



Request for Proposal for Supply, Installation,
Commissioning and Maintenance of Video Conferencing

The Oriental Insurance Company Limited

Head Office, New Delhi



Request for Proposal

For

Supply, Installation, Commissioning and Maintenance of Video Conferencing System

(Tender Ref No: OICL/ITD/HO/VIDEO- CONFERENCING/2018/01 dated 26th Mar 2018)

Information Technology Department

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

CIN-U66010DL1947GOI007158
www.orientalinsurance.org.in



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Non-Refundable Tender Fee

Non-Transferable Receipt

To be filled by OICL Official

| | |
|-------------------------------------|----------------------------------------------------------|
| Tender Ref. No. | OICL/ITD/HO/VIDEO- CONFERENCING/2018/01 |
| Date of Issue | |
| Tender Issued to Bidder | |
| Draft No. | |
| Date | |
| Draft Amount | |
| Bank Name | |
| Name of OICL Official | |
| Designation of OICL Official | |
| Signature | |
| OICL Official | Bidder's Representative with Contact No. and Date |



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Important Notice

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This tender document is not transferable.

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

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

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

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Purpose of this document

The purpose of this Request for Proposal (hereafter referred to as “RFP”) is to define scope of work for the Bidder for Supply, Installation, Commissioning and Maintenance of Video Conferencing System.

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

Definitions and Acronyms

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



1 Introduction

1.1 About the Company

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

OICL has its head office at New Delhi, Primary Data Centre (DC) at Bengaluru & Secondary Data Centre (SDC/DRS) at 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 5 buildings located in New Delhi along with OSTC Faridabad.

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

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

The company has sold more than 12 million new policies in the year 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.

1.2 Notice Inviting Bids

The Chief Manager (IT) invites sealed bids from eligible Bidders for selection of vendor for Supply, Installation, Commissioning and Maintenance of Video Conferencing System.

1.3 Project Objective

The Oriental Insurance Company Limited (OICL) intends to **select an bidder for Supply, Installation, Commissioning and Maintenance of Video Conferencing System** for a period of five year (Extendable for one year on mutually agreed terms and conditions).



1.4 Schedule of Events

| General Details | |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Department's Name | Information Technology Department |
| Scope of Work | Selection of Vendor for Supply, Installation, Commissioning and Maintenance of Video Conferencing System |
| Tender Details | Request for Proposal for Supply, Installation, Commissioning and Maintenance of Video Conferencing System |
| Tender Type | Open |
| Tender No. | OICL/ITD/HO/VIDEO- CONFERENCING/2018/01 dated 26th Mar 2018 |
| Consortium | Not Allowed |
| Download Tender Documents | Document to be purchased from Information Technology Department, The Oriental Insurance Company Limited, Asaf Ali Road, Delhi |
| Key Dates | |
| Document Purchase Start Date and Time | 26th Mar 2018 , 10:00 AM |
| Document Purchase End Date and Time | 27th Apr 2018 , 3:00 PM |
| Last Date and Time for receipt of pre-bid queries | 2nd Apr 2018 Before 1:00 PM |
| Pre Bid Meeting Date, Time and Location* | 4th Apr 2018 , 11:30 AM at Oriental House |
| Last Date and Time for submission of Bids | 27th Apr 2018 before 3:15 PM |
| Date and Time of Eligibility Bid Opening | 27th Apr 2018 onwards 4:00 PM |
| Opening of Technical bid | Will be communicated |
| Presentation by Qualified Bidders | Will be communicated |
| Opening of Commercial bid | Will be communicated |
| Declaration of L1 Bidder | Will be communicated |
| Payment Details | |
| Tender Fees (INR) | INR 5,000 (Rupees Five Thousand only) by crossed Demand Draft/Banker's Pay Order in favor of "The Oriental Insurance Company Limited" payable at New Delhi. The RFP Document Price is non-refundable and inclusive of taxes (Exempt for eligible entities (i.e. MSME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission) |
| EMD Amount (INR) | INR 30,00,000 (Rupees Thirty Lakhs only) (Exempt for eligible entities(i.e. MSME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission) |
| Bid Validity | As per Tender Document |
| Performance Bank Guarantee (for successful Bidder) | As per Tender Document |
| Other Details | |
| Mode of Tender | Online |
| Bid submission to Tender | https://eauction.auctiontiger.net |
| Contact details of e-Tender service provider | M/s. e-Procurement Technologies Ltd. (AuctionTiger), Ahmedabad, Mr. Poonam Rathore Phone: +91-79-40230807 Email: poonam@auctiontiger.net |
| System requirement for online bid submission | 1. Computer / Laptop (Notebook) with internet connection of minimum 256 kbps speed |



| General Details | |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | 2. Operating system - Windows XP Service pack -3 / VISTA/ Windows 7 or above |
| Contact Information | Chief Manager (IT), Information Technology Department, The Oriental Insurance Company Limited 2nd Floor, Head Office, Oriental House, A-25/27, Asaf Ali Road, New Delhi – 110 002 Tel: +91 11 43659207, +91 11 43659232 E-mail: tender@orientalinsurance.co.in |

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

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

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

1.5 Availability of tender document

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

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

The RFP document will be available for sale at the above address on all working days as per the date and time specified in section 1.4 Schedule of Events on payment of non-refundable Tender Fee of Rs. 5,000/- (Rupees Five thousands only) (Exempt for eligible entities (i.e. MSME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission) by crossed Demand Draft/ Banker's Pay Order in favor of "The Oriental Insurance Company Limited" payable at New Delhi. Tender fee is inclusive of all taxes.

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

1.6 Eligibility Criteria

| S.No. | Eligibility Criteria | Supporting Documents |
|-------|------------------------------------------------------------------------------------|------------------------------|
| 1 | The bidder should be a public/ Private Limited Company registered in India | Certificate of Incorporation |
| 2 | The bidder should have been in existence for a minimum period of 3 years in India. | Certificate of Incorporation |



| S.No. | Eligibility Criteria | Supporting Documents |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | The bidder should have a minimum turnover of INR 100 crores per annum during last three financial years in India. | Audited Financial Statements for the financial years 2014-15, 2015-16 & 2016-17 and CA certificate. |
| 4 | The bidder should have a positive net worth in the last three financial years in India. Net worth is to be calculated as follows: Capital Funds (Paid up equity capital + Paid up preference shares + Free reserves) – (Accumulated balance of loss + Balance of deferred revenue expenditure + Other intangible assets). | Audited Financial Statements for the financial years 2014-15, 2015-16 & 2016-17 and CA certificate. The certificate from CA provided in this regard should be without any riders or qualification. |
| 5 | The Bidder should have successfully implemented/ have under implementation MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in minimum 2 BFSI with minimum 100 branches or offices /Govt./PSU sector in India | Relevant Credential Letter or Purchase Order/contract along with the completion certificate for implemented projects or Purchase Order/contract for under implementation project |
| 6 | The bidder should not have been blacklisted by any Government or PSU enterprise as on the date of bid submission. | Self-Declaration on Bidder's Letter head signed by authorized signatory. |
| 7 | The bidder should be an OEM or their authorized representative. | Letter from the OEM authorizing the bidder to participate in the RFP. |
| 8 | The Bidder must provide support/service in the concerned activity at Delhi/NCR, Mumbai, and Bengaluru. | Undertaking from the bidder on the bidder's Letter Head with the details of center |
| 9 | The OEM for Video Conferencing shall be in the Leader Quadrant of Gartner for Group Video Systems | Latest Gartner Report along with OEM Undertaking that the submitted report is the latest report |
| 10 | The OEM should have at least one spares depot in India. | Undertaking from the OEM on the OEM's Letter Head with the details of depot in INDIA |
| 11 | The OEM/Manufacturer of proposed Video Conferencing Equipment should be ISO9001 or ISO14001 or ISO27001 Certified. | Copy of certifications |

Note:

- i. Bidders need to ensure compliance to all the eligibility criteria points.
- ii. Public Sector / scheduled commercial banks do not include regional rural banks and cooperative banks.
- iii. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
- iv. In case of business transfer where bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired Business may be considered.



- v. Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
- vi. While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-6 CTE/SPI (I) 2 / 161730 dated 13.01.2012): 'Commission has decided that in all cases of procurement, the following guidelines may be followed:
 - a. *In a RFP, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer.*
 - b. *If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same RFP for the same item/product.'*

1.7 Project Timelines

The Project Manager/Coordinator shall submit weekly report on the progress of the project to OICL and appraise the activities completed during the week and activities to be taken up in next week. Necessary assistance from OICL officials will be provided to ensure that activities will be completed in time. The detailed activities to be completed in each phase are mentioned below along with the timelines.

| S.No. | Activity | Time Period for Completion |
|-------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| 1 | Supply and delivery of Appliance, Software and Hardware at all locations | Deliver at OICL respective locations within 8 weeks from the date of issuance of Purchase Order |
| 2 | Installation, configuration and commissioning of the solution and hardware at DC, DRS and all the specified locations | Within 16 Weeks from the date of issuance of purchase order |
| 3. | Trainings | All the trainings to be completed within 1 week from the date of request for training from OICL |



2 Scope of Work

2.1 Overview of Scope

The OICL intends to derive maximum advantage of VC infrastructure by holding meetings via this media, which may be One-to-Many Or Any-to-Any either through (a) MPLS Network Or (b) via Internet through firewall Or (c) Both concurrently.

The purpose of these meetings could be as under:

1. Hold discussions amongst different locations using Video Conferencing.
2. Make presentations to different locations having VC facility.
3. Hold Meetings with outside parties having VC facility, via Internet or PSTN or ISDN from Head Office and other Offices of OICL.
4. Address by Top Officials which could be streamed live across various locations via the Internet as well as the MPLS network.
5. Allow Executives and senior level officials to interact with each other via PC to PC etc., (one-to-many, many-to-many)
6. To conduct online Training via PC to PC (one-to-Many) via the internet as well MPLS Networks.

2.2 Geographical Location

For the purpose of solution/equipment implementation, the location of different sites is as follows:

| Site Name | City | State |
|---------------------------|--------|-------------|
| Primary Data Centre(DC) | Mumbai | Maharashtra |
| OICL Offices across India | | |

Note: If OICL shifts any of the sites to a new location, the successful bidder shall provide respective services from the new location including decommissioning of the requirement equipment from the current location and commission the items at new location.

2.3 Detailed Scope of Work

To supply, install, test, integrate, commission and provide the support for video conferencing equipment's, solutions etc. for OICL as under :

- i The Bidder should provide an end-to-end solution for the identified locations, including but not limited to supply of the required Video Conferencing Equipment's with accessories, Audio Conferencing, Instant Messaging and Presence ,peripherals like Screen, Speaker System etc. and installation, performance testing, commissioning, warranty, annual maintenance etc. .
- ii The bidder should provide the architecture for implementing the VC solution on Existing and New



- Network. It would be responsibility of the Bidder to coordinate with the Network Service Provider to ensure the VC solution is properly tested and made to work.
- iii The Conferencing Solution should have both Video and Audio conferencing capability.
 - iv The Conferencing solution should be deployed in HA Architecture (Active Passive) at DC. Bidder is required to right size the requirement in order to meet the scope, SLA and other requirements stated in the RFP.
 - v Anyone can join call from a web browser or PC or mobile device, a video system, or PSTN.
 - vi The MCU at DC should support 90 Ports at minimum HD 1080p day one scalable to 180 ports by addition of hardware or through the same hardware. However, the MCU should allow users to join the Conference at HD720p or even Audio as well through PSTN or ISDN.
 - vii The software supplied must be the latest version of the OEM. Beta versions of any software shall not be accepted.
 - viii Bidder has to submit a detailed graphical and technical analysis on the proposed Video conferencing solution offered to OICL.
 - ix Supply of VC equipment [Hardware and software] as per technical specification specified in the RFP.
 - x Installation, commissioning and maintenance of VC equipment at all offices /locations as mentioned in the RFP
 - xi The bidder will take total responsibility for providing complete VC solution by replacing existing VC Solution and equipment, its maintenance, warranty, management and provide on-site Support for the entire contract period.
 - xii The bidder should provide the architecture for implementing the VC solution on Existing and New Network.
 - xiii The solution should allow users inside the OICL network as well as outside the OICL network to join conferences.
 - xiv The solution should also have functionality for point to point and point to multi-point video / audio calling capability
 - xv The bidder should supply, install and commission the necessary hardware and software at all the locations as required.
 - xvi The solution should provide video codecs / infrastructure that helps compression of data to conserve bandwidth. Latest Audio and Video compression must be provided.
 - xvii The solution should provide Conferencing and collaboration capabilities which include audio and video conferencing, as well as collaborative capabilities such as, High Definition webcam along with Microphone and Speaker
 - xviii The solution should also have functionality for point to point and point to multi-point video / audio calling capability
 - xix The solution should provide video codecs / infrastructure that helps compression of data to conserve bandwidth. Latest Audio and Video compression must be provided.
 - xx The bidder shall provide the recording system do recording and replay of video calls. The solution should also have the ability to record Video Conferencing meetings.
 - xxi Each room should have Voice and Face Tracking to zoom onto the person/s who is/are talking so that a 'telepresence' experience is provided to all the participants at HO. The system should be capable of manually disabling this feature, if required for the conference.



- xxii Each room should also have Wireless Presentation (Over Wi-fi Network) using the OICL network and HDMI Presentation
- xxiii The Solution should be capable of connecting 90 or more concurrent End Points in a single or multiple conferences scalable to 180 End Points . The Solution should be capable of connecting atleast 30 Concurrent Conferences (Shared Multi Party Conference) which can be initiated by any department/ office/Officials.
- xxiv The solution should have a capability to handle conferencing of all the participants simultaneously atleast 16 windows at any point of time on the screen.
- xxv The solution should provide one window for each participant in a single screen during the conference. For example if there are 20 participants at a time, 16 windows should be viewed on the screen and the windows should be manageable for convenience.
- xxvi The Bidder should provide 150 Mobile clients for the Mobile Users
- xxvii The Bidder should provide 143 Numbers Executive PCs -20" Display or higher for executive, with PC Solution for Video Conferencing , required OS its license, microphone ,camera, speakers and necessary capabilities or bidder should provide 143 Numbers Integrated HD Personal Video Conferencing system with necessary capabilities.
- xxviii The solution should provide collaboration tools and the bidder should configure the same to make use of the tool.
- xxix The solution should have the functionality to connect mobile users to a video conference
- xxx The solution should facilitate adhoc conferencing and scheduling of conferences for multiple users across different groups.
- xxxi The scheduling of the VC should be either through the calendar scheduling from email or through browser.
- xxxii The scheduling should automatically forward the e-mail to the participant of the conference along with the details of URLs and the meeting ID and password. The user should be able to join the conference just by clicking the URL provided in the mail.
- xxxiii Bidder should integrate VC Solution with Existing Email Solution and Active Directory of OICL and bidder is required to factor in the required OEM effort to successfully integrate AD and Email Solution with the proposed VC solution.
- xxxiv Also, the system should be capable to dial out the participant to take them into a call in a hassle free manner
- xxxv The solution should provide enough security from unauthorized participation of unsolicited members
- xxxvi The bidder should implement VC solution in OICL's network. Subsequently, OICL may go for VC with Internet users. The solution should provide access setup support over Internet Media (Broad Band setup through VPN) to authorized participants.
- xxxvii The bidder will maintain and manage VC hardware, software at all the locations including DC and will make the system available to branch / office locations.
- xxxviii The bidder will monitor the whole system centrally for proper functioning of the systems.
- xxxix During the contract period, the bidder will apply patches and upgrades from time to time without any additional cost to OICL
- xl The bidder will proactively monitor the VC systems. In case of any problem observed or reported by the branch/office, the bidder should resolve the problem immediately.



- xli If the problem is related to network configuration, the bidder should co-ordinate with the Network service provider of OICL to resolve the same. Further, the bidder should arrange the engineer at field to trouble shoot at branch / office level if necessary.
- xlii The bidder will repair / replace the equipment in case of any problem arises out of it and during the warranty and Support period
- xliii The bidder will own the responsibility of maintaining the System Uptime as per the defined SLAs
- xliv OICL expects that the solutions proposed facilitate necessary security checks and validation processes for ensuring foolproof access to the systems. These security measures should be an integral part of the product.
- xlvi It is mandatory that the proposed solution provide multiple levels of access for users, managers, administrators etc., depending on their roles.
- xlvii To provide necessary training to OICL officers and / or technicians of the OICL [at respective location/office] on video conferencing at all locations/offices which will cover installation, implementation, administration, usage, troubleshooting etc.
- xlviii To provide updates and upgrades free as and when released by the OEM during warranty and support period.
- xlviii The bidder to have back-to-back arrangement with OEM for Warranty and Support.
- xlix Bidder should ensure that the supplied Equipment's will not be declared End of sale within 12 months of the bid submission and End of Support within the contract period.
- I It would be responsibility of the Bidder to co-ordinate and do necessary configuration on networking equipment with the Network Service Provider(s) to ensure the equipment procured is properly installed, tested and commissioned.
- li To provide all necessary hardware and software required to make this solution work strictly as per the specifications. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to the OICL's requirements. However no weightage would be given for higher configurations.
- lii The equipment should also be compatible to work with any OEM equipment in Point-to-Point or Multi Point conference as per ITU-T standards. Bidder should provide all components to enable successful implementation and functioning of VC Solution and should ensure that all components should be from the same OEM unless specifically specified.
- liii The Bidder should develop a project implementation plan indicating milestones and deliverables to OICL in line with the timelines. The project implementation plan will be monitored regularly
- liv As per business needs OICL may shift the equipment from one location to another during the contract period. The Bidder shall be responsible for Reinstalling / Commissioning of the solution & equipment and shall maintain equipment from the new location at no extra cost during the period of warranty & Support.
- lv Bidder is required to supply, install, commission video conferencing equipment and display units, designing, providing all related accessories, configuration, maintenance support, integration with MCU, monitoring and reporting, migration, training, documentation etc.
- lvi OICL will provide space, power, Storage (EMC Vmax 100K) for the in-scope solutions. However bidder is required to mention space, power and Storage required to host in-scope solutions. The bidder shall provide the year wise requirement of storage at both DC.
- lvii The Appliances/ Hardware proposed by the bidder should have dual/ redundant power supply for each server/ components at DC



- lviii The Appliances/ Hardware proposed by the bidder should be rack mountable at DC
- lix OICL will provide the network bandwidth for the in-scope solution. However bidder is required to mention the bandwidth requirement for in- scope solution. It is expected that the proposed solution to consume minimal bandwidth, so that it should not impact OICL day to day business operations.
- lx OICL will provide the required Ethernet switch ports. However bidder is required to mention the number of Ethernet switch ports required for in- scope solution.
- lxi Bidder should bring all the tools and equipment (Including Fiber Cable , copper cables or any other cables required) for successful commissioning of hardware and software for successful implementation of Solution at DC and offices
- lxii Bidder should be responsible for performing all the adequate cabling activity (including laying of the cables) related to Server, appliances, Storage (SAN), LAN etc. of OICL for successful commissioning of hardware, software. OICL Data Center and Disaster Recovery Center Runs on Fiber Channel
- lxiii The bidder shall provide the detailed technical architecture comprising of hardware (including configuration) with operating systems and other application software in their technical bid.
- lxiv In case the bidder has not indicated any peripherals /equipment in their proposed solution and these may be required for the successful implementation of the solution, the successful bidder has to provide the required peripherals/equipment/software at no additional cost to OICL.
- lxv The selected Bidder to extend the service to OICL locations/offices and shall be scalable to add new sites as and when required by OICL, at the contracted rate
- lxvi The Equipment, Components, and Solution supplied should be in compliance to all the regulatory and statutory guidelines of Government of India and Bidder should make necessary modification in the supplied solution/components in order to ensure that the supplied components, equipment and software is in compliance with regulatory and statutory guidelines of Government of India for the entire contract period at without any additional cost to OICL.
- lxvii The Bidder should propose the components, hardware and solution ensure the compliance of the below mentioned points as per the specification provided in the RFP:
- Bidder is required to provide the Video Conference infrastructure at DC containing Multipoint Control Unit appliance along with Firewall Traversal
 - Browser based video conferencing solution (as per the Specifications provided), Call Manager and other required components in order to successfully implement the Video Conferencing Solution. The Video Conference components should include all accessories like connectors, cables, power adapters etc. required to make the system fully functional.. All required licenses and software must be included.
 - Recording and Streaming Solution along with requisite hardware and licenses to record up to 5 scalable to 10 simultaneous meetings or sessions.
 - Dual Screen All-In-One Video Conferencing unit (as per the Specifications provided in the RFP) for Board Room at HO with at least two 65" screen or higher with automatic face recognition and speaker tracking. The 65" screens, codec, cameras, microphones should be from same OEM.
 - Single Screen 55 inch or higher All in One Video Integrated HD Video conferencing systems (as per the Specifications provided in the RFP) with automatic face recognition and speaker tracking. The 55 inch or higher screens, codec, cameras, microphones should be from same OEM.
 - Executive PCs, 1080 P resolution (16:9), cameras, microphones and with speakers for audio output with VC Solutions or 20 Inch or Higher Integrated HD Personal Video Conferencing



- system(20 Inch or Higher).
- Software based video conferencing solution that can be installed on any Tablet/Smartphone of Android and iOS to enable the user to participate in video conferencing call.
- lxviii Bidder should right size the hardware, software and its related services/support in order to meet the requirement as mentioned in the RFP including the scalability for the entire contract. In case of shortfall bidder is required to provide the additional hardware, software and its related services/support at without any additional cost to OICL in order to meet the requirement of the RFP for the entire contract period.
- lxix Bidder should ensure the compliance to SLAs, Scope and Terms & Conditions as defined in the RFP for the entire contract period.
- lxx The hardware should be of enterprise class, best of breed, tested and stable release of OEM.
- lxxi The proposed x86 servers should be in latest report for Gartner's Leaders Quadrant or amongst top 3 in latest IDC report. In case, the bidder is proposing Unix servers, the same should be from leading Unix based Server OEMS like IBM, Oracle, HP etc.
- lxxii The License Quoted by the bidder shall be enterprise wide perpetual License.
- lxxiii The Utilization of the proposed hardware including all the sub-components should not exceeds 80% utilization. In case the utilization exceeds 80%, the additional hardware has to be provided by the Bidder at no additional cost to OICL. Bidder is required to provide monthly report to OICL regarding the Utilization of hardware .
- lxxiv Bidder shall ensure after sales support and maintenance of the complete system to provide prescribed SLA. The bidder is to ensure that the OEM support service for VC equipment in the proposed solution is available for the entire contract period. In case of any support/software/equipment issue, Bidder shall not only inform OICL beforehand but also shall provide the replacement solution/equipment of same/advanced model at no cost to OICL.
- lxxv Bidder is required to provide the equipment, components and solutions with three (3) years warranty which will commence from the date of acceptance of the solution and post completion of warranty bidder is required to provide the AMC & ATS for subsequent two (2) years. Warranty of the items including software and other component shall begin post acceptance by OICL. AMC & ATS will commence post warranty period
- lxxvi The Bidder shall be responsible for all patches/updates required in the offered VC solution for smooth implementation of the project without any extra cost to OICL
- lxxvii The VC solution should be scalable and free from any restriction of including other OEM VC solutions/equipment/MCUs/endpoints thus catering to such future needs of OICL
- lxxviii The bidder shall impart training (1 Day) to the OICL identified officials, at Delhi HO Office and other OICL employees will be on Video Conference attending the Training on the following areas:-
- Deployed Solution Architecture and flow
 - Configuring VC solution (HW/SW).
 - Functionalities & configuring of Recording & streaming server
 - Any other IT level feature which deemed necessary to use the proposed VC solution
 - Basic user level troubleshooting
- lxxix The bidder will have to ensure that training is imparted in a professional manner through qualified personnel's and Course materials would have to be provided for the same.
- lxxx Bidder to provide regular updates/upgrades/patches released by the OEM during the entire contract period and shall document and provide the documents to OICL detailing all the changes in the solution and/or hardware. If required, bidder is required to provide the training to OICL Officials of



all the changes made in the solution at no additional cost to OICL during the contract period.

lxxxi The bidder shall be responsible for generation and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, rollout, acceptance testing, project diagrams and other reports etc. All such documents shall be considered only after the same is approved by OICL

lxxxii Appendix -1 Technical and Functional Specification also forms the part of the Scope of Work.

lxxxiii The Bidder is required to deliver, install and maintain the endpoints, hardware's, software's and solutions at the locations as mentioned in Annexure 13 List of the OICL Offices or any other location as directed by OICL where the end point has to delivered, installed and maintained will be provided before the issuance of the PO which may change at the discretion of OICL.

lxxxiv Bidder will offer OICL for buyback of VC Equipment in working/non-working condition, the list of equipment is attached in the Annexure 16-Existing VC Infrastructure. The Quote for the same has to be provided in the Bill of Material. No Payment will be made by OICL to the bidder for any transportation or decommissioning of buyback hardware and software or any applicable taxes or any other applicable charges etc.

lxxxv Undertaking for Back-lining has to be submitted by the bidder on the OEMs Letterhead post issuance of PO by OICL before the bidder raise the first invoice to OICL, however the bidder has to submit the confirmation of back-lining on its letterhead duly signed and stamped that bidder will back-line with the OEM for the entire contract period.

Project Reporting: Bidder should submit a weekly report on the development of the project along with reasons of delay, if any. Periodical meetings will be held between the Bidder and OICL to review the progress and the Bidder will be required to attend all such meetings and submit the minutes of the meeting with OICL detailing all the points of discussion within 2 days of the meeting.

Preventive Maintenance: Bidder shall carry out preventive maintenance at least once in quarter in consultation with the OICL team during the warranty period as well as in the subsequent Support period. Preventive Maintenance will include replacement of worn-out parts, checking diagnostic etc. In case equipment is taken away for repairs, the Bidder shall provide a standby equipment (of equivalent configuration or higher), so that the work of the OICL is not affected.

System maintenance and support

- i. The Bidder should fix all the VC Solution problems and provide and implement upgrades during the contract period free of cost.
- ii. The Bidder should provide 1 Resource in Corporate HO Office during the business hours of OICL which will primary contact for OICL with the bidder. The Resource deployed should be well versed in the supplied system and should be able to handle OICL Queries and solve issues. OICL may at its discretion ask the bidder to replace the resource and deploy experienced resource at HO, bidder shall deploy the same at no additional cost to OICL. OICL may interview the proposed resource and confirm their acceptability. In any event if a resource is found unfit by OICL, bidder shall agree to change the same and provide OICL with a replacement within reasonable time so as to not affect the services/project timelines. The Bidder should not replace resources without prior permission of OICL. Also, the bidder should give at least one month prior notice to OICL in case of resource replacement. It is the duty of the bidder that the replacement provided should be equally or more qualified and experienced than the existing resource. Also, the existing resource should provide the complete handover to the new resource.
- iii. The Bidder should provide changes and upgrades with regard to changes in statutory and regulatory requirements of Government of India at the earliest and free of cost during the contract period.
- iv. The Bidder should provide and implement functionality change as required by the end user during the contract period



- v. The Bidder should be able to comply with the service Level requirements.
- vi. On-site support as and when required from bidder for hardware , software and solution issues, as and when arises.
- vii. On-site support from bidder at all offices of OICL for day to day operational issues as and when arises these resources will be over and above the resource positioned at OICL HO.
- viii. The resource requirement mentioned is the minimum requirement, bidder is required to right size the Facility Management in order to meet the Scope, SLA requirement, handle queries, fault, reporting, Operations and trouble ticketing.
- ix. The OICL will not be liable to pay any additional charges in respect of any sort of maintenance required during the tenure of the contract in order to meet the scope and SLA.

Proof of Concept:

- i. OICL may ask the bidder to perform Proof of Concept (POC) of the quoted models of endpoints within 7 days from the date of intimation from OICL during the technical evaluation.
- ii. All and any cost associated with POC (including provision of Servers, technical resources, travel cost, boarding cost etc.) will be to the account of the bidder and OICL will not bear any cost.
- iii. OICL reserve its right to extend/ shorten the period of POC if needed.
- iv. The POC would be done to check whether the quoted model meets the requirements of OICL. POC has to be conducted in the OICL Designated Premise in front of the OICL Officials and bidder is required to keep the POC Infrastructure in OICL Premises till the POC activity gets completed for all the bidders.
- v. If the Quoted Product/model is found to be not meeting the OICL Requirements, till the satisfaction of OICL Officials, than the bidder is required to provide the higher model and perform the POC of the higher model quoted in the OICL Premise at no additional cost to OICL. No Additional Charges will be paid by OICL for the higher model.
- vi. If the bidder model is not found satisfactory by OICL Officials, OICL may technically disqualify the bidder.
- vii. Any bidder who is not complying with the above POC will be technically disqualified.
- viii. Bidders who have failed in the POC will automatically stand disqualified technically.

3 Terms & Conditions

3.1 General

3.1.1 Definitions

OICL/ PURCHASER: Shall mean The Oriental Insurance Company Limited

3.1.2 Amendment to Bid Document

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

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



- 3.1.2.1. OICL also reserves the right to change any terms and conditions of the RFP and its subsequent addendums as it deems necessary at its sole discretion. OICL will inform the Bidder about changes, if any before the deadline of bids submission.
- 3.1.2.2. OICL may revise any part of the RFP, by providing an addendum to the Bidder at stage till commercial bids are opened. OICL reserves the right to issue revisions to this RFP at any time before the deadline for bid submissions.
- 3.1.2.3. OICL reserves the right to extend the dates for submission of responses to this document.
- 3.1.2.4. Bidder shall have the opportunity to clarify doubts pertaining to the RFP in order to clarify any issues they may have, prior to finalizing their responses. All queries/questions are to be submitted to the Chief Manager, IT at the address mentioned below and should be received by the point of contact not later as specified in section 1.4 schedule of events. Responses to inquiries and any other corrections and amendments will be distributed to the Bidder by fax or in electronic mail format or hardcopy letter, at the sole discretion of OICL.

The Chief 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

- 3.1.2.5. **Preliminary Scrutiny** – OICL will scrutinize the offer to determine whether it is complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. OICL may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on the Bidder and OICL reserves the right for such waivers and OICL's decision in the matter will be final.
- 3.1.2.6. **Clarification of Offer** – To assist in the scrutiny, evaluation and comparison of offer, OICL may, at its discretion, ask the Bidder for clarification of their offer. OICL has the right to disqualify the Bidder whose clarification is found not suitable to the proposed project.
- 3.1.2.7. OICL reserves the right to make any changes in the terms and conditions of purchase. OICL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.
- 3.1.2.8. **Erasures or Alterations** – The offer containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable. OICL may treat the offers not adhering to these guidelines as unacceptable.
- 3.1.2.9. **Right to Alter Quantities** – OICL reserves the right to alter the requirements specified in the



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

3.1.3 Sub-contracts

In case sub-contracting any of the activities under the scope of this RFP is required, the bidder needs to notify and take prior permission in writing from OICL. It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the RFP irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable including any statutory requirement and compliance. No additional cost will be incurred by OICL on account of sub-contract, if any.

3.1.4 Acceptance of the Solution

3.1.4.1. The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan (ATP) against the systems requirements. The system will be considered accepted (supplied, installed and operationalized) only after Acceptance Test is completed .

Some of features required to be completed are enumerated below:

- i. The VC solution should correspond to what is stated in the purchase order without deviation except where mutually agreed upon
- ii. The equipment is fully installed, commissioned and operational. - The features specified in the Functional Specifications / mutually agreed for implementation should be demonstrated.
- iii. The final acceptance of the system will be based on successful processing under live demonstration.
- iv. First acceptance will be after equipment are installed, commissioned, tested and all features are demonstrated at the specified locations.

3.1.4.2. In case of discrepancy in hardware & related software supplied & not matching the Bill of Materials or technical proposal submitted by the bidder in their technical bid, the bidder shall be given 6 weeks' time to correct the discrepancy post which OICL reserves the right to cancel the entire purchase contract and the Bidder should take back their



equipment at their costs and risks. The test will be arranged by the Bidder at the sites in the presence of the officials of OICL and / or its consultants and appropriate functional and technical training should be given to the officials of OICL / or its consultants. The warranty for the equipment including all the software and other peripherals equipment & software by the Bidder pursuant to this Agreement will commence after acceptance testing. There shall not be any additional charges for carrying out this acceptance test. OICL will take over the system on successful completion of the above acceptance test. The Installation cum Acceptance Test & Check certificates jointly signed by Bidder's representative and OICL's official or its authorized representative should be received at Head Office along with invoice etc. for scrutiny before taking up the request for consideration of payment.

3.1.5 Conditional bids

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

3.1.6 Submission of Bids

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

3.1.7 Performance Security

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

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

3.1.8 Pre-Bid Meeting

All queries/ requests for clarification from bidders must reach us by e-mail (tender@orientalinsurance.co.in) or in person as per timeline given in section 1.4. Format for the queries / clarification is provided in “Annexure 4 - Query Format”. No clarification or queries will be responded in any other format. OICL will respond to any request for clarification of the tender document in the pre-bid meeting.

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

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



3.1.9 Installation and Implementation

The bidder shall be responsible for supply, installation and commissioning of the proposed solution, hardware with technical specification as mentioned in Annexure-1; and to undertake support of the same.

At the direction of OICL, the acceptance test of the solution 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. The acceptance tests should include verification of documentation for equipment start-up procedures; shutdown procedures; configuration; failover testing and testing of all redundancies – verification of documented fail-over and restoration procedures. Draft Acceptance test procedure should be submitted by bidder. The final acceptance test procedures will be discussed and mutually agreed after the implementation.

3.1.10 Delay in Bidder's performance

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

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

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

3.1.11 Payment terms

The Bidder must accept the payment terms proposed by OICL. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by OICL. Any deviation from the proposed payment terms would not be accepted. OICL shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of OICL.



| S. No | Items | Milestone | Percentage |
|-------|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| 1 | Hardware, software & its sub component | Delivery of the Hardware, software & its sub component and submission of invoice with Proof of Delivery and other documents (after due inspection) | 70% |
| | | Successful installation and acceptance of the hardware, software & its sub component by the OICL | 30% |
| 2 | Installation and commissioning | Post successful installation and acceptance of the required component/item by the OICL | 100% |
| 3 | ATS & AMC Cost | The ATS & AMC shall commence on completion of the warranty period. The ATS & AMC Cost will be treated as a part of the total cost of the project. | Yearly in Advance |
| 4 | FM Cost | The FM Cost shall commence post implementation period | Quarterly in arrears |
| 5 | Training Cost | 100 % of the contract amount, for training, would be payable on successful completion of all the trainings as mentioned. Training cost for every additional batch would be payable monthly at the end of the month for all the batches satisfactorily trained during that month. Training cost for any ad hoc training requested by OICL would be payable on successful completion of the training. | At the end of the month in which the training is concluded |

3.1.12 Mode of Payment

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

3.1.13 Penalties and delays in Bidder's performance

In case the vendor fails to meet the SLA mentioned in section 7, penalty will be imposed as mentioned in section 7 Service Level Agreement

3.1.14 Currency of Payments

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

3.2 Other RFP Requirements

- The Head Office of OICL is floating this RFP. However, the Bidder getting the contract shall install and commission the solution, procured through this RFP, at OICL's DC and DRS or at such centers as OICL may deem fit and the changes, if any, in the locations will be intimated to the Bidder.
- Technical Inspection and Performance Evaluation - OICL may choose to carry out a technical inspection/audit and performance evaluation of products offered by the Bidder. The Bidder would permit OICL or any person / persons appointed by OICL to observe the technical and performance evaluation / benchmarks carried out by the Bidder. Any expenses (performing



- the benchmark, travel, stay, etc.) incurred for the same would be borne by the Bidder and under no circumstances the same would be reimbursed to the Bidder by OICL.
- c. The Bidder's representative and local office at New Delhi will be the contact point for OICL. The delivery status of equipment should be reported on a weekly basis.
 - d. Bidder should ensure that the hardware delivered to OICL including all components and attachments are brand new. In case of Operating System, the Bidder should ensure that the same is licensed and legally obtained with valid documentation made available to OICL.
 - e. OEM's Authorization Form – The Bidder should furnish a letter from original equipment manufacturer

4 Terms of Reference ('ToR')

4.1 Contract Commitment

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

4.2 Ownership, Grant and Delivery

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

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

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

4.3 Completeness of Project

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

4.4 Compliance

Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify OICL about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect OICL and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that



may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate OICL and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and OICL will give notice of any such claim or demand of liability within reasonable time to the Bidder.

This indemnification is only a remedy for OICL. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by OICL arising out of claims made by its customers and/or regulatory authorities.

4.5 Assignment

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

4.6 Canvassing/Contacting

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

4.7 Indemnity

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

- a) Non-compliance of the Bidder with Laws / Governmental Requirements
- b) IP infringement



- c) Negligence and misconduct of the Bidder, its employees, and agents

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

The Bidder shall not indemnify OICL for

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

4.8 Inspection of Records

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

4.9 Publicity

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

4.10 Solicitation of Employees

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

4.11 Information Ownership

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



4.12 Sensitive Information

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

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

4.13 Technological Advancements

The hardware and software proposed as part of this contract

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

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

4.14 Confidentiality

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

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

- a. possessed by Bidder prior to receipt from OICL, other than through prior disclosure by OICL, as documented by Bidder's written records;
- b. published or available to the general public otherwise than through a breach of Confidentiality; or
- c. obtained by Bidder from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to OICL; or
- d. Developed independently by the Bidder.

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

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

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

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



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

4.15 Guarantees

Bidder should guarantee that all the software's provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation.

4.16 Liquidated Damages

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

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

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

4.18 Force Majeure

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

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

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



4.19 Termination for Insolvency

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

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

4.20 Termination for Convenience

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

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

- i. To have any portion completed and delivered at the contracted terms and prices; and/ or
- ii. To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the Bidder.

4.21 Resolution of disputes

OICL and the Bidder shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers of OICL and the Bidder, any disagreement or dispute arising between them under or in connection with the contract. If OICL project manager and the Bidder project manager are unable to resolve the dispute they shall immediately escalate the dispute to the senior authorized personnel designated by the Bidder and OICL respectively. If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Bidder and OICL, OICL and the Bidder have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution through formal arbitration. All questions, claims, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties failing which the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as the presiding arbitrator. The Arbitration and Reconciliation Act, 1996 or any statutory modification thereof shall apply to the arbitration proceedings and the venue of the arbitration shall be New Delhi .The arbitration



proceedings shall be conducted in English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either Party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

4.22 Governing Language

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

4.23 Applicable Law

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

4.24 Prices

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

4.25 Taxes & Duties

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

4.26 Deduction

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

4.27 No Claim Certificate

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



4.28 Cancellation of the contract & compensation

OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances:

- i. The selected bidder commits a breach of any of the terms and conditions of the bid.
- ii. The selected bidder goes in to liquidation voluntarily or otherwise.
- iii. The progress made by the selected bidder is found to be unsatisfactory
- iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

OICL reserves the right to cancel the AMC placed on the selected bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory.

In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same. In this event, the selected bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company. If the Contract is cancelled during AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract

4.29 Rights reserved by OICL

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

4.30 Limitation of Liability

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

4.31 Waiver

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this tender document or subsequent agreement with the other party shall operate as a



waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this tender document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

4.32 Violation of terms

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

4.33 Repeat Order

OICL may place Repeat Order against the original order for a quantity up to 50% of the original order quantity during the contract period.

4.34 Integrity Pact

To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP) policy of OICL. The pact essentially envisages an agreement between the prospective bidders/vendors and OICL committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format of the agreement is enclosed in Annexure 15.

Signing of the IP with OICL would be one of the preliminary qualification for further evaluation. In other words, entering into this pact would be one of the preliminary qualification for this tender and the pact shall be effective from the stage of invitation of bids till the complete execution of the contract. Any vendor/bidder not signed the document or refusing to sign shall be disqualified in the bidding process

The Integrity Pact envisages a panel of Independent External Monitors (IEMs) to review independently and objectively, whether and to what extent parties have complied with their obligation under the pact. The IEM has the right to access to all the project document. **Shri N S R Chandra Prasad** and **Smt Ajanta Dayalan** shall be acting as the IEM for this contract/Tender. However, If there is any change/name of the IEM, OICL shall notify the bidder.

Contact Details:

| | |
|-------------------------------------|----------------------------------------|
| SMT. AJANTA DAYALAN | SHRI N.S.R.C. PRASAD |
| IA &AS (Retd.), Ex-Dy. C&AG | Ex-CMD, NICL |
| Mobile No: 98719-22336 | Mobile No: 7032871717 |
| E-mail ID: ajanta.dayalan@gmail.com | E-mail ID: nsr.chandraprasad@gmail.com |



Address: 1191, Sector 7, Panchkula, Haryana-
134109

Address: 127, Sri Nagar Colony Road, Hyderabad-
500 073

5 Instruction to Bidders

5.1 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.

5.1.1 Tender Bidding Methodology

Sealed Bid System.

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

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

5.2 Offline Submissions

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

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

1. Original copy of the Bid Security in the form of a Bank Guarantee.
2. Original copy of the power-of-attorney

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

Note:

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



5.3 Bid Security

EMD of Rs. 30,00,000 (Rupees Thirty Lakhs only) [Exempt for eligible entities(i.e. MSME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission] in the form of Bank Guarantee favoring 'The Oriental Insurance Company Ltd' valid for six months should be submitted as per format given in Annexure 5 - Pro forma for Bid Security.

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

6 Bid Documents

6.1 Eligibility Bid Documents

1. Compliance to Eligibility Criteria as per RFP Section 1.6 along with all relevant supporting documents
2. Application Form for Eligibility Bid as per Annexure 1
3. The references of bidder's clients. Also provide the name, designation, and contact details of a contact person for each reference as per Annexure 2.
4. EMD of Rs. 30,00,000 (Rupees Thirty Lakhs only) [Exempt for eligible entities(i.e. MSME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission] in the form of BG favoring 'The Oriental Insurance Company Limited' as per Annexure-5.
5. The corporate profile of the bidder (printed corporate brochure is preferred).
6. The profile of the bidder (as per Annexure-9)
7. List of bidder's support/service locations in India.
8. Bidder shall submit PAN number, GSTIN.
9. Undertaking that the Bidder has quoted for all items and the bid validity will be for 180 days from the date of submission of bid.



10. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder
11. Statement of No-Deviation (Annexure 7)
12. Integrity Pact(Annexure 15)

*Bidder to upload the stamped and signed documents only

6.2 Technical Bid Documents

1. Executive Summary of Bidder's response. The Executive Summary should be limited to a maximum of five pages and should summarize the content of the response. The Executive Summary should initially provide an overview of Bidder's organization and position with regards to proposed solution and professional services. A summary of the Bidder's products and services that will be provided as a part of this procurement should follow.
2. Detailed technical note covering the detailed scope of work.
3. Compliance to Minimum Functional and Technical Specifications as per Appendix 1.
4. The Bidder should also include a replica of the masked final commercial bid without prices in the technical bid. The Bidder must note that the masked commercial bid should be actual copy of the commercial bid submitted with prices masked and not copy of the Pro-forma/format of the Appendix 2 – Bill of Materials in the RFP.
5. Part coded Technical Bill of Material.
6. Implementation plan & warranty support
7. Support Plan
8. User Training Plan
9. Transition Plan
10. Undertaking for Back-lining (Annexure 12)
11. Undertaking of Authenticity (on OEM Letterhead) (Annexure 11)
12. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the OEM

Note:

1. Participation in this tender will mean that the Bidder has accepted all terms and conditions and clauses of this tender and subsequent modifications to this tender, if any.



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

6.3 Commercial Bid Documents

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

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

Bidder to upload the stamped and signed documents only

Evaluation Criteria

The competitive bids shall be submitted in three stages:

- ▶ Stage 1 – Eligibility Evaluation
- ▶ Stage 2 - Technical Evaluation
- ▶ Stage 3– Commercial Evaluation

6.4 Eligibility Evaluation

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



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

6.5 Technical Evaluation

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

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

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

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

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

| S. No. | Technical Evaluation Phase | Percentage | Maximum Marks |
|--------|---------------------------------------|------------|---------------|
| 1 | Functional and Technical Requirements | 60% | 600 |
| 2 | Presentation on proposed solution | 20% | 200 |
| 3 | Past Experience | 20% | 200 |
| | TOTAL | 100% | 1000 |

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

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

1. Compliance to Functional and Technical requirements

Reponses received in Appendix 1 –Checklist would be used for evaluating the Bidder on the functionality being proposed by the Bidder. The Score for each area in Appendix 1 would be worked out as follows:

All the requirements are mandatory. Bidder shall indicate the availability of each requirement as a standard product (S) or customization C.

The requirements which are mentioned as customized or not feasible shall be provided to OICL before UAT at no extra cost to the OICL.



Marks will be awarded as per the table below:

| Bidder's Response | Marks |
|----------------------|-------|
| Standard Product (S) | 10 |
| Customisation (C) | 6 |
| Not Feasible (N) | 0 |

Where,

- Standard Product (S): The system that shall be delivered currently supports this function either in native form or through existing parameterization without further enhancement or the use of either programming or user tools, i.e. included in the base package, to be delivered in the version of the solution being proposed to OICL.
- Customisation (C): The function is not available in the product and it would require customization by the bidder and the bidder shall provide these features at no additional cost before the beginning of the User Acceptance Test.
- Not Feasible (N): The function is not available in the product and cannot be provided even after customization

The total marks obtained against the total number of functional specifications will be proportionately modified to a maximum of 600 for the sake of evaluation.

Note: Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the bidder. This will be at the sole discretion of the OICL.

2. Presentation on proposed solution

All eligible Bidders will be required to make presentations to supplement their bids and showcase overall solution proposed. The OICL will schedule presentations and the time and location will be communicated to the Bidders. Failure of a Bidder to complete a scheduled presentation to the OICL may result in rejection of the proposal.

| | Marks |
|-----------------------------------------------------------------------------------------------------|-------|
| Understanding of OICL business Operating environment and scope | 20 |
| Demonstration of organization capability for the proposed initiative | 20 |
| Service Model demonstration | 20 |
| Demonstration of value proposition offered in the bid which shall enable the success of the project | 20 |
| Detailed Solution Capability and approach | 100 |
| Innovative use cases for the OICL | 20 |
| Total | 200 |



3. Past Experience

| Category | No. of Credential | Marks |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| VC Solution Implemented | The Bidder should have successfully implemented MCU Based Video Conferencing solution in more than 2 Govt./PSU/BFSI sector in India in last 3 years with minimum 10 nos. of Video Conferencing Endpoints Units in each of the Govt./PSU/BFSI organization | 200 |
| | The Bidder should have successfully implemented MCU based Video Conferencing solution in 2 Govt./PSU/BFSI sector in India in last 3 years with minimum 10 nos. of Video Conferencing Endpoints Units in each of the Govt./PSU/BFSI organization | 180 |
| VC Solution Under Implementation | The Bidder should have under implementation MCU based Video Conferencing solution in more than 2 Govt./PSU/BFSI sector in India in last 3 years with minimum 10 nos. of Video Conferencing Endpoints Units in each of the Govt./PSU/BFSI organization | 160 |
| | The Bidder should under implementation MCU based Video Conferencing solution in 2 Govt./PSU/BFSI sector in India in last 3 years with minimum 10 nos. of Video Conferencing Endpoints Units in each of the Govt./PSU/BFSI organization | 140 |

* Bidder is required to submit Relevant Credential letters from client OR Purchase Order/contract along with the completion certificate for implemented projects or Purchase Order/contract for under implementation project in order to substantiate the above mentioned criteria.

6.6 Commercial Evaluation

The commercial bids for the technically qualified Bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL's discretion. The total cost of ownership for the purpose of evaluation shall be calculated over the contract period of five (5) years.

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

7 Service Level Agreement

7.1 Service Level

The SLA specifies the expected levels of service to be provided by the Bidder to OICL. This expected level is also called the baseline. Any degradation in the performance of the solution and services is subject to levying penalties.

Payments to the Bidder are linked to the compliance with the SLA metrics. During the contract period, it is envisaged that there could be changes to the SLAs, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. OICL and Bidder.



The Bidder shall monitor and maintain the stated service levels to provide quality service. Bidder to use automated tools to provide the SLA Reports. Bidder to provide access to OICL or its designated personnel to the tools used for SLA monitoring.

7.1.1 Definitions

1. "Availability" means the time for which the services and facilities are available for conducting operations on the OICL system including application and associated infrastructure.

Availability is defined as (%) = $\frac{(\text{Operation Hours} - \text{Downtime})}{(\text{Operation Hours})} * 100\%$

2. The business hours are 24*7 on any calendar day the OICL is operational.
3. All the infrastructure of Data Center, Disaster Recovery site, Offices/Branches will be supported on 24x7 basis.
4. The "Operation Hours" for a given time frame are calculated after deducting the planned downtime from "Operation Hours". The Operation Hours will be taken on 24x7 basis, for the purpose of meeting the Service Level requirements i.e. availability and performance measurements both.
5. "Downtime" is the actual duration for which the system was not able to service OICL or the Clients of OICL, due to System or Infrastructure failure as defined by OICL and agreed by the Bidder.
6. "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during business hours. Further, scheduled maintenance time is planned downtime with the prior permission of OICL
7. "Incident" refers to any event / abnormalities in the functioning of any of IT Equipment / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.

7.1.2 Interpretation & General Instructions

1. Typical Resolution time will be applicable if systems/components are not available to the OICL's users.
2. The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The Bidder is expected to provide the following service levels. In case the service levels defined in the tables below cannot be achieved, it shall result in a breach of contract and invoke the penalty clause.
3. A Service Level violation will occur if the Bidder fails to meet Minimum Service Levels on a monthly basis for a particular Service Level.
4. Quarterly SLAs would be analyzed. However, there would be month wise SLAs and all SLA targets have to be met on a monthly basis.
5. Overall Availability and Performance Measurements will be on a quarterly basis for the purpose of Service Level reporting. Month wise "Availability and Performance Report" will be provided by the Bidder for every quarter in the OICL suggested format and a review shall be conducted based on this report. Availability and Performance Report provided to OICL shall contain the summary of all incidents reported and associated performance measurement for that period.
6. The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for cutting fees.



7.1.3 Service Level Criteria

Severity Definition during Live operations due to Infrastructure/Functional issues of the proposed solution, the SLA's will be applicable post go-live of VC Solution at DC, DRS and other OICL Offices

During the term of the contract, the bidder will maintain the equipment/components/hardware/software in perfect working order and condition and for this purpose bidder will provide the repairs and maintenance services as require.

*Quarterly Support Cost = Total Facility Management Cost for the Entire Contract period (including AMC & ATS cost)/ (Contract Period * 4)

| S.No | Level of uptime per month For VC Solution | Penalty Charges |
|------|----------------------------------------------|-----------------------------------------------------------------------|
| 1 | 99.5% and Above | NIL |
| 2 | 99.00% and above but below 99.5% | 1% of Quarterly Support Cost |
| 3 | 98.00% and above but below 99.00% | 2% of Quarterly Support Cost |
| 4 | 97.00% and above but below 98.00% | 5% of Quarterly Support Cost |
| 5 | 97.00% below | No payment and OICL also reserve the right to terminate the contract. |

- i If during the contract period, any equipment has a hardware failure on four or more occasions in a quarter, it shall be replaced by equivalent or higher new equipment by the bidder at no additional cost to OICL .
- ii The right to levy the penalty is in addition to and without prejudice to other rights / remedies available to the OICL such as termination of contract, invoking performance guarantee and recovery of amount paid etc.
- iii The maximum response time for a maintenance complaint from the site of installation (i.e. time required for bidders maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 4 (four) hours. If the problem persists for more than 4 hours at a stretch in a calendar day, OICL will levy penalty of Rs 500/- per hour.
- iv The Vendor shall ensure that faults and failures intimated by OICL as above are set right within 24 hours of being informed of the same.
- v In case of absence of the FM engineer at HO without due approval from OICL, there will be a penalty of Rs 3000/- per day.

The OICL reserves the right to recover the penalty from any payment to be made under this contract.



The penalty would be deducted from the quarterly payouts and the cap on any penalty due during the Warranty period will be adjusted against the payments made for bills/invoices provided by the bidder quarterly penalty will be 15% of the quarterly payout. The overall cap on penalty will be 10% of the total contract value.

Performance measurements would be assessed through audits or reports, as appropriate to be provided by the Bidder e.g. utilization reports, response time measurements reports, ticket details and resolution time report etc. The tools to perform the audit will need to be provided by the Bidder. Audits will normally be done on regular basis or as required by OICL and will be performed by OICL or OICL appointed third party

7.1.4 Exception

OICL shall not hold the Successful Bidder responsible for a failure to meet any Service Level if it is directly attributable to:

- i Execution of the disaster recovery plan/business continuity plan for an OICL declared disaster situation; and
- ii Any established inability of other third party vendor or service provider of OICL, to fulfill the requirements as per the contract.

8 Disclaimer

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



9 Annexure

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9.1 Annexure 1: Application form for Eligibility Bid

To

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

Application form for the Eligibility of the Bidder

Tender Ref. No. OICL/ITD/HO/VIDEO- CONFERENCING/2018/01

Company Details

| | | |
|---|-------------------------------------------------------|--|
| 1 | Registered Name, Date and Address of The Bidder. | |
| 2 | Location of Corporate Headquarters. | |
| 3 | GST Identification No. and Date of Registration | |
| 4 | Address for Communication | |
| 5 | Contact Person 1 (Name, Designation, Phone, Email ID) | |
| 6 | Contact Person 2 (Name, Designation, Phone, Email ID) | |

Turnover and Net worth

| Financial Year | Turnover (Rs. in Crores) | Net worth |
|----------------|--------------------------|-----------|
| | | |
| | | |
| | | |

Details of EMD (BG/Demand Draft)

| | |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Description | Rs. 30,00,000/- BG/Demand Draft towards EMD (Exempt for eligible entities(i.e. MSME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission) |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



Request for Proposal for Supply, Installation,
Commissioning and Maintenance of Video Conferencing

Name: _____

Signature: _____

Designation: _____

Date: _____

(Company Seal)



9.2 Annexure 2: Technical Experience Details and Reference Form

Tender Ref. No. OICL/ITD/HO/VIDEO- CONFERENCING/2018/01

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

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

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)



9.3 Annexure 3: Contract Form

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

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

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

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

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

- RFP Document and corresponding Amendments (Reference No: OICL/ITD/HO/VIDEO-CONFERENCEING/2018/01)
- The Schedule of Requirements and the Requirement Specifications
- The Service Level Agreement
- The General Conditions of Contract
- The Purchaser’s Notification of Award

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

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

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

Total Value in words: _____

Total Value: _____

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



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

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

**Company Seal
Witness I**

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 II**

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



9.4 Annexure 4: Query Format

Tender Ref. No. OICL/ITD/HO/VIDEO- CONFERENCING/2018/01

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



9.5 Annexure 5: Pro forma for Bid Security

To: (Name of Purchaser)

Whereas _____ (hereinafter called ‘the Bidder’) has submitted its bid dated _____ for the _____. (hereinafter called “the Bid”).

KNOW ALL MEN by these presents that WE _____ having our registered office at _____ (hereinafter called “the Bank”) are bound unto The Oriental Insurance Company Limited (hereinafter called “the Purchaser”) in the sum of Rupees _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 201_.

The Conditions of this obligation are:

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

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

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

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

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

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

Place: _____

Date: Seal and signature of the vendor



9.6 Annexure 6: Pro forma for Performance Security

To: (Name of Purchaser)

WHEREAS..... (Name of Supplier) (Hereinafter called "the Supplier")
has undertaken, in pursuance of Contract No..... dated..... 201_ to
supply..... (Description of Products and
Services) (Hereinafter called "the Contract").

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

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

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

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

Signature and Seal of Guarantors (Supplier's Bank)

.....

Date.....

Address.....

.....

..



9.7 Annexure 7: Statement of No Deviation

To

The Chief 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: OICL/ITD/HO/VIDEO- CONFERENCING/2018/01

Sir,

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

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



9.8 Annexure 8: Office locations and service infrastructure facilities

Tender Ref. No. OICL/ITD/HO/VIDEO- CONFERENCING/2018/01

| Details of the Centre(s) owned and operated by the Bidder | | | | | | | |
|-----------------------------------------------------------|---------|----------------|---------------------|----------|----------------|---------------|---------|
| Name of City where | Address | Contact Person | Telephone Number(s) | Fax No.s | E-mail address | Working hours | Remarks |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Witness

Signature
Name
Designation _____

Address
Company
Date _____

Bidder

Signature
Name
Designation

Address
Company
Date

Company Seal



9.9 Annexure 9: Bidder Profile

Tender Ref. No. OICL/ITD/HO/VIDEO- CONFERENCING/2018/01

- a) Registered Name & Address of The Bidder :
- b) Location of Corporate Head Quarters :
- c) Date & Country of Incorporation :
- d) Service facilities location & size :
- e) Major Related Activities carried out in last two years & their %age in revenue :
- f) Total number of employee :
- g) List of major clients :
- h) Name & Address of Contact Person with Tel. No / Fax /e-mail :
- i) Client Reference :
- j) Annual turnover for the three previous financial years :
- k) Net worth (Paid up capital plus free reserves) for the previous financial year (2016-17) :
- l) Name of the Authorized Signatory :

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

POA of the Authorized Signatory

Signature: _____

Name: _____

Designation: _____

Date: _____

(Company Seal)



Bandwidth Details

- Most of the OICL Offices are connected to data centre through MPLS VPN Dual Active-Active Link. Few offices are connected to VPN through secure Roam Connect over Internet.
- The following table specifies the bandwidth available at various OICL offices:

| Bandwidth (*2) | No. of Offices |
|-----------------------|-----------------------|
| 1 Mbps | 14 |
| 512 Kbps | 96 |
| 384 Kbps | 6 |
| 320 Kbps | 52 |
| 256 Kbps | 322 |
| 192 Kbps | 197 |
| 128 Kbps | 345 |



9.11 Annexure 11: Undertaking of Authenticity for Appliance and Equipment Supplies

Ref: 1. Your Purchase Order No ----- dated-----.

2. Our invoice no/Quotation no. ----- dated-----.

With reference to the Software Components being supplied/quoted to you vide our invoice no/quotation no/order no. Cited above, ----

We hereby undertake that all the components/parts/assembly/software used shall be original new components/parts/assembly/software only, from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/ assembly / software are being used or shall be used.

We also undertake that in respect of hardware, DB, licensed software/solution/Operating system if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity) and also that it shall be sourced from the authorized source.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the equipment, without demur, if already supplied and return the money if any paid to us by you in this regard.

Authorized Signatory Name:

Designation: Place:

Date:



9.12 Annexure 12: Undertaking for Backlining

9.12.1 Undertaking for Back-lining- OEM

UNDERTAKING for Backlining (On OEMs Letter Head)

RFP No: **OICL/ITD/HO/VIDEO- CONFERENCING/2018/01**

To,

The Chief Manager (IT)
Information Technology Department
The Oriental Insurance Company Limited 2nd Floor,
Head Office, Oriental House A-25/27, Asaf Ali Road,
New Delhi – 110 002

Dear Sir,

This is to confirm that M/S..... who will be bidding in your RFP has backline the support for Video Conferencing Solution and Equipment's for complete duration for 5 Year with us as per the terms of the RFP.

Signature

Name

Designation

9.12.2 Undertaking for Back-lining- Bidder

UNDERTAKING for Back-lining (On Bidders Letter Head)

RFP No: **OICL/ITD/HO/VIDEO- CONFERENCING/2018/01**

To,

The Chief Manager (IT)
Information Technology Department
The Oriental Insurance Company Limited 2nd Floor,
Head Office, Oriental House A-25/27, Asaf Ali Road,
New Delhi – 110 002



Request for Proposal for Supply, Installation,
Commissioning and Maintenance of Video Conferencing

Dear Sir,

This is to confirm that we M/S..... who is bidding in your RFP will backline the support for Video Conferencing Solution and Equipment's for complete duration for 5 Year with M/s _____ as per the terms of the RFP within 15 days of issuance of Purchase Order.

Signature

Name

Designation



9.13 Annexure 13: List of OICL Offices

a. Offices: Location for 55 Inch or higher Endpoint

| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
|------|----------------------------|---------------------------------------|--------------------------------------|-------------------------------------------|-------|-----------|
| 1 | Head Office | ORIENTAL HOUSE | A-25/27 | ASAF ALI ROAD | DL | DELHI |
| 2 | RO I Mumbai | ORIENTAL HOUSE, 2ND FLOOR, | 7,JAMSHEDJI TATA ROAD, | CHURCHGATE MUMBAI - 400020 | MH | MUMBAI |
| 3 | RO-II Mumbai | ORIENTAL HOUSE, | 7TH FLOOR, | 7-J TATA ROAD, CHURCHGATE - 400020 | MH | MUMBAI |
| 4 | Mumbai Regional Office-III | 601-605.TOWN CENTRE-1, | ANDHEARI KURLA ROAD, MAROL | NEAR SAKI NAKA ANDHERI(E) , Mumbai-400059 | MH | MUMBAI |
| 5 | RO AHMEDABAD | NAVJIVAN TRUST BUILDING, 3RD FL., B/H | GUJARAT VIDHYAPETH,OF F. ASHRAM ROAD | 380014 | GJ | AHMEDABAD |
| 6 | RO INDORE | IDA BUILDING, 4TH FLOOR | 7, RACE COURSE ROAD | 452003 | MP | INDORE |
| 7 | RO PUNE | MAY FAIR TOWERS, 1ST FLOOR, WAKDEWADI | PUNE-MUMBAI ROAD, SHIVAJI NAGAR, | PUNE-411005 | MH | PUNE |
| 8 | RO VADODARA | MEZZANINE FLOOR, A.G. CHAMBERS, | UNIVERSITY ROAD | FATEHGUNJ VADADORA - 390002 | GJ | VADODARA |
| 9 | RO NAGPUR | REGIONAL OFFICE, 4TH FLOOR | S.K. TOWERS, NELSON SQUARE | CHHINDWARA ROAD - 440013 | MH | NAGPUR |



Request for Proposal for Supply, Installation,
Commissioning and Maintenance of Video Conferencing

| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
|------|----------------------|------------------------------------------------------------|---------------------------------------|---------------------------------|-------|------------|
| 10 | RO RAIPUR | IST FLOOR, R.K.PLAZA, PANCHPEDI NAKA, | RING ROAD 1,RAIPUR (CG), RAIPUR | 492001 | CG | RAIPUR |
| 11 | RO1 NEW DELHI | 10TH FLOOR | HANSALYA BUILDING | BARAKHAMBA ROAD,NEW DELHI | DL | DELHI |
| 12 | RO LUCKNOW | REGIONAL OFFICE , JEEVAN BHAWAN, 43, | HAZRATGANJ, LUCKNOW | LUCKNOW | UP | LUCKNOW |
| 13 | RO CHANDIGAR H | SCO-109- 110-111 | SECTOR 17D | CHANDIGARH- 160017 | CH | CHANDIGARH |
| 14 | RO JAIPUR | III FLOOR, ANAND BHAWAN | S . C. ROAD | JAIPUR - 302001 | RJ | JAIPUR |
| 15 | RO Dehradun | 3RD. FLOOR, NCR PLAZA, 24-A, NEW CANTT. ROAD., | HATHIBARKALA | DEHRADUN | UC | DEHRADUN |
| 16 | RO2 NEW DELHI | SCOPE MINAR CORE 1, IST FLOOR | DISTRICT CENTRE | LAKSHMI NAGAR - 110092 | DL | DELHI |
| 17 | RO Calcutta | 4 LYONS RANGE | CALCUTTA | 700001 | WB | CALCUTTA |
| 18 | RO Guwahati | G S ROAD | ULUBARI | GUWAHATI – 781007 | AS | GUWAHATI |
| 19 | RO PATNA | PIRMOHANI | RAJENDRA PATH | 800003 | BH | PATNA |



Request for Proposal for Supply, Installation,
Commissioning and Maintenance of Video Conferencing

| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
|------|--------------------------|-----------------------------------------------------|---------------------------------------------------------|-----------------------------------------------------------------------|-------|-------------------|
| 20 | RO Chennai | U.I.L BUILDING | IV FLOOR, NO 4 ESPLANADE. | BROADWAY CHENNAI - 600 108 | TN | CHENNAI |
| 21 | RO Bangalore | #44/45,LEO SHOPPING COMPLEX | 1ST FLOOR | RESIDENCY ROAD CROSS | KA | BANGALORE |
| 22 | RO HYDERABAD | # 6-3-871, SNEHALATHA BUILDING, P B NO. 45 | GREENLANDS ROAD, BEGUMPET | HYDERABAD - 500 016 | TS | HYDERABAD |
| 23 | RO COIMBATOR E | 82, Cheran Towers 3rd Floor | Govt Arts College Road | Coimbatore - 641018 | TN | COIMBATORE |
| 24 | RO- VISAKHAPAT NAM | SRI NITYA COMPLEX, 2ND FLOOR | OPP : KARNATAKA BANK, RAMA TALKIES ROAD | CBM COMPOUND Pin- 530013 | AP | VISAKHAPATNA M |
| 25 | R O HUBLI | SUMANGALA COMPLEX, II FLOOR, | OPP. H D M C LAMINGTON ROAD, Dist: DHARWAD | HUBLI-580020 | KA | HUBLI |
| 26 | RO Madhurai | The Oriental Insurance Company Limited, | Regional Office, 2nd Floor, Ramalinga Radiance | No.78, Thiruparankundr am Road, Andalpuram Madurai 625002 | TN | MADURAI |
| 27 | CBRO DELHI | 4TH FLOOR, REAR PORTION | JEEVAN VIHAR BUILDING | PARLIAMENT STREET, NEW DELHI | DL | DELHI |
| 28 | CBRO CHENNAI | NO.7, ROSY TOWERS, 2ND FLOOR | UTTHAMAR GANDHI SALAI, NUNGAMBAKKA M | CHENNAI - 600034 | TN | CHENNAI |



| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
|------|------------------------------------------|-----------------------------------------------|------------------------------|------------------------|-------|-----------|
| 29 | CBRO MUMBAI | ORIENTAL HOUSE, 3RD FLOOR | 7, JAMSHEDJI TATA ROAD | CHURCHGATE - 400020 | MH | MUMBAI |
| 30 | Oriental Staff Training College | SECTOR - 11, BATA MORE, MATHURA ROAD | FARIDABAD 121 006 (INDIA) | nil | HR | FARIDABAD |

b. Offices: Locations for 20 Inch or Higher All in PC/Integrated Endpoint *

*the list is tentative, actual locations of offices and their addresses may differ, the actual details of the offices will be shared with the successful bidder, the bidder is required to deliver the VC Endpoints ,executives HD Integrated Personal Video Conferencing System/Executives PCs with the VC Solution and other infrastructure for VC at the locations finalized by OICL.

| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
|------|----------------------|----------------------------------|------------------------------------------------|-------------------------|-------|--------|
| 1 | CBU 3 MUMBAI | ORIENTAL HOUSE, 3RD FLOOR | 7,JAMSHEDJI TATA ROAD, | CHURCHGATE - 400 020 | MH | MUMBAI |
| 2 | BOMBAY CITY DO 11 | ORIENTAL HOUSE, 3RD FLOOR, | 7, JAMSHEDJI TATA ROAD, | CHURCHGATE, | MH | MUMBAI |
| 3 | DO 12 MUMBAI | ORIENTAL HOUSE, IST FLOOR, | 7, J. TATA ROAD, | CHURCHGATE, | MH | MUMBAI |
| 4 | CBU-I MUMBAI | ORIENTAL BUILDING, 3 FLOOR, | 7,JAMSHEDJI TATA ROAD, | CHURCHGATE - 400 020 | MH | MUMBAI |
| 5 | CBU 2 MUMBAI | MAGNET HOUSE, 3RD FLOOR | Narottam Morarjee Marg, Ballard Estate | Mumbai - 400038 | MH | MUMBAI |
| 6 | DO 14 MUMBAI | ORIENTAL HOUSE, 3RD FLOOR, | 7, JAMSHEDJI TATA ROAD, | CHURCHGATE - 400 020 | MH | MUMBAI |
| 7 | DO 19 MUMBAI | GROUND FLOOR,MAGNET HOUSE, | NAROTTAM MORARJI MARG,BALLAR D ESATE, | nil | MH | MUMBAI |



Request for Proposal for Supply, Installation,
Commissioning and Maintenance of Video Conferencing

| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
|------|--------------|----------------------------------------------|---------------------------------|------------------------------------|-------|--------|
| 8 | DO 21 MUMBAI | ORIENTAL BUILDING, 3 FLOOR | M.G. ROAD | P.B. NO 1989, FORT Mumbai - 400001 | MH | MUMBAI |
| 9 | DO 18 MUMBAI | Magnet House, 3rd Floor | NAROTTAM MORARJI MARG, | BALLARD ESTATE - 400038 | MH | MUMBAI |
| 10 | DO 22 MUMBAI | ORIENTAL BUILDING, 3 FLOOR | M.G. ROAD | FORT, Mumbai - 400001 | MH | MUMBAI |
| 11 | DO 2 MUMBAI | ORIENTAL HOUSE 4TH FLOOR | 7-J TATA ROAD, CHURCHGATE | MUMBAI 400 020 | MH | MUMBAI |
| 12 | DO 3 MUMBAI | ORIENTAL HOUSE 4TH FLOOR | 7-J TATA ROAD, CHURCHGATE | MUMBAI 400 020 | MH | MUMBAI |
| 13 | DO 4 MUMBAI | 3RD FLOOR, MAGNET HOUSE, | N.M. MARG,BALLAR D ESTATE | MUMBAI-400038 | MH | MUMBAI |
| 14 | DO 6 MUMBAI | GROUND FLOOR, MAGNET HOUSE, | N.M. MARG,BALLAR D ESTATE | 400038 | MH | MUMBAI |
| 15 | DO 7 MUMBAI | 3RD FLOOR, MAGNET HOUSE, | N.M. MARG,BALLAR D ESTATE | 400038 | MH | MUMBAI |
| 16 | DO 8 MUMBAI | MAKER BHAVAN NO.1 | 5TH FLOOR | NEW MARINE LINES-400020 | MH | MUMBAI |
| 17 | DO 9 MUMBAI | SBI ANNEX BLDG., 3RD FLOOR | BANK STREET, HORNIMAN CIRCLE, | 400023 | MH | MUMBAI |
| 18 | DO 20 MUMBAI | 2ND, FLOOR, D.J. HOUSE, WILSON PEN COMPOUND, | OLD NAGARDAS ROAD, NEAR SUBWAY, | ANDHERI (EAST) | MH | MUMBAI |
| 19 | DO GHATKOPAR | SHREEPAL COMPLEX- II FLOOR | MG ROAD | GHATKOPAR WEST | MH | MUMBAI |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 20 | DO KALYAN | SHREE DUTTA KRUPA | GANESH BAUGH, MURBAD ROAD, | KALYAN (W) - THANE | MH | MUMBAI |
| 21 | DO PANVEL | SHIVRAM SADAN 2ND FLR. ABOVE INDULKAR'S LINE ALI SHIVAJI ROAD | nil | nil | MH | MUMBAI |
| 22 | DO DADAR | LAKSHMI COMMERCIAL CENTRE, | SENAPATI BAPAT MARG, DADAR [W], | DADAR (W),- 400028 | MH | MUMBAI |
| 23 | DO BORIVALI | SHRADDHA SHOPPING CENTER, SV ROAD , BORIVLI (W) | nil | nil | MH | MUMBAI |
| 24 | Broker DO | ORIENTAL HOUSE 4TH FLOOR | 7-J TATA ROAD, CHURCHGATE | 400020 | MH | MUMBAI |
| 25 | DO1 MUMBAI | ORIENTAL HOUSE, 1ST FLOOR | 7-J TATA ROAD, CHURCHGATE | 400020 | MH | MUMBAI |
| 26 | DO19 MUMBAI | GROUND FLOOR, MAGNET HOUSE, | N.M. MARG,BALLAR D ESTATE | 400038 | MH | MUMBAI |
| 27 | DO 20 MUMBAI | 2ND FLOOR, D J HOUSE,WILSON PEN COMPOUND, | OLD NAGARDAS ROAD, ANDHERI(E) | nil | MH | MUMBAI |
| 28 | DO BORIVLI | Shop No.6,7& 8, Grnd. Flr. | Bhoomi Sarraswathi, Ganjawala Lane,Nr. Chamunda Circle | Borivali (West) | MH | MUMBAI |



| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 29 | DO GHATKOPER | SHOP ZONE, 5TH FLOOR, NEAR BANK OF INDIA, MG ROAD | GHATKOPER WEST, MUMBAI 400086 | nil | MH | MUMBAI |
| 30 | DO THANE | 3RD FLOOR, SARASWATI MANDIR,,MARATHI GRANTH SANGRAHALAYA,, | SUBHASH ROAD, THANE-400 601 | nil | MH | THANE |
| 31 | DO KALYAN | SHREE DUTTA KRUPA,GANESH BAUGH, MURBAD ROAD,, | KALYAN (W) - THANE | nil | MH | THANE |
| 32 | DO PANVEL | 'Shop No. 1;2;3;4, Neelkanth Prestige, Plot No. 73, | Swami Nityanand Marg, | Near Saharsabudhe Hospital, Panvel (old Panvel).Dist:Raigad, Maharashtra.-410206' | MH | Panvel |
| 33 | DO1 AHMEDABAD | THE OICL DO 1 AHMEDABAD | 3 RD FLOOR , NAVDEEP BUILDING,NEAR INCOMETAX CHAR RASTA | 380014 | GJ | AHMEDABAD |
| 34 | DO2 AHMEDABAD | 2ND FLOOR, KALIDAS CHAMBERS NR DINBAI TOWER LALDARWAJA | nil | 380001 | GJ | AHMEDABAD |
| 35 | DO3 AHMEDABAD | 3RD FLOOR, AGRAWAL CHAMBER, | OPP: TOWN HALL,ELLISHBRIDGE | 380006 | GJ | AHMEDABAD |



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| 36 | CBU AHMEDABAD | SWASTIK CENTRE,NR MIRCH MASALA RESTAURENT | SWASTIK CHAR RASTA,C.G RD, AHMEDABAD-380009 | 380009 | GJ | AHMEDABAD |
| 37 | DO5 AHMEDABAD | 2ND FLOOR, AMRUT JAYANTI BHAVAN, | NAVJIVAN P.O, B/H GUJARAT VIDYAPEETH | AHMEDABAD - 380014 | GJ | AHMEDABAD |
| 38 | DO 6 AHMEDABAD | Anar Complex, C/O New Girish Coldrinks, | near Vijay Char Rasta, Navrangpura,A hmedabad | 380009 | GJ | AHMEDABAD |
| 39 | DO 7 AHMEDABAD | 3RD FLOOR H J HOUSE | NR RAMBAUG POLICE STATION, MANINAGAR | AHMEDABAD - 380008 | GJ | AHMEDABAD |
| 40 | DO 8 Ahmedabad | 3rd Floor, Bank Of India Building, | Bhadra Ahmedabad | 380002 | GJ | AHMEDABAD |
| 41 | RO INDORE | IDA BUILDING, 4TH FLOOR | 7, RACE COURSE ROAD | 452003 | MP | INDORE |
| 42 | DO-1, INDORE | 208-211,SILVER SANCHORA CASTLE, | 2ND FLOOR,8/2, R.N.T MARG | 452004 | MP | INDORE |
| 43 | DO-2, INDORE | 20, SNEH NAGAR, | SAPNA SANGEETA ROAD, | 452001 | MP | INDORE |
| 44 | DO-3, INDORE | 11-B,RATLAM KOTHI | CHOUDHARY MANSION | 452001 | MP | INDORE |
| 45 | DO-4, INDORE | M-1,M-2,"KANCHAN SAGAR" | 18/1,OLD PALASIA,A.B.ROAD 2 FLOOR | 452009 | MP | INDORE |



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| 46 | DO-1, BHOPAL | 102/103 BERASIA ROAD,SINDHI COLONY | nil | 462003 | MP | BHOPAL |
| 47 | DO SAGAR | BHAGWAN GANJ, BHOPAL ROAD | nil | 470002 | MP | SAGAR |
| 48 | DO 1 PUNE | JEEVAN DHARSHAN | N.C. KELKAR ROAD | NARAYAN PETH, 411030 | MH | PUNE |
| 49 | DO 2 PUNE | GANATARA CHAMBERS | 571 SADASHIV PETH, | LAXMI ROAD, PUNE - 411030 | MH | PUNE |
| 50 | DO CHINCHWA D | Bahirwade Chambers, 1st Floor, | Opp. Hotel Panchsheel, Above United Bank Of India, | Telco Road, Chinchwad- 411019 | MH | PUNE |
| 51 | DO 3 PUNE | 321/A/2, OSWAL BANDHU SAMAJ BLDG. | J.N. ROAD, OPP. 7 LOVES HOTEL | PUNE-411042 | MH | PUNE |
| 52 | DO 4 PUNE | ABBAS CHAMBERS | 3RD,FLOOR, 1,M. G. ROAD 411001 | PUNE(PH. NO.26130505) | MH | PUNE |
| 53 | DO 5 PUNE | May-Fair Towers, "B" wing, 1st floor, | Pune-Mumbai Road, Wakadewadi, | Shivajinagar, PUNE-411005 | MH | PUNE |
| 54 | DO 2 NASHIK | SHOP NO.20,4TH FLOOR,UDYOG BHAVAN, | TRIMBAK ROAD, SATPUR | NASHIK 422007 | MH | NASHIK |
| 55 | DO 1 VADODARA | 1ST FLOOR, A.G. CHAMBERS, | UNIVERSITY ROAD, FATEHGUNJ, VADODARA | 390002 | GJ | VADODAR A |
| 56 | DO-2 VADODARA | II FLOOR, KIRTI TOWER, TILAK ROAD | VADODARA - 390001 | nil | GJ | VADODAR A |



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| 57 | DO 3 VADODARA | 3RD FLOOR, VANIJYA BHAVAN | RACE COURSE, VADODARA - 390007 | nil | GJ | VADODARA |
| 58 | DO SURAT | 3RD FLOOR, BOYCE BUILDING | OPP. T & TV HIGH SCHOOL, TIMALIYAWAD, NANPURA | SURAT | GJ | SURAT |
| 59 | DO VALSAD | 1ST FLOOR, YASHKAMAL BUILDING (A) WING | TITHAL ROAD, VALSAD | nil | GJ | VALSAD |
| 60 | DO Channi | 1st Floor, Divya Jyoti Complex | Ramakaka Road | Chhani | GJ | VADODARA |
| 61 | D. O. 2 SURAT | 2ND FLOOR, TAMAKUWALA CHAMBERS | DALIA SHERI, NAVAPURA, | SURAT | GJ | SURAT |
| 62 | DO1 NAGPUR | 15, A.D. COMPLEX | MOUNT ROAD, | SADAR - 440013 | MH | NAGPUR |
| 63 | DO2 NAGPUR | PLOT NO. 8, 1ST. FLOOR, HINDUSTHAN COLONY | WARDHA ROAD | NEAR AJANI SQUARE - 440015 | MH | NAGPUR |
| 64 | DO-3 NAGPUR | 269 SHARADA COMPLEX | ABOVE HDFC BANK | NEAR TELEPHONE EXCHANGE SQUARE CA - 440008 | MH | NAGPUR |
| 65 | DO1 AURANGABAD | INDER-PRAKASH BUILDING | ADALAT ROAD | AURANGABAD - 431 001 | MH | AURANGABAD_M |
| 66 | DO2 AURANGABAD | INDER-PRAKASH BUILDING | ADALAT ROAD | AURANGABAD - 431001 | MH | AURANGABAD_M |



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| 67 | DO1 RAIPUR | MADINA MANJIL,KUTCHERI CHOWK,JAIL ROAD,RAIPUR (CG) | RAIPUR | 492001 | CG | RAIPUR |
| 68 | DO2 RAIPUR | CHAWLA COMPLEX, SAI NAGAR, DEVENDRA MARG, | RAIPUR | 492001 | CG | RAIPUR |
| 69 | DO3 RAIPUR | 1st Floor, R.K.PLAZA, PANCHPEDI NAKA, RING ROAD 1 | RAIPUR | 492001 | CG | RAIPUR |
| 70 | DO AMBIKAPUR | MANENDRAGARH ROAD NEAR AMBEDKAR CHOWK,P.O.AMBIKA PUR,DISTT.SURGUJA (CG) | AMBIKAPUR | 497001 | CG | AMBIKAPUR |
| 71 | DO1NEW DELHI | 4TH FLOOR (REAR PORTION) | JEEVAN VIHAR BLDG. | SANSAD MARG, NEW DELHI | DL | DELHI |
| 72 | DO2 NEW DELHI | 16/20, WEA, FIRST FLOOR | NEAR SHASTRI PARK,PADAM SINGH ROAD | KAROL BAGH, NEW DELHI | DL | DELHI |
| 73 | DO6 NEW DELHI | 206, 2ND FLOOR | 57, MANJUSHA BLDG. | NEW DELHI- 110019 | DL | DELHI |
| 74 | DO10 NEW DELHI | 101 L.S.C.H 1ST FLOOR | H-BLOCK MARKET | VIKASPURI | DL | DELHI |



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| 75 | DO15 NEW DELHI | G-8, SOUTH EXTENSION, PART-1, NEW DELHI 110049. | NEW DELHI | nil | DL | DELHI |
| 76 | DO16 NEW DELHI | N 34 BOMBAY LIFE BUILDING, | CONNAUGHT CIRCUS, | NEW DELHI | DL | DELHI |
| 77 | DO17 NEW DELHI | A-22-23, 2nd Floor, | Tagore Market, Opp.Metro Pillar No.332 | Najafgarh Road, Kirti Nagar, New-Delhi-110015 | DL | DELHI |
| 78 | DO19 NEW DELHI | PANKAJ PLAZA, PLOT NO. 4 | 2ND FLOOR, SECTOR-4 | DWARKA, NEW DELHI | DL | DELHI |
| 79 | DO20 NEW DELHI | N 39 BOMBAY LIFE BUILDING, | CONNAUGHT CIRCUS | NEW DELHI | DL | DELHI |
| 80 | DO1 GURGAON | 288/7, MUNJAL TOWER | OLD RAILWAY ROAD | GURGAON (HARYANA) | HR | GURGAON |
| 81 | DO24 NEW DELHI | BOMBAY LIFE BLDG. | N-36 CONNAUGHT T CIRCUS | NEW DELHI | DL | DELHI |
| 82 | DO25 NEW DELHI | G-8 HAUZ KHAS MKT | NEW DELHI 110016 | nil | DL | DELHI |
| 83 | DO 2 GURGAON | PAYAL CINEMA COMMERCIAL COMPLEX | SECTOR 14, DELHI ROAD | GURGAON (HARYANA) | HR | GURGAON |
| 84 | DO9 NEW DELHI | SUNLIGHT INSURANCE BUILDING. | 1/28 ASAF ALI ROAD | NEW DELHI | DL | DELHI |
| 85 | DO18 NEW DELHI | 6 TH FLOOR, SHAH PURI TOWER | C-58 COMMUNITY CENTER | JANAK PURI | DL | DELHI |



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| 86 | DO 4 NEW DELHI | UGF 8,11,12,13, ARUNACHAL BHAVAN | BARAKHAMBA ROAD | NEW DELHI | DL | DELHI |
| 87 | DO 25 Nodal Office Maruti | 88 Janpath | Connaught Place | NEW DELHI | DL | DELHI |
| 89 | DO2 LUCKNOW | VIKAS DEEP BHAWAN, 9TH FLOOR | 22-STATION ROAD | 226001 | UP | LUCKNOW |
| 90 | DO - 1 LUCKNOW | 8, BALMIKI MARG, | LAL BAGH, | LUCKNOW | UP | LUCKNOW |
| 91 | DO - 3 LUCKNOW | Near Matiyari Crossing, | Beside Union Bank of India, | Faizabad Road | UP | LUCKNOW |
| 92 | DO SITAPUR | OPP. P.A.C. TRAINING CENTRE, | STATION ROAD, SITAPUR | SITAPUR | UP | SITAPUR |
| 93 | DO - 1 KANPUR | 16/98, Jeevan Vikas Building, | 3rd Floor, The Mall | KANPUR | UP | KANPUR |
| 94 | DO - 2 KANPUR | 17/3, MEGHDOOT BUILDING, | THE MALL | KANPUR | UP | KANPUR |
| 95 | DO VARANASI | HATHUA MARKET | 1ST FLOOR, CHET GANJ | LAHURABIR | UP | VARANASI |
| 96 | DO 1 ALLAHABAD | 16-A, M. G. MARG | CIVIL LINES | ALLAHABAD | UP | ALLAHABAD |
| 97 | KANPUR DO 3 | 111A/6, GUMTI NO.5, KANPUR | ASHOK NAGAR, | G.T.ROAD,KANPUR | UP | KANPUR |
| 98 | DO2 ALLAHABAD | 53, UNITED TOWER | LEADER ROAD | ALLAHABAD | UP | ALLAHABAD |



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| 99 | DO SHAKTINAGAR | TYPE 3A,-4, JME COLONY, SHAKTINAGAR, | Dist : SONEBHADRA 231222 | SHAKTINAGAR | UP | SONEBHADRA |
| 100 | DO RAI BAREILLY | 345, KATCHARY ROAD, ABOVE UNION BANK | RAE BARELI-229001 | RAI BAREILLY | UP | RAI BAREILLY |
| 101 | DO BAREILLY | 85 A, Raghuvanshi Complex | Ist Floor, Near Ayub Khan Chauraha, Bareilly | 243001 | UP | BAREILLY |
| 103 | DO1 CHANDIGARH | FIRST FLOOR, SCO 99-100, | SEC-17-B, | CHANDIGARH-160017 | CH | CHANDIGARH |
| 104 | DO2 CHANDIGARH | FIRST FLOOR, S.C.O. 48-49 | SECTOR 17-A, CHANDIGARH | 160017 | CH | CHANDIGARH |
| 105 | DO3 CHANDIGARH | SCO No. 72-A and 73-A | Sector-26, Grain Market | nil | CH | CHANDIGARH |
| 106 | DO MOHALI | 2nd FLOOR, SCO-20, | PHASE 1, SAS NAGAR, | MOHALI-160055 | PB | MOHALI |
| 107 | DO JALANDHAR | First and Mezzanine Floor, Plot No. 32 | Amardeep Building, G.T. Road | JALANDHAR CITY | PB | JALANDHAR |
| 108 | DO BHATINDA | 4501,BANK STREET, | BATHINDA | 151001 | PB | BATHINDA |
| 109 | DO1 LUDHIANA | Opp. Municipal Corporation Office Zone C | Gill Road, LUDHIANA | Pin: 141003 | PB | LUDHIANA |
| 110 | DO PATIALA | FIRST FLOOR, | SAI MARKET, | LOWER MALL, PATIALA-147001 | PB | PATIALA |



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| 111 | DO RAJPURA | THE ORIENTAL INSURANCE CO. LTD., E-4-5-6, CALIBRE MKT., | PATIALA ROAD, RAJPURA | 140401 | PB | RAJPURA |
| 112 | DO PATHANKOT | FIRST FLOOR, OPPOSITE SDM COURT, | DALHOUSIE ROAD, | PATHANKOT-145001 | PB | PATHANKOT |
| 113 | DO2 LUDHIANA | THE ORIENTAL INSURANCE CO. LTD., SONA COMPLEX, MILLER GANJ, G.T. ROAD, LUDHIANA | 141003 | nil | PB | LUDHIANA |
| 114 | DO3 LUDHIANA | B-XVI-718, GANPATI TOWER, GILL ROAD, | ABOVE SYNDICATE BANK, MILLERGANJ | LUDHIANA-141003 | PB | LUDHIANA |
| 115 | DO2 AMRITSAR | MADAN MOHAN MALVIYA ROAD, | AMRITSAR | 143001 | PB | AMRITSAR |
| 116 | DO1 JAIPUR | 2ND FLOOR, ANAND BHAWAN, | S C ROAD, | Jaipur-302001 | RJ | JAIPUR |
| 117 | DO AJMER | POST BOX NO. 9 | GANESH BHAWAN | Kucheri Road, M.G. Road 305001 | RJ | AJMER |
| 118 | DO JODHPUR | 637/ B, BHANSALI TOWER, | IIIRD FLOOR, RESIDENCY ROAD, | JODHPUR-342003 | RJ | JODHPUR |
| 119 | DO-I GHAZIABAD | B-8, RDC RAJ NAGR, GHAZIABAD | nil | nil | UP | GHAZIABAD |



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| 120 | DO MEERUT | DIVISIONAL OFFICE, 346 KHAIR NAGAR, OPP. FILMISTAN CINEMA MEERUT | nil | nil | UP | MEERUT |
| 121 | DO BAREILLY | 35-2/8, RAMPUR BAGH, OPP. PRABHA CINEMA, | DIVISIONAL OFFICE. | OPP. PRABHA CINEMA, | UP | BAREILLY |
| 122 | DO DEHRADUN | 4-B, 1st Floor, Sachdeva Colony, (Opp. Nainital Bank), | Haridwar Road, Dehradun PIN- 248001 | nil | UC | DEHRADUN |
| 123 | DO AMBALA | 170/2-5 | NETAJI SUBASH MARG | 133001 | HR | AMBALA |
| 124 | DO11 NEW DELHI | ANSALS DILKUSH INDUSTRIAL ESTATE | G.T KARNAL ROAD - 110007 | DELHI | DL | DELHI |
| 125 | NEW DELHI DO 12 | 7678 SINGH SABHA ROAD | NEAR AMBA CINEMA ROAD NEW DELHI | nil | DL | DELHI |
| 126 | DO13 NEW DELHI | 23/23 B EMCA HOUSE ANSARI ROAD | DARYA GANJ | NEW DELHI 110002 | DL | DELHI |
| 127 | DO14 NEW DELHI | 80, FIRST FLOOR, F.I.E. | PATPAR GANJ INDUSTRIAL AREA, | DELHI-110092 | DL | DELHI |



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| 128 | DO-22, East Punjabi Bagh | 28/12, East Punjabi Bagh, Ring Road, New Delhi - 110026 | NEW DELHI - 110026 | nil | DL | DELHI |
| 129 | DO 23 NEW DELHI | 2/13-14,SARAI JULLENA NEW DELHI | nil | nil | DL | DELHI |
| 130 | DO3 NEW DELHI | AZADBHAWAN 4E/14 | JHANDELWALA N BAVAN | New Delhi-55 | DL | DELHI |
| 131 | DO 21 NEW DELHI | K-37, CONNAUGHT CIRCUS, | NEW DELHI-1 | nil | DL | DELHI |
| 132 | DO FARIDABAD | 4-BP NEELAM BATA ROAD | BATA CHOWK NIT | FARIDABAD [HARYANA] | HR | FARIDABAD |
| 133 | DO NOIDA | H- 1A/18, Sector- 63 | Near Domino's Pizza Shop | Noida- 201301 | UP | NOIDA |
| 135 | DO26 NEW DELHI | 19A SECOND FLOOR | SARTI CO-OP | JWALA HERI | DL | DELHI |
| 136 | DO-29, NEW DELHI | 88 JANPATH, GROUND FLOOR | NEW DELHI | nil | DL | DELHI |
| 137 | DO 1 CALCUTTA | 10C, MIDDLETON ROW, | DABRIWALA HOUSE, 6TH FLOOR, | KOLKATA- 700 071 | WB | CALCUTTA |
| 138 | DO 2 KOLKATA | 4TH FLOOR, | 4 LYONS RANGE | KOLKATA-700001 | WB | KOLKATA |
| 139 | DO 3 CALCUTTA | 4, LYONS RANGE | 2ND FLOOR | KOLKATTA-700 001 | WB | CALCUTTA |
| 140 | DO 4 KOLKATA | 4 B B D BAG (EAST) | 33 STEPHEN HOUSE | KOLKATTA-700 001 | WB | KOLKATA |



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| 141 | DO 5 CALCUTTA | 33,STEPHEN HOUSE | 2ND FLOOR,4- B.B.D. BAG (E) | KOLKATTA-700 001 | WB | KOLKATA |
| 142 | DO-6 KOLKATA | EVEREST HOUSE, 2ND FLOOR, | 46C, CHOWRINGHEE ROAD | KOLKATA – 700071 | WB | CALCUTTA |
| 143 | DO HOWRAH | P-4, DOBSON LANE | 4 TH FLOOR | HOWRAH-711101 | WB | KOLKATA |
| 144 | CBU KOLKATA | 7 RED CROSS PLACE | KOLKATA | KOLKATTA-700 001 | WB | CALCUTTA |
| 145 | DO BARASAT | 40/2,JESSORE ROAD,NEAR SARAMA CINEMA HALL, | DAK BANGLOW MORE,BARASA T | nil | WB | KOLKATA |
| 146 | DO DURGAPUR | BANERJEE BUILDING, | NACHAN ROAD, IIFI,, | DURGAPUR – 713213 | WB | KOLKATA |
| 147 | RO Guwahati | G S ROAD | ULUBARI | GUWAHATI – 781007 | AS | GUWAHAT I |
| 148 | CDO 1 GUWAHATI | 1ST FLOOR, GUHA LODGE | M.L NEHRU ROAD, PAN BAZAR | 781001 | AS | GUWAHAT I |
| 149 | CDO 2 GUWAHATI | AMARAVATI PATH, | CHRISTIAN BASTI, G.S. ROAD, | GUWAHATI - 781005 | AS | GUWAHAT I |
| 150 | CDO -III GUWAHATI | MANIRAM DEWAN ROAD | CHANDMARI | GUWAHATI- 781021 | AS | GUWAHAT I |
| 151 | DO1 PATNA | UMA COMPLEX,FRAZER ROAD, | FRAZER ROAD | 800001 | BH | PATNA |
| 152 | DO2 PATNA | ANAND VIHAR COMPLEX, | 4 RTH FLOOR, WEST BORING CANAL ROAD, | PATNA - 800001 | BH | PATNA |
| 153 | DO3 PATNA | 2ND FLOOR, SUDAMA PALACE | MAIN ROAD | KANKERBAGH ROAD-800020 | BH | PATNA |



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| 154 | DO MUZAFFARPUR | DAYA COMPLEX | KALAMBAGH ROAD,AGHORI A BAZAR | 842001 | BH | MUZAFFARPUR |
| 155 | DO1 RANCHI | 2nd Floor.Tiwary Enclave.35A Circular Road. Lalpur | RANCHI | 834002 | JH | RANCHI |
| 156 | DO GAYA | 2ND FLOOR, R J PALACE | RAI KASHI NATH MORE,GANDHI MAIDAN , GAYA | 823001 | BH | GAYA |
| 157 | DO-2 BHUBANESHWAR | 75, BUDHA NAGAR | BHUBANESWAR | nil | OR | BHUBANESHWAR |
| 158 | DO BOLANGIR | FIRST FLOOR | BASUDEV BHAWAN | SAMBALPUR ROAD-767001 | OR | BOLANGIR |
| 159 | DO 2 CHENNAI | U.I.L BUILDING | IV FLOOR. NO 4 ESPLANADE | BROADWAY | TN | CHENNAI |
| 160 | CBU CHENNAI | ROSY TOWERS, II FLOOR | UTTMAR GANDHI SALAI | NUNGAMBAKKAM | TN | CHENNAI |
| 161 | DO 4 CHENNAI | LUCKMAN MANZIL III FLOOR | N.NO 258. O.NO.130 | ANGAPPA NAICKEN STREET | TN | CHENNAI |
| 162 | DO 5 CHENNAI | NO 77A, ANNA SALAI | P.B.NO.2447,"S PENCER TOWERS" IV FLOOR | CHENNAI | TN | CHENNAI |
| 163 | DO 6 CHENNAI | NO 1 ABDUL RAZACK STREET. | BALI TOWERS I FLOOR. | SAIDAPET | TN | CHENNAI |
| 164 | DO7 CHENNAI | NEW NO.377(OLD NO.272),ANNA SALAI | 600018 | TEYNAMPET | TN | CHENNAI |



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| 165 | DO8 CHENNAI | SRI PANKAJ COMPLEX | II FLOOR. NO 89. PERAMBUR BARRACKS ROAD. | VEPERY. CHENNAI - 600007 | TN | CHENNAI |
| 166 | DO9 CHENNAI | APEX CHAMBERS II FLOOR | 20, SIR THEAGARAYA ROAD | T NAGAR | TN | CHENNAI |
| 167 | DO10 CHENNAI | DWARAKA,II FLOOR | O.NO.36.N.NO. 79. UTHAMAR GANDHI SALAI. | NUMGAMBAKKA M - 600034 | TN | CHENNAI |
| 168 | DO11 CHENNAI | MAHALAKSHMI MANSION, I FLOOR | 14, I MAIN ROAD, GANDHINAGAR , ADYAR,CH-20 | TEL : 2345 8263 / 2345 8264 | TN | CHENNAI |
| 169 | DO12 CHENNAI | IST FLOOR. . | W- 115.S.B.COMPL EX.III AVENUE.OPP KANDASAMY NAIDU COLLEGE.NEAR ROUNDTANA | ANNA NAGAR - 600040 | TN | CHENNAI |
| 170 | DO-13, Chennai | NO.94 ,III FLOOR, JAWAHARLAL NEHR U ROAD , | 100 FT ROAD, (OPP TO HOTEL AMBICA EMPIRE & ABOVE SBI) | VADAPALANI, CHENNAI-600026 | TN | CHENNAI |
| 171 | C.B.U BANGALORE | #44/45, LEO SHOPPING COMPLEX | 3RD FLOOR, RESIDENCY CROSS ROAD | BANGALORE - 560025. | KA | BANGALO RE |
| 172 | DO2 BANGALORE | KHENY BUILDING, | NO 3., IST FLOOR, IST CROSS,GANDHI NAGAR, | P.B.NO.9555, | KA | BANGALO RE |



Request for Proposal for Supply, Installation,
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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
|------|--------------------|--------------------------------------------------------------|---------------------------------------------------|----------------------------------------------------|-------|---------------|
| 173 | DO3 BANGALORE | #44/45, LEO SHOPPING COMPLEX | III FLOOR | RESIDENCY ROAD CROSS | KA | BANGALO RE |
| 174 | DO4 BANGALORE | NO.49 II FLOOR | JYOTHI MAHAL | ST. MARKS ROAD | KA | BANGALO RE |
| 175 | DO5 BANGALORE | SHANKAR HOUSE, NO-1, RMV EXTENSION | MEKHRI CIRCLE | nil | KA | BANGALO RE |
| 176 | DO 6 BANGALORE | NO. 20, 2ND FLOOR, 9TH MAIN,OPPOSITE PAI VICEROY HOTEL | , | JAYANAGAR III BLOCK | KA | BANGALO RE |
| 177 | DO 7 BANGALORE | NO1,SHANKAR HOUSE, | 3 FLOOR, RMV EXTENSION, | MEKHRI CIRCLE,BANGLORE | KA | BANGALO RE |
| 178 | DO8 BANGALORE | 22 D V G ROAD, V C PLAZA | BASAVANGUDI | BANGALORE- 560004 | KA | BANGALO RE |
| 179 | DO9 BANGALORE | NO.70/5, SUVARNA TOWERS, I FLOOR | NEAR VIJAYANAGAR BDA COMPLEX, GOVINDARAJ | NAGAR, VIJAYANAGAR, BANGALORE | KA | BANGALO RE |
| 180 | DO 10 BANGALORE | NAGAPRABHA CHAMBERS, 2ND FLOOR, NO.-213-214 | 3RD MAIN, 4TH CROSS, CHAMARAJ PET | BANGALORE- 560018 | KA | BANGALO RE |
| 181 | DO11 BANGALORE | 663, IST FLOOR | IST MAIN, DEFENCE COLONY, 100 FEET ROAD | INDIRA NAGAR IST STAGE | KA | BANGALO RE |
| 182 | DO12 BANGALORE | 1001/56, JAYALAKSHMI MANSION, | 2ND FLOOR, DR. RAJKUMAR ROAD, | 4TH BLOCK, RAJAJINAGAR, BANGALORE- 560010 | KA | BANGALO RE |



Request for Proposal for Supply, Installation,
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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 183 | DO MALLESHWARARAM | YETHIRAJA MUTT BUILDING, 2ND FLOOR, 199, 2ND MAIN ROAD, MALLESHWARARAM, BANGALORE, KARNATAKA | nil | nil | KA | BANGALORE |
| 184 | DO1 HYDERABAD | PO BOX 11, III FLOOR, 302 | OASIS PLAZA, TILAK ROAD, ABIDS | HYDERABAD - 500 001 | TS | HYDERABAD |
| 185 | CBU HYDERABAD | DO 2, 6-2-871, WESTERN WING, 3RD FLOOR, SNEHALATHA | GREENLANDS ROAD, BEGUMPET | HYDERABAD - 500 016 | TS | HYDERABAD |
| 186 | DO 3 HYDERABAD | FLAT NO: 302, 3RD FLOOR, AL-KARIM TRADE CENTRE | OPP. RANIGUNJ BUS DEPOT | SECUNDERABAD - 500 003 | TS | HYDERABAD |
| 187 | DO WARANGAL | H NO: 1-7-43/4/A, 2ND FLOOR, KRISHNA KUTEER, | BESIDE DIVISIONAL FOREST OFFICE, SUBEDARI, HANAMKONDA | WARANGAL - 506 001 | TS | WARANGAL |
| 188 | DO4 HYDERABAD | 1ST FLOOR, 6-2-976, PAVANI ESTATES | P B NO. 74, KHAIRATABAD | HYDERABAD - 500 004 | TS | HYDERABAD |



Request for Proposal for Supply, Installation,
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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 189 | DO 5 HYDERABAD | # 1-2-25/16, III FLOOR, DR.ATMARAM ESTATE(TMC BUILDING) | HYDERNAGAR, KUKATPALLY | HYDERABAD - 500 072 | TS | HYDERABAD |
| 190 | DO 6 HYDERABAD | #6-3-871, 3rd Floor, "SNEHALATHA" | PB NO.45,Greenlands Road, Begumpet | HYDERABAD - 500016 | TS | HYDERABAD |
| 191 | DO 7 HYDERABAD | # 3-8-418/1, 2ND FLOOR, ABOVE S B I, ROAD NO. 4 | SURYODAYA COLONY, MANSOORABAD, L B NAGAR | HYDERABAD - 500 068 | TS | HYDERABAD |
| 192 | DO 8 HYDERABAD | H NO: 8-2-1/B/1, SVR TOWERS, 1ST FLOOR | SRINAGAR COLONY ROAD, OPP. AXIS BANK | HYDERABAD - 500 082 | TS | HYDERABAD |
| 193 | DO 1 COCHIN | JEWEL ARCADE, LAYAM ROAD | P.B. NO. 1010 | ERNAKULAM-682011 | KL | COCHIN |
| 194 | DO 2 COCHIN | RUKIYABAGH | II FLOOR, MG ROAD, RAVIPURAM | ERNAKULAM-682016 | KL | COCHIN |
| 195 | DO III COCHIN | PATTAMANA BUILDINGS, | PUMP JUNCTION, RAILWAY STATION ROAD, | ALWAYE-683101, District : ERNAKULAM | KL | COCHIN |
| 196 | DO 1 KANNUR | DIVISIONAL OFFICE NO.I, | IIND FLOOR, UNITY COMPLEX, | S.N. PARK ROAD, CANNANORE - 670001 | KL | CANNANORE |
| 197 | DO MUVATTUPUZHA | TH TOWER, | P.B.NO 13,904/7A, STADIUM ROAD | MUVATTUPUZHA-686673District : ERNAKULAM | KL | MUVATTUPUZHA |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
|------|-----------------|-----------------------------------------|--------------------------------------------------|---------------------|-------|------------|
| 198 | DO IV COCHIN | PALAKKATT BUILDING, | MARKET JUNCTION, District : ERNAKULAM | TRIPUNITHURA-682301 | KL | COCHIN |
| 199 | DO TIRUVALLA | MARTHOMA BUILDINGS, PB NO 64, 1ST FLOOR | T K ROAD, District : PATHANAMTHITTA | TIRUVALLA-689101 | KL | TIRUVALLA |
| 200 | DO PALGHAT | IIIRD FLOOR | BUILTECH FOUNDATIONS | PALAKKAD - 678001 | KL | PALAKKAD |
| 201 | DO V COCHIN | SHAN COMPLEX, 1ST FLOOR | 6/990B,BAZAA R ROAD, District : ERNAKULAM | MATTANCHERRY-682002 | KL | COCHIN |
| 202 | DO 2 CALICUT | PRAMOD BUILDING, 11/27, 2ND FLOOR | CHEROOTY ROAD | CALICUT-673001 | KL | CALICUT |
| 203 | DO 2 TRIVANDRUM | ST. MARY VILLA, MEDICAL COLLEGE PO | ULLOOR | TRIVANDRUM-695011 | KL | TRIVANDRUM |
| 204 | DO 2 KOTTAYAM | TRIO CHAMBERS | KANJIKUZH Y | Kottayam-686004 | KL | KOTTAYAM |
| 205 | DO 2 KANNUR | KPK RIALTO, 1ST FLOOR, T.K JUNCTION | THANA PO | CANNANORE-670012 | KL | CANNANORE |
| 206 | DO THODUPUZHA | DIVISIONAL OFFICE | JYOTHI SUPER BAZAAR, District : IDUKKI | THODUPUZHA-685584 | KL | THODUPUZHA |
| 207 | DO MANJERI | JASEELA COMPLEX, PB NO 3 | BYPASS JN., NILAMBUR ROAD, District : MALAPPURAM | MANJERI-676121 | KL | MANJERI |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 208 | DO KANJIRAPALLY | CHEERANVELIL BUILDINGS, | OPP:MINI CIVIL STATION, N.H.220, | KANJIRAPALLY-686507 | KL | KANJIRAPALLY |
| 209 | DO KUNNAMKULAM | DUNE CENTRE, 1st Floor,Town Hall Road, Kunnankulam | TRICHUR | KUNNAMKULAM-680503 | KL | KUNNAMKULAM |
| 210 | DO KOTTARAKARA | V.V. ARCADE, | PULAMON PO, District : KOLLAM | KOTTARAKARA-691531 | KL | KOTTARAKARA |
| 211 | DO BADAGARA | Rajaram Building, Second Floor, | Opp. New Bus Stand,Narayana Nagar | BADAGARA - 673101 (Calicut District.) | KL | BADAGARA |
| 212 | DO ALLEPPY | XIV/77, 1ST FLOOR | OPP SEEMATI THEATRE | ALLEPPEY-688001 | KL | ALLEPPY |
| 213 | DO 6 Cochin | ORIENTAL INSURANCE COMPANY,BRANCH OFFICE,EBENEZER GARDEN, EDAPALLY, ERNAKULAM. | nil | COCHIN | KL | COCHIN |
| 214 | DO Taliparamba | MARINA SHOPPING CENTRE,NATIONAL HIGHWAY, TALIPARAMBA. | THALIPARAMBA | 670141 | KL | Kannur |
| 215 | DO CHALAKUDY | CITY HEIGHTS BUILDINGI FLOOR, | SOUTH JUNCTION,CHALAKUDY. | nil | KL | CHALKUDY |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 216 | DO 1 COIMBATOR E | THE ORIENTAL INSURANCE CO.LTD | NO. 4 HEAD QUARTERS ROAD, | RVR BUILDINGS, 2ND FLOOR , COIMBATORE - 641018 | TN | COIMBAT ORE |
| 217 | DO 2 COIMBATOR E | MAY FLOWER BUILDING SECOND FLOOR | 72, DR. BALASUNDARA M ROAD | ATT COLONY , COIMBATORE - 641018 | TN | COIMBAT ORE |
| 218 | DO 3 COIMBATOR E | INDIA LIFE BUILDING, | P.B.NO. 3821, TRICHYROAD, | COIMBATORE - 641 018 | TN | COIMBAT ORE |
| 219 | CBU VISAKHAPA TNAM | D.NO. 28-1-1- BALAJI | DABA GARDENS | 530020 | AP | VISAKHAP ATNAM |
| 220 | DO 2 VISAKHAPA TNAM | 4TH FLOOR ,PAWAN TOWERS | DWARAKA NAGAR | pin -530016 | AP | VISAKHAP ATNAM |
| 221 | DO-3 VISAKHAPA TNAM | 7-6-17/2, Kranthi Arcade, NH-5 Road,Chettivanipale m, Gajuwaka | OLD GAJUWAKA JUNCTION | GAJUWAKA,VISAK HAPATNAM.Pin- 530023 | AP | VISAKHAP ATNAM |
| 222 | DO 1 VIJAYAWAD A | P.B. NO : 719, D.NO.54-15- 4B, 'GUTTIKONDA ZOOM' | FIRST FLOOR, NEAR VINAYAK THEATER, | RING ROAD, VIJAYAWADA - 520008 | AP | VIJAYAWA DA |
| 223 | DO 1 GUNTUR | DOOR NO. 6-21-21, | GOGUL A HOUSE, 2ND FLOOR | 9/2, ARUNDALPET, Pin- 522001 | AP | GUNTUR |
| 224 | DO 2 VIJAYAWAD A | 40-16-8/1, IST FLOOR | SIDDHARTHA WOMENS' COLLEGE ROAD | LABBIPET, pin code-520010 | AP | VIJAYAWA DA |
| 225 | DO HUBLI | No. 1, 2nd Floor,ENKAY COMPLEX, | KESHWAPUR, Dist:DHARWAD | HUBLI-580023 | KA | HUBLI |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 226 | Divisional Office DAVANGERE | #289/6,I FLOOR, A.M.ARCADE | NEAR VIDYARTHI BHAVAN | C.G.HOSPITAL ROAD, DAVANAGERE-577002 | KA | DAVANGERE |
| 227 | DO DHARWAD | I Floor, Janardhana Arcade,SILVER JUBLEE CIRCLE , | P.B RAOD ,DHARWAD | 580001 | KA | DHARWAD |
| 228 | D O BELLARY | SLV TOWERS, I FLOOR | MAIN ROAD, PARVATHI NAGAR, | BELLARY-583101 | KA | BELLARY |
| 229 | SVC MRO2 MUMBAI | MAKER BHAVAN NO.1 | 6TH FLOOR | NEW MARINE LINES-400020 | MH | MUMBAI |
| 230 | SVC MRO 3 | 601-605 Town Centre -1 ,6th Floor, Andheri Kurla Road | Opposit Times Square Building Marol Mumbai 400059 | nil | MH | MUMBAI |
| 231 | SVC Ahmedabad | 1ST FLOOR, KALIDAS CHAMBERS | NR DINBAI TOWER LALDA RWAJA | 380001 | GJ | AHMEDABAD |
| 232 | SVC Indore | 575/11 OPPOSITE TI ,MG ROAD | nil | 452003 | MP | INDORE |
| 233 | SVC Bhopal | CHITTOD COMPLEX ZONE1 | M.P .NAGAR, | 462011 | MP | BHOPAL |
| 234 | SVC Jabalpur | 678, DUTT RESIDENCY, NORTH CIVIL LINE | OPPOSITE RAILWAY STADIUM | 482001 | MP | JABALPUR |
| 235 | SVC New Delhi | 10th Floor, Hansalya Building, | Barakhamba Road, Connaught Place, | New Delhi-110001 | DL | DELHI |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
|------|------------------|-------------------------------------------------------------------------------------------------------------|-------------------------------------|------------------------------|-------|---------------|
| 236 | SVC KANPUR | 17/3, MEGHDOOT BLDG. THE MALL, KANPUR | KANPUR - 208001 | nil | UP | KANPUR |
| 237 | SVC ALLAHABAD | 16 A,MG MARG, CIVIL LINES, ALLAHABAD | ALLAHABAD - 211001 | nil | UP | ALLAHABA D |
| 238 | SVC LUCKNOW | 8, BALMIKI MARG, LAL BAGH, LUCKNOW | LUCKNOW - 262802 | nil | UP | LUCKNOW |
| 239 | SVC JAIPUR | II FLOOR, ANANAD BHAWAN, | S . C. ROAD | JAIPUR | RJ | JAIPUR |
| 240 | SVC Ghaziabad | 54A-MODEL TOWN WEST, MATRIS SQUARE, 2ND. FLOOR, OPP. NAVRANG CINEMA, G.T. ROAD, GHAZIABAD | GHAZIABAD | GHAZIABAD | UP | GHAZIABA D |
| 241 | SVC, NRO-2 | AZADBHAWAN 4E/14 | JHANDELWALA N BHAVAN - 110055 | nil | DL | DELHI |
| 242 | SVC, KOLKATA | 4, LYONS RANGE, 2 ND FLOOR | Kolkata 700001 | nil | WB | KOLKATA |
| 243 | SVC GUWAHATI | Saswata Building | B.Baruah Road | Ulubari Chariali - 781007 | AS | GUWAHAT I |
| 244 | SVC PATNA | 2ND FLOOR, SUDAMA PALACE | MAIN ROAD | KANKERBAGH ROAD-800020 | BH | PATNA |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 245 | SVC BHUBANESWAR | 75, Third Floor | Buddha Nagar | Bhubaneswar-751006 | OR | BHUBNESWAR |
| 246 | SVC BANGALORE | #44/45, LEO SHOPPING COMPLEX | 4TH FLOOR | RESIDENCY ROAD CROSS | KA | BANGALORE |
| 247 | SVC HYDERABAD | H NO: 6-1-349, 1st & 2nd FLOOR, PADMARAO NAGAR | ADJACENT TO ANUSHA ROYAL HOTEL | SECUNDERABAD - 500 025 | TS | HYDERABAD |
| 248 | SVC MADURAI | MADURAI 3rd FLOOR, BANGUR DHARMASALA BUILDING | 6-A, WEST VELI STREET, | MADURAI- 625 001 | TN | MADURAI |
| 249 | SVC COIMBATORE | No.1, RVR Building, II Floor, No.4, Head Quarters Road | P.B.No.3857 | Coimbatore 641 018 | TN | COIMBATORE |
| 250 | SVC VIJAYAWADA | SBH COMPLEX | BESIDE EENADU, | PATAMATA | AP | VIJAYAWADA |
| 251 | SVC, MADURAI | MADURAI 3rd FLOOR, BANGUR DHARMASALA BUILDING 6-A, WEST VELI STREET, MADURAI- 625 001 MADURAI | nil | nil | TN | MADURAI |
| 252 | TP HUB Ahmedabad | THE OICL DO 1 AHMEDABAD | 3 RD FLOOR , NAVDEEP BUILDING, NEAR INCOMETAX CHAR RASTA | 380014 | GJ | AHMEDABAD |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 253 | TP HUB INDORE | IDA BUILDING, 4TH FLOOR | 7, RACE COURSE ROAD | nil | MP | INDORE |
| 254 | TP Hub Jabalpur | VIDYA BHAWAN, 840, NAPIER TOWN, | DR. BARAT ROAD, RUSSDL CHOWK | 482001 | MP | JABALPUR |
| 255 | TP Hub Bhopal | 11 B INDRAIPURI BHEL | nil | 462022 | MP | BHOPAL |
| 256 | TP HUB GWALIOR | PHOOL BAGH CHAURAHA | 3rd FLOOR, HOTEL AMAR PALACE | nil | MP | GWALIOR |
| 257 | TP HUB VADODARA | THIRD FLOOR,SUN ENCLAVE | OPP. JALARAM TEMPLE, KARELIBAAG | VADODARA - 390018 | GJ | VADODAR A |
| 258 | TP HUB NAGPUR | 15, A D COMPLEX, MOUNT ROAD | SADAR- 440013 | NAGPUR | MH | NAGPUR |
| 259 | TP Hub New Delhi | F-14/20, United Life Building | Connaught Place | New Delhi - 110001 | DL | DELHI |
| 260 | TP HUB LUCKNOW | 3RD FLOOR, JEEVAN BHAVAN | 43, HAZRATGANJ | 226001 | UP | LUCKNOW |
| 261 | T P HUB, KANPUR | 17/3, MEGHDOOT BUILDING, THE MALL, KANPUR | KANPUR - 208001 | nil | UP | KANPUR |
| 262 | TP HUB, ALLAHABAD | 16 A,MG MARG, CIVIL LINES, ALLAHABAD | ALLAHABAD - 211001 | nil | UP | ALLAHABA D |
| 263 | TP HUB AJMER | GANESH BHAWAN, KACHERY ROAD, | OPP HP PETROL PUMP, AJMER | nil | RJ | AJMER |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 264 | TP HUB JAIPUR | III FLOOR, ANAND BHAWAN, S . C. ROAD, Jaipur | nil | nil | RJ | JAIPUR |
| 265 | TP HUB JODHPUR | 637/ B, BHANSALI TOWER, IIIRD FLOOR, RESIDENCY ROAD, | nil | nil | RJ | JODHPUR |
| 266 | TP HUB GHAZIABAD | 54A-MODEL TOWN WEST, MATRIS SQUARE, 2ND. FLOOR, OPP. NAVRANG CINEMA, G.T. ROAD, GHAZIABAD | GHAZIABAD | GHAZIABAD | UP | GHAZIABAD |
| 267 | TP HUB MEERUT | 346, ANAND BHAWAN, KHAIR NAGAR ROAD, MEERUT | MEERUT | MEERUT | UP | MEERUT |
| 268 | TP HUB JAMMU | TOWN HALL BUILDIN | 1ST FLOOR, ADMIN. BLOCK | 180001 | JK | JAMMU |
| 269 | TP HUB | LIC BUILDING, SANJAY PALACE | 2nd FLOOR | AGRA | UP | AGRA |
| 270 | TP HUB, KOLKATA | 4, LYONS RANGE, 4TH FLOOR | CALCUTTA | 700001 | WB | CALCUTTA |
| 271 | TP HUB GUWAHATI | G S ROAD | ULUBARI | GUWAHATI – 781007 | AS | GUWAHATI |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 272 | TP HUB BHUBANESWAR | 4TH FLOOR, ALOK BHARATI TOWERS | SAHID NAGAR | BHUBANESWAR - 751007 | OR | BHUBNESWAR |
| 273 | TP HUB CHENNAI / TP HUB PONDY | ORIENTAL HOUSE | II FLOOR. N.NO.216.O.NO /115 | PRAKASAM SALAI. CHENNAI - 600104 | TN | CHENNAI |
| 274 | TP HUB BANGALORE | 4TH FLOOR | #44/45, LEO SHOPPING COMPLEX, | IV FLOOR, RESIDENCY ROAD CROSS | KA | BANGALORE |
| 284 | TP HUB MYSORE | NEW MUSLIM HOSTEL COMPLEX | OPP. FIREBRIGADE, I MAIN | SARASWATHIPURAM | KA | MYSORE |
| 285 | TP HUB HYDERABAD | 6-3-871, III FLOOR, SNEHALATHA BUILDING | GREENLANDS ROAD, BEGUMPET | HYDERABAD - 500 016 | TS | HYDERABAD |
| 288 | TP HUB KURNOOL | # 40-383, BHUPAL COMPLEX | PARK ROAD | KURNOOL - 518 001 | AP | KURNOOL |
| 289 | TP HUB COCHIN | Metro Palace, | North Railway Station Road, | Ernakulam 682018 | KL | COCHIN |
| 290 | TP HUB TRIVANDRUM | ST. MARY VILLA, | Medical college PO, | ULLOOR, TRIVANDRUM - 695011 | KL | TRIVANDRUM |
| 291 | TP HUB ERODE | II Floor, PARIMALAM COMPLEX | NO.11 EVN ROAD, | ERODE - 638011 | TN | ERODE |
| 292 | TP HUB COIMBATORE | 3rd FLOOR CHERAN TOWERS | No. 78 GOVT ARTS COLLEGE ROAD | ATT COLONY, COIMBATORE - 641018 | TN | COIMBATORE |
| 293 | TP Hub Trichy | II nd Floor, No. 4, | Bharathidasan Salai,Cantonment | Trichy – 620001 | TN | TRICHY |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 294 | TP HUB VIJAYAWAD A | 1ST FLOOR,OPP HOTEL ADHIKARI, NEAR D.V.MANOR HOTEL | LABBI PET, ABOVE KOTAK MAHINDRA BANK | M.G.ROAD pin- 530010 | AP | VIJAYAWA DA |
| 295 | TP HUB VISAKHAPA TNAM | D.NO. 28-1-1- BALAJI | DABA GARDENS | 530020 | AP | VISAKHAP ATNAM |
| 296 | T P HUB UDUPI | VISHNU PRAKASH, III FLOOR, COURT ROAD, | UDUPI, KARNATAKA | UDUPI- 576101 | KA | UDUPI |
| 297 | TP HUB, MADURAI | K.J.R. COMPLEX, 16 NORTH VELI STREET MADURAI - 625001 MADURAI | nil | nil | TN | MADURAI |
| 298 | SVC MRO2 MUMBAI | MAKER BHAVAN NO.1 | 6TH FLOOR | NEW MARINE LINES-400020 | MH | MUMBAI |
| 299 | SVC MRO 3 | 601-605 Town Centre -1 ,6th Floor, Andheri Kurla Road | Opposit Times Square Building Marol Mumbai 40005 9 | nil | MH | MUMBAI |
| 300 | SVC Ahmedabad | 1ST FLOOR, KALIDAS CHAMBERS | NR DINBAI TOWER LALDA RWAJA | 380001 | GJ | AHMEDAB AD |
| 301 | SVC Indore | 575/11 OPPOSITE TI ,MG ROAD | nil | 452003 | MP | INDORE |
| 302 | SVC Bhopal | CHITTOD COMPLEX ZONE1 | M.P .NAGAR, | 462011 | MP | BHOPAL |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
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| 303 | SVC Jabalpur | 678, DUTT RESIDENCY, NORTH CIVIL LINE | OPPOSITE RAILWAY STADIUM | 482001 | MP | JABALPUR |
| 304 | SVC New Delhi | 10th Floor, Hansalya Building, | Barakhamba Road, Connaught Place, | New Delhi-110001 | DL | DELHI |
| 305 | SVC KANPUR | 17/3, MEGHDOOT BLDG. THE MALL, KANPUR | KANPUR - 208001 | nil | UP | KANPUR |
| 306 | SVC ALLAHABAD | 16 A, MG MARG, CIVIL LINES, ALLAHABAD | ALLAHABAD - 211001 | nil | UP | ALLAHABAD |
| 307 | SVC LUCKNOW | 8, BALMIKI MARG, LAL BAGH, LUCKNOW | LUCKNOW - 262802 | nil | UP | LUCKNOW |
| 308 | Service Centre, Chandigarh | SURENDRA BUILDING, | SCO 109-110-111, SECTOR 17D, | CHANDIGARH-160017 | CH | CHANDIGARH |
| 309 | Service Centre Ludhiana | 1st Floor, SONA COMPLEX, | MILLERGANJ, NEAR FIRE BRIGADE, GT ROAD, LUDHIANA | 141003 | PB | LUDHIANA |
| 310 | SVC JAIPUR | II FLOOR, ANANAD BHAWAN, | S . C. ROAD | JAIPUR | RJ | JAIPUR |



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| S.No | Office Name | Address | Address 2 | Address 3 | State | City |
|------|------------------------|-------------------------------------------------------------------------------------------|--------------------------------|----------------------------------|-------|-------------|
| 311 | SVC Ghaziabad | 54A-MODEL TOWN WEST, MATRIS SQUARE, 2ND. FLOOR, OPP. NAVRANG CINEMA, G.T. ROAD, GHAZIABAD | GHAZIABAD | GHAZIABAD | UP | GHAZIABAD |
| 312 | SVC, NRO-2 | AZADBHAWAN 4E/14 | JHANDELWALA N BHAVAN - 110055 | nil | DL | DELHI |
| 313 | SVC, KOLKATA | 4, LYONS RANGE, 2 ND FLOOR | Kolkata 700001 | nil | WB | KOLKATA |
| 314 | SVC GUWAHATI | Saswata Building | B.Baruah Road | Ulubari Chariali - 781007 | AS | GUWAHATI |
| 315 | SVC PATNA | 2ND FLOOR, SUDAMA PALACE | MAIN ROAD | KANKERBAGH ROAD-800020 | BH | PATNA |
| 316 | SVC BHUBANESWAR | 75, Third Floor | Buddha Nagar | Bhubaneswar-751006 | OR | BHUBANESWAR |
| 317 | SERVICE CENTRE Chennai | ORIENTAL HOUSE | II FLOOR. N.NO.216.O.NO /115 | PRAKASAM SALAI. CHENNAI - 600104 | TN | CHENNAI |
| 318 | SVC BANGALORE | #44/45, LEO SHOPPING COMPLEX | 4TH FLOOR | RESIDENCY ROAD CROSS | KA | BANGALORE |
| 319 | SVC HYDERABAD | H NO: 6-1-349, 1st & 2nd FLOOR, PADMARAO NAGAR | ADJACENT TO ANUSHA ROYAL HOTEL | SECUNDERABAD - 500 025 | TS | HYDERABAD |



9.14 Annexure 14: Non-Disclosure Agreement

(On Rs.100 Non-Judicial stamp paper)

This Non-Disclosure Agreement made and entered into at..... Thisday of.....201_

BY AND BETWEEN

..... Company Limited, a company incorporated under the

Companies Act, 1956 having its registered office at (Hereinafter referred to as the Vendor which expression unless repugnant to the context or meaning thereof be deemed to include its permitted successors) of the ONE PART;

AND

The Oriental Insurance Company Ltd, having its headquartered and Corporate Office at Oriental House, A-25/27, Asaf Ali Road, New Delhi - 110002 (hereinafter referred to as "OICL" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

The Vendor and The Oriental Insurance Company Ltd are hereinafter collectively referred to as "the Parties" and individually as "the Party"

WHEREAS:

1. The Oriental Insurance Company Ltd is engaged in the business of providing financial services to its customers and intends to engage Vendor for providing _____.

2. In the course of such assignment, it is anticipated that The Oriental Insurance Company Ltd or any of its officers, employees, officials, representatives or agents may disclose, or deliver, to the Vendor some Confidential Information (as hereinafter defined), to enable the Vendor to carry out the aforesaid assignment (hereinafter referred to as " the Purpose").

3. The Vendor is aware and confirms that all information, data and other documents made available in the RFP/Bid Documents/Agreement /Contract or in connection with the Services rendered by the Vendor are confidential information and are privileged and strictly confidential and or proprietary of The Oriental Insurance Company Ltd. The Vendor undertakes to safeguard and protect such confidential information as may be received from The Oriental Insurance Company Ltd



NOW, THEREFORE THIS AGREEMENT WITNESSED THAT in consideration of the above premises and The Oriental Insurance Company Ltd granting the Vendor and or his agents, representatives to have specific access to The Oriental Insurance Company Ltd property / information and other data it is hereby agreed by and between the parties hereto as follows:

1. Confidential Information:

(i) "Confidential Information" means all information disclosed/furnished by The Oriental Insurance Company Ltd to the Vendor whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Vendor to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.

(ii) The Vendor may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.

Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within seven (7) days of such disclosure. Confidential Information does not include information which:

(a) is or subsequently becomes legally and publicly available without breach of this Agreement by either party,

(b) was rightfully in the possession of the Vendor without any obligation of confidentiality prior to receiving it from The Oriental Insurance Company Ltd,

(c) was rightfully obtained by the Vendor from a source other than The Oriental Insurance Company Ltd without any obligation of confidentiality,

(d) was developed by for the Vendor independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or is/was disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Vendor shall, unless prohibited by law or regulation, promptly notify The Oriental Insurance Company Ltd of such order and afford The Oriental Insurance Company Ltd the opportunity to seek appropriate protective order relating to such disclosure.

(e) the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality;

(f) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient. Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Agreement, Confidential Information shall be returned to



the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.

Nothing contained herein shall in any manner impair or affect rights of The Oriental Insurance Company Ltd in respect of the Confidential Information.

In the event that any of the Parties hereto becomes legally compelled to disclose any Confidential Information, such Party shall give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care.

The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement

2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Vendor who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Vendor may disclose Confidential Information to others only if the Vendor has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents and the Vendor agrees to notify The Oriental Insurance Company Ltd immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement.

Notwithstanding the marking and identification requirements above, the following categories of information shall be treated as Confidential Information under this Agreement irrespective of whether it is marked or identified as confidential:

- a) Information regarding The Oriental Insurance Company Ltd and any of its Affiliates, customers and their accounts ("Customer Information"). For purposes of this Agreement, Affiliate means a business entity now or hereafter controlled by, controlling or under common control. Control exists when an entity owns or controls more than 10% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of another entity; or
- b) any aspect of The Oriental Insurance Company Ltd business that is protected by patent, copyright, trademark, trade secret or other similar intellectual property right; or
- c) business processes and procedures; or
- d) current and future business plans; or
- e) personnel information; or



f) financial information.

3. Publications: The Vendor shall not make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of The Oriental Insurance Company Ltd.

4. Term: This Agreement shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by The Oriental Insurance Company Ltd, whichever is earlier. The Vendor hereby agrees and undertakes to The Oriental Insurance Company Ltd that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to The Oriental Insurance Company Ltd, all information received by it from The Oriental Insurance Company Ltd for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Vendor further agree and undertake to The Oriental Insurance Company Ltd to certify in writing upon request of The Oriental Insurance Company Ltd that the obligations set forth in this Agreement have been complied with.

Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain

5. Title and Proprietary Rights: Notwithstanding the disclosure of any Confidential Information by The Oriental Insurance Company Ltd to the Vendor, the title and all intellectual property and proprietary rights in the Confidential Information shall remain with The Oriental Insurance Company Ltd.

6. Remedies: The Vendor acknowledges the confidential nature of Confidential Information and that damage could result to The Oriental Insurance Company Ltd if the Vendor breaches any provision of this Agreement and agrees that, if it or any of its directors, officers or employees should engage or cause or permit any other person to engage in any act in violation of any provision hereof, The Oriental Insurance Company Ltd may suffer immediate irreparable loss for which monetary compensation may not be adequate. The Oriental Insurance Company Ltd shall be entitled, in addition to other remedies for damages & relief as may be available to it, to an injunction or similar relief prohibiting the Vendor, its directors, officers etc. from engaging in any such act which constitutes or results in breach of any of the covenants of this Agreement.

Any claim for relief to The Oriental Insurance Company Ltd shall include The Oriental Insurance Company Ltd costs and expenses of enforcement (including the attorney's fees).

7. Entire Agreement, Amendment and Assignment: This Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any and all prior oral discussions and / or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.



8. Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at Bangalore shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

9. Indemnity: The Vendor shall defend, indemnify and hold harmless The Oriental Insurance Company Ltd , its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.

10. General: The Vendor shall not reverse - engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder.

All Confidential Information is provided "as is". In no event shall The Oriental Insurance Company Ltd be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by The Oriental Insurance Company Ltd constitutes any representation, warranty, assurance, guarantee or inducement with respect to the fitness of such Confidential Information for any particular purpose.

The Oriental Insurance Company Ltd discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, lawfulness, and merchantability, fitness for a particular purpose, title, non-infringement, or anything else.

11. Waiver: A waiver (whether express or implied) by The Oriental Insurance Company Ltd of any of the provisions of this Agreement, or of any breach or default by the Vendor in performing any of the provisions hereof, shall not constitute a continuing waiver and such waiver shall not prevent The Oriental Insurance Company Ltd from subsequently enforcing any of the subsequent breach or default by the Vendor under any of the provisions of this Agreement.

In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written.

For and on behalf of ----- Ltd.

()

(Designation)

For and on behalf of The Oriental Insurance Company Ltd

()

(Designation)



9.15 Annexure 15: Integrity Pact

(On Rs.100 Non-Judicial stamp paper)

PRE CONTRACT INTEGRITY PACT

General

This pre-bid pre contract Agreement (hereinafter called the integrity pact is made on day of the month of _____ 2018, between, on one hand, The Oriental Insurance Company Ltd, having its headquartered and Corporate Office at Oriental House, A-25/27, Asaf Ali Road, New Delhi - 110002, acting through _____, _____ (hereinafter called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office and assignees) of the first part and M/s _____ represented by Shri _____, authorized signatory of M/s -----(hereinafter called the "BIDDER/SELLER" which expression shall mean and include, unless the context otherwise requires , his successors and permitted assigns)of the second part .

WHEREAS the BUYER proposes to procure (Name of the Store /Equipment /item and the BIDDER /SELLER is willing to offer /has offered the store and

WHEREAS the BIDDER is a private company/public company/Government /undertaking/partnership/ registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Government of India, Public Sector Insurance Company.

Now, THEREFORE,

To avoid all forms of corruption by following a system that is fair , transparent and free from any influence /prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said store/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling the BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures .

The parties hereby agree to enter into this integrity pact and agree as follows:-

1. **Commitments of the BUYER**

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept directly or accept, directly or through intermediaries, any bribe, consideration, gift, reward favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation contracting or implementation process related to the contract.



1.2 The BUYER will, during the pre- contract stage treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitment as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official (s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3. Commitment of BIDDERS

The BIDDERS commit itself to all take all measures necessary to prevent corrupt practices, unfair means and illegal activates during any stage of its bid or during any pre-contract or post- contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material benefit or other advantage commission fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the contract forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or for bearing to show favor or disfavor to any person in relation to the contract or any other contract with the Government.

3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4 BIDDERS shall disclose the payment to be made by them to agents/brokerage or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorized Government sponsored export entity of the defense stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has such any amount been paid promised or intended to be paid to any such Individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre- contract negotiations or before signing the contract shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members agents, brokers or any other intermediaries in connection with the contract details or/and the services agreed upon for such payments.



3.7 The bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to other, any information provided by the BUYER as part of the business deal, relationship regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the action mentioned above.

3.12 The BIDDER will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any kind of favour whatsoever during the tender process or during the execution of the contract.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three year immediately before signing of this integrity pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any public sector enterprise in India or any government Department in India that justify BIDDER'S exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender propose or the contract, if already awarded. Can be terminated for such reason.

5. Earnest money (security deposit)

5.1 While submitting commercial bid, the BIDDER shall deposit an amount _____(as specified in RFP) as Earnest money/security, with the BUYER through any of the following instruments:-

- (i) Bank draft or a pay order in favor of _____
- (ii) A confirmed guarantee by an Indian nationalized bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever .the demand for payment by the BUYER shall be treated as conclusive proof of payment.
- (iii) Any other mode or through any other instrument (to be specified in the RFP).

5.2 The Earnest money / Security deposit shall be valid up to a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.



5.3 In case of the successful BIDDER a clause would also be incorporated in the article pertaining to performance bond in the purchase contract that the provisions of sanction for violation shall be applicable for, forfeiture of performance bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6. Sanctions for violations

6.1 Any breach of the aforesaid provisions by the BIDDER or any one Employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceeding with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit /Performance bond (after the contract is signed shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To recover all sum already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing prime lending rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR . If any outstanding payment is due to the BIDDER from the BUYER in outstanding payment could also be utilized to recover the aforesaid sum and interest.
- (v) To encase the advance bank guarantee and performance bond / warranty bond, if furnished by the BIDDER in order to recover the payments, already made by the BIDDER, along with interest.
- (vi) To cancel all or any other contracts with the BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/ rescission and the BUYER shall be entitled to deduct the amount so payable from the money (s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five year, which may be further extended at the discretion of the Buyer
- (viii) To recover all sum paid in violation of this pact by bidder (s) to any middleman or agent or broker with a view to securing the contract.
- (ix) In case where irrevocable letters of credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- (x) Forfeiture of performance bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at Para 6.1(i) to (x) of this pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian penal code, 1860 or prevention of corruption.



6.3 The decision of the BUYER to the effect that breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent monitor (s) appointed for the purpose of this pact.

7. Fall Clause

The BIDDER undertakes that it shall not supply similar Product / systems or subsystems in comparable business circumstances at a price lower than that offered in the present bid in respect of any other Public Sector Banks/Insurance Companies in India and if it is found that within one year after the signing of contract that similar product / systems or sub systems is supplied by the BIDDER to any other Public Sector Banks/Insurance Companies in India at a lower price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors

8.1 The BUYER has appointed Independent Monitors (here either referred to as Monitors) for this pact in consultation with the central vigilance commission.

8.2 The task of the Monitors shall be to review Independent and objectively, whether and to what extent the parties comply with the obligations under this pact.

8.3 The Monitors shall not be subject to instruction by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the access all the documents relating to the project/procurement, including minutes of meeting.

8.5 As soon as the monitor notice, or has reason to believe, a violation of this pact, he will so inform the Authority designated by the BUYER.

8.6 The BIDDER (s) accepts that the Monitor has the right to access without restriction to all project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors. The monitor shall be under contractual obligation to treat the information and documents of the BIDDER/subcontractor(s) with confidentiality.

8.7 The BIDDER will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meetings could have an impact on the contractual relations between the parties the parties will offer to the monitor the option to participate in such meetings.

8.8 The monitor will submit a written report to the designated Authority of BUYER / Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provision of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.



10. Law and place of jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11. Other Legal Actions

The actions stipulated in this Integrity pact are without prejudice to any other legal action that may follow in accordance with provisions of the extent law in force relating to any civil or criminal proceedings.

12. Validity

12.1 The validity of this Integrity Pact shall be from date of this signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/SELLER, including warranty period, whichever is later, In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid, the reminder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The BIDDER undertakes that he shall not approach the Court while representing the matter to External Independent Monitors (IEMs) and he will await their decision in the matter within a time ceiling of 90 days.

14. **The parties hereby sign this Integrity Pact at _____ on _____**

BUYER

BIDDER

Name of the Officer

Authorized Signatory Name:

Designation

Designation:

Oriental Insurance Company Limited

Witness

Witness

1. _____

1. _____

2. _____

2. _____



9.16 Annexure 16: Existing VC Infrastructure

| S.N. | RO NAME | Serial No | |
|------|---------------|----------------|------------------|
| | | Polycom HDX | SAMSUNG- Display |
| 1 | HEAD OFFICE 1 | 8211210DED36CN | ZQF1HIEB400016B |
| 2 | HEAD OFFICE 2 | 821314403B82CN | ZWGAH3DD400414D |
| 3 | AHMEDABAD | 8211210DEBBECN | ZQP6H1EZ900005D |
| 4 | AMBALA | 8211210DED4CCN | ZQP6H1JB500060M |
| 5 | BENGALURU | 8211210DEBE6CN | ZQP6HIB500040K |
| 6 | BHUBANESHWAR | 8211210DED2ACN | ZQP6H1JB500048E |
| 7 | CHANDIGARH | 8211390E6B44CN | ZQP6HIJB500034N |
| 8 | CHENNAI | 8211210DED4DCN | ZQP6H1EZA00035J |
| 9 | COCHIN | 8209010B3F1FPN | ZQP6H1JB500012 |
| 10 | COIMBATORE | 8211210DED34CN | ZQP6HIEZA000021H |
| 11 | DEHRADUN | 8211210DED3ACN | ZQP6H1JB500059 |
| 12 | GUWAHATI | 8211210DED2CCN | ZQP6H1JB50043 |
| 13 | HUBLI | 8211210DECE7CN | ZQP6H1JB500065B |
| 14 | HYDERABAD | 8211210DED4FCN | ZQP6H1EZ900009 |
| 15 | INDORE | 8211210DED41CN | ZQP641EZ900001Z |
| 16 | JAIPUR | 0DED5220110524 | ZQP6H1JB500039J |
| 17 | LUCKNOW | 8211210DED43CN | ZQP6H1JB500025H |
| 18 | MUMBAI RO 1 | 8211210DED50CN | ZQ96HIJB500068 |
| 19 | MUMBAI RO 2 | 82153143932ACW | 0AFQHMJG900013M |
| 20 | MUMBAI RO 3 | 8213134032F2CN | ZWGAH3DD500017N |



| S.N. | RO NAME | Serial No | |
|------|-------------------------------------------|------------------|-----------------|
| 21 | NEW DELHI RO 1 | 8211210DECF2CN | ZQP6H1JB500044P |
| 22 | NEW DELHI RO 2 | 821531439327CW | 0AFQHMJG500102R |
| 23 | NAGPUR | 8211380E6956CN | ZQP6H1JB500063L |
| 24 | KOLKOTA | 8211210DED56CN | 106PLLQ043736I |
| 25 | PATNA | 8211210DED55CN | ZQP6H1EZA00030N |
| 26 | PUNE | 8211340E3EF1CN | ZQP6H1JB500070R |
| 27 | RAIPUR | 8211380E6B3ACN | ZQP6H1JB500036F |
| 28 | VADODARA | 8211210DECD5CN | ZQP6H1JB500051W |
| 29 | VISAKHAPATNAM | 8211210DEBDFCN | 7QP6HIJB50005IT |
| 30 | OSTC 1 | 82133541145CCN | ZWGAH3BD600344H |
| 31 | OSTC 2 | 8211210DECD4CN | ZQP6H1JB500014 |
| | Central Infrastructure Details | Serial No | |
| 1 | Conference Management Solution (CMA 4000) | 6567VQ1 | |
| 2 | MCU (RMX 2000) | VR2110203063 | |
| 3 | Video Border Proxy (VBP 200E) | REHD1H470020 | |



10. Appendix

10.1 Appendix 1: Technical and Functional Specifications

Recording Solution

| S.No | Specifications | Compliance (S/C/N) | Remarks |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 1 | A central recording server must be able to record Conference calls at least 720 P resolution using MP4 formats. Audio, Video and Presentation must be recorded. | | |
| 2 | Any conference should be recorded on a central server by dialing the recording ID or using DTMF tones. | | |
| 3 | The central recording server must store the recorded sessions in MP4 format and should have storage for at least 100 hours of video recorded in atleast 720P. It should have the capability to move the recorded files onto an external storage medium so that space can be freed on the recording server. | | |
| 4 | At least 5 Conferences concurrently must be recorded with capability to expand and record 10 conferences in the future by adding more hardware and software. | | |



Call Control and Management

| S.No | Specifications | Compliance (S/C/N) | Remarks |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 1 | The system should provide call control functions on IP infrastructure for Video conferencing systems, Software based clients supporting both audio, video, Presence and Instant Messaging. MCU, Video Conference Endpoints and Collaboration applications to register with the Central Call Control Server using a URI to make and receive calls. | | |
| 2 | The system must have PRI Gateways to terminate ISDN PRI lines for audio calls either directly or via MCU Gateway. System must allow Divisional Offices and Conference rooms to be able to make calls to the PSTN using these PRI lines. At least 5 PRI lines must be supported from day one, | | |
| 3 | The system should be able to connect all the supplied devices /solutions including the scalability from day 1 | | |
| 4 | Proposed system architecture should be based on SIP technology. The proposed system should support SIP based applications, SIP trunks and / or terminals. If additional components are required for achieving SIP functionality across the architecture the same needs to be included in the proposal. | | |
| 5 | The solution must provide the capability to interwork SIP to H.323 protocol. | | |
| 6 | Proposed system should allow users to have multiple devices including smartphones and tablets. It should support Windows, iOS, Android OS. | | |
| 7 | The call control server should be IPv6 compliant | | |
| | System Hardware and Software | | |
| 1 | The product proposed must be natively IP based. | | |
| 2 | The call control server should support virtualized server environment | | |



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| S.No | Specifications | Compliance (S/C/N) | Remarks |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 3 | The entire solution have to come from a single OEM. Servers to install applications can be from different OEM | | |
| 4 | The Hardware (server) for the Call Control and Collaboration Application. | | |
| | Network - Feature | | |
| 1 | Must be customizable for enabling a user to have multiple devices attached to a URI or a number such that all the devices can be configured to be reached upon dialing the URI or number. | | |
| 2 | Must provide the ability to deploy a flexible numbering plan, URI dialing and should also allow mixed numbering scheme | | |
| 3 | The system should seamlessly failover to the redundant server / site without the need for system to reset or any type of manual intervention. The Video Endpoints should have the capability to seamlessly re-register to the back up call control. Please specify if the end point will need a reset in case of the failure of primary call control. | | |
| | Security | | |
| 1 | The system should be integrated with the existing Active Directory for creating users. | | |
| | Management Security | | |
| 1 | Role Based Account Management to define different levels of administrator access depending on specific function responsibility | | |
| 2 | All management traffic between a remote console/session and the call server must be encrypted. | | |
| | Advanced Collaboration Capability | | |
| 1 | The system should be able to integrate with existing Video Conferencing Infrastructure. Suitable additional components/servers may be provided. | | |
| 2 | UC clients for Desktop, Mobile (Android & iOS) and Tablets (Android & iOS) existing should be able to participate in the video conferencing call. | | |
| 3 | The video conferencing capability to be part of the same client for IM and Presence. | | |



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| S.No | Specifications | Compliance (S/C/N) | Remarks |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 4 | Desktop, Mobile (Android & iOS) and Tablet (Android & iOS) client to support high definition Video. | | |
| 5 | The call control server must enable the deployment of collaboration soft clients on Desktop and Mobile devices. Such clients must be able to have features such as audio and Video calling. | | |
| | Management of Video Conferencing devices | | |
| 1 | Management of Video Conferencing devices and Infrastructure The Management application should provide system management capabilities of all the video conferencing endpoints, MCU, Call Control. It should be possible to get detailed configuration of these devices. | | |
| 2 | The Application should Schedule point-to-point and Multiparty conferences | | |
| 3 | The Scheduling tool must provide the ability to check the availability of the resources/Endpoints in a calendar format before booking them | | |
| 4 | The application should support creation and management of a central directory. | | |
| 5 | Supports hierarchical phonebook structure. | | |
| 6 | Should support creation of phonebooks from Active Directory & H.350 | | |
| 7 | The Management application should support event logging and notifications | | |



Dual 65 inch or higher Integrated Screen

| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|--------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------|
| 1 | SET DELIVERED COMPLETE WITH: | The system should be an integrated system with Codec, Dual HD 1080p camera with 10x optical zoom or higher, Mic , remote control, cables and power supply , Dual 65" or higher LCD/LED with Floor Mount Kit The 65" screens or higher, codec, cameras, microphones should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit. The system should be capable giving HD 1080p @60fps. The system should deliver 1080p@60fps in motion and in sharpness video mode day one. | | |
| 2 | BANDWIDTH | H.323, SIP at least 4 Mbps point-to-point | | |
| 3 | FIREWALL TRAVERSAL | H.460.18, H.460.19 Firewall Traversal | | |
| 4 | VIDEO STANDARDS | H.263, H.264 | | |
| 5 | VIDEO FEATURES | Native 16:9 Widescreen Advanced Screen Layouts so as to view the presentation and presenter in different quadrants and sizes. Local Auto Layout | | |
| 6 | VIDEO INPUTS | Must have a total of at least 3 inputs The system should have 2 Video Inputs to connect 2 x HD Camera (1080P) either directly or through speaker tracking array and 2 PC Inputs (One HDMI and/or one DVI/VGA) for presentation sharing. | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 7 | VIDEO OUTPUTS | The system should have an integrated LED/LCD/Plasma screen, which are at least 65 inches or higher. Additionally, the unit must have at least two HDMI/DVI outputs to connect additional displays. | | |
| 10 | LIVE VIDEO RESOLUTIONS (ENCODE/DECODE) | The system should supports Video resolutions 720p@30fps, 720p@60fps, 1080p@30fps and HD 1080p@60fps. The PC resolution should be WXGA or 720p | | |
| 11 | AUDIO STANDARDS | G .711, G.722, G.722.1 or better | | |
| 12 | AUDIO FEATURES | acoustic echo canceller Automatic Gain Control (AGC) Automatic Noise Reduction Active lip synchronization | | |
| 13 | AUDIO INPUTS | Should have support 4 microphones. The system should have one additional Audio line-in Input to connect PC audio and line in audio | | |
| 14 | AUDIO OUTPUTS | Built-in audio speaker and line-in audio. No external audio system is acceptable. | | |
| 15.1 | DUAL STREAM | The system should have the capability to support H.239 in H.323 and BFCP for SIP Mode | | |
| 15.2 | | The system should support WXGA resolution during H.239 call The system must have the ability to pair with laptop for sending content without any wires to the VC system. | | |
| 16 | PROTOCOLS | The system should have H.323 and SIP capability | | |
| 17 | EMBEDDED ENCRYPTION | The system should support AES Encryption. H.239 capability should be supported in an encrypted call. AES | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| | | encryption is required for complete secure call between locations | | |
| 18 | IP NETWORK FEATURES | The system should have features such as QoS, packet loss based downspeeding, TCP/IP, DHCP , Auto gatekeeper discovery, Date and Time support via NTP URI Dialing | | |
| 19 | SECURITY FEATURES | The administration of the Video endpoint should be through Web Interface using HTTPS/HTTP | | |
| 20 | NETWORK INTERFACES | 1 x LAN/Ethernet (RJ-45) 10/100/1000 Mbit | | |
| 21.1 | CAMERA (1080p) | Atleast 10 x Optical zoom, +12°/-12° tilt +60°/-90° pan, 1920 x 1080 pixels, minimum 65 deg horizontal field of view | | |
| 21.2 | | Dual cameras must provide the ability of automatically tracking the speaker and faces of the people in a meeting room and zooming onto speaker. External disturbances and noise such as mobile phone ringing should not cause the camera to move. The camera tracking mode must be such that in the event the far end is talking, the cameras must automatically zoom out to capture the entire room. | | |
| 22.1 | SYSTEM MANAGEMENT | Total management via embedded SNMP, Telnet, SSH | | |
| 22.2 | | Remote software upload: via web server, HTTP/ HTTPS | | |
| 23 | DIRECTORY SERVICES | Support for local directory (My Contacts), Received Calls, Placed Calls | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 24 | Cables and Connectors | The video endpoint should be accompanied with Power Cable/ LAN Cable/DVI to VGA Cable/VGA to VGA Cable, Power adaptors if any, DVI to HDMI cables/HDMI Cables | | |

Single 55 Inch or higher Integrated System

| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 1 | Integrated Solution | <p>The system should be an integrated system with Codec, HD 1080p camera with Automatic Speaker Tracking and face recognition of the people, Mic , Speakers, Touch panel/Wireless remote Control, cables and power supply , 55" LCD/LED or higher with Floor Mount/Wall Mount Kit</p> <p>The 55" or higher screen, codec, camera, microphones should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit. The single User Interface (Touch Panel/Wireless Remote Control) must be able to control the VC features, Display as well as the Audio.</p> <p>The 55" screen, codec, camera, microphones should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit. The single User Interface (Touch Panel/Wireless Remote Control) must be</p> | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| | | able to control the VC features, Display as well as the Audio. The Display must be atleast 1080p (Full HD) resolution. | | |
| 2 | Video | | | |
| 2.1 | Video Standards | Latest video standards H.264 | | |
| 2.2 | Video Frame Rate | Should support 60 fps with 1080p resolution in Motion mode. | | |
| 3.1 | Video Features | Ability to send and receive two live simultaneous video sources in a single call, so that the image from the main camera and PC or document camera can be seen simultaneously. | | |
| 3.2 | | Should support H.239 and BFCP protocols | | |
| 3.3 | | The system should support WXGA resolution during H.239 call | | |
| 3.4 | Video Output | Should have at least 2 no.'s of HDMI (High Definition Multimedia Interface) output to connect One Integrated Full High Definition display and One more additional display such as LED or projectors for both Video and Content.(Dual Monitor Support) When not in a VC call, it should be possible to view presentation from laptops on each of the screen so that users can collaborate | | |
| 3.5 | Video Input | Should have HD input to connect PC/ Laptop directly to the Video conferencing system and share presentation during call with resolution of 1080p and above. Should have 1 HD video Input to connect the HD camera Support for 1080p 60fps. | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|------------|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 4 | Audio | | | |
| 4.1 | Audio standards supported | G.711, G.722,G.722.1 , AAC-LD standard must be supported. | | |
| 4.2 | Other Desirable features | Noise Reduction, Automatic Gain control, Acoustic Echo Canceller, Active Lip synchronization | | |
| 4.3 | Audio Inputs | Should support 2 Microphones The pick up of the microphones should be at least 10 feet from the microphone. Echo Cancellation for every input must be available. | | |
| 4.4 | Audio Outputs | Must have a built in speakers. | | |
| 5 | Network Interfaces | 1 LAN /Ethernet--10/100/1000 Mbps full duplex | | |
| 6 | Bandwidth | H323/SIP upto 6 Mbps point-to-point. | | |
| 7 | Network Capabilities | Packet loss handling mechanism | | |
| 8.1 | H.323/ IP Features | Differentiated Services(QOS): | | |
| 8.2 | | IP adaptive bandwidth management (including flow control) Auto Network Address Translation(NAT) support Standards based- Packet Loss Recovery feature Should support URI Dialling Support for H.245 DTMF tones in H.323 | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 9 | User Interface | Must have an intuitive Touch Screen/Panel/ Wireless Remote Control for controlling the VC unit. Must Have ability to connect to Touch Panels of the same OEM or different OEMs Must have ability to browse the directory, search a contact, Enable / disable camera tracking, change layouts, mute, unmute, increase-decrease volume. | | |
| 10 | Security | | | |
| 10.1 | Menu Control | Password protected system menu | | |
| 10.2 | Encryption of video call | ITU-T standards based Encryption of the video call Call should be encrypted end-to-end on IP Should support Standards-based AES Encryption. The same should be available in a call with Video with presentation (dual video) Ability to manually turn encryption On or OFF should be there. | | |
| 11.1 | Camera | Full HD 1080p camera | | |
| 11.2 | | Automatic Speaker Tracking with face recognition capabilities. The camera and the codec must be able to focus on the participant who is speaking and must be able to frame all the participants properly. 1) The Camera should be able to capture all the participants in the room with a room size of minimum 25ft*30ft 2) The Camera should be able to focus on all the participants in the room without blurs , capture and focus of the participants shall be till the satisfaction of OICL officials 3) The Content on the A4 Size Paper with a font size of 12 | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| | | kept at a distance of 10 fts from the endpoint should be clearly focused without blur and should be readable for all the participant accessing the video conferencing | | |
| 12.1 | Directory services | Should support Local and Global directories | | |
| 12.2 | | Should support LDAP and H.350 protocols for directory transfer. | | |
| 13 | External devices | Should have USB port to connect external devices. Should have RS232/USB port for management. Must have the capability to integrate with external control systems. | | |



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MCU

| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| | MCU Specifications | | | |
| 1 | Capacity | <p>The Solution should be running on standard on standard or Virtualized platforms. The hardware, software and virtualization software should be supplied and supported by a single bidder.</p> <p>All necessary hardware to support the required capacity needs to be supplied from day one. Each of the server supplied for the MCU must have a redundant power supply from day 1.</p> <p>The MCU Should support 90 Ports at minimum HD 1080p day one scalable to 180 ports by addition of hardware or through the same hardware.</p> <p>The Solution should be capable of connecting atleast 30 Concurrent Conferences.</p> | | |
| 2 | Flexibility | <p>MCU should be capable of supporting participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via the browser in a single conference. The meeting quality has to be consistent and of high quality. The end points can be present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required to have this functionality has to be included in the solution</p> <p>All necessary hardware to support the required</p> | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|----------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| | | capacity needs to be supplied from day one. Each of the server supplied for the MCU must have a redundant power supply from day1. | | |
| 3 | Redundancy | The MCU should support geographical redundancy, so that MCU could be placed in DC setup. Redundant Hardware and licenses must be supplied from day one. | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 4 | Personal Conferences | The MCU must support the concept of virtual meeting rooms to users who Hosts meeting frequently. Such meeting rooms should support dialing in from standard based video end points, internal and external users and browser based clients.The system should allow one Virtual meeting room per employee, however it should not consume resources when not in use.The MCU should be able to support 1080p, 720p and SD participants simultaneously without having to reboot or change any configuration.The MCU must have Web Conferencing through Web Browser/WebRTC capability from day one to allow clients to connect using browsers.The MCU should display a security icon on the endpoint if the conference is secure.The administrator should be able to specify maximum resolution for main video and content.Video conferencing endpoints deployed at other organization must be able to take part in video conferencing. The endpoints can be of various makes such as Polycom, Cisco, LifeSize etc using open standards.Interoperability with all organization must be possible using standards based dialing methodology using the Internet.The MCU should be able to integrate with Call Control system using SIP. | | |
| 5 | Video Standards | Should support H.263/ H.263+/, H.263++, H.264, H.264 SVC/H.264 High Profile video algorithms | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 6 | Video Resolution | Should support video resolution from SD to Full HD to join into a conference | | |
| | | The proposed MCU should be able to combine HD and SD in the same conference without degrading the HD resolution from and to the HD endpoints. The MCU shall interoperate with multiple vendors' endpoints. The supported mediums should be IPv4 and IPv6. | | |
| 7 | Audio Standards | Along with the support for basic algorithms like G.711 and G.722.1 the MCU should also support wideband Audio protocols | | |
| 8 | Transcoding & Rate Matching | The MCU should support transcoding of different Audio/video Protocols. | | |
| | | MCU should be able to combine HD and SD in the same conference without degrading the HD resolution from and to the HD endpoints. | | |
| 9 | Dual Video | The MCU should have H.239/BFCP protocol for sending and receiving dual video streams (Presenter + Presentation). | | |
| 10 | Video Layouts | At least 16 sites to be seen simultaneously on the screen in traditional Continuous Presence mode. | | |
| | | The MCU must also support advanced continuous presence such that the site that is "on-air" to be seen on a larger window and the other sites are seen in smaller quadrants. | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 11 | Security | The MCU must be a secure Non-PC Hardware with a strong operating system. The Hardware and software must be from the same OEM. The MCU should support 128 Bit strong AES encryption for calls and H.235 for authentication The MCU must support encryption for calls on SIP. | | |
| 12 | Network /USB Interface | At least 1 LAN /Ethernet--10/100/1000 Mbps full duplex and dedicated serial/USB connection for maintenance/upgrade. | | |
| 13 | Conference Layout | MCU Solution should support minimum of 10 layouts | | |
| 14 | Firewall Traversal | The central solution should support firewall traversal solution for Video Calling. At least 15 calls @ 512 Kbps, 1Mbps and even 2 mbps using H.460.18 and H.460.19 protocols. The above mentioned number is over and above the number of call that can be made or received by OICL registered users (150 VC Mobile Client and 143 Executives) to each others or MCU from the network or outside the network through internet or PSTN or ISDN. | | |
| | | The solution should be open ended and work with all firewalls. | | |
| | | Should support the ability for devices on the internet to be reached using a H323 ID or E.164 alias. | | |
| | | The Firewall Traversal Solution must have integration with DNS using SRV records or AAA records so as to have domain name based calling. | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|---------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| | | The Firewall Traversal Solution must have integration with DNS using SRV records or AAA records so as to have domain name based calling. | | |

Software Client for Mobile and Desktop

| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 1.1 | General | Software based video conferencing solution that can be installed on any Mobile and/or Desktop to enable the user to participate in video conferencing call. | | |
| 1.2 | | The software client can be installed on any device that the organization chooses and should allow the flexibility to be removed or re-installed. There should be no attachment to a particular device or mac address. | | |
| 1.3 | | Users can log into any device using their unique user name and password and their Client ID/Ext Number/E.a64 alias or URI will be available to be reached | | |
| 2 | Video Standards | At least H.264 and above | | |
| 3 | Video Frame Rate | Should support sending and receiving upto 30 fps with HD 720p resolution | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 4 | Video and Content sharing Features | Ability to send and receive two live simultaneous video sources in a single call, so that the main video and any application from the PC can be shown simultaneously. Should support H.239 or BFCP protocol Should support High Definition Camera for High resolution video capture | | |
| 5 | Video Conferencing | The UC platform should share OEM standard integration with Video Conferencing Infrastructure UC clients for Desktop, iPad and Smartphones should be able to participate in the video conferencing call. The video conferencing and IM & Presence capability should be part of the same client Desktop and iPad client to support high definition Video. | | |
| 6 | Audio | | | |
| 6.1 | Audio standards supported | G.711 (A-Law & μ -Law), G.722.1 or G.722.1C, standard must be supported.. | | |
| 6.2 | Other features | Should support Acoustic Echo Cancellation with wide-band audio & Should support DTMF tones | | |
| 7 | Firewall Traversal | The Desktop client should support easy firewall traversal solution such that there is no need to use VPN client when the user is outside the enterprise network --Internet. | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| | | This functionality must be available from day one. | | |
| 8 | Scalability | The Desktop client solution should be ready for a large-scale deployment. (more than 500 users) without any hardware upgrade It must have the ability to pull user accounts from AD for centralized user account creation and management. | | |
| 9 | Interoperability | The PC video solution should interoperate with any standards based H323/SIP device | | |
| 10 | Bandwidth | Should support 512Kbps, 1 Mbps or more | | |
| 11 | Encryption of video call | ITU-T standards based Encryption of the video call | | |
| 13 | Directory services | Should support Local and Global/Centralized directories Should support LDAP and H.350 protocols for directory transfer. | | |
| 14.1 | Presence | Should Support publishing of presence information to the registrar so that the status of the client such as "busy" in a call, idle etc. can be seen by the other devices. Apart from desktop OS--MAC and Windows, the software client must also be available on smart phones such as Android and iOS. | | |



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| S No. | Feature | Specifications Required | Compliance (S/C/N) | Remarks |
|-------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 14.2 | | Presence status provides for multiple states: Minimum three default states | | |
| 15 | Instant Messaging | The software client must provide the ability to have an Instant Messaging session with other clients. The client must be able to intuitively search for the other clients using the users name or URI. Ability to add a user who may not be present in the directory using a URI. User can paste text and URLs into IM message before sending. Ability to control logging under administrator control only to assure full compliance | | |

20 Inch or Higher Integrated System

| Sl.No. | Parameter | Specifications Required | Compliance (S/C/N) | Remarks |
|--------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 1 | | Should be an integrated system with at least 20 inch LCD/TFT screen, 1080P resolution (16:9) , HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred. | | |
| 2 | | The LCD/TFT screen should be a touch screen to provide a touch interface to the user. | | |
| 3 | Video Standards: | | | |
| 3.1 | | Minimum H.264 and above | | |



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| Sl.No. | Parameter | Specifications Required | Compliance (S/C/N) | Remarks |
|--------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 3.2 | | The system should support SIP protocol. | | |
| 3.3 | | Must support desktop sharing SIP calls | | |
| 4 | Video Frame Rate | | | |
| 4.1 | | Must support 1080p 30 fps | | |
| 5 | Video Features: | | | |
| 5.1 | | Ability to send and receive two live simultaneous video sources in a single call. | | |
| 5.2 | | Side by Side or PiP layout so that two video sources can be displayed on a single LCD screen. | | |
| 6 | Video Input: | | | |
| 6.1 | | Should have HDMI or DVI (Digital Video Interface) input to connect PC/ Laptop directly to the Video conferencing system and display a resolution of XGA/SXGA. | | |
| 6.2 | | The user must be able to toggle between the Laptop/PC mode and the Video conferencing mode at a push of button/icon. | | |
| 7 | Video Resolution: | | | |
| 7.1 | | 720p (1280 x 720 pixels) | | |
| 7.2 | | 1080p (1920x1080 pixels) | | |
| 8 | Audio: | | | |
| 8.1 | | Audio System : The system should have two stereo front speakers with inbuilt microphones, wideband speakers. | | |
| 8.2 | | G.722, G.711, MPEG 4 AAC or better - which supports 20 KHz audio must be supported | | |
| 9 | Audio Standard : | | | |



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| Sl.No. | Parameter | Specifications Required | Compliance (S/C/N) | Remarks |
|--------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 10 | Other Desirable Features | Noise Reduction/Echo Cancellation, Automatic Gain control, Automatic Audio mixer | | |
| 11.1 | Network Interfaces | 1 x LAN /Ethernet--10/100/1000 | | |
| 11.2 | | 1 x LAN /Ethernet--10/100/1000 to connect a PC (i.e. built in switch) | | |
| 12 | SIP/H.323/ IP Features | | | |
| 12.1 | | Must support Standard based Packet loss recovery algorithms to handle packet loss. | | |
| 12.2 | | QOS | | |
| 12.3 | | Should support URI Dialing | | |
| 13 | Data Collaboration | | | |
| 13.1 | | Presentation through presence of DVI/HDMI Input port | | |
| 14 | Security | | | |
| 14.1 | | Password protected system menu | | |
| 14.2 | | Meetings both point and point and multipoint , should be password protected and the same should be possible for SIP networks | | |
| 14.3 | | ITU-T standards for the video call should be complied | | |
| 15 | Camera | | | |
| 15.1 | | Must support 1080P resolution. Should support Wide formats. Must support 1920 X 1080resolution | | |
| 15.2 | | 60 degrees or higher horizontal Field of View | | |
| 15.3 | | 35 degrees or higher vertical field of view | | |
| 15.4 | | Must have automatic Focus. | | |



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| Sl.No. | Parameter | Specifications Required | Compliance (S/C/N) | Remarks |
|--------|----------------------------|-------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 15.5 | | The VC unit must allow the camera to be used as a document camera to capture hard copies and transmit it to the far end site. | | |
| 16 | Web Browser Support | | | |
| 16.1 | | Internal web server | | |
| 16.2 | | Remote software upload | | |
| 17 | Directory Services | | | |
| 17.1 | | Should support Local and Global directories | | |
| 17.2 | | Should support LDAP and H.350 protocols for directory transfer. | | |
| 18 | WiFi | Must support 802.11a/b/g/n | | |

Executives PCs

| Sl.No. | Parameter | Specifications Required | Compliance (S/C/N) | Remarks |
|--------|------------------|------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 1 | Make and Model | | | |
| 2 | Form Factor | All-in-One with TPM 1.2 security chip | | |
| 3 | Operating System | Microsoft Windows 10 Professional 64 bit or higher | | |
| 4 | Processor | Intel® Core™ i5-7500T with Intel® HD Graphics or higher | | |
| 5 | Chipset | Intel H270 or Higher | | |
| 6 | Motherboard | Motherboard make from the same OEM (OEM Logo sticker in the motherboard will not be accepted) | | |
| 7 | Memory | 8 GB DDR IV 2133 MHz or higher (upgradeable up to minimum 32 GB DDRIV 2133 MHz) with minimum 2 DIMM slots. | | |



Request for Proposal for Supply, Installation,
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| Sl.No. | Parameter | Specifications Required | Compliance (S/C/N) | Remarks |
|--------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------|
| 8 | Graphics | Integrated HD Graphics | | |
| 9 | Hard Drive | Min. 1 TB GB SATA 7200 RPM SMART IV or equivalent. | | |
| 10 | Optical Drive | Min. 8X DVD +/- RW with dual layer write capabilities. | | |
| 11 | Wireless Communication | Integrated wireless with BT | | |
| 12 | Monitor | 20 inch or higher TN LED Full HD with resolution of 1600x900 or Higher | | |
| 13 | Keyboard | 104 Keys or higher wired Keyboard | | |
| 14 | Mouse | OEM Optical Scroll Mouse | | |
| 15 | Ports | Min. 4 USB 3.0 & 2 USB 2.0 or higher , 1 Display port, Onboard serial port, PS2 ports | | |
| 16 | Camera | Inbuilt camera | | |
| 17 | Speaker | inbuilt speaker | | |
| 18 | Power cable | Required power cable for connecting PC to the existing UPS. | | |
| 19 | LAN | Integrated Gigabit Ethernet LAN 10/100/1000 (RJ45) | | |
| 20 | Power Supply | External adaptor based PSU with maximum of 120 W and minimum 89% energy efficiency | | |
| 21 | Certification | 1)FCC/UL OR EQUIVALENT Certification for AIO 2) Energy Star compliant, EPEAT INDIA REGISTERED, ROHS etc. 3) Windows 10 Certifications | | |
| 22 | Driver support | Drivers for the quoted product should be freely available in OEM website | | |

****Bidder to either propose the HD Integrated System or Executives PC for Executives with required Video conferencing solutions and correspondingly provide the compliance to the specification as mentioned above.***



9.17 Appendix 2: Bill of Material

Instructions:

| S.No. | Guidelines |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I | Instructions |
| 1 | The bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP and the corrigendum in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilize the solution. |
| 2 | OICL is not responsible for any arithmetic errors in the commercial bid details sheet committed by the shortlisted bidders, however, if there are any computational errors the OICL will evaluate the Bid as per provisions contained under RFP document. |
| 3 | The bidder is expected to specify the type of licenses along with the details with respect to quantity, rate, etc., wherever applicable. |
| 4 | In case the bidder includes/combines any line item as part of any other line item in the commercial bid, then this has to be clearly mentioned in the description indicating the line item which contains the combination |
| | Bidder has to quote the price for FM Cost, Trainings, Installation Cost and ATS Cost exclusive of all applicable taxes. The Prices for all the item in VC Hardware & Software tab shall be inclusive of all the taxes. |
| 5 | The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA). |
| 6 | The bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components (hardware, software etc.) and services on a fixed price basis, as per the commercial Bid inclusive of all costs. |



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| | |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7 | The Bidder may insert additional line items as applicable based on the solution offered in the respective tabs |
| 8 | The Bidders should quote as per the format of Bill of Material ONLY and a masked replica of the Bill of Material should be enclosed in the technical bid. |
| 9 | Bidder is required to cover component by component licensing details for each of the software components proposed to the OICL. |
| 10 | The <u>masked</u> Bill of Materials which would be submitted as part of the Technical Bill of Material should contain "XX" for ALL the corresponding commercial values that will be present in the unmasked Bill of Material that will be part of the Commercial submission. |
| 11 | All amounts in the Bill of Material should be in INR |
| 12 | The Bidder should to the extent possible stick to the same structure of the Bill of Material. Hence the OICL does not expect the bidders to delete necessary rows. |
| 13 | Any additional number of items (hardware or software) and services component will be procured by OICL in future on pro-rata basis on the rates provided in the Bill of Material. |
| II | Software |
| 1 | The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA). |
| 2 | The Bidder can insert additional line items as applicable based on the solution offered in the various tabs |
| 3 | The license type has to be clearly described in the Description column |
| 4 | The Bidder shall provide the maintenance (Warranty, AMC & ATS) for a period of five years beginning from the date of acceptance test procedure signoff. The Warranty period for the components should be for the first three years for which the cost should be factored in the Product cost and AMC / ATS shall be factored for the subsequent two years. |
| III | Database & peripheral |
| 1 | The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA). |



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| | |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | The Bidder can insert additional line items as applicable based on the solution offered in the various tabs |
| 3 | The license type has to be clearly described in the Description column |
| 4 | The Bidder shall provide the maintenance (Warranty, AMC & ATS) for a period of five years beginning from the date of acceptance test procedure signoff. The Warranty period for the components should be for the first three years for which the cost should be factored in the Product cost and AMC / ATS shall be factored for the subsequent two years. |
| IV | Hardware DC-DR |
| 1 | The bidder is required to supply implement and maintain the hardware & associated software required for the solution. |
| 2 | If the sizing is found inadequate and causes any performance issues, then the Bidder must provide additional hardware as necessary at no additional cost to the OICL. |
| V & VI | Installation & Commissioning, Implementation |
| 1 | Bidder shall comply to the Installation & commissioning, implementation scope provided in the RFP |
| 2 | Bidder shall provide the solution wise implementation cost. Each solution implementation should include all the costs associated with the complete implementation of the solution covering all the locations & implementation of associated components like software, database etc. |
| 3 | Activities and functions to be undertaken for installation and implementation of the licensed software should be as per the RFP. |
| 4 | Bidder shall factor in the OEM effort of 10% during the Installation & Commissioning, Implementation |
| VII & VIII | AMC, ATS & Others, FM-Manpower |
| 1 | Bidder is expected to provide a detailed break up of all products and services that are under the scope of facilities management as part of the technical bid, in the technical bill of materials i.e. the above format is expected to be replicated for each item to be covered under the scope of facilities management. |
| 2 | The bidder has to note that the AMC cost will begin post the warranty period of 3 years for hardware and warranty of the hardware will begin after hardware acceptance sign off |



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| | |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | The ATS costs for the Production DC & DR, testing & development and training environments have to be quoted separately |
| 4 | The ATS cost for applications has to be quoted in separate line items in this section. The Bidder has to create additional line items in this section if required |
| 5 | Bidders must note that any Warranty pertaining to Hardware and Software/Applications that extends beyond the contract period due to the Hardware/Software/Applications supply towards the terminal years of the contract must be provided and supported by the Bidder without any additional cost to the OICL. |
| 6 | The Bidder needs to provide facility management services as per the scope of the RFP |
| IX | Training |
| 1 | The rates provided by the bidders should be applicable for any additional trainings that the OICL may require throughout the tenure of the contract. |
| X | Buy Back |
| 1 | The Cost provided by the bidder shall be fixed and no additional cost will be paid by OICL to the bidder. The Cost provided by the bidder shall be inclusive all the prices including the transportation, decommissioning and any applicable taxes etc. |

Summary:

| S.No | Item | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Total Price for 5 Year |
|------|-----------------------------------|--------|--------|--------|--------|--------|------------------------|
| 1 | VC Hardware & Software | | | | | | |
| 2 | Installation Cost | | | | | | |
| 3 | Training Cost | | | | | | |
| 4 | FM Cost | | | | | | |
| 5 | ATS & AMC Cost | | | | | | |
| 6 | BuyBack | | | | | | |
| | Total (1+2+3+4+5 - 6) | | | | | | |



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VC Hardware & Software:

| S.No | Details | Description (Details of the Hardware & Software including the details of make, model, version & edition etc.) | Qty | Year 1 | | Year 2 | | Year 3 | | Year 4 | | Year 5 | | Total Cost for 5 years |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------|-----|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|------------------------|
| | | | | Rate | Total Cost | |
| Video Conference infrastructure at DC containing Multipoint Control Unit appliance along with Firewall Traversal, Browser based video conferencing solution (as per the Specifications provided in the RFP) and other required components. | | | | | | | | | | | | | | |
| A | Hardware | | | | | | | | | | | | | |
| 1 | MCU | | | | | | | | | | | | | |
| 2 | Firewall Traversal | | | | | | | | | | | | | |
| 3 | Call Control and Management | | | | | | | | | | | | | |
| 4 | Recording and Streaming hardware | | | | | | | | | | | | | |



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| S.No | Details | Description (Details of the Hardware & Software including the details of make, model, version & edition etc.) | Qty | Year 1 | | Year 2 | | Year 3 | | Year 4 | | Year 5 | | Total Cost for 5 years |
|------|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-----|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|------------------------|
| | | | | Rate | Total Cost | |
| 5 | Dual Screen All-In-One Video Conferencing unit | | 1 | | | | | | | | | | | |
| 6 | Single Screen 55 inch or higher All in One Video Integrated HD Video conferencing systems | | 34 | | | | | | | | | | | |
| 7 | Executives PCs or Integrated | | 143 | | | | | | | | | | | |



Request for Proposal for Supply, Installation,
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| S.No | Details | Description (Details of the Hardware & Software including the details of make, model, version & edition etc.) | Qty | Year 1 | | Year 2 | | Year 3 | | Year 4 | | Year 5 | | Total Cost for 5 years |
|------------------|-----------------------------|------------------------------------------------------------------------------------------------------------------|-----|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|------------------------|
| | | | | Rate | Total Cost | |
| | Personel VC System | | | | | | | | | | | | | |
| 8 | Racks | | | | | | | | | | | | | |
| 9 | Any Other, Please Specify | | | | | | | | | | | | | |
| Total (A) | | | | | | | | | | | | | | |
| B | Software | | | | | | | | | | | | | |
| 1 | VC Solution | | | | | | | | | | | | | |
| 2 | Firewall Traversal | | | | | | | | | | | | | |
| 3 | Call Control and Management | | | | | | | | | | | | | |
| 4 | Recording and | | | | | | | | | | | | | |



Request for Proposal for Supply, Installation,
Commissioning and Maintenance of Video Conferencing

| S.No | Details | Description (Details of the Hardware & Software including the details of make, model, version & edition etc.) | Qty | Year 1 | | Year 2 | | Year 3 | | Year 4 | | Year 5 | | Total Cost for 5 years |
|------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-----|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|------------------------|
| | | | | Rate | Total Cost | |
| | Streaming Solution | | | | | | | | | | | | | |
| 5 | Video Solution for executives HD Integrated Personal VC System or executive PC | | 143 | | | | | | | | | | | |
| 6 | Software based video conferencing solution for Mobile | | 150 | | | | | | | | | | | |



Request for Proposal for Supply, Installation,
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| S.No | Details | Description (Details of the Hardware & Software including the details of make, model, version & edition etc.) | Qty | Year 1 | | Year 2 | | Year 3 | | Year 4 | | Year 5 | | Total Cost for 5 years |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------|-----|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|------------------------|
| | | | | Rate | Total Cost | |
| 7 | Any Other, Please Specify | | | | | | | | | | | | | |
| 8 | Any Other, Please Specify | | | | | | | | | | | | | |
| Total (B) | | | | | | | | | | | | | | |
| Total (A+B) | | | | | | | | | | | | | | |
| The Bidder is required to right size the requirement and propose the hardware and software in order to meet the requirement (Scope , SLA and other Terms of the RFP), In case the proposed hardware and software is unable to meet the OICL requirement for the entire | | | | | | | | | | | | | | |



Request for Proposal for Supply, Installation,
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| S.No | Details | Description (Details of the Hardware & Software including the details of make, model, version & edition etc.) | Qty | Year 1 | | Year 2 | | Year 3 | | Year 4 | | Year 5 | | Total Cost for 5 years |
|------|---------|-----------------------------------------------------------------------------------------------------------------------|-----|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|------------------------|
| | | | | Rate | Total Cost | |
| | | contract period. Bidder is required to provide the additional hardware and/or software at no additional cost to OICL. | | | | | | | | | | | | |



Request for Proposal for Supply, Installation,
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Installation Cost:

| S.No | Item | Description | Year 1 | | | Year 2 | | | Year 3 | | | Year 4 | | | Year 5 | | | Total Cost for 5 years |
|--------------|-------------------------------------------------------------------------------------------------------|-------------|---------------------------|-----------------------------------|--------------------|---------------------------|-----------------------------------|--------------------|---------------------------|-----------------------------------|--------------------|---------------------------|-----------------------------------|--------------------|---------------------------|-----------------------------------|--------------------|------------------------|
| | | | Bidder Effort in Man days | Rate (INR) for Bidder's Resources | Total Amount (INR) | Bidder Effort in Man days | Rate (INR) for Bidder's Resources | Total Amount (INR) | Bidder Effort in Man days | Rate (INR) for Bidder's Resources | Total Amount (INR) | Bidder Effort in Man days | Rate (INR) for Bidder's Resources | Total Amount (INR) | Bidder Effort in Man days | Rate (INR) for Bidder's Resources | Total Amount (INR) | |
| 1 | Installation, Configuration, Integration and Implementation of VC solution at DC and Branches/Offices | | | | | | | | | | | | | | | | | |
| 2 | Any Other, Please Specify | | | | | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | | | | | | |



Request for Proposal for Supply, Installation,
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Training Cost:

| S.No. | Training Type | Training Duration (days) | Location | Batches | Number of trainees per batch | Rate per batch (INR) | Total Amount (INR) |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|--------------------------|----------------|---------|------------------------------|----------------------|--------------------|
| 1 | Training | 1 | OICL HO Office | 1 | 10 | | |
| | Any other (Please specify) | | | | | | |
| | Any other (Please specify) | | | | | | |
| | Any other (Please specify) | | | | | | |
| | Grand Total | | | | | | |
| * Count of Trainees in a batch refer to the person attending the training at OICL HO , the number do not restrict the trainee attending the training through Video Conference at HO or any other locations of OICL | | | | | | | |



Request for Proposal for Supply, Installation,
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FM Manpower Cost

| Description | YEAR 1 | | | YEAR 2 | | | YEAR 3 | | | YEAR 4 | | | YEAR 5 | | | Total Amount for 5 years (INR) |
|----------------------------|----------|------------|--------------------|----------|------------|--------------------|----------|------------|--------------------|----------|------------|--------------------|----------|------------|--------------------|--------------------------------|
| | Quantity | Rate (INR) | Total Amount (INR) | Quantity | Rate (INR) | Total Amount (INR) | Quantity | Rate (INR) | Total Amount (INR) | Quantity | Rate (INR) | Total Amount (INR) | Quantity | Rate (INR) | Total Amount (INR) | |
| Resident Engineer at HO | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | |
| Any other (Please specify) | | | | | | | | | | | | | | | | |
| Any other (Please specify) | | | | | | | | | | | | | | | | |
| Any other (Please specify) | | | | | | | | | | | | | | | | |
| Any other (Please specify) | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| TOTAL | | | | | | | | | | | | | | | | |
| Grand Total | | | | | | | | | | | | | | | | |



Request for Proposal for Supply, Installation,
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ATS & AMC Cost

| Description | YEAR 1 | | | YEAR 2 | | | YEAR 3 | | | YEAR 4 | | | YEAR 5 | | | Total Amount for 5 years (INR) |
|--------------------------------------------------------|-------------------|------------|--------------------|-------------------|------------|--------------------|-------------------|------------|--------------------|-------------------|------------|--------------------|-------------------|------------|--------------------|--------------------------------|
| | Base Product Cost | Rate (INR) | Total Amount (INR) | Base Product Cost | Rate (INR) | Total Amount (INR) | Base Product Cost | Rate (INR) | Total Amount (INR) | Base Product Cost | Rate (INR) | Total Amount (INR) | Base Product Cost | Rate (INR) | Total Amount (INR) | |
| Video Conference infrastructure (hardware & software) | | | | | | | | | | | | | | | | |
| AMC | | | | | | | | | | | | | | | | |
| ATS | | | | | | | | | | | | | | | | |
| Any Other 1 (Please specify) | | | | | | | | | | | | | | | | |
| Any Other 2 (Please specify) | | | | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | | | | |
| Recording and Streaming Solution (Hardware & Software) | | | | | | | | | | | | | | | | |
| AMC | | | | | | | | | | | | | | | | |
| ATS | | | | | | | | | | | | | | | | |



Request for Proposal for Supply, Installation,
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| | | | | | | | | | | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Any Other 1 (Please specify) | | | | | | | | | | | | | | | | | |
| Any Other 2 (Please specify) | | | | | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | | | | | |
| Dual Screen All-In-One Video Conferencing unit | | | | | | | | | | | | | | | | | |
| AMC | | | | | | | | | | | | | | | | | |
| ATS | | | | | | | | | | | | | | | | | |
| Any Other 1 (Please specify) | | | | | | | | | | | | | | | | | |
| Any Other 2 (Please specify) | | | | | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | | | | | |
| Single Screen 55 inch or higher All in One Video Integrated HD Video conferencing systems | | | | | | | | | | | | | | | | | |
| AMC | | | | | | | | | | | | | | | | | |
| ATS | | | | | | | | | | | | | | | | | |



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| | | | | | | | | | | | | | | | | | | | |
|-------------------------------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Any Other 1 (Please specify) | | | | | | | | | | | | | | | | | | | |
| Any Other 2 (Please specify) | | | | | | | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | | | | | | | |
| Software based video conferencing solution for Mobile | | | | | | | | | | | | | | | | | | | |
| AMC | | | | | | | | | | | | | | | | | | | |
| ATS | | | | | | | | | | | | | | | | | | | |
| Any Other 1 (Please specify) | | | | | | | | | | | | | | | | | | | |
| Any Other 2 (Please specify) | | | | | | | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | | | | | | | |
| Executives PCs or Integrated Personal VC System | | | | | | | | | | | | | | | | | | | |
| AMC | | | | | | | | | | | | | | | | | | | |
| ATS | | | | | | | | | | | | | | | | | | | |
| Any Other 1 (Please specify) | | | | | | | | | | | | | | | | | | | |
| Any Other 2 (Please specify) | | | | | | | | | | | | | | | | | | | |



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| | | | | | | | | | | | | | | | | | |
|-------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Total | | | | | | | | | | | | | | | | | |
| Software for video conferencing solution for Executive PCs | | | | | | | | | | | | | | | | | |
| AMC | | | | | | | | | | | | | | | | | |
| ATS | | | | | | | | | | | | | | | | | |
| Any Other 1 (Please specify) | | | | | | | | | | | | | | | | | |
| Any Other 2 (Please specify) | | | | | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | | | | | |
| Any Other (Please specify) | | | | | | | | | | | | | | | | | |
| Any Other (Please specify) | | | | | | | | | | | | | | | | | |
| Any Other (Please specify) | | | | | | | | | | | | | | | | | |
| Any Other (Please specify) | | | | | | | | | | | | | | | | | |
| TOTAL | | | | | | | | | | | | | | | | | |
| Grand Total | | | | | | | | | | | | | | | | | |



Request for Proposal for Supply, Installation,
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BuyBack Cost:

| S.No | Item | Details | Total Cost without taxes | Tax Description | Tax Percentage | Tax Amount | Total Cost inclusive of Taxes |
|--------------------------------------------------------------------------------------------|-------------------------------------------|---------|--------------------------|-----------------|----------------|------------|-------------------------------|
| Buyback Cost for all existing hardware, software and licenses including end points. | | | | | | | |
| 1 | Endpoints (Samsung-Display) | | | | | | |
| 2 | MCU (RMX 2000) | | | | | | |
| 3 | Conference Management Solution (CMA 4000) | | | | | | |
| 4 | Video Border Proxy (VBP 200E) | | | | | | |
| 5 | Codecs | | | | | | |
| 5.1 | 8211210DED36CN | | | | | | |
| 5.2 | 821314403B82CN | | | | | | |
| 5.3 | 8211210DEBBECN | | | | | | |
| 5.4 | 8211210DED4CCN | | | | | | |
| 5.5 | 8211210DEBE6CN | | | | | | |
| 5.6 | 8211210DED2ACN | | | | | | |



Request for Proposal for Supply, Installation,
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| S.No | Item | Details | Total Cost without taxes | Tax Description | Tax Percentage | Tax Amount | Total Cost inclusive of Taxes |
|------|----------------|---------|-----------------------------|--------------------|-------------------|---------------|-------------------------------------|
| 5.7 | 8211390E6B44CN | | | | | | |
| 5.8 | 8211210DED4DCN | | | | | | |
| 5.9 | 8209010B3F1FPN | | | | | | |
| 5.10 | 8211210DED34CN | | | | | | |
| 5.11 | 8211210DED3ACN | | | | | | |
| 5.12 | 8211210DED2CCN | | | | | | |
| 5.13 | 8211210DECE7CN | | | | | | |
| 5.14 | 8211210DED4FCN | | | | | | |
| 5.15 | 8211210DED41CN | | | | | | |
| 5.16 | 0DED5220110524 | | | | | | |
| 5.17 | 8211210DED43CN | | | | | | |
| 5.18 | 8211210DED50CN | | | | | | |
| 5.19 | 82153143932ACW | | | | | | |
| 5.20 | 8213134032F2CN | | | | | | |
| 5.21 | 8211210DECF2CN | | | | | | |
| 5.22 | 821531439327CW | | | | | | |
| 5.23 | 8211380E6956CN | | | | | | |
| 5.24 | 8211210DED56CN | | | | | | |
| 5.25 | 8211210DED55CN | | | | | | |
| 5.26 | 8211340E3EF1CN | | | | | | |
| 5.27 | 8211380E6B3ACN | | | | | | |
| 5.28 | 8211210DECD5CN | | | | | | |



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| S.No | Item | Details | Total Cost without taxes | Tax Description | Tax Percentage | Tax Amount | Total Cost inclusive of Taxes |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------|-----------------------------|--------------------|-------------------|---------------|-------------------------------------|
| 5.29 | 8211210DEBDFCN | | | | | | |
| 5.30 | 82133541145CCN | | | | | | |
| 5.31 | 8211210DECD4CN | | | | | | |
| Total (1+2+3+4+5) | | | | | | | |
| No additional Payment will be made by OICL to the bidder for any transportation or decommissioning or applicable taxes or any other charges etc. | | | | | | | |