned in the RFP.
- A prospective bidder requiring any clarification of the tender document may notify OICL by writing to tender@orientalinsurance.co.in; OICL will respond to any request for clarification of the tender document in the Pre-Bid Clarifications Meeting.
- The Bidders must purchase the Tender document for participating in the Pre-Bid Clarifications Meeting.
- The Bidders are advised to restrict number of representatives to not more than two during Pre-Bid Clarifications Meeting.



2 SCOPE OF WORK

The Scope of Work includes Delivery and Installation of following items:

S.N.	Item Description	Quantity
1	Rack Server	1
2	Tower Server	1
3	Desktop Computer	8
4	Workstation	1
5	Microsoft Office 2013 Professional 64 Bit	10
6	Rack	1
7	External Hard Drive 1 TB	2

Technical Specifications of above items are mentioned in Annexure-H.

The location where above items are to be delivered and Installed is as under:

**A-25/27, Asaf Ali Road, 'Oriental House'
Head Office, The Oriental Insurance Company Limited.
New Delhi-110002.**

Delivery and Installation Time: The successful Bidder shall deliver and install all the above-mentioned items within 6 weeks from the date of purchase order.

Warranty Period: The Warranty Period for all the above Hardware Items shall be for a period of One Year and that shall start from the successful acceptance of the installation.

AMC Period: AMC for two years for Rack Server, Tower Server, Desktop Computer and Workstation will commence immediately after warranty period expires. The Warranty (ATS/AMC) should be back-to-back from OEM onsite and comprehensive in nature.

Please Note: Any additional items/ component like cable, accessories, services etc. required to complete the installation may be assessed by the bidder and the same may be incorporated in the offer.



3 INSTRUCTIONS TO BIDDERS

3.1 Procedure for submission of Bids

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

1. Pre-qualification cum Technical Bid
2. Commercial Bid

Two sealed envelopes containing Pre-Qualification Bid, Technical Bid and Commercial Bid along with softcopy should be submitted in the following manner:-

Envelope I – Pre-Qualification cum Technical Bid: Comprising of two hard copies with information requested by OICL.

- a) Each of the two hard copies of Pre-Qualification cum Technical Bid should be a complete document, bound as a volume and placed in separate sealed envelopes super-scribed "Pre-qualification cum Bid for Tender No: OICL/HO/ITD/PC/2015/02 Dated 31.07.2015".
- b) Each of the sealed envelopes should also be marked as "Original" and "First Copy" respectively.
- c) The soft copy (word and/or excel format) of the Commercial Bid should be submitted on a CD sealed in an envelope marked as "Soft Copy of Commercial Bid for Tender No: OICL/HO/ITD/PC/2015/02 Dated 31.07.2015".
- d) The two envelopes of pre-qualification cum technical bid should be placed in a single sealed envelope super-scribed: "Pre-qualification cum Technical Bid for Tender No: OICL/HO/ITD/PC/2015/02 Dated 31.07.2015".

Envelope II - Commercial bid: Comprising of two hard copies and one soft copy (word and/or excel format) of:-

- a) Each of the two hard copies of the Commercial Bid should be a complete document, bound as a volume and placed in separate sealed envelopes super-scribed "Commercial Bid for Tender No: OICL/HO/ITD/PC/2015/02 Dated 31.07.2015".
- b) Each of the sealed envelopes should also be marked as "Original" and "First Copy" respectively.
- c) The soft copy (word and/or excel format) of the Commercial Bid should be submitted on a CD sealed in an envelope marked as "Soft Copy of Commercial Bid for Tender No: OICL/HO/ITD/PC/2015/02 Dated 31.07.2015".
- d) The two envelopes of commercial bid should be placed in a single sealed envelope super-scribed: "Commercial Bid for Tender No: OICL/HO/ITD/PC/2015/02 Dated 31.07.2015".

Note: The Bid shall be typed in English and signed by the Bidder or a person(s) duly authorized to bind the Bidder to the Contract. The person(s) signing the Bids shall initial all pages of the Bids.

3.2 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' 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 / Sign the Contract within the time prescribed by OICL after qualifying.

3.3 Evaluation Criteria

The competitive bids shall be evaluated in two phases:

Stage 1 – Eligibility cum Technical Evaluation

Stage 2 – Commercial Evaluation

Stage 1 – Eligibility cum Technical criteria Evaluation

- Eligibility criterion for the bidders to qualify is mentioned in Section 1.4 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.
- It is mandatory for the bidder to comply with all the line items given in the technical specifications given at Annexure-H. In case if the bidder does not comply with any of the line items given in technical specifications, it will not qualify to Stage 2 of evaluation process.

Stage 2 – Commercial Bid Evaluation

OICL will award the contract to the successful Bidder whose bid has been determined as the Lowest Commercial bid (L1) in Stage 2 – Commercial Bid evaluation.



4 BID DOCUMENTS

4.1 Eligibility cum Technical Bid Documents

4.1.1 Eligibility Bid Document

Eligibility bid Document should contain following:

1. The bidder should submit Certificate of valid Sales Tax/VAT Registration Certificate and Service Tax Registration Certificate. **Provide the details as per Annexure-A.**
2. The OEM Authorization letter should be attached as per Annexure B. In case of multiple OEMs, OEM Authorization letter of each OEM is to be submitted separately.
3. Bidder's Annual Sales Turnover should be more than **Rs. 20 Crore** and a **Positive Net worth** (measured as paid-up capital plus free reserves) in the previous three Financial Years viz. FY 2011-12, 2012-13 & 2013-14. **Provide the details as per Annexure-A along with Certified Audited Documents/ Balance Sheets.**
4. Bidder should have prior experience of successful Delivery and Installation of at least 20 Numbers of Desktop Computer & 2 Number of Rack Servers for at least One Customer in last three years (2012-13, 2013-14, and 2014-15). Also, provide the name, designation, contact details and address of a contact person for each reference. **Provide the details as per Annexure-C along with documentary proofs.**
5. The Bidder must provide minimum one reference of Bidder's Clients who have made purchase of Desktop Computer/Windows Servers in excess of Rupees Ten Lakhs (single order) during the last year (2014-15). **Provide the details as per Annexure-C along with documentary proofs.**
6. The Bidder shall be operating for last five financial years in India. **Declaration Letter regarding the same should be attached.**
7. Bid validity should be 180 days from the last date of submission of Commercial Bid prescribed by OICL. **Declaration Letter regarding the same should be attached.**
8. Bid must be accompanied by a Bid Security in the form of a Bank Guarantee/ Bank Draft of Rupees Two Lakhs issued by a Nationalized / Scheduled Bank with validity of 180 days from the last date of submission of Commercial Bid in the format as per **Annexure-D.**
9. The Bid must be signed by a person with the proper authority to bind the company as a "Constituted attorney of the company".
10. Declaration from the company Secretary/Authorised Signatory regarding non-blacklisting from any Govt Organization/PSU. Letter from company secretary/authorised signatory as per **Annexure-G.**
11. It is mandatory for the bidder to quote for all the items mentioned in the tender. **Declaration Letter regarding the same should be attached.**

Terms and conditions for Eligibility Bid:

1. The bidder should not quote in consortium with any other partner.
2. Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this tender and subsequent modifications to this tender, if any.



3. The documentary evidence asked in respect of the Eligibility Criteria would be essential. Bids not accompanied by documentary evidence may be rejected. Clarification/ Additional documents, if any, sought by OICL from the bidder have to be submitted within the stipulated time. Otherwise, bid will be rejected and no further correspondence in the matter will be entertained by OICL.
4. Any alterations, erasures or discrepancies in figures etc. may render the bid invalid.
5. Hardcopy of the complete Eligibility-Bid document spirally bound in the format given in this tender.
6. Softcopy of the entire Eligibility bid in CD/ DVD
7. The bid may be rejected in case of Non-Adherence to any of the instructions given above.

4.1.2 Technical Bid Documents

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

Technical bid should contain the following:

1. Covering letter giving reference of this tender and consent for acceptance of all the Terms and Conditions of this tender and listing out all the enclosures.
2. Compliance to Technical Specifications as per Annexure-H
3. Datasheet of Proposed Products
4. Hardcopy of the complete Technical-Bid document spirally bound in the format given in this tender.
5. Softcopy of the entire Technical bid in CD/ DVD

4.2 Commercial Bid Documents

Commercial Bid should contain the following:-

1. Softcopy of the entire Commercial Bid on one CD.
2. Hardcopy of the Commercial-bid document.

Note:-

1. Softcopy of the Commercial details in CD along with the respective printouts of the same duly certified, signed and stamped are also to be submitted along with the Commercial bid respectively. Failure to submit the readable softcopy of the commercial bid will result in rejection of the bid. The contents of the soft copy submitted in the CD and the contents of the Hardcopies duly certified shall be exactly the same.
2. The quoted rates should be in Indian Rupees only and same should be filled in both words and figures.

4.3.1 Commercial Bid:

OICL reserves the right to select few or all items quoted below during final contract sign-off. In such case the value of the contract will be the cost of selected items finally opted by OICL. The Prices are including all Taxes. Taxes extra will be paid on actual basis.



5 TERMS AND CONDITIONS

5.1 Definitions

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

SOLUTION: Shall mean Delivery and Installation of Items required in the Tender.

5.2 Amendment to Bid Document

At any time prior to the deadline for submission of Bids, OICL, for any reason, on its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding Document, by amendment. All prospective Bidders that have received the Bidding Document will be notified of the amendment. The same will be binding on them. In order to allow prospective Bidders reasonable time in which to consider the amendment in preparing their Bids, OICL, at its discretion, may extend the deadline for a reasonable period as decided by OICL for the submission of Bids. Details will be communicated and published on our portal www.orientalinsurance.org.in

5.3 Submission of Bids

The bidders shall seal the envelopes containing Pre-Qualification Bid / Technical Bid / Commercial Bid. Envelopes shall be addressed to OICL at the address given; and bear the Project Name “**RFP – Procurement of Computer Hardware and Software) Pre-Qualification Bid / Technical Bid / Commercial Bid Tender No. OICL/HO/ITD/PC/2015/02 Dated 17.07.2015**”. Envelopes should indicate on the cover the name and address of the Bidder. A bidder shall submit only one proposal.

5.4 Performance Security

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

5.5 Pre-Bid Conference

A prospective bidder requiring any clarification of the tender document may notify OICL by writing to tender@orientalinsurance.co.in; OICL will respond to any request for clarification of the tender document in the pre-bid conference.

The Representatives of Bidders attending the pre-bid conference must have proper authority letter to attend pre-bid conference and must have purchased the Tender document. Bidders are advised to restrict number of representatives to not more than two during pre-bid conference. The bidder must produce the proof of purchase of tender document, during pre bid conference. Any modification to the Bidding Documents, which may become necessary as a result of the pre-bid meeting, shall be made by the Company exclusively through the issuance of an Addendum and not through the minutes of the pre-bid meeting. Non-attendance at the pre-bid conference shall not be a cause for disqualification of a bidder.



5.6 Installation and Implementation

The Acceptance test against the installation of all items mentioned in the Tender shall be conducted by the successful bidder in the presence of OICL's authorized representative(s) and/or any other team or agency nominated by OICL. All expenses for Acceptance Test shall be borne by the bidder.

5.7 Warranty & AMC

- a) The Warranty Period for all the above Hardware Items shall be for a period of One Year and that shall start from the successful acceptance of the installation. After one Year of warranty, AMC period shall be two Years.
- b) The Bidder agrees that the Solution works as per the technical requirement specification.
- c) The Bidder agrees that as and when any problem arises, they shall be immediately rectified.
- d) The bidder agrees that during the warranty & AMC period, the following Operation support shall be provided:
 1. On call on-site support.
 2. Tuning and configuration of Hardware
 3. Providing any hand holding support during the live operation.
 4. Redress all operational problems, if any.
 5. Off-site helpdesk support.

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

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

5.8 Payment Schedule

The payment for 1st Year will be made as per the tentative milestones identified below as percentage of cost of the product (Hardware + Software + Warranty)

S. N.	Milestone	Documents to be submitted	Percentage
1	Delivery of equipment	Delivery Challan	70%
2	Providing necessary documentation, successful implementation and integration of equipment.	Proof of Installation report and ATR	30%
Total			100%

AMC charges (2nd Year & 3rd Year) will be paid quarterly in arrears.

5.9 Mode of Payment

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

1. Type of Bank account (Current / Savings/Cash Credit).
2. Bank Account Number
3. IFSC / NEFT Code (11 digit code) / MICR code, as applicable, along with a cancelled cheque leaf.



4. Permanent Account Number (PAN) under Income Tax Act; TIN/Sales Tax Registration Number (for supply of Goods) and Service Tax, Registration Number (for supply of Services), as applicable.
5. E-mail address of the vendor / authorized official (for receiving the updates on status of payments).

5.10 Canvassing/Contacting

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

5.11 Currency of Payments

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

5.12 Change Orders

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

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

5.13 Delays in Bidder's performance

Implementation of the Solution shall be made by the bidder in accordance with the time schedule specified by OICL in the contract.

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

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

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

5.14 Insurance

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



arrangements for repair and/or replacement of any damaged item irrespective of settlement of claim by the underwriters.

5.15 Liquidated Damages

If the bidder fails to implement the solution within the time period specified in the contract, OICL shall without prejudice to its other remedies, deduct from the contract price as liquidated damages, a sum equivalent to 0.5% of the uninstalled quantity for every week (7 days) or part thereof delay, up to maximum deduction of 10% of the contract value. Once the maximum is reached, OICL may consider termination of contract. Performance of services shall be within the norms specified in Service Level Agreement (SLA) forming a part of the contract. In case the bidder fails to deliver the above standards of maintenance, there will be penalty as specified in the SLA.

5.16 Termination for Default

OICL may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the contract in whole or in part: If the bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; OR

If the bidder fails to perform any other obligation(s) under the contract

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

5.17 Force Majeure

The bidder shall not be liable for forfeiture of his performance security, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of OICL either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the bidder shall promptly notify OICL in writing of such conditions and the cause(s) thereof. Unless otherwise directed by OICL, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

5.18 Termination for Insolvency

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

The Supplier being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture/share holders or circumstances occur entitling the court or debenture/share holders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the OICL.

5.19 Termination for Convenience

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

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

- a) To have any portion completed and delivered at the contracted terms and prices; and/ or



- b) 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.

5.20 Arbitration

OICL and the bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract. If, after thirty (30) days from the commencement of such informal negotiations, OICL and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified below.

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

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

5.21 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.

5.22 Applicable Law

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

5.23 Prices

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

5.24 Deduction

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

5.25 No Claim Certificate

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

5.26 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 Developed independently by the bidder

In the event that Bidder is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Bidder shall promptly notify OICL and allow OICL a reasonable time to oppose such process before making disclosure.

Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause OICL irreparable harm, may leave OICL with no adequate remedy at law and OICL is entitled to seek injunctive relief.

OICL does not wish to receive the Confidential Information of Bidder, and Bidder agrees that it will first provide or disclose information, which is not confidential. Only to the extent that OICL requests Confidential Information from Bidder, shall Bidder furnish or disclose Confidential Information. Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party. The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender. Confidential Information disclosed under this contract shall be subject to confidentiality obligations for a period of two years following the initial date of disclosure. Nothing contained in this contract shall limit the bidder from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract.

5.27 Tools and Equipment

The bidder shall provide all necessary tools and equipment required for the implementation of the Solution.

5.28 Supervision

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

5.29 Rights reserved by OICL

1. Company reserves the right to accept or reject any or all Bids without assigning any reasons.
2. Company reserves the right to verify the validity of information given by the bidders. If at any future point of time, it is found that the bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.
3. OICL reserves the right to issue a fresh RFP for Procurement of Computer Hardware and Software at any time during the validity of the contract period with the selected bidder.

5.30 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.

5.31 Clarification of Offer

To assist in the scrutiny, evaluation and comparison of offer, OICL may, at its discretion, ask the Bidder for clarification of their offer. OICL has the right to disqualify the Bidder whose clarification is found not suitable to the proposed project.

OICL reserves the right to make any changes in the terms and conditions of purchase. OICL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.

5.32 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.

5.33 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.

5.34 Limitations of Liability

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

5.35 Repeat Order

OICL, on its own discretion, may place repeat order of upto 50% quantity at the same unit price, under same Terms and Conditions within 6 Months from the date of issue of Purchase Order.



6 SERVICE LEVEL AGREEMENT

Bidders need to strictly adhere to Service Level Agreements (SLA) as specified in this section.

6.1 Availability

- a) The percentage uptime should be calculated on monthly basis (24 hours a day) = $100 \times \frac{\text{Total contracted minutes in a month} - \text{Downtime minutes within contracted minutes in a month}}{\text{Total contracted minutes in a month}}$.
- b) The Bidder should make sure there are not more than two instances of breakdown in a single month, exceeding which OICL will deduct penalty @ 1 % of the contract value computed quarterly.
- c) In case of non-availability of the systems, the bidder will be given 24 hours (calculated from the time of login of the failure) to repair. In case of a delay beyond 24 hours, OICL shall impose penalty as per the slab mentioned in Section 6.4

6.2 Uptime

The bidder shall provide Warranty and AMC support on all days of the year (24x7, 365 days a year).

6.3 Response Time and Mean Time to Restore [MTTR]

- a) Response Time shall be 15 min and MTTR shall be 24 hours from the time of login of failure. However, penalty shall be applicable as per penalty defined in the Section 6.4 of this RFP.
- b) The bidder shall guarantee an uptime of 95% for the complete server infrastructure as a whole during warranty & AMC, which shall be calculated on monthly basis.
- c) The "Uptime" is, for calculation purposes, equals to the total contracted minutes in a month less Downtime.
- d) The "Downtime" is the time between the time of report by OICL and time of restoration within the contracted minutes.
- e) "Restoration" is the condition when the selected bidder demonstrates that the Network components and system is in working order and OICL acknowledges the same.
- f) The downtime calculated shall not include any failure due to OICL and Force Majeure. However, bidder shall inform OICL 7 (seven) days in advance before doing preventive maintenance or pre-planned activity.
- g) Log book shall be maintained for recording details such as date and time of failure, nature of failure, time of reporting, time of restoration, details of repair, acknowledgement by OICL that the failure is rectified, signature of both winning bidder and OICL, etc.

6.4 Penalty Calculation

Total Cost is defined as the Components of Cost refer to the below mentioned components:

S.N.	Item Description	Cost
1	Rack Server	
2	Tower Server	
3	Desktop Computer	
4	Workstation	

The corresponding cost of the component is to be referred from Section 4.3 Bill of Materials submitted by the bidder.



6.4.1 Penalty on Default of Implementation

Default in implementation (installation and configuration) of items at OICL’s Head Office, New Delhi within 6 weeks from the date of issue of the purchase order, due to reasons solely attributable to the bidder would attract a penalty of 0.50% of total Project Cost.(as per Section 4.3) for every week (7 calendar days) of delay beyond 6 weeks and part there off. The penalty would be subject to an overall cap of 10% of the contract value and thereafter the contract may be cancelled and amount paid if any will be recovered with 1.25% interest per month from the date of respective payment made by OICL to the bidder.

6.4.2 Penalty on Availability Default

In case of non-availability of the systems due to part failure or total failure, the bidder will be given 24 hours to repair calculated from the time of login of the failure. In case of a delay beyond 24 hours, OICL shall impose penalty as mentioned below on slab basis

Delay <= 24 hours	No Penalty
24 hours =< Delay < 30 hours	1% of the total cost of the equipment for 3 years that is Equipment Cost (including 1 Year Warranty Cost) + Implementation Cost + AMC Charges for remaining 2 years)
30 hours =< Delay < 36 hours	2% of the total cost of the equipment for 3 years that is Equipment Cost (including 1 Year Warranty Cost) + Implementation Cost + AMC Charges for remaining 2 years)
36 hours =< Delay < 42 hours	3% of the total cost of the equipment for 3 years that is Equipment Cost (including 1 Year Warranty Cost) + Implementation Cost + AMC Charges for remaining 2 years)
42 hours =< Delay < 48 hours	4% of the total cost of the equipment for 3 years that is Equipment Cost (including 1 Year Warranty Cost) + Implementation Cost + AMC Charges for remaining 2 years)
48 hours =< Delay < 54 hours	5% of the total cost of the equipment for 3 years that is Equipment Cost (including 1 Year Warranty Cost) + Implementation Cost + AMC Charges for remaining 2 years)
Delay >= 54 hours	Penalty at the rate of 5% of total cost of the equipments for every 2 hour delay exceeding 54 hours of downtime.

The above penalty calculation is assuming there is no redundant device at OICL Delhi.

The penalty on availability default will be subject to an overall cap of 10% of the contract value and thereafter, the contract may be cancelled and amount paid if any, will be recovered with 1.25% interest per month from the date of the respective payment made by OICL to the Bidder.

The bidder is required to submit the availability, uptime and performance report to OICL by 7th of every month and the same will reviewed by OICL. The uptime need to be jointly concluded by OICL and Successful bidder. OICLs decision will be final.



7 ANNEXURES

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7.1 Annexure-A: Application form for Eligibility Bid

To

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

Application form for the Eligibility of the Bidder

Tender Ref. No. OICL/HO/ITD/PC/2015/02 Dated 31.07.2015

Company Details

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

Turnover and Net worth

Financial Year	Turnover (Rs. in Crores)	Net worth

Details of EMD (BG)

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

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)



7.2 Annexure-B: OEM Authorization Format

To

The Deputy General Manager
Information Technology Department,
The Oriental Insurance Company Limited,
2nd Floor, Head Office, "Oriental House",
A-25/27, Asaf Ali Road,
New Delhi - 110 002

Reference: Tender No. OICL/HO/ITD/PC/2015/02 Dated 31.07.2015

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.

Yours faithfully,

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

Signature _____
Name _____
Designation _____
Address _____
Date _____

Company Seal



7.3 Annexure-C: Details of Projects undertaken

- Bidder should have prior experience of successful Delivery and Installation of at least 20 Numbers of Desktop Computer & 2 Number of Rack Servers for at least One Customer in last three years (2012-13, 2013-14, and 2014-15).
- Bidder must provide minimum one reference of Bidder's Clients who have made purchase of Desktop Computer/ Windows Servers in excess of Rupees Ten Lakhs (single order) during the last year (2014-15).

Financial Year / Accounting Year	Name of Client for whom project was undertaken	Contact Details of Senior Official representing the client for reference purpose	Approximate project cost.	Date of Award of Project	Current Status of Project



7.4 Annexure-D: Proforma for Bid Security

To: (Name of Purchaser)

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

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

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

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

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

Signature and Seal of Guarantors (Supplier's Bank)

.....

Date.....

Address.....

.....

.....



7.5 Annexure-E: Contract Form

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

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

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

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

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

- The Schedule of Requirements and the Requirement Specifications
- The General Conditions of Contract
- The Purchaser's Notification of Award

In consideration of the payments to be made by the Purchaser to the Vendor as hereinafter mentioned, the Vendor hereby covenants with the purchaser to Supply of Computer Hardware and Software and to remedy defects therein the conformity in all respects with the provisions of the contract.

The purchaser hereby covenants to pay the Vendor in consideration of the provision of the Supply of Computer Hardware and Software and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

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

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

* Break-up would be as per commercial bid format

Total Value: _____

Delivery Schedule: _____

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

Signed, Sealed and Delivered for "The Oriental Insurance Co. Ltd." by its constituted Attorney

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

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

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

Company Seal

Witness I

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

Company Seal

Witness II

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



7.6 Annexure-F: Authorization Letter for attending Tender Opening

To

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

Sir,

Reference: Tender No. OICL/HO/ITD/PC/2015/02 Dated 31.07.2015

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

Yours faithfully

Signature of Bidder

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

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



7.7 Annexure-G: Non-Blacklisting Declaration form

To

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

Reference: Tender No. OICL/HO/ITD/PC/2015/02 Dated 31.07.2015

Dear Sir /Madam,

With reference to your above referred tender regarding procurement of Computer Hardware and Software, we hereby confirm that we are not debarred / black listed by any State Govt or Central Government in India or any of its agencies or any PSU/BFSI as on the date of RFP and there has been no occasion of disassociation with any of our customers in India on account of delayed / defaulted deliveries or services.

Authorized Signatory

Name:

(Stamp)

Date:

Place:



7.8 Annexure-H: Technical Specifications

7.8.1 Rack Server

S.N.	Description	Mandatory Technical Requirements	Compliance (Yes / No)
1	Processor	2 * Intel Xeon E7-8857 v2 12 Core 3.0 GHz or higher Processor. Offered server should be scalable to 4 CPU's.	
2	Chipset	Latest compatible chipset supporting above processor.	
3	Memory	128 GB DDR3 1600 MHz using 16 GB DDR3 DIMM.	
4	DIMM Slots	Server should support minimum 48 DIMM Slots.	
5	Storage	6 * 900 GB 2.5" SAS hot swap HDD in Raid 5 Configuration	
6	RAID Controller	SAS Raid Controller with support for RAID 0,1 & 5 with Minimum 512 MB Cache	
7	Ethernet Ports	4 * Gigabit Ethernet (10/100/1000 Mbps) interfaces with necessary Cables	
8	PCI	3 PCIe Gen3 Slots	
9	Power Supply	Redundant Power Supplies (Hot Swappable)	
10	Cooling Fan	Redundant Cooling FANs (Hot Swappable)	
11	System Management	GUI Based Management Software with Remote presence	
12	Optical Drive	DVD R/W (Internal/External)	
13	Security Features	Power-on password, admin password	
14	Ports	Four USB Ports, One DB-15 video port, One DB-9 serial, and One 1 GbE RJ-45 systems management Port	
15	Monitor	24" LED screen color monitor, 32 bit colors or higher.	
16	USB KVM Cable	One KVM Cable to connect Server to KVM Switch i.e. Console Connector 3in1 (Keyboard/Video/Mouse), 3m	
17	Form Factor	Maximum 4U Rack Mountable	
18	Operating System	Microsoft Windows Server 2012 R2 Standard	

7.8.2 Tower Server

S.N.	Description	Mandatory Technical Requirements	Compliance (Yes / No)
1	Processor	1 * Intel Xeon 6 Core minimum 1.6 GHz E5-2600v3 or better processor	
2	Chipset	Latest compatible chipset supporting above processor.	
3	Memory	32 GB RAM upgradable to 64 GB	
4	DIMM Slots	Minimum 8 DIMM Slots	
5	Storage	2 * 600 GB 10 K RPM SAS HDD	
6	RAID Controller	RAID 0, 1, 10	
7	Ethernet Ports	4 * 1G Ports	
8	PCI	Minimum 2 PCIe Slots	
9	Power Supply	Redundant Power Supply	
10	Cooling Fan	Redundant Cooling Fan	
11	System Management	Standard System Management	
12	Optical Drive	DVD R/W (Internal/External)	
13	Ports	Minimum 2 USB Port	
14	Monitor	Minimum 17" Monitor	
15	Keyboard	USB Keyboard	
16	Mouse	USB Optical Mouse	
17	USB KVM Cable	One KVM Cable to connect Server to KVM Switch i.e. Console Connector 3in1 (Keyboard/Video/Mouse), 3m	
18	Form Factor	Tower	
19	Operating System	Microsoft Windows Server 2012 R2 Standard	



7.8.3 Desktop Computer

S.N.	Description	Mandatory Technical Requirements	Compliance (Yes / No)
1	Processor	Intel core i7 4 th Generation (3.6 GHz or Higher, 8 MB Cache or higher)	
2	Chipset	Latest compatible chipset supporting above processor.	
3	Motherboard	OEM Motherboard.	
4	Memory	16 GB DDR-3 SDRAM at 1333 Mhz and upgradable to 32 GB with minimum 4 DIMM slots.	
5	Internal Hard Disk Drive	same brand as CPU/Seagate/Toshiba/Western Digital make – 1 TB or more SATA (Smart-III or higher) with SATA Controllers and pre-failure alert (SMART III or above)	
6	Optical Drive	SATA Super Multi DVD writer	
7	Graphics	Integrated Intel HD Graphics supporting VGA and DVI (optional) based monitors.	
8	Ethernet Controller	Embedded auto sensing 10/100/1000 Mbps with remote boot features (PXE Boot)	
9	Cables & Connectors	Power cords for CPU and Monitor Connecting cord for monitor and display adapter	
10	Slots & Ports	4 External USB Ports (2 front , 2 Rear) 1 Serial, 1 VGA video 1 PS/2 Keyboard and Mouse 1 RJ-45 1 line in, 1 line out 1 full height PCI, 1 full height PCIe x 1, 1 full height PCI e x 16	
11	Monitor	24" or higher LED wide screen color monitor (same brand as CPU) with speakers , TCO 05 Complied and should have minimum resolution of 1360 x 768 @60 Hz , 32 bit colors or higher	
12	Keyboard	USB 104 keys Bilingual (English / Hindi) (Keyboard should be of same OEM/Third Party , color as base PC)	
13	Mouse	USB optical scroll OEM mouse and mouse pads of superior quality.	
14	Operating system	Preloaded latest version of, Windows 8.1 64 Bit Professional with latest service pack (license included). Each PC should be supplied with: 1.OS, Recovery mechanism to be provided for OS Restoration. 2.) Product documentation CD / manuals.	
15	Management Features	Optional tools for asset tracking including serial number tracking of system , CPU , memory , hard disk , with details on NIC , OS etc.	
16	Security Feature	Security loop for external lock , boot sequence control , power - ON & BIOS configuration password	
17	Certification-	Windows 8 or above Certified, ISO 9001 & 14001 Certified for manufacturing of PC's.	



7.8.4 Workstation

S.N.	Description	Mandatory Technical Requirements	Compliance (Yes / No)
1	Processor	Intel Xeon minimum 4 core E3 1200 v3 3.3 GHz or higher processor	
2	Chipset	Latest compatible chipset supporting above processor.	
3	DVD Drive	DVD RW	
4	HDD	1 TB SATA 7.2 K RPM 2.5" / 3.5" drive	
5	RAM	16 GB DDR3 1600 MHz, upgradable to 32 GB	
6	Monitor	27" LED, 2560 x 1440 pixel	
7	Graphics	Integrated Intel HD Graphics P 4000	
8	Ports	USB 2.0 – 2, USB 3.0 -2,RJ 45 – 1	
9	Operating System	Window 8 Professional	

7.8.5 Server Rack

S.N.	Description	Mandatory Technical Requirements	Compliance (Yes / No)
1	Rack U Height	18U / 24 U with all necessary PDU's and Cables	
2	Dimension	Should accommodate proposed Rack Server	

7.8.6 External Hard disk

S.N.	Description	Mandatory Technical Requirements	Compliance (Yes / No)
1	Portable External Hard Disk Drive	1 TB- Seagate/Toshiba/Western Digital make	

7.8.7 Microsoft Office 2013

S.N.	Description	Mandatory Technical Requirements	Compliance (Yes / No)
1	Microsoft Office 2013	Microsoft Office 2013 Professional 64 Bit	

**7.9 Annexure-I: Bill of Material**

S.N.	Item Description	Basic Unit Price	Qty	Total Cost with 1 year warranty (Including all taxes)	AMC (Excluding Applicable Taxes)	
					for 2nd Year	for 3rd Year
					'A'	'B'
1	Rack Server		1			
2	Tower Server		1			
3	Desktop Computer		8			
4	Workstation		1			
5	Microsoft Office 2013 Professional 64 Bit		10			
6	Rack		1			
7	External Hard Drive 1 TB		2			
8	Installation Cost					
Sub Total (INR)						

Total Cost in Figures (A+B+C)	
Total Cost in Words	

1. The warranty will start from the date of signing the ATR and successful implementation of solution.
2. OICL reserves the right to change the quantity of items quoted above at the time of placing order. In such case the value of the order will be the cost of items finally opted by OICL.
3. Bidder should strictly follow the format given in Table.