

**THE ORIENTAL INSURANCE CO. LTD.**  
**Regional Office Jaipur.**

**RE Opening of Eligibility cum Technical Bid**  
**(Procurement of IT Support Services- Annual maintenance contract and facility**  
**Management Services)**

I.T. Dept

Date: 29-03-2024

W.r.t to our tenders for Procurement of IT Support Services- Annual maintenance contract and facility Management Services (tender reference no OICL/JRO/ITD/PC-AMC/2024/01 DATED 01/02/2024) and its subsequent extensions, as we have received bids from 3 participants and hence the Eligibility cum technical bid were opened in the presence of IT Committee on 26-03-2024 whose details are per attached annexures.

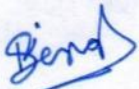
It is evident from the table that only 2 bidders qualified the eligibility cum technical evaluation criteria Ms Bharat IT Services and Ms Corporate Infotech Pvt Limited. As we have a clause that bidders should have a local office and service center, therefore the undersigned visited the office of Ms Corporate Infotech Pvt Limited to check whether they have a local services center/Office and found that they just have 1 room sales office with no provision to repair IT equipments (photo proof attached). Therefore it is requested to disqualify Ms Corporate Infotech Pvt Limited in Eligibility cum Technical bid.

Now we have left with only one bidder who qualify the Technical bid Ms Bharat IT Services.

As per Standard Operating Procedure for Procurement of Goods and Services of OICL dated 13-02-2024, page no 32 "Dealing with Single bids" if bid have been extended appropriately and even after extension of time only 1 bid is received the same shall be opened by giving Justified reasons.

Now as we have given 3 extension in the validity of tender on GEM to improve participation from vendors, we have received only 3 bids, out of which two bids didn't qualify in eligibility cum Technical evaluation and as our current tender is going to expire on 31-03-2024, it is requested to open the commercial bid for Ms Bharat IT Services. Further if the price for Table 1 of commercial bid is found to increase more than 5 % from the last tender, we can call in Ms Bharat IT Services for negotiations.

Submitted for approval



Deputy Mgr IT



Regional Manager IT

  
DGM

Please turn the page for RPC note

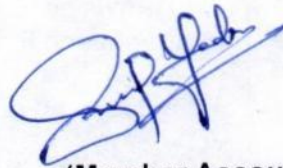


## IT Committee Note

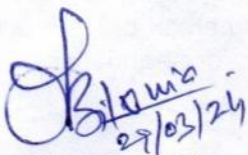
Looking to the above note and need of our offices & to enable uninterrupted and smooth work in all the offices with Jaipur region, the IT Committee agrees to open the commercial bid of bid for Ms Bharat IT Services. Further if the price for Table 1 of commercial bid is found to increase more than 5 % from the last tender, we can call in Ms Bharat IT Services for negotiations.



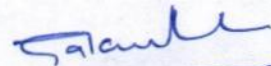
(Member IT)



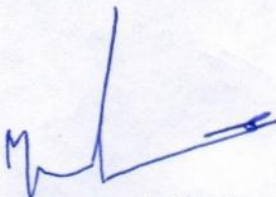
(Member Accounts)



(Member IAD)




(Regional Manager IT)



(DGM Incharge & Chairman)



 <b>Oriental</b> <b>insurance</b> <small>Prithvi, Aghni, Jyoti, Akash, Sakti, Suraloka, Himalaya, Pawan</small>	<b>FROM:</b>  <b>Establishment Dept., Head Office New Delhi.</b>	<b>TO:</b>  <b>Regional I/Cs of All ROs/OSTC</b>	<b>DATED:</b>  <b>13<sup>th</sup> February, 2024.</b>
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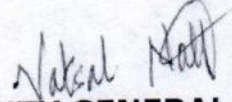
**Deptt.: Establishment**

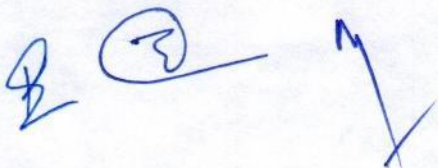
**RE: STANDARD OPERATING PROCEDURES FOR PROCUREMENT  
OF GOODS AND SERVICES**

We are enclosing herewith Standard Operating Procedures (SOP) for Procurement of Goods and Services.

The SOP has been prepared in light of the "**Procurement of Goods and Services Manual – 2023**" approved in the 481<sup>st</sup> meeting of the Board of Directors held on 31<sup>st</sup> March, 2023 (copy enclosed).

For definitions and detailed guidelines (in case of any doubt), the concerned Department is to refer to the Procurement Manual.

  
**DEPUTY GENERAL MANAGER**







## CHAPTER – 8

### AWARD OF CONTRACT AND REJECTION OF BIDS

#### **AWARD OF CONTRACT**

Contract should be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the corresponding bidding document. The Successful Bidder should be instructed to furnish the required Performance Security Deposit within a specified period. The name of the successful bidder awarded the contract should be mentioned at the company website. Before the award of contract, it must be declared by the competent authority that the rates quoted are reasonable.

In case the rates are not reasonable, the competent authority shall not award the Bid and shall go for the re-Bid. The terms of the contract shall be largely based on the tender documents without any material deviation. List of documents which will be part of contract and other formats/annexures shall be shared with the bidder to whom contract is to be awarded.

#### **REJECTION OF BIDS**

All Bids shall be rejected under the following circumstance/s

- effective competition is lacking (e.g. only single bid is received).
- all Bids and Proposals are not substantially responsive to the requirement of the Procurement Documents.
- the Bids'/Proposals' prices are substantially higher than the updated cost estimate or available budget; or
- none of the technical Proposals meets the minimum technical qualifying score.

#### **DEALING WITH SINGLE BIDS**

In case only 1 bid is received after the stipulated time, the same shall not be opened at first instance and the time for submission of the Bid shall be extended appropriately (minimum 07 days). It shall also be seen at the time of extension that the terms of the Bid are not restrictive. If the terms are found to be restrictive, the same shall be relaxed appropriately. Even after extension of time with relaxed conditions, only 1 bid is received the same shall be opened by giving justified reasons.

The following conditions shall be fulfilled for opening of single bids.

- The Bid was satisfactorily advertised, and sufficient time was given for submission of bids.
- The qualification criteria were not unduly restrictive; and
- Prices (as per the price discovery done by the user Dept. through formal/informal enquiries) are reasonable in comparison to market values.

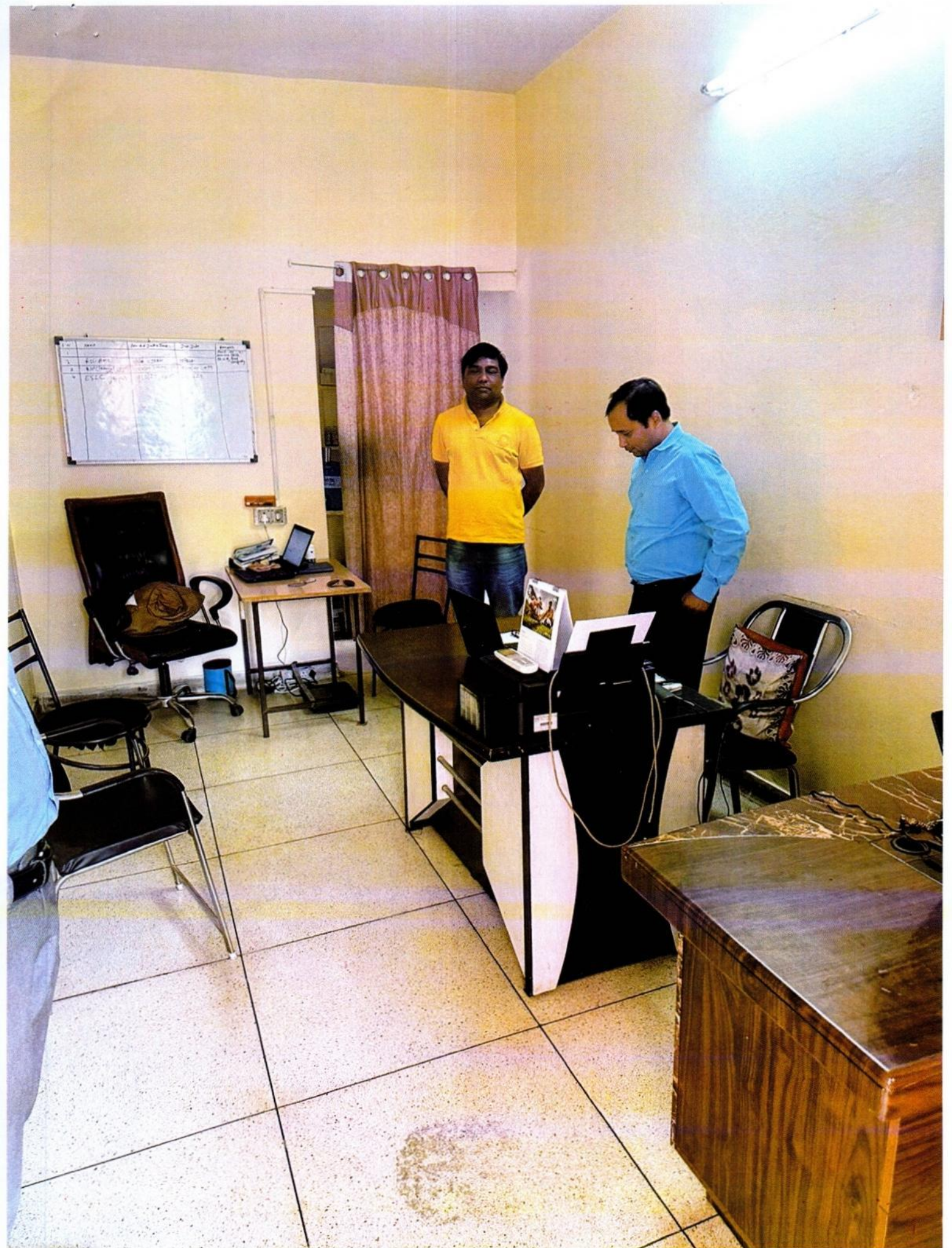




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## Technical Evaluation

	Bharat IT Services	Corporate Infotech	Connecting People
Bidder should be a registered company	Yes	Yes	No
Bidder's annual turnover	Yes	Yes	No
Bidder should have local office and service center in Rajasthan	Yes	Yes	No
Bidder must have successfully completed at least three contracts for AMC of IT Assets	Yes	Yes	No
Bidder should be having AMC in hand for an average of at least 2000 assets	Yes	Yes	No
Bidder should have certifications of ISO certification	Yes	Yes	No
Bidder must be CMMI level 3 certified company	Yes	Yes	No
Blacklisting	Yes	Yes	No
Escalation matrix	Yes	Yes	No
Bidder must provide services directly from their firm/company	Yes	Yes	No
compliance of minimum wages Act	Yes	Yes	No
The bidder should be registered with EPFO	Yes	Yes	No
PAN, GSTIN	Yes	Yes	Yes
The bidder should be capable of providing multivendor OEM	Yes	Yes	No
List of Fields Engg deployed across Rajasthan	Yes	Yes	No
Workmen Compensation Policy	Yes	Yes	No

Signature  
20/12/2024

Signature

Signature  
20/12/2024