



Request for Proposal for Supply, Installation, Integration, Commissioning, Maintenance &  
Upgradation of existing Video Conferencing Infrastructure

# The Oriental Insurance Company Limited

Head Office, New Delhi



**Request for Proposal**

**For**

**Upgradation of existing Video Conferencing Infrastructure including  
Supply, Installation, Integration, Commissioning & Maintenance**

(Tender Ref No: OICL/ITD/HO/VIDEO- CONFERENCING/2024/01 dated 6<sup>th</sup> May 2024)

## **Information Technology Department**

The Oriental Insurance Company Limited  
NBCC Office Complex, East Kidwai Nagar,  
2<sup>nd</sup> Floor, Office Block 4,  
New Delhi- 110023

CIN- U66010DL1947GOI007158  
[www.orientalinsurance.org.in](http://www.orientalinsurance.org.in)



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

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Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

**Non-Refundable Tender Fee**

**Non-Transferable Receipt**

**To be filled by OICL Official**

<b>Tender Ref. No.</b>	<b>OICL/ITD/HO/VIDEO- CONFERENCING/2024/01 DATED 6<sup>th</sup> May 2024</b>
<b>Date of Issue</b>	
<b>Tender Issued to Bidder</b>	
<b>Draft No.</b>	
<b>Date</b>	
<b>Draft Amount</b>	
<b>Bank Name</b>	
<b>Name of OICL Official</b>	
<b>Designation of OICL Official</b>	
<b>Signature</b>	
<b>OICL Official</b>	<b>Bidder's Representative with Contact No. and Date</b>



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<b>Signature</b>	
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Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

**Important Notice**

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

**This tender document is not transferable.**

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

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

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

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## 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 is upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration, and Commissioning & Maintenance.

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 (PDC) at Bengaluru and Secondary Data Centre (SDC/DR) at Navi Mumbai, 29 Regional offices in various cities, Oriental Staff Training College (OSTC) at Faridabad, 450+ divisional offices, 500+ branch offices, Regional Training Centers, 30+ Claims Service centers, 30+ Legal Hubs and 900+ Business Centers/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 BCs and Micro Offices. For more than a decade, OICL has leveraged information technology to serve its customers effectively. The company also has a presence in Nepal, Dubai and Kuwait.

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

The company has sold more than 7 million new policies in the year 2023-24. 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 7,000 employees and over 40,000 agents. The Company has a web portal <https://orientalinsurance.org.in> for use of its customers and agents with a provision for premium calculator, payment gateway and online issue/ renewal of policies.

## 1.2 Notice Inviting Bids

The Deputy General Manager (IT) invites sealed bids from eligible Bidders for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration, Commissioning and Maintenance.

## 1.3 Project Objective

The Oriental Insurance Company Limited (OICL) envisages to select an bidder for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration, commissioning and Maintenance for a period of five year .

OICL proposes to invite online bids from eligible Bidders having proven past experience in providing services as mentioned in subsequent sections of this RFP.



## 1.4 Schedule of Events

General Details																	
Department's Name	Information Technology Department																
Scope of Work	Selection of Vendor for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration, Commissioning and Maintenance																
Tender Details	Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration, Commissioning and Maintenance																
Tender Type	Open																
Tender No.	<b>OICL/ITD/HO/VIDEO- CONFERENCING/2024/01 Dated 6<sup>th</sup> May 2024</b>																
Consortium	Not Allowed																
Download Tender Documents	Tender Document can be downloaded from OICL's website- <a href="https://orientalinsurance.org.in">https://orientalinsurance.org.in</a>																
Key Dates																	
Document Purchase Start Date and Time	<b>6<sup>th</sup> May 2024 , 03:00 PM</b>																
Document Purchase End Date and Time	<b>27<sup>th</sup> May 2024 , 3:00 PM</b>																
Last Date and Time for receipt of pre-bid queries	<b>9<sup>th</sup> May 2024 Before 3:00 PM</b>																
Pre Bid Meeting Date, Time and Location*	<b>13<sup>th</sup> May 2024, 12:00 PM at Oriental House</b>																
Last Date and Time for submission of Bids	<b>27<sup>th</sup> May 2024 before 3:00 PM</b>																
Date and Time of Eligibility Bid Opening	<b>27<sup>th</sup> May 2024 onwards 3:30 PM</b>																
Opening of Technical bid	Will be communicated																
Presentation by Qualified Bidders	Will be communicated																
<b>Opening of Commercial bid</b>	Will be communicated																
<b>Declaration of L1 Bidder</b>	Will be communicated																
Payment Details																	
Tender Fees (INR)	<p>INR 10,000 (Rupees Ten Thousand only) by crossed Demand Draft/Banker's Pay Order/ Online transfer in favour of "The Oriental Insurance Company Limited" payable at New Delhi. The RFP Document Price is non-refundable and inclusive of taxes. In case of Online transfer:</p> <table border="1"> <tbody> <tr> <td>Name of Bank A/c (i.e. beneficiary)</td> <td>The Oriental Insurance Company Limited</td> </tr> <tr> <td>Name of the Bank</td> <td>UCO Bank</td> </tr> <tr> <td>Address of the Bank</td> <td>4/2B, Asaf Ali Road Near Delite Cinema, New Delhi – 110002</td> </tr> <tr> <td>Bank Branch Name</td> <td>Asaf Ali Road</td> </tr> <tr> <td>Account type</td> <td>Current</td> </tr> <tr> <td>Account No</td> <td>01150200000009</td> </tr> <tr> <td>IFSC Code</td> <td>UCBA0000115</td> </tr> <tr> <td>Nine digit MICR Code No</td> <td>110028003</td> </tr> </tbody> </table> <p><i>(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)</i></p>	Name of Bank A/c (i.e. beneficiary)	The Oriental Insurance Company Limited	Name of the Bank	UCO Bank	Address of the Bank	4/2B, Asaf Ali Road Near Delite Cinema, New Delhi – 110002	Bank Branch Name	Asaf Ali Road	Account type	Current	Account No	01150200000009	IFSC Code	UCBA0000115	Nine digit MICR Code No	110028003
Name of Bank A/c (i.e. beneficiary)	The Oriental Insurance Company Limited																
Name of the Bank	UCO Bank																
Address of the Bank	4/2B, Asaf Ali Road Near Delite Cinema, New Delhi – 110002																
Bank Branch Name	Asaf Ali Road																
Account type	Current																
Account No	01150200000009																
IFSC Code	UCBA0000115																
Nine digit MICR Code No	110028003																



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

General Details	
EMD Amount (INR)	INR 50,00,000 (Rupees Fifty Lakhs only) [Exempt for eligible entities(i.e. MSME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate (IT Sector). 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
Contact details of e-Tender service provider	GeM Portal
Contact Information	Deputy General Manager Information Technology Department, The Oriental Insurance Company Limited 2 <sup>nd</sup> Floor, NBCC Office Complex, East Kidwai Nagar, Office Block 4, New Delhi- 110023 Tel: +91 11 24348202 E-mail: <a href="mailto:tender@orientalinsurance.co.in">tender@orientalinsurance.co.in</a>

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

*\*The Pre-bid meeting will be held at head office and also via video-conferencing, link for the same will be sent on mail.*

*\*The Relevant MSME certificate should pertain to IT sector*

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,  
NBCC Office Complex, East Kidwai Nagar,  
2<sup>nd</sup> Floor, Office Block 4,  
New Delhi- 110023

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. 10,000/- (Rupees Ten Thousand 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 <https://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

#	Eligibility Criteria	Documents Required
1	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 Five years in India.	Certificate of Incorporation
3	The Bidder should have a minimum turnover of Rs. 50 crores per annum in last three financial years (2020-21, 2021-22, 2022-23 and 2023-24).  *any last three audited results will be considered	1. Audited Financial statements for the respective financial years and/or 2. Published Balance Sheet and/or 3. CA Certificate
4	The Bidder should have a positive net worth in the last three financial years (2020-21, 2021-22, 2022-23 and 2023-24).  *any last three audited results will be considered	
5	Bidder must have valid ISO 9001: 2015 & ISO/IEC 27001:2013/2022 certificates on the date of submission of bid	Copy of relevant certifications
6	The Bidder should not be blacklisted by any Government or PSU enterprise in India as on the date of the submission of bid.	Self-Declaration letter by Bidder authorized signatory.
7	The Bidder should hold a valid GST Number & PAN Card and should be registered with the appropriate authorities for all applicable statutory taxes/duties.	1. Copy of GST certificate to be submitted 2. Copy of PAN Card to be submitted
8	The Bidder should have successfully implemented/maintaining/maintained MCU based Video Conferencing solution with minimum 35 nos. of Video Conferencing Endpoints Units in minimum 1 BFSI/Govt./PSU with minimum 100 branches or offices locations in last 5 financial years.	1. Copy of original PO / Contract highlighting the following details: a) Date of PO / Contract b) Name of Parties c) Scope of Work 2. Completion Certificate or Installation Report or Satisfactory Progress of project from client.
9	The Bidder must have a support/service center in the concerned activity at Delhi/NCR, Mumbai, and Bengaluru.	Self-Declaration by authorized signatory with the details as below: a) Team Details: Number of industry experts, their experience, b) Activity Details: Area of focus, the disciplines it covers (businesses, technology), functions it supports. c) Location details and number of years it has been in existence. d) Provide contact details; Phone and Email of the person heading the Center.



#	Eligibility Criteria	Documents Required
10	The bidder should be an OEM or their authorized representative.	Manufacturer Authorization Form: Letter from the OEM authorizing the bidder to participate in the RFP

**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.’*
  - c. *The bidder should comply with all extant rules, regulations and guidelines issued by Govt. of India or any other agencies.*

### 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.

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

S.No.	Activity	Time Period for Completion
1	Supply and delivery of Appliance, Software and Hardware at all locations	Delivery 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 data center and all the specified locations	Within 16 Weeks from the date of issuance of purchase order





Note:

- a. OICL, at its discretion, shall have the right to alter the delivery schedule and quantities based on the implementation plan. This will be communicated formally to the Bidder during the implementation, if a need arises.
- b. The Bidder is required to provide a detailed strategy to OICL; the activities mentioned above are indicative but the timelines for procurement and delivery should be maintained. Hence if the Bidder has a faster and more effective solution the same may be discussed and agreed by OICL.
- c. 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.
- d. After complete implementation of the Solution as defined in Scope of Work, OICL shall monitor the performance of the Solution for a period of ONE month, said period will be treated as Evaluation Period and the Project closure process shall be initiated by OICL only post satisfactory performance of the Solution and the sign off of the Project shall take place.

## 1.8 Escalation Matrix

OICL as well as the Bidder will decide an escalation matrix to resolve any issues that may crop up during project period. Both OICL and the Bidder shall inform the names of the persons, designation, Email ids and their telephone numbers for the escalation matrix to be effective.

## 1.9 Contract Period

The term of the Contract shall be for a period of 5 years from the date of acceptance of the solution and further extendable by another one year on same rates, terms & conditions subject to currency fluctuations and / or any unforeseen events / circumstances.

## 2 Scope of Work

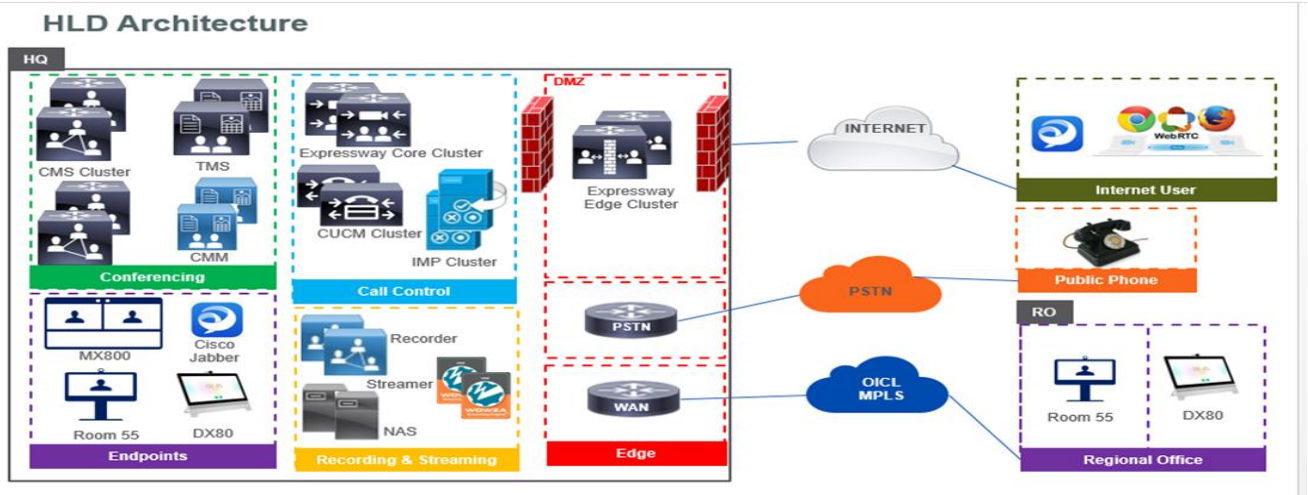
### 2.1 Background

The Oriental Insurance Company limited had implemented Cisco Unified Collaboration Suite which offers a comprehensive infrastructure for video conferencing, enabling seamless communication and collaboration across organization. This suite integrates various technologies and components to deliver a robust video-conferencing solution.

The existing centralized video-conferencing infrastructure is installed at Mumbai data center of the organization and consists of Cisco Business Edition 6000, Cisco Meeting Server 1000 and Cisco ISR router 4331. Below are the logical architecture of the video-conferencing setup.



1. High Level Diagram for existing topology:



2. Details of hosted applications (HA Mode) on servers:



Following are the key components deployed under the solution:

1. **Cisco Meeting Server 1000:**

The Cisco Meeting Server is a software platform for voice, video and web content, which integrates with a wide variety of third-parties. With the Cisco Meeting Server, people connect regardless of location, device, or technology. The Cisco Meeting Server software runs on a virtualized deployment using VMware ESXi 6.X with virtual hardware vmx-11 loaded onto the Cisco Meeting Server 1000 (a preconfigured Cisco UCS C220 M4 rack server). The CMS servers is having database, call bridge, XMPP Server, Web Bridge, Admin console and Recording & Streaming.



## 2. CISCO MEETING MANAGEMENT

Cisco Meeting Management (CMM) is a product installed on a separate server On a VM (Virtual Machine) that provides a user-friendly browser interface for video operators to monitor and manage meetings that are running on one or more Meeting Servers.

## 3. CISCO UNIFIED COMMUNICATIONS MANAGER

Cisco Unified Communications Manager (CUCM) is an IP-based communications system integrating voice, video, data, and mobility products and applications. It enables more effective, secure communications and can transform the way in which we communicate.

## 4. CONFERENCE BRIDGES

Conference Bridge for Cisco Unified Communications Manager designates a software or hardware application that is designed to allow both ad hoc and meet-me voice conferencing.

## 5. CISCO EXPRESSWAY SERIES

Cisco Expressway is designed specifically for comprehensive collaboration services. It features established firewall traversal technology and redefine traditional enterprise collaboration boundaries, supporting vision of any-to-any collaboration.

The Expressway is deployed as a pair: an Expressway-C with a trunk and line-side connection to Unified CM, and an Expressway-E deployed in the DMZ and configured with a traversal zone to an Expressway-C.

## 2.2 Detailed Scope of Work

The OICL envisages to augment its existing video-conferencing infrastructure and integrate with the centralized video-conferencing solution. The bidder is expected to supply new video-conferencing end points, provide AMC and FM services for both newly procured and existing video-conferencing solution. Any hardware, software and associated peripherals required centrally to integrate proposed devices shall be delivered at data center situated at Navi Mumbai.

- i. The Bidder should supply , commission , install, integrate proposed video-conferencing end points and integrate with existing centralized infrastructure at the identified locations, including but not limited to supply of the required Video Conferencing Equipment's with accessories and peripherals like Screen, Speaker System etc., performance testing, commissioning, warranty, annual maintenance etc.
- ii. The Bidder needs to coordinate with the existing Network Service Provider to ensure the proposed video-conferencing equipment are properly tested and made to work by integration with centralized infrastructure.
- iii. The existing centralized video-conferencing infrastructure/solution is deployed in HA Architecture (Active Passive) at DC Mumbai. Bidder is required to re-assess the requirement in order to meet the scope, SLA and other requirements stated in the RFP.
- iv. The bidder should provide the proposed architecture for 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.



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- v. The MCU at DC should support 10 video-conferences simultaneously at minimum HD 1080p from day one scalable to 20 video-conferences without addition of hardware or through additional licenses. However, the MCU should allow users to join the Conference at HD720p also.
- vi. The bidder should provide the architecture for integrating proposed video-conferencing equipment and existing infrastructure leveraging the functionalities that can be achieved via cloud. The bidder needs to make entire existing infrastructure to be cloud aware so that maximum benefit can be drawn out of the features available on cloud for cisco unified communications platform.
- vii. In case any infrastructure is required to be upgraded, degraded, procured and augmented as per the scope of work of this RFP, the bidder needs to factor the same while responding to the RFP. The Bidder needs to submit the suggested approach under the technical bid document.
- viii. The software supplied must be the latest version of the OEM. Beta versions of any software shall not be accepted.
- ix. The Bidder needs to supply VC equipment as per technical specification mentioned under Appendix 1 of the RFP.
- x. Installation, commissioning and maintenance of VC equipment at all offices /locations as mentioned in the RFP or any other locations chosen by OICL.
- xi. The bidder will take total responsibility for providing complete maintenance of VC solution by supply new VC end-points as well as existing VC Solution and equipment, its maintenance, warranty(where ever it is applicable), management and provide on-site Support for the entire contract period.
- xii. The proposed video-conferences devices with white boarding capability 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 joining the video-conference. The system should be capable of manually disabling this feature, if required for the conference.
- xiii. The proposed video-conferences devices with white boarding capability should also have Wireless Presentation (Over Wi-fi Network) using the OICL network and HDMI Presentation.
- xiv. The Bidder should provide 150 Numbers of integrated all-in-one "Table Top Model" VC device- minimum 23" Display or higher for senior executives.
- xv. The bidder needs to supply 40 numbers of enterprise class WebEx licenses for the entire contract period on subscription basis.
- xvi. OICL intends to augment its existing solution to a more cloud enabled/deployed solution and hence the existing TMS will be discarded. For the purpose of scheduling conferences, the cloud platform 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.
- xvii. The bidder will maintain and manage proposed and existing VC hardware, software at all the locations including DC and will make the system available to branch / office locations.
- xviii. The bidder will monitor the whole system centrally for proper functioning of the systems.



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- xix. During the contract period, the bidder will apply patches and upgrades from time to time without any additional cost to OICL.
- xx. 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.
- xxi. 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.
- xxii. The bidder will repair / replace the proposed VC equipment in case of any problem arises out of it and during the warranty and Support period.
- xxiii. The bidder is responsible to repair and replace existing VC devices till the last date of support available from the OEM after which bidder is responsible for maintenance activity on best effort basis.
- xxiv. The bidder will own the responsibility of maintaining the System Uptime as per the defined SLAs
- xxv. OICL expects that the proposed devices 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.
- xxvi. The bidder needs to provide necessary training to OICL officers and / or technicians [at respective location/office] on video conferencing which will cover installation, implementation, administration, usage, basic troubleshooting etc. This can be conducted through video-conferencing session.
- xxvii. To provide updates and upgrades free as and when released by the OEM during warranty and support period. In case the devices including the existing ones declared end of support by the OEM then support will be on best effort basis.
- xxviii. The bidder to have back-to-back arrangement with OEM for Warranty and Support till the time both proposed and existing devices are supported by the OEM after which the bidder needs to provide support on best effort basis.
- xxix. Bidder should ensure that the supplied VC Equipment's or any part of the solution proposed will not be declared End of sale within 12 months of the bid submission date and End of Support within the contract period. 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.
- xxx. The bidder needs to provide all necessary hardware and software required to make proposed solution/devices to seamlessly integrate with existing infrastructure. The specifications given for proposed VC devices are minimum. Bidders can quote equivalent or higher technical specifications to the OICL's requirements. However no weightage would be given for higher configurations.



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- xxxi. 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.
- xxxii. 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.
- xxxiii. 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 at data center if required.
- xxxiv. The Appliances/ Hardware proposed by the bidder should have dual/ redundant power supply for each server/ components at DC.
- xxxv. The Appliances/ Hardware proposed by the bidder should be rack mountable at DC.
- xxxvi. OICL will provide the required Ethernet switch ports. However bidder is required to mention the number of Ethernet switch ports required for DC infrastructure if centralized infrastructure is required to be upgraded.
- xxxvii. Bidder should bring all the tools and equipment (Including Fiber Cable , copper cables or any other cables required) for successful integration of proposed VC equipment with existing infrastructure.
- xxxviii. Bidder should be responsible for performing all the adequate cabling activity (including laying of the cables) related to Server, appliances, Storage (SAN), LAN etc. for successful commissioning of hardware/appliance and VC end-points devices. OICL Data Center Center Runs on Fiber Channel.
- xxxix. 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.
- xl. 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.
- xli. Bidder should ensure the compliance to SLAs, Scope and Terms & Conditions as defined in the RFP for the entire contract period.
- xlii. The proposed hardware/VC equipment should be of enterprise class, best of breed, tested and stable release of OEM.
- xlili. Bidder shall ensure after sales support and maintenance of the complete VC system to provide prescribed SLA. The bidder is to ensure that the OEM support service for proposed VC equipment is available for the entire contract period.
- xliv. The successful bidder shall adhere to best practice standards for the provisioning of services and testing of all functional/vulnerabilities from time to time.



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- xliv. The successful bidder shall provide a centralized helpdesk telephone number and email for attending user request/ complaints. The helpdesk shall operate 24\*7\*365.
- xlvi. A detailed escalation plan shall have to be submitted before the commissioning of the services, consisting of not more than 4 tiers from helpdesk to Global/Country Service Manager
- xlvii. After successful taking over the project and complete knowledge transfer, bidder should appoint a project manager, who will act as act as a single point of contact for OICL.
- xlviii. Any item of work/services/equipment not specifically mentioned above but considered essential for the completion of the work in all respect shall be deemed to be included in the scope of work (SOW).
- xlix. A project plan in terms of activity and timelines required for executing the project with the details of deliverables, milestones for completing the knowledge transfer and taking over the project from existing service provider.
- I. Bidder is required to provide an experienced team with similar project experience.
  - li. The Bidder will have to provide full operational, maintenance and technical support during the entire period of the contract.
  - lii. The bidder shall ensure that any new version/update/service pack/upgrade including security patches for vulnerabilities of the existing solution when released by the OEM, the same has to be communicated by OEM/ bidder within seven (7) days of such release, to OICL during the contract period.
  - liii. Bidder will provide or re-assess the sizing for anti-virus software required, OICL will provide the required anti-virus licenses.
  - liv. The bidder must have an arrangement with the OEM such that the bidder/ OICL's SI/ OICL should be able to log a call with the OEM directly for remote/ on-line support throughout the contract period.
  - lv. During the period of the contract, all upgrades or requirements, software, licensing, implementation of upgrades/patches/version changes, etc., due to whatsoever reason including but not limited to EOL or EOS, would be done by the bidder without any additional cost to OICL.
  - lvi. The bidder shall also provide the following documents as part of the deliverables of the project
    - Create/update Standard Operating Procedures.
    - Create/update Troubleshooting Manual.
    - Executive summary report for the project to the management.
    - Functional and operational requirements.
    - Project support plan
    - Guidance for best practices.



- Risk Register, RACI Matrix and Business impact analysis.
  - Training materials.
- lvii. Bidder should work with the existing System Integrator(s) of the OICL to integrate the proposed and existing VC infrastructure with Active Directory, SIEM Solution, server and storage environment, enterprise network, EMS / NMS solution, security solution, ticketing tools etc. as when required by OICL during the contract period without any additional cost to OICL.
- lviii. Bidder needs to be provide OS/DB/Server/appliance Hardening Document which should be in line with OICL Security Policy.
- lix. The selected bidder needs to provide one day training session over video-conferencing session to regional offices (50 participants) for effective use of the facility.
- lx. Closing of VA-PT Gaps identified security auditors.

### **2.3 Warranty, Annual Maintenance Contract and ATS**

- I. The Bidder will be the single point of contact and responsible for Support Services, AMC, ATS, guarantee & warranty for all components i.e. the proposed and existing infrastructure. The AMC/ATS support should be similar to the warranty support till the time the device is being supported by OEM.
- II. The Bidder should provide AMC/ATS for proposed VC infrastructure after the expiry of warranty period i.e. for the remaining period of the contract through OEM only.
- III. The bidder shall provide the highest level of support for the proposed VC infrastructure from OEM on 24X7 basis including availability of resources as and when required during the entire contract period inclusive of any support related calls, repairs and replacement of spare parts or the entire unit without any extra payment.
- IV. All new proposed hardware infrastructure need to be covered under three year on-site warranty from the date of acceptance and post warranty period bidder needs to quote for applicable AMC support for next two years. The proposed hardware should not be declared end-of-life within one year from the date of submission of bid and it should be in support for a minimum period of 5 years.
- V. All software need to be covered under three year warranty post which the Bidders need to quote for applicable ATS for the remaining period of 2 years.
- VI. The bidder shall perform periodic preventive maintenance activities once in a quarter on all the equipment under AMC and warranty. The scope shall cover the periodic cleaning, health check-up, performance matrices and replacement of parts that are subject to wear and tear, including any abnormality issue in the device observed during preventive maintenance without any extra cost to OICL.
- VII. The bidder shall coordinate in advance with the concerned officers/ officials of the concerned site for the suitable day and time for such preventive maintenance.
- VIII. Preventive Maintenance and support to the Hardware /Software shall include replacement of worn-out parts/sub-parts, health-checkup, checking diagnostic etc. In case of centralised equipment at data centre are taken away for repairs, the Bidder shall provide a standby equipment (of equivalent configuration or higher), so that the daily operations of OICL is not affected.





- IX. The bidder shall install/integrate with all necessary security solutions/service management solutions and other authorized software rolled out by OICL as and when required. The bidder shall perform the integration without any extra cost to OICL.
- X. The bidder shall replace the parts/equipment with original spares of the original brand/make/model for the proposed VC infrastructure throughout the contract period.
- XI. The bidder shall perform shifting of entire solution/devices within the identified/centralized locations of OICL as and when required. The vendor shall be responsible for any loss or damage caused during dismantling and assembling of the hardware/devices owing to negligence on his part.
- XII. The bidder shall be responsible to make all the proposed setup work satisfactorily throughout the contract period and to hand over the systems in working condition to OICL after expiry of the contract. In case any damage is found after the expiry of contract period but arose during the valid contract period, the bidder is liable to rectify the same even after the expiry of the AMC period or contract period.
- XIII. The Bidder need to have back to back arrangements with the respective OEM/s for all AMC/ATS for the proposed VC infrastructure during the entire contract period, details of such arrangements should be provided to the OICL annually or on a mutually agreed period. Whereas the device which are going to be declared End-Of-Support from the OEM during the contract period are to be provided with support on best effort basis.
- XIV. During the tenure of the Contract the OICL at its discretion may choose to take over from the Bidder part or whole of the services being rendered by the Bidder. In such situation, the Bidder shall share all the necessary knowledge to the OICL or its appointed Vendor.
- XV. The proposed VC products & services offered must include comprehensive on-site warranty as provided by the OEM from the date of installation and acceptance of the solution by OICL including all software, hardware, parts, media, patches, updates and licenses.
- XVI. Bidder is required to provide phased delivery and deployment of hardware and associated software. Thus, the warranty and subsequent AMC/ATS of the components will begin as per the phased delivery or the delivery timelines.
- XVII. Maintenance of the systems and repair /replace at the installed site, at no charge to OICL.
- XVIII. An inventory database must be maintained to include the registered hardware warranties and software licenses existing as of the Start Date and the warranties and licenses for hardware and software including license renewal dates that are either procured through the Bidder or procured by OICL with notification to the Bidder for inclusion in such database.
- XIX. Monitor warranties to check adherence to preventive and repair maintenance terms and conditions.
- XX. Reports related to hardware warranties and software licenses must be provided to OICL.
- XXI. The warranty on hardware would begin post successful acceptance by OICL. No parts, accessories of the systems should be excluded from such warranty. Hardware support for proposed VC infrastructure is inclusive of consumables.
- XXII. Once the existing VC equipment covered under the RFP reached end of support by the OEM, the bidder is expected to support VC equipment on best effort basis i.e. Support for VC infrastructure will be provided on a best-effort basis where every reasonable attempt will be made to maintain the infrastructure's operational status and promptly address any issues that arise, there should be a guarantee of uninterrupted service or resolution within 7 days from the date of reporting of the



issue and within 15 days where hardware replacement is required. The selected bidder will endeavour to allocate resources appropriately to address support requests in a timely manner, prioritizing critical issues as necessary. However, OICL will acknowledge that factors such as hardware availability, complexity of the issue, and external dependencies that may impact the speed and efficacy of support efforts.

## 2.4 Facility Management

The existing vendor will arrange knowledge transfer sessions for the selected bidder and FM services will start once the selected bidder will provide go ahead for taking over the FM Services as mentioned above in coordination with OICL.

The Bidder is expected to develop a methodology for executing FM services for OICL based on the requirements.

Bidder has to deploy competent resources for the team to provide necessary maintenance and support as per the requirements of OICL. Bidder has to deploy adequate resources to ensure that the systems are up and customer services are not impacted. To ensure that the SLAs are met, the Bidder if required will need to deploy additional resources during the contract period without any additional cost to OICL.

- I. The Facility Management Services have to be provided for the tenure of the contract post successful taking over the FMS for entire video-conferencing solution.
- II. Bidder shall deploy dedicated onsite resource in general shift from 9:00 AM to 6:00 PM for regular maintenance support of the systems for the entire duration of contract.
- III. The selected bidder shall deploy one L1 resource at OICL's Head Office, New Delhi.
- IV. Support Executives (L1) proposed should have at least 3 years of relevant experience in providing the Facility Services Management video-conferencing solution.
- V. These resources should be support Executives/Engineers of L1/L2 level with ability to resolve any severity issues that may arise during the period.
- VI. These Resources are responsible for but not limited to:
  1. Installation, configuration, testing and managing for existing systems at both DC site and branch/office locations.
  2. Server Administration service to keep servers stable, reliable and their operation efficient.
  3. Operating system customization and patching.
  4. Monitoring proposed systems for key events, health and performance.
  5. Ensuring proper configuration of server parameters, operating systems administration, hardening and tuning.
  6. Manual intervention for the restore operations.
  7. Regular monitoring and maintaining a log of the status of critical services, performance of servers including but not limited to monitoring of CPU, disk space, memory utilization, I/O utilization, etc.
  8. Providing day-to-day system administration support.



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9. Providing services like request sorting, functional and non-functional information, ticket routing for support of video-conferencing solution.
  10. Creating and managing video-conferences across the organisation.
  11. Preventive Maintenance (which includes health, fitness check-up and cleanliness of the equipment) situated at DC on quarterly basis.
  12. Coordinating with other vendors for data center equipment like Storage, Network, Security, Backup etc.
  13. Coordinating with any other third party vendors for video-conferences related issues/queries.
  14. Addressing Generic queries of end users related to video-conferencing solution.
  15. User Management and Creation or modification of user profiles.
  16. Providing functional clarification / work around.
  17. Generation of daily, weekly, monthly quarterly and annual performance reports on proposed system utilization, data backup and highlights risks (if any) and improvement areas.
  18. Ensuring latest patches are installed.
  19. Managing uptime of servers as per SLAs.
  20. Quarterly preventive maintenance activities to be arranged along with reactive support as and when needed.
  21. Creation and maintenance of User Accounts, Start / Stop service, OS debugging and recovery, maintenance of server logs, management of server disk space, addition or removal of Hardware or Software.
  22. Connectivity of storage with servers and attaching LUNs.
  23. Periodic mock restoration activity to ensure that backup is effective.
  24. Perform server administration tasks, including user/group administration, security Permissions, group policies, print services, event log warnings and errors, and resource monitoring, ensuring system architecture components work together seamlessly.
  25. Monitoring Data centre's Hardware and respond to hardware issues as they arise.
  26. Handling day to day Health Check and maintenance activities like CPU, Memory and file system usage monitoring and raising SR to OEMs to take corrective actions in case of issues.
  27. Ensure security through access controls, backups, and firewalls.
  28. Implementing various OS related hardening configuration.
  29. Interact with various stakeholders to resolve the issues at the earliest.
  30. Creation of OS clusters for high availability.
  31. File system configuration, Storage configuration and Network configuration
  32. Closure of bi annual Vulnerability Assessment & Penetration Testing (VA-PT) observations, IRDAI observations, concurrent audit observations and evidence gathering, latest security patches etc.
- VII. The bidder has to deploy sufficient no. of resources for smooth transition of FM services including KT sessions from existing FMS provider so that bidder can provide FM services from the sign-off date.
- VIII. In case the resource goes on leave /absent/being replaced, OICL should be intimated prior and suitable replacements/backup should be arranged by the bidder to ensure that regular functioning of the offices/locations does not get hampered. Bidder has to provide the resumes of new resource, 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 final decision on acceptability of resources resides with OICL only.

- IX. Overall maintenance and working of the Solutions.
- X. Bug fixing and delivery of patches/ version changes effected.
- XI. Creating knowledge repository for the bugs identified, resolution mechanism, version upgrade, future upgrade etc. of Application software, etc.
- XII. Provision should be available for version control and restoring the old versions if required by OICL.
- XIII. Enhancement, modifications, customization, patches, upgrades due to statutory, regulatory, industry, changes till the SRS Sign off will be provided at no additional cost to OICL. During FM period, if due to any statutory and regulatory requirement, system requires any enhancement due to which there is major impact on sizing, then required procurement and delivery of hardware and software will be on mutually agreed terms and conditions. However, bidder has to provide all the services on CR basis to OICL.
- XIV. Configuration changes, version up-gradations, performance monitoring, trouble-shooting, patch installation, running of batch processes, database tuning, replacement/support, technical support for application and data maintenance, recovery, query generation and management etc. of all software mentioned under the RFP.
- XV. Bug fixing should be undertaken in the event of software failure causing an interruption of operation of the application as per the response/ resolution times defined by OICL. In case of any software/ hardware/ network failure, the solution should continue to function seamlessly.
- XVI. All the detected software errors must be notified and corrected, as per the agreed timelines.
- XVII. Bidder, at least on a monthly basis, will inform OICL about any new updates/upgrades available for all software components of the solution along with a detailed action report. In case of critical security patches/alerts, the bidder shall inform about the same immediately along with his recommendations. The report shall contain bidder's recommendations on update/upgrade, benefits, impact analysis etc. The bidder shall need to execute updates/upgrades through formal change management process and update all documentations and Knowledge databases etc. For updates and upgrades, Bidder will carry it out at no additional cost to OICL by following defined process.
- XVIII. Monthly report on problems identified and resolved would be submitted to OICL team along with the recommended resolution.
- XIX. All planned or emergency changes to any component of the system shall be through the approved Change Management process. The Bidder needs to follow all such processes (based on industry ITSM framework). For any change, Bidder shall ensure:
  - a. Detailed impact analysis
  - b. Change plan with Roll back plans
  - c. Appropriate communication on change required has taken place
  - d. Proper approvals have been received
  - e. Schedules have been adjusted to minimize impact on the production environment
  - f. All associated documentations are updated post stabilization of the change
  - g. Version control maintained for software changes. The bidder shall define the Software Change Management and Version control process. For any changes to the solution, Bidder



has to prepare detailed documentation including proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc. Bidder shall ensure that software and hardware version control and configuration information for application software and any other system documentation is there for entire duration of Bidder's contract.

- XX. Support OICL in integrating any new applications.
- XXI. Provide OICL with weekly hardware utilization/ performance monitoring reports and alert OICL in case of any performance issues by suggesting future capacity planning.
- XXII. Service records and calls to helpdesk must be maintained and tracked for support, which will be reviewed monthly by OICL.
- XXIII. Interact with various stakeholders to resolve the issues at the earliest.

## 2.5 Existing inventory/setup

The details of the existing hardware and software is given below wherein the bidder is expected to provide AMC from OEM till the last date of support available and after which the support is to be provided on best effort basis.

There are few components which are not required as per the scope of the RFP, hence bidder needs to keep the same under consideration while responding to this RFP. In case the bidder finds it suitable to continue with the existing hardware/software then bidder needs to quote price under the commercial bill of material.

Further the bidder is expected review the existing stack of hardware and software and can augment the same as per the scope of work defined under this RFP. The bidder is allowed to upgrade/degrade any hardware and software as per there understanding meeting the requirement of the RFP.

Hardware*						
#	Product	Quantity	End Of sale Date	End of Service Renewal Date	Last date of H/w Support	Remarks
1	Cisco Webex DX80	143	30 <sup>th</sup> Jan 2021	27 <sup>th</sup> April 2025	31 <sup>st</sup> Jan 2026	AMC Required
2	Cisco Webex Room 55	34	11 <sup>th</sup> Nov 2023	6 <sup>th</sup> Feb 2028	30 <sup>th</sup> Nov 2028	AMC required
3	Mx800	1	1 <sup>st</sup> April 2019	27 <sup>th</sup> June 2023	31 <sup>st</sup> Mar 2024	Replacement
4	Cisco Business Edition 6000H M5 Appliance	4	2 <sup>nd</sup> March 2023	28 <sup>th</sup> May 2027	29 <sup>th</sup> Feb 2028	Augment as per scope
5	Cisco Meeting server 1000	4	1 <sup>st</sup> March 2019	27 <sup>th</sup> May 2023	29 <sup>th</sup> Feb 2024	Augment as per scope

\*The Bidder may increase or decrease the foot print for line item 4 and 5 as per the scope of the RFP.

Software**						
#	Product	Quantity	End Of sale Date	End of Service Renewal Date	Last date of Support	Remarks
1	LIC-SW-EXP-K9 (Expresway-traversal) Firewall	N/A	31 <sup>st</sup> Jan 2021	23 <sup>rd</sup> Jan 2022	31 <sup>st</sup> Jan 2024	Upgrade to newer version



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2	Cisco Telepresence Management Suite (TMS)	25	31 <sup>st</sup> Jan 2024	31 <sup>st</sup> Jan 2026	31 <sup>st</sup> Jan 2027	Not required as per scope of the RFP
3	Microsoft®SQLSvrStandard Core 2017 Sngl OLP 2Licenses NoLevel CoreLic Qualified	4	N/A	11 <sup>th</sup> Oct 2022	12 <sup>th</sup> Oct 2027 (Extended)	Upgrade to newer version
4	Microsoft®WindowsServer STDCORE 2019 Sngl OLP 2Licenses NoLevel CoreLic	20	N/A	9 <sup>th</sup> Jan 2024	9 <sup>th</sup> Jan 2029	Upgrade to newer version
5	Enhanced licenses for device registration 11.x	250	N/A	31 <sup>st</sup> May 2022	31 <sup>st</sup> May 2024	Upgrade to newer version
6	Production Subscription Vmware vSphere 6 Standard for 1 processor for 1 year	2	N/A	12 <sup>th</sup> Mar 2020	15 <sup>th</sup> Oct 2022	Upgrade to newer version

\*\*The bidder is expected to upgrade all above software licenses to the latest version except line item no 2 so that none of the software licenses are out of support during the contract period.

Bidder is entirely responsible for correct sizing the DC hardware and software as per scope defined under the RFP. In case during the contract period any bottle neck is being observed due to resource crunch at data center infrastructure or any of hardware or software goes out of support, the bidder needs to upgrade or replace it with new hardware/software the same at no cost to OICL.

Serial number of existing devices/hardware is attached as Annexure 14.

## 2.6 Lift and Shift of existing VC equipment

OICL envisages to use video-conferencing equipment optimally and strategically so as to leverage technology effectively, which can streamline communication and collaboration processes, enabling seamless interaction among team members regardless of geographical barriers. This fosters increased productivity, accelerates decision-making, and facilitates swift problem-solving, ultimately leading to greater operational efficiency.

Further, strategically employing VC equipment allows organizations to expand their reach and connect with clients, partners, and stakeholders locally or globally, helps in building stronger relationships and enhancing business opportunities.

The Bidder is expected carry out lift and shift operations of existing VC end-points but not limited to the following:

- i. The selected bidder has to shift selected VC End-points from there existing location/office to new proposed office location. Shifting of the equipment involve un-mounting, packaging, marking/labelling, transportation and successfully mounting (in working condition) of the equipment at new proposed location.



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- ii. Transit Insurance of the assets shall be taken by the selected bidder on behalf of OICL and the same will be reimbursed to the by OICL on actual basis. Proof of insurance to be submitted to OICL or its designated officials before commencement of actual shifting of assets/items.
- iii. The details of items to be shifted will be given to the successful bidder.
- iv. The selected has to take all necessary shifting permissions from respective authorities. No additional cost whatsoever would be paid for the same by OICL.

## 2.7 Geographical Location

For the purpose of VC solution/equipment implementation or upgradation, 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 equipment from the current location and commission the items at new location.

## 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 <https://orientalinsurance.org.in>.

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.

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.



OICL reserves the right to extend the dates for submission of responses to this document.

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 Deputy General 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 Deputy General Manager  
Information Technology Department,  
The Oriental Insurance Company Limited,  
NBCC Office Complex, East Kidwai Nagar,  
2<sup>nd</sup> Floor, Office Block 4,  
New Delhi- 110023

### **3.1.3 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.

### **3.1.4 Clarification of Offer**

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

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

### **3.1.5 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.

### **3.1.6 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.

### **3.1.7 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.

### **3.1.8 Acceptance of the Solution**

3.1.8.1 The solution will not be treated as complete if any part of hardware/ software / solution etc. are not delivered as per the timelines specified in RFP. In such an event, the supply will be termed incomplete and will not be accepted and warranty period will not commence. Besides OICL's may invoke the penalties as per contract.

3.1.8.2 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 the features required to be completed are enumerated below:

- i. The proposed VC equipment/hardware 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 proposed hardware/equipment 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 and working fine at least for 15 days without any failure.

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 or any of its designated officials. The warranty for the equipment including all the software and other peripherals 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.

### **3.1.9 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.

### **3.1.10 Submission of Bids**

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

### **3.1.11 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 5 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).

### **3.1.12 Pre-Bid Meeting**

All queries/ requests for clarification from bidders must reach us by e-mail ([tender@orientalinsurance.co.in](mailto: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.



### 3.1.13 Installation and Implementation

The bidder shall be responsible for supply, installation and commissioning of the proposed VC equipment, hardware and software 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.

### 3.1.14 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.

### 3.1.15 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.

#	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%



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

2	<b>Installation and commissioning</b>	Post successful installation and acceptance of the required component/item by the OICL	100%
3	<b>ATS &amp; AMC Cost</b>	The ATS & AMC shall commence on completion of the warranty period for the proposed VC equipment, hardware and software.  The AMC & ATS for the existing VC end points will start from the date of issuance of purchase order.  The ATS & AMC Cost will be treated as a part of the total cost of the project.	Quarterly in arrears
4	<b>FM Cost</b>	The FM Cost shall commence post implementation period or onboarding of resources for existing infrastructure whichever is earlier	Quarterly in arrears

### 3.1.16 Mode of Payment

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

### 3.1.17 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

### 3.1.18 Currency of Payments

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

## 3.2 Other RFP Requirements

- a. 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.
- b. 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 years.

### 4.2 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 and the decision of OICL shall be final.

### 4.3 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 including labour laws 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.

### 4.4 Assignment

OICL may assign the Services provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of



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

#### **4.5 Canvassing/Contacting**

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

#### **4.6 Indemnity**

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

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

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

#### **4.7 Inspection of Records**

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

#### **4.8 Publicity**

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

#### **4.9 Solicitation of Employees**

Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees



who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.

#### **4.10 Information Ownership**

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

#### **4.11 Sensitive Information**

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

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

#### **4.12 Confidentiality**

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

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

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

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



use or dissemination of information in violation of this Confidentiality Clause will cause OICL irreparable loss, 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.

#### **4.13 Force Majeure**

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

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

#### **4.14 Liquidated Damages**

If the bidder fails to deliver the services within the specified time lines 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 contract price. Once the maximum is reached, OICL may consider termination of the contract.

#### **4.15 Termination for Default**

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

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

In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the Bidder shall be liable to OICL for any excess costs incurred for procurement of





such similar goods or services (capped at 5% differential value). However, the Bidder shall continue performance of the contract to the extent not terminated.

#### **4.16 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.

#### **4.17 Termination for Convenience**

OICL may send by 30 calendar days written notice to the Bidder to 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. In the event of the Bidder wishing to terminate this agreement, the Bidder may send by 90 calendar days written notice to OICL to 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 and the decision of OICL shall be final.

#### **4.18 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.

#### **4.19 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.

#### **4.20 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)

#### **4.21 Prices**

The prices quoted (as mentioned in Appendix 2 – Bill of Material 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.

#### **4.22 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.

#### **4.23 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.

#### **4.24 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 Bidder/Supplier are made in full.



#### **4.25 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 contract placed on the selected Bidder 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 to Bidder. 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 AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract

#### **4.26 Rights reserved by OICL**

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

#### **4.27 Limitation of Liability**

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

#### **4.28 Waiver**

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



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

#### 4.29 Violation of terms

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

#### 4.30 Adherence to Terms and Conditions

The Bidders who wish to submit responses to this RFP shall abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the Bidder, such responses may be disqualified and may not be considered for the selection process.

#### 4.31 Repeat Order

OICL may place Repeat Order against the original order for a quantity up to 25% of the original ordered quantity within duration of one year from date of issue of purchase order.

#### 4.32 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 13.

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. **Capt. ANOOP KUMAR SHARMA** and **Mrs. VIJAY LAXMI TIWARI** shall be acting as the IEM for this contract/Tender. However, OICL at its sole discretion reserves the right to change/name another IEM, which shall be notified latter.

#### Contact Details:

<b>Capt. ANOOP KUMAR SHARMA</b> 2104 A, Oberoi Gardens, Thakur Village, Kandivili (East),	<b>MRS. VIJAY LAXMI TIWARI</b> B-8, Tower 10, New Moti Bagh,
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Mumbai-400 1 Mobile No: 8291086676 Email ID: <a href="mailto:anoop21860@gmail.com">anoop21860@gmail.com</a>	New Delhi-110 023 Mobile No: 9418469606 Email ID: <a href="mailto:vltiwari@gmail.com">vltiwari@gmail.com</a>
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### 4.33 Outsourcing Agreement

The outsourcing contract, inter alia, shall have in place following clauses or conditions listed below:-

- 1. Contingency Planning:** The Bidder is responsible for contingency planning of the outsourcing service to provide business continuity for the outsourced arrangements that are material in nature.
- 2. Express Clause:** The contract shall neither prevent nor impede the company from meeting its respective regulatory obligations, nor the IRDAI from exercising its regulatory powers of conducting inspection, investigation, obtaining information from either the company or the Bidder.
- 3. Handing over of the Data, Assets etc.:** In case of termination of the contract, the Bidder is responsible for handing over of the data, assets (hardware/software) or any other relevant information specific to the contract and ensure that there is no further use of the same by the Bidder.
- 4. Inspection and Audit by the Company:** The Company shall conduct periodic inspection or audit on the Bidder either by internal auditors or by Chartered Accountant firms appointed by the Company to examine the compliance of the outsourcing agreement while carrying out the activities outsourced.
- 5. Legal and Regulatory Obligations:** The Bidder shall ensure that the outsourcing contract/arrangements do not:-
  - a) Diminish the Company's ability to fulfil their obligations to Policyholders and the IRDAI.
  - b) Impede effective supervision by the IRDAI.
  - c) Result in Company's internal control, business conduct or reputation being compromised or weakened.
- 6. Applicability of the laws/regulations:** The Regulations apply irrespective of whether the outsourcing arrangements are entered into with an affiliated entity within the same group as the Company, or an outsourcing service Provider external to the group or the one who has been given sub-contract. The Outsourcing Agreement shall not diminish the obligations of the Company and its Board & Senior Management to comply with the relevant law/s and regulations. The Bidder engaged by the company is subject to the provisions of the Insurance Act 1938, IRDA Act 1999, rules & regulations and any other order issued thereunder.

In case, the Bidder operates from outside India, it shall ensure that the terms of the agreement are in compliance with respective local regulations governing the Bidder and laws of the country concerned and such laws and regulations do not impede the regulatory access and oversight by the Authority.

### 4.34 Regulations, Legal & Compliance

Communications made via OICL's Social Media channels will in no way constitute a legal or official notice to OICL or any official or employee of OICL for any purpose.

Any content that the Bidder posts on OICL's Social Media channels shall be deemed and remain the property of OICL. OICL shall be free to use such content/ information, for any purpose without any legal or financial compensation or permission for such usage.



OICL reserves its rights to initiate appropriate legal proceedings in the event of any breach/ violation of these guidelines/ other terms and conditions as may be specified by OICL from time to time.

Under no circumstances OICL shall or any of our affiliates, employees or representatives, be liable to the Bidder for any direct or indirect, claims or damages whatsoever emanating from any mistakes, inaccuracies, or errors of content, personal injury or property damage, of any nature whatsoever, emanating from your use to and access of our Social Media platforms or entities purporting to represent OICL. You specifically acknowledge that OICL shall not take any liability for content or the offensive, defamatory, or illegal conduct of any third party and that the risk of damage or harm arising from the preceding entirely rests with you. The foregoing limitation of liability shall apply to the fullest extent that's permitted by law in the applicable jurisdiction.

To the extent permitted by law applicable, you agree to indemnify, defend and hold harmless, OICL, its affiliates, officers, directors, employees, and agents, arising from and against any and all damages, claims, obligations, liabilities, losses, costs or debt, and expenses (including but not limited to lawyer's/attorney's fees) arising from: (i) your use of and access of our page; (ii) your violation of any of these Guidelines; (iii) your violation of any third party right, including without limitation any copyright, proprietary, or right to privacy; or (iv) all or any claim that content posted by you caused damage to a third party. The indemnification obligation contained herein shall survive these Guidelines and your use of our Social Media channels.

Anyone causes or knowing that he/ she is likely to cause wrongful loss or damage to the brand's image, to destroy or delete or alter any information residing on the Social Media platform or diminish its value or utility by any means, commits hack, shall be prosecuted under Information Technology Act, 2000 [As amended by Information Technology (Amendment) Act 2008], its subsequent amendments as well as any other statute prescribed by the concerned authorities.

#### **4.35 Guidelines for MSME**

As per the public Procurement Policy for MSEs order, 2018 under section 11 of MSMED Act 2006 MSEs quoting price within band L-1 +15% when L1 is from someone other than MSE, shall be allowed to supply at least 25% of tendered value at L-1 subject to lowering of price by MSEs to L-1

However, seeing the criticality, stack sync and manageability of the devices which are the core element to provide services to the customer the entire order will go to one vendor in the above-mentioned case.

## **5 Instruction to Bidders**

### **5.1 Instructions for Online Bid Submission**

- I. Bidders should comply to rules and regulations of GeM portal for submission of Bids online. However, Bidder needs to submit the commercial bill of material i.e. Appendix 2: Bill of Material, Annexure 12 :- NDA, Annexure 13 – Integrity Pact and Power of Attorney on stamp Paper in offline mode to OICL Head office in a sealed envelop
- II. The sealed envelope should be properly labeled with the company name, RFP number, date and duly signed and stamped. If Bidder did not submit the same, then Bidder will be disqualified.



- III. The Sealed enveloped should reach OICL before or on the date and time of submission schedule as mentioned in the RFP.
- IV. Bidder needs to fill the bill of material properly and the total value in bill of material should match with the total value mentioned in the GEM Portal.
- V. If there is any mismatch between the total value of the sealed envelope and the GEM portal, then the bid of the Bidder will be rejected.
- VI. OICL will not be liable of the any arithmetic error in the bill of material, and the GEM final number will be accepted as the Total cost of the Project.
- VII. If Bidder misses or forgets to quote rates of any line item, then it is assumed that Bidder will provide that service at zero cost to OICL during contact period.

## 5.2 Tender Bidding Methodology

### Sealed Bid System.

The Bidders will be required to submit following two sets of separate documents.

1. Eligibility & Technical Bid
2. Commercial Bid

## 5.3 Bid Security

Govt. of India guideline vide Circular dated F.9/4/2020- PPD dated 12<sup>th</sup> November 2020, states:

“It is reiterated that notwithstanding anything contained in Rule 171 of GFRs 2017 or any other Rule or any provision contained in the Procurement Manuals, no provisions regarding Bid Security should be kept in the Bid Documents in future and only provision for Bid Security Declaration should be kept in the Bid Documents.”

Hence, in conformance to the above, Bidders are to submit Bid Security Declaration as per format provided in Annexure 5.

## 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. The corporate profile of the Bidder (printed corporate brochure is preferred).
5. The profile of the Bidder (as per Annexure-9)
6. List of Bidder’s support/service locations in India as per Annexure 8.
7. Bidder shall submit PAN number, GSTIN.
8. 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.
9. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder



10. Statement of No-Deviation (Annexure 7)
11. Integrity Pact (Annexure 13 on Stamp Paper)
12. Proforma for Bid security as per Annexure 5
13. NDA As per Annexure 12 on stamp paper
14. MAF as per Annexure 17

## 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 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 Material in the RFP.
5. Escalation matrix
6. Detailed Design Document (OEM recommendations)
7. Part coded Technical Bill of Material
8. Implementation plan & Warranty support
9. Datasheets of Proposed Products
10. Undertaking from Bidder for providing authorized representatives of IRDAI the right to inspection, investigation, obtaining information (Annexure 16)

### **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.

### 6.3 Commercial Bid Documents

Commercial Bid should contain Appendix 2 – Bill of Material. The Commercial Bid should give all relevant price information and should not contradict the Pre-qualification and 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.

#### Evaluation Criteria

The competitive bids shall be submitted in two stages:

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

### 6.4 Eligibility cum Technical 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.

The Technical bids of Bidders qualifying the eligibility criteria will be opened and reviewed to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL'S discretion.

A masked copy of the original commercial offer is to be submitted with the technical bid, failing which the bid will be rejected. However, it should not contain price related information, failing which the bid will be rejected outright.

The technical soundness of Bidder's proposals will be rated as follows:

S. No.	Evaluation Criteria	Maximum Marks	Minimum Marks	Minimum Passing Percentage
1.	Bidder Experience	100	70	70%
2.	Bidder presentation	100	70	70%
	<b>Total</b>	<b>200</b>	<b>140</b>	<b>70%</b>

Bidders scoring at least the minimum score in each section mentioned in the table above and an overall score of 140 marks or more will be declared technically qualified.

The Bidders scoring less than 140 marks (cut-off score) out of 200 marks in the technical evaluation shall not be considered for further selection process and their offers will be dropped at this stage. Bidders should score minimum as mentioned in the above table.



In case none of the participating bidders qualify on technical criteria by reaching or exceeding the cut off score of 70%, then OICL, at its sole discretion, may relax the cut-off score to a lower value, which, in any case, shall not fall below 60%. In case at-least two participants have not scored 60%, then OICL reserves the right to cancel and go for retendering process. However, this would be at the sole discretion of OICL.

The evaluation of technical proposals, among other things, will be based on the following:

Sno.	Technical Evaluation	Evaluation Methodology
1	Bidder Experience	Marking criteria for similar projects in nature in last 5 years <ol style="list-style-type: none"><li>1. One project : 70 marks</li><li>2. Two projects: 85 marks</li><li>3. Three projects or more : 100 marks</li></ol>
2	Bidder Presentation (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.)	<ol style="list-style-type: none"><li>1. Understanding of OICL business Operating environment and scope – 20 Marks</li><li>2. Demonstration of organization capability for the proposed initiative – 20 Marks</li><li>3. Service Model demonstration -20 Marks</li><li>4. Demonstration of value proposition offered in the bid which shall enable the success of the project- 20 Marks</li><li>5. Detailed Solution Capability and approach -20 marks</li></ol>

The commercial proposals of only eligible and technically qualified Bidders will then be opened.

## 6.5 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.

Bidder need to note that the Appendix-2 Bill of material with complete bifurcation of Price which is mentioned in GEM Portal (As a consolidated Price) needs to submit at OICL Office (address mentioned in RFP). This needs to be submitted with proper labelling, seal, sign and stamped.

Bidder needs to note that the appendix needs to be submitted physically on the same date and time which is the RFP submission date and time.

If any Bidder fails to submit the same the bid will be rejected.



Bidder needs to note that Amount (consolidated amount on GEM Portal) and the total of bifurcation mentioned in the Appendix-2 Bill of material has to be tallied.

## 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 and these penalties are irrespective of deductions levied under liquidated damages i.e. Penalties for breach of SLA's can be imposed over and above the maximum deduction of 10% of the contract price as mentioned under section 4.14 "Liquidated damages"

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.

### 7.2 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.

#### 7.2.1 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.

### 7.2.2 Service Level Criteria

Severity Definition during Live operations due to Infrastructure/Functional issues of the proposed VC equipment, the SLA's will be applicable post acceptance of VC equipment/solution at DC 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 required.

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

\*The SLA given below will be applicable for the new VC equipment supplied and upgraded components at data center and till the time the devices are covered by OEM i.e. till the last date of support available from the OEM.

\*Once the existing VC equipment covered AMC/ATS support under the RFP reached end of support by the OEM, the bidder is expected to support VC equipment on best effort basis i.e. Support for VC infrastructure will be provided on a best-effort basis where every reasonable attempt will be made to maintain the infrastructure's operational status and promptly address any issues that arise, there should be a guarantee of uninterrupted service or resolution within 7 days from the date of reporting of the issue and within 15 days where hardware replacement is required. The selected bidder will endeavor to allocate resources appropriately to address support requests in a timely manner, prioritizing critical issues as necessary. However, OICL will acknowledge that factors such as hardware availability, complexity of the issue, and external dependencies may impact the speed and efficacy of support efforts. In case bidder fails to manage the inventory which is out of OEM support on best effort basis as per above mentioned time frame then the device will be removed from the inventory and an penalty amount of Rs. 25000 excluding taxes per device will be imposed.



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.
6	<b>Devices/Equipment/hardware/Software which are no more supported by OEM :</b>  The Particular Component/ Device/ Hardware/Software which is out of OEM support the bidder is expected to provide support on best effort basis i.e. 7 days for any operational issues and 15 days for hardware replacement.	In case bidder fails to meet mentioned timelines, the entire device will be removed from the inventory and a penalty amount of Rs. 25000/- excluding taxes per device will be imposed.

- 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 100/- 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 amount equivalent to per day charges identified on pro-rate basis of quarterly cost excluding taxes.

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



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

### **7.2.3 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 Deputy General Manager  
The Oriental Insurance Company Limited  
Information Technology Department,  
NBCC Office Complex, East Kidwai Nagar,  
2nd Floor, Office Block 4,  
New Delhi- 110023

### Application form for the Eligibility of the Bidder

**Tender Ref. No. OICL/ITD/HO/VIDEO- CONFERENCING/2024/01 DATED 6<sup>th</sup> May 2024**

#### 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)

<b>Description</b>	<b>Rs. 50,00,000/- BG/Online transfer/Demand Draft towards EMD</b> [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]
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Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

(Company Seal)



## 9.2 Annexure 2: Technical Experience Details and Reference Form

**Tender Ref. No. OICL/ITD/HO/VIDEO- CONFERENCING/2024/01 dated 6<sup>th</sup> May 2024**

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/2024/01)
- 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.



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

**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/2024/01 DATED 6<sup>th</sup> May 2024**

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..... 202\_ 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 the .....day of.....

Signature and Seal of Guarantors (Supplier’s Bank)

.....

Date.....

Address.....

.....

..



### 9.7 Annexure 7: Statement of No Deviation

To

The Deputy General Manager  
The Oriental Insurance Company Limited  
Information Technology Department,  
NBCC Office Complex, East Kidwai Nagar,  
2nd Floor, Office Block 4,  
New Delhi- 110023

**Reference: OICL/ITD/HO/VIDEO- CONFERENCING/2024/01 Dated 6<sup>th</sup> May 2024**

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.

	<b>Witness</b>		<b>Bidder</b>
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/2024/01 DATED 3<sup>rd</sup> MAY 2024**

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/2024/01 Dated 6<sup>th</sup> May 2024

- 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 (2022-23 or 2023-24) :
- 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)



## 9.10 Annexure 10: Undertaking of Authenticity for Appliance and Equipment Supplies

RFP No: OICL/ITD/HO/VIDEO- CONFERENCING/2024/01 dated 6<sup>th</sup> May 2024

To,  
The Deputy General Manager  
Information Technology Department  
The Oriental Insurance Company Limited,  
2nd Floor, NBCC Office Complex, East Kidwai Nagar,  
Office Block 4,  
New Delhi- 110023 Tel: +91 11 24348202

Dear Sir,

With reference to the Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System.

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, 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.

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Company Seal



## 9.11 Annexure 11: Undertaking for Backlining

### 9.11.1 Undertaking for Back-lining- OEM

UNDERTAKING for Backlining (On OEMs Letter Head)

RFP No: OICL/ITD/HO/VIDEO- CONFERENCING/2024/01

To,  
The Deputy General Manager (IT)  
The Oriental Insurance Company Limited  
NBCC Office Complex, East Kidwai Nagar,  
2nd Floor, Office Block 4,  
New Delhi- 110023

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



### 9.11.2 Undertaking for Back-lining- Bidder

UNDERTAKING for Back-lining (On Bidders Letter Head)

RFP No: **OICL/ITD/HO/VIDEO- CONFERENCING/2024/01**

To,  
The Deputy General Manager (IT)  
The Oriental Insurance Company Limited  
NBCC Office Complex, East Kidwai Nagar,  
2nd Floor, Office Block 4,  
New Delhi- 110023

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



## 9.12 Annexure 12: Non-Disclosure Agreement

(On Rs.100 Non-Judicial stamp paper)

This Non-Disclosure Agreement made and entered into at..... This ... day of..... 2024

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 Corporate Office at NBCC office Complex, Block 4 , 2<sup>nd</sup> Floor IT department , East Kidwai Nagar 110023 (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 and includes 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. That a copy of the agreement shall also be given to OICL. 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 survive the expiration, cancellation or termination of this Agreement.

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 Delhi shall have exclusive jurisdiction in relation thereto.

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.



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

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, merchantability, and 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)



### 9.13 Annexure 13: 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 \_\_\_\_\_202\_, between, on one hand, The Oriental Insurance Company Ltd, having its headquarterd and Corporate Office at NBCC office Complex, Block 4 , 2<sup>nd</sup> Floor IT department , East Kidwai Nagar 110023, 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 disqualified 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 activities 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 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 encash 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 disqualify 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 consulation 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 to 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 shall be Delhi.

## **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. 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 \_\_\_\_\_

<b>Signed, Sealed and Delivered for "The Oriental Insurance Company Ltd." By it's constituted Authority</b>	<b>Signed, Sealed and Delivered for M/s _____ by it's constituted Authority</b>
Signature: _____	Signature: _____
Name: _____	Name: _____
Designation: _____	Designation: _____
Address: _____	Address: _____
Company: _____	Company: _____
Date: _____	Date: _____
<b>Company Seal</b>	<b>Company Seal</b>
<b>Witness I</b>	<b>Witness II</b>
Signature: _____	Signature: _____
Name: _____	Name: _____
Designation: _____	Designation: _____
Address: _____	Address: _____
Company: _____	Company: _____
Date: _____	Date: _____





Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

**9.14 Annexure 14: Serial Numbers\* of Existing VC Infrastructure**

S.NO	Unit type	Serial Number
1	DX 80	FOC2302NRQL
2	DX 80	FOC2301N6TE
3	DX 80	FOC2312NRGK
4	DX 80	FOC2416PDQA
5	DX 80	FOC1905P0M5
6	DX 80	FOC2247NJG1
7	DX 80	FOC2003N80T
8	DX 80	FTX2326306R
9	DX 80	FOC2301N6RY
10	DX 80	FOC2247NKPG
11	DX 80	FOC2002N46M
12	DX 80	FOC1842N7RW
13	DX 80	FOC2341N5EU
14	DX 80	FOC2433NPEQ
15	DX 80	FOC2309P7PG
16	DX 80	FOC2136NWCF
17	DX 80	FOC2301N6EM
18	DX 80	FOC2448N07U
19	DX 80	FOC2352N8XF
20	DX 80	FOC2136NVMC
21	DX 80	FOC2324NT8N
22	DX 80	FOC2119N3F6
23	DX 80	FOC2301N6DR
24	DX 80	FOC2422NPR5
25	DX 80	FOC2301N6J6
26	DX 80	FOC2301N6LU
27	DX 80	FOC2301N764
28	DX 80	FOC2301N6WE
29	DX 80	FOC2301N6X0
30	DX 80	FOC2301N6C9
31	DX 80	FOC2249PCE5
32	DX 80	FOC2301N6NF
33	DX 80	FOC2301N6H0
34	DX 80	FOC2301N6KW
35	DX 80	FOC2136NW6Y
36	DX 80	FOC2249PCZF
37	DX 80	FOC2434PEZR
38	DX 80	FOC2448N2K4
39	DX 80	FOC2350P6K2
40	DX 80	FOC2247NKHF
41	DX 80	FOC2422NQHD
42	DX 80	FOC2249PCJ5
43	DX 80	FOC2249PCJ5
44	DX 80	FOC2301N6D7
45	DX 80	FOC2301N768
46	DX 80	FOC2448N2FL
47	DX 80	FOC2322NB7V



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

S.NO	Unit type	Serial Number
48	DX 80	FOC2301N6CW
49	DX 80	FOC2301N767
50	DX 80	FOC2301N6XA
51	DX 80	FOC2301N70K
52	DX 80	FOC2249PD44
53	DX 80	FOC2301N6P5
54	DX 80	FOC2301N6X2
55	DX 80	FOC2301N6HD
56	DX 80	FOC2247NK49
57	DX 80	FOC2301N6WT
58	DX 80	FOC2249PC3Q
59	DX 80	FOC2301N728
60	DX 80	FOC2249PC4V
61	DX 80	FOC2301N6E3
62	DX 80	FOC2301N738
63	DX 80	FOC2301N6W7
64	DX 80	FOC2301N6RW
65	DX 80	FOC2244NNJV
66	DX 80	FOC2301N6QZ
67	DX 80	FOC2245PPLV
68	DX 80	FOC2301N760
69	DX 80	FOC2301N6R9
70	DX 80	FOC2301N6XQ
71	DX 80	FOC2301N6XW
72	DX 80	FOC2247NKBT
73	DX 80	FOC2312NQQH
74	DX 80	FOC2249PCBM
75	DX 80	FOC2301N6D6
76	DX 80	FTX232630AJ
77	DX 80	FOC2242PMQ8
78	DX 80	FOC2422NPX4
79	DX 80	FOC2244NN4T
80	DX 80	FOC2301N6CM
81	DX 80	FOC2301N6E8
82	DX 80	FOC2416PE45
83	DX 80	FOC2249PC5V
84	DX 80	FOC2422NPZJ
85	DX 80	FOC2247NKKH
86	DX 80	FOC2301N6E2
87	DX 80	FOC2301N6P8
88	DX 80	FOC2244NNK3
89	DX 80	FOC2301N72L
90	DX 80	FOC2249PCQT
91	DX 80	FOC2339N1QW
92	DX 80	FOC2301N76W
93	DX 80	FOC2247NKUY
94	DX 80	FOC2301N6RZ
95	DX 80	FOC2245PPPU
96	DX 80	FOC2301N6P2



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

S.NO	Unit type	Serial Number
97	DX 80	FOC2301N6RC
98	DX 80	FOC2301N6RA
99	DX 80	FOC2301N729
100	DX 80	FOC2433K3PW
101	DX 80	FOC2301N6KK
102	DX 80	FOC2301N6GA
103	DX 80	FOC2301N72Z
104	DX 80	FOC2106NPKD
105	DX 80	FOC2249PBZS
106	DX 80	FOC2245PP7E
107	DX 80	FOC2434PDRW
108	DX 80	FOC2301N6G4
109	DX 80	FOC2301N6NJ
110	DX 80	FOC2448N03U
111	DX 80	FOC2249PD45
112	DX 80	FOC2301N6LY
113	DX 80	FOC2301N75W
114	DX 80	FOC2249PD4T
115	DX 80	FOC2301N6JQ
116	DX 80	FOC2301N6L2
117	DX 80	FOC2301N6K4
118	DX 80	FOC2301N6U7
119	DX 80	FOC2249PCHJ
120	DX 80	FOC2301N720
121	DX 80	FOC2301N6HQ
122	DX 80	FTX23263012
123	DX 80	FOC2245PQ4L
124	DX 80	FOC2301N76W
125	DX 80	FOC2242PNFV
126	DX 80	FOC2249PCFJ
127	DX 80	FOC2101NFR9
128	DX 80	FOC2422NQ2W
129	DX 80	FOC2242PN1T
130	DX 80	FOC2335N846
131	DX 80	FOC2145N15C
132	DX 80	FOC2302NRPC
133	DX 80	FOC2206N0RW
134	DX 80	FOC2106NPQJ
135	DX 80	FOC2422NPVP
136	DX 80	FOC2350P6BY
137	DX 80	FOC2433NPST
138	DX 80	FOC2434PEGL
139	DX 80	FOC2452P9SP
140	DX 80	FOC2148NF53
141	DX 80	FOC2301N6KK
142	DX 80	FOC2434PDAW
143	DX 80	FOC2236NPEJ
144	Mx 800	FCZ2307G01L



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply, Installation, Integration and Commissioning & Maintenance System

S.NO	Unit type	Serial Number
145	SPARK 55	FTT231500E8
146	SPARK 55	FTT2303018E
147	SPARK 55	FTT2301PKDP
148	SPARK 55	FTT230301AA
149	SPARK 55	FOC2301PKG4
150	SPARK 55	FTT230301AP
151	SPARK 55	FTT230301BQ
152	SPARK 55	FTT230301A7
153	SPARK 55	FTT230301AT
154	SPARK 55	FTT230301AS
155	SPARK 55	FTT2303019Q
156	SPARK 55	FTT230301B4
157	SPARK 55	FTT230301B8
158	SPARK 55	FTT230301CA
159	SPARK 55	FTT232000DA
160	SPARK 55	FTT230301C0
161	SPARK 55	FTT2303019V
162	SPARK 55	FTT2303018Y
163	SPARK 55	FTT2303018Z
164	SPARK 55	FTT2303019X
165	SPARK 55	FTT230301AR
166	SPARK 55	FTT2303019P
167	SPARK 55	FTT2303019R
168	SPARK 55	FTT230301B7
169	SPARK 55	FTT230301AO
170	SPARK 55	FTT230301A9
171	SPARK 55	FTT2303019W
172	SPARK 55	FTT2303019N
173	SPARK 55	FTT2303019T
174	SPARK 55	FTT230301C4
175	SPARK 55	FTT230301B2
176	SPARK 55	FTT230301AN
177	SPARK 55	FTT2303019Y
178	SPARK 55	FTT230301BT
179	CISCO ISR 4331	FDO2252A2CS

*\*The above list is prepared with information available with the department, the bidder is requested to cross-check with OEM for correct list of serial numbers.*

*\*the quantity remains the same irrespective of the serial numbers mentioned above.*



Request for Proposal for Supply, Installation, Integration, Commissioning, Maintenance &  
Upgradation of existing Video Conferencing Infrastructure

## 10. Appendix

### 9.15 Annexure 15: List of OICL Offices

\*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 or shift the VC Endpoints , VC Solution and other infrastructure for VC at the locations finalized by OICL.

RO CODE	RO NAME	OFFICE CODE	OFFICE NAME	PINCODE	ADDRESS	ADDR_CITY_CODE	STATE_NAME
10000	Head Office	10000	Head Office	110023	Corporate Office, NBCC Office Complex, Block - 4, Plate-A, Kidwai Nagar East, New Delhi - 110023	NEW DELHI	DELHI
60000	OSTC FARIDABAD	60000	OSTC FARIDABAD	121006	SECTOR 11BATA MOREMATHURA ROADFARIDABAD	FARIDABAD	HARYANA
130000	RO 3 MUMBAI	130000	RO 3 MUMBAI	400059	TOWN CENTRE, TOWER 1601-605, 6TH FLOOR, ANDHERI KURLA ROADNERA MITTAL ESTATEANDHERI EAST	MUMBAI	MAHARASHTRA
140000	RO AHMEDABAD	140000	RO AHMEDABAD	380014	3 RD FLOOR NAVJEEVAN TRUST BUILDINGB/H GUJARAT VIDYAPEETH NAVJEEVANTRUST BUILDING OFF ASHRAM ROADAHMEDABADGUJARAT-380013	AHMEDABAD	GUJARAT
150000	RO INDORE	150000	RO INDORE	420001	IDA BUILDING, 4th FLOOR7, RACE COURSE ROAD	INDORE	MADHYA PRADESH



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply,  
Installation, Integration and Commissioning & Maintenance System

160000	RO Pune	160000	RO Pune	411005	Mayfair Towers, 1st FloorPune-Mumbai RoadWakadewadi, Pune	PUNE	MAHARASHTRA
170000	RO VADODARA	170000	RO VADODARA	390002	MEZZANINE FLOOR, A.G. CHAMBERS,UNIVERSITY ROAD, FATEHGUNJ, VADODARA	VADADORA	GUJARAT
180000	RO NAGPUR	180000	RO NAGPUR	440013	REGIONAL OFFICE4TH FLOOR,S.K.TOWERSNELSON SQUARECHHINDWARA ROADNAGPUR	NAGPUR	MAHARASHTRA
190000	RO RAIPUR	190000	RO RAIPUR	492018	2nd FLOOR COMMERCIAL COMPLEXSECTOR -27 NAYA RAIPUR - 492018	RAIPUR	CHATTISGARH
210000	RO 1 NEW DELHI	210000	RO 1 NEW DELHI	110001	10th FLOORHANSALAYA BUILDING15, BARAKHAMBA ROAD, NEW DELHI	ND	DELHI
220000	RO LUCKNOW	220000	RO LUCKNOW	226001	43, HAZRATGANJ,LUCKNOW	LKO	UTTAR PRADESH
230000	RO CHANDIGARH	230000	RO CHANDIGARH	160017	SCO-109-110-111SECTOR 17D,CHANDIGARH	CHN	CHANDIGARH
240000	RO JAIPUR	240000	RO JAIPUR	302015	9th & 10th floor, Bima Bhawan,NBCC Center, Sahkar MargJaipur 302015	JAIPUR	RAJASTHAN
250000	RO DEHRADUN	250000	RO DEHRADUN	248001	24 A, III FLOORNCR PLAZANEW CANTT ROADHATHIBARKALADEHRADUN - 248 001 [UK]	DEHRADUN	UTTARAKHAND
260000	RO AMBALA	260000	RO AMBALA	133001	LIC BUILDING, 2nd FLOOR JAGADHRI ROAD	AMBALA	HARYANA
270000	RO 2 NEW DELHI	270000	RO 2 NEW DELHI	110092	SCOPE MINAR CORE 1DISTRICT CENTRE LAKSHMI NAGAR1st FLOOR,NEW DELHI	NEW DELHI	DELHI
310000	RO KOLKATA	310000	RO KOLKATA	700001	4 LYONS RANGE CALCUTTA 700001	KOLKATTA	WEST BENGAL



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply,  
Installation, Integration and Commissioning & Maintenance System

320000	RO GUWAHATI	320000	RO GUWAHATI	781007	Godrej Building, G S ROAD, UlubariGUWAHATI	GUWAHATI	ASSAM
330000	RO PATNA	330000	RO PATNA	800001	5TH FLOOR, SONE BHAWANBEER CHAND PATEL ROADR BLOCK	PATNA	BIHAR
340000	RO BHUBANESWA R	340000	RO BHUBANESWAR	751007	4TH FLOOR ,ALOK BHARATI TOWERS NAGARBHUBANESWAR	BHUBANESWAR	ODISHA
410000	RO CHENNAI	410000	RO CHENNAI	600108	P.B.NO.1877 U.I.L BUILDING III FLOORNO.4, ESPLANADE OPP.ESPLANADE POLICE STN.	CHENNAI	TAMIL NADU
420000	RO BENGALURU	420000	RO BENGALURU	560025	44/45,Leo Shopping Complex1st Floor FloorResidency Road CrossBANGALORE	BANGALORE	KARNATAKA
430000	RO HYDERABAD	430000	RO HYDERABAD	500016	# 6-3-871, SNEHALATHA BUILDING,P B NO.45, GREENLANDS ROAD,BEGUMPET, HYDERABAD.	HYDERABAD	TELANGANA
440000	RO COCHIN	440000	RO COCHIN	682018	'METRO PALACE'NORTH RAILWAY STATION ROADKERALAINDIA	ERNAKULAM	KERALA
450000	RO COIMBATORE	450000	RO COIMBATORE	641018	78 , Govt Arts College Road3rd Floor , Cheran TowersCoimbatoreTamilnadu-641018	COIMBATORE	TAMIL NADU
460000	RO VIZAG	460000	RO VIZAG	530013	DOOR NO.48-14-111, SRI NITYA COMPLEX, 2ND FLOOROPP : KARNATAKA BANK, RAMA TALKIES ROADVISAKHAPATNAM	VIZAG	ANDHRA PRADESH
470000	RO HUBLI	472391	BO TORNAGALLU	583123	THE ORIENTAL INSURANCE CO., LTD.,BELLARY-HOSPET ROADNEXT TO PETROL BUNK THORANAGAL	BELLARY	KARNATAKA
480000	RO MADURAI	480000	RO MADURAI	625002	2nd Floor, Ramalinga RadianceNo.78, Thiruparankundram Road, Andalpuram	MADURAI	TAMIL NADU



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply,  
Installation, Integration and Commissioning & Maintenance System

500000	CBO Ahmedabad	500000	CBO Ahmedabad	380009	30/B SWASTIK CENTRE, SWASTIK SOCIETYOPP. FEMINA TOWN, CG ROAD,NAVRANGPURA, AHMEDABADPIN-380009	AHMEDABAD	GUJARAT
510000	CBRO DELHI		CBRO DELHI	110020	CORPORATE BUSINESS REGIONAL OFFICE,NBCC CENTRE, 3RD FLOORNEAR HOTEL CROWN PLAZAOKHLA PHASE I, POCKET ANEW DELHI-110020	NEW DELHI	DELHI
540000	CBO BANGALORE	540000	CBO BANGALORE	560025	LEO SHOPPING COMPLEX, NO.44/45, 3RD FLOOR, RESIDENCY ROAD CROSS	BANGALORE	KARNATAKA
550000	CBO KOLKATA	550000	CBO KOLKATA	700001	7 RED CROSS PLACE	KOLKATA	WEST BENGAL
560000	CBO HYDERABAD	560000	CBO HYDERABAD	500016	# 6-2-871, WESTERN WING,3RD FLOOR, SNEHALATHA,GREENLANDS ROAD, BEGUMPET.HYDERABAD-500016TELANGANA	HYDERABAD	TELANGANA
570000	CBO CHENNAI	570000	CBO CHENNAI	600034	NO.7, ROSY TOWERS, 2ND FLOOR, NUNGAMBAKKAM HIGH ROAD,CHENNAI 600034	CHENNAI	TAMIL NADU
580000	CBO 1 MUMBAI	580000	CBO 1 MUMBAI	400020	Oriental House, 2nd Floor,7, Jamshedji Tata Road,Churchgate,Mumbai 400020	MUMBAI	MAHARASHTRA
590000	CBO 2 MUMBAI	590000	CBO 2 MUMBAI	400020	ORIENTAL HOUSE,7TH FLOOR,7, J TATA ROADCHURCHGATE, MUMBAI	MUMBAI	MAHARASHTRA
590000	CBO 2 MUMBAI	590041	Health Hub, Mumbai	400020	4th FLOOR, ORIENTAL HOUSE7, J. TATA ROAD,NEAR SAMRAT HOTELCHURCHGATE	MUMBAI	MAHARASHTRA
170000	RO VADODARA	170041	Health Hub, Vadodara	390002	MEZZANINE FLOOR, A.G. CHAMBERS,UNIVERSITY ROAD, FATEHGUNJ, VADODARA	VADODARA	GUJARAT





Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply,  
Installation, Integration and Commissioning & Maintenance System

210000	RO 1 NEW DELHI	210041	Health Hub, Delhi	110002	A-25/27 ASAF ALI ROAD	NEW DELHI	DELHI
310000	RO KOLKATA	310041	HEALTH HUB KOLKATA	700001	4 LYONS RANGE	KOLKATA	WEST BENGAL
420000	RO BENGALURU	420041	HEALTH HUB, BENGALURU	560009	THIMAIAH TOWER GANDHINAGAR	BANGALORE	KARNATAKA
590000	CBO 2 MUMBAI	590041	Health Hub, Mumbai	400020	4th FLOOR, ORIENTAL HOUSE7, J. TATA ROAD, NEAR SAMRAT HOTELCHURCHGATE	MUMBAI	MAHARASHTRA
130000	RO 3 MUMBAI	130021	Legal Hub MRO3	400023	State Bank Building Annex, 3rd FloorBank Street, Near Horniman Circle, Fort,	MUMBAI	MAHARASHTRA
140000	RO AHMEDABAD	140021	LEGAL HUB AHMEDABAD	380014	3 RD FLOOR NAVJEEVAN TRUST BUILDING	AHMEDABAD	GUJARAT
140000	RO AHMEDABAD	140022	LEGAL HUB MEHSANA	384002	Oriental Insurance Co LtdTP Hub Mehsana1st Floor, Umiya shopping centre.Highway Road, Mehsana	MEHSANA	GUJARAT
140000	RO AHMEDABAD	140023	LEGAL HUB RAJKOT	360001	3rd FloorWing B, LIC Jeevan Prakash BuildingMahila College ChowkTagore Road, Rajkot	RAJKOT	GUJARAT
150000	RO INDORE	150021	LEGAL HUB INDORE	452003	4TH FLOOR, IDA BUILDING7 RACE COURSE ROAD	INDORE	MADHYA PRADESH
150000	RO INDORE	150022	LEGAL HUB JABALPUR	482001	1561, Vidhya HeightsDr. Barat Road, Napier TownNear Russell CrossingJabalpur	JABALPUR	MADHYA PRADESH
150000	RO INDORE	150023	LEGAL HUB BHOPAL	462016	11-B INDRAPURI BHEL	BHOPAL	MADHYA PRADESH



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply,  
Installation, Integration and Commissioning & Maintenance System

150000	RO INDORE	150024	LEGAL HUB GWALIOR	474002	3RD FLOORHOTEL AMAR PALACENEAR PHOOL BAGH CHAURAHA	GWALIOR	MADHYA PRADESH
160000	RO Pune	160021	Legal Hub Pune	411005	MAYFAIR TOWER, 1ST FLOOR,PUNE - MUMBAI ROADWAKDEWADI, PUNE	PUNE	MAHARASHTRA
160000	RO Pune	160022	Legal Hub Nasik	422007	Kamal Plaza, 2nd Floor, Sharanpur Road,,Canada COrner, Opposite BSNL Office,Nasik-422005,00,Nasik,Maharashtra-422005	NASIK	MAHARASHTRA
170000	RO VADODARA	170021	LEGAL HUB VADODARA	390018	SF 03 NBCC PLAZANR LION CERCLE BS VUDA OFFICE KARELIBAUGVADODARA	VADADORA	GUJARAT
170000	RO VADODARA	170023	LEGAL HUB SURAT	395003	3RD FLOOR, BOYCE BUILDINGOPP. T & TV HIGH SCHOOL, TIMALIYAWAD, NANPURASURAT	SURAT	GUJARAT
180000	RO NAGPUR	180021	LEGAL HUB NAGPUR	440013	15. A.D. COMPLEX, MOUNT ROAD,SADAR NAGPUR - 440013	NAGPUR	MAHARASHTRA
180000	RO NAGPUR	180022	LEGAL HUB AURANGABAD	431001	Office No.2 & 3(Part) , 1st FLOOR, SAI SQUARE,OSMANPURA CIRCLE, AURANGABAD-431001	AURANGABAD	MAHARASHTRA
180000	RO NAGPUR	180023	LEGAL HUB AMRAVATI	444601	Saubhagya, 1st Floor, Badnera Road,Amravati	AMRAVATI	MAHARASHTRA
190000	RO RAIPUR	190021	LEGAL HUB BILASPUR	495001	RAMA TRADE CENTER, 1ST FLOORNEAR BUS STAND, OPP. RAJIV PLAZABILASPUR	BILASPUR	CHATTISGARH
190000	RO RAIPUR	190022	LEGAL HUB RAIPUR	492001	1st FLOOR, R.K.PLAZA,PANCHPEDI NAKA, RING ROAD 1RAIPUR	RAIPUR	CHATTISGARH
210000	RO 1 NEW DELHI	210021	LEGAL HUB NEW DELHI	110001	NEW DELHI	NEW DELHI	DELHI



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply,  
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220000	RO LUCKNOW	220022	LEGAL HUB LUCKNOW	226001	THE OREINTAL INSURANCE CO.LTD.,43 HAZARAT GANJ,3RD FLOOR,LUCKNOW	LUCKNOW	UTTAR PRADESH
220000	RO LUCKNOW	220023	LEGAL HUB KANPUR	208001	17/3, MEGHDOOT BLDG. THE MALL, KANPUR	KANPUR	UTTAR PRADESH
220000	RO LUCKNOW	220024	LEGAL HUB ALLAHABAD	211001	16-A, M. G. MARGCIVIL LINESALLAHABAD	ALLAHABAD	UTTAR PRADESH
220000	RO LUCKNOW	220025	LEGAL HUB VARANASI	221001	1st FLOORHATHUA MARKETCHETGANJ	VARANASI	UTTAR PRADESH
220000	RO LUCKNOW	220026	LEGAL HUB GORAKHPUR	273001	2nd FLOOR, KAMLA ARCADEJUBLI ROADGORAKHPUR (U.P)	GORAKHPUR	UTTAR PRADESH
220000	RO LUCKNOW	220027	LEGAL HUB CIVIL LINES BAREILLY	243001	RASGHUVANSHI COMPLEX1ST FLOOR 86 A CIVIL LINES	BAREILLY	UTTAR PRADESH
230000	RO CHANDIGARH	230021	LEGAL HUB SECT. 17D CHANDIGARH	160017	SCO-109-110-111SURENDRA BUILDINGSECTOR-17 D	CHANDIGARH	CHANDIGARH
230000	RO CHANDIGARH	230022	LEGAL HUB GT ROAD JALANDHAR	144001	# 32, FIRST FLOOR, AMARDEEP BUILDINGG. T. ROAD, JALANDHAR-144001	JALANDHAR	PUNJAB
240000	RO JAIPUR	240021	LEGAL HUB ALWAR	301001	Balaji Tower, 81 NEB Subhash Nagar Alwar	ALWAR	RAJASTHAN
240000	RO JAIPUR	240022	LEGAL HUB AJMER	305001	POST BOX NO.9GANESH BHAWANM.G.ROADKUTCHERI ROAD	AJMER	RAJASTHAN
240000	RO JAIPUR	240023	LEGAL HUB JAIPUR	302001	The Oriental Insurance Company Limited, Regional Office10 Floor, NBCC Building, Sahkar MargJaipur - 302001	JAIPUR	RAJASTHAN



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240000	RO JAIPUR	240024	LEGAL HUB JODHPUR	342003	637-B, BHANSALI TOWER , 3rd FLOOR , RESIDENCY ROAD,JODHPUR RAJASTHAN	JODHPUR	RAJASTHAN
240000	RO JAIPUR	240025	LEGAL HUB UDAIPUR	313001	UDAIPUR	UDAIPUR	RAJASTHAN
250000	RO DEHRADUN	250021	LEGAL HUB GHAZIABAD	201001	54 A, MODEL TOWN WEST,G.T. ROAD,GHAZIABAD	GHAZIABAD	UTTAR PRADESH
250000	RO DEHRADUN	250022	LEGAL HUB MEERUT	250002	346, ANAND BHAWAN,IST. FLOOR, KHAIR NAGAR,MEERUT	MEERUT	UTTAR PRADESH
250000	RO DEHRADUN	250023	LEGAL HUB DEHRADUN	248001	24-A , 3RD FLOORNCR PLAZA , NEW CANTT ROADHATHIBARKALA DEHRADUN	DEHRADUN	UTTARAKHAND
260000	RO AMBALA	260022	LEGAL HUB JAMMU	180001	PLOT NO. 1 ADJOINING JDA COMPLEXOPPOSITE J&K BANKSUBHASH NAGAR, JAMMU	JAMMU	JAMMU & KASHMIR
260000	RO AMBALA	260023	LEGAL HUB AMBALA	133001	THE ORIENTAL INSURANCE COMPANY LTD.TP HUB AMBALA2ND FLOOR LIC BUILDINGJAGADHARI ROAD, AMBALA CANTT.	AMBALA	HARYANA
260000	RO AMBALA	260024	LEGAL HUB HISAR	125001	SCO 174-175,RAILWAY ROADHISAR	HISAR	HARYANA
260000	RO AMBALA	260025	LEGAL HUB SHIMLA	171003	THE ORIENTAL INSURANCE COMPANY LTD.TP HUB SHIMLAMYTE ESTATE, KAITHUSHIMLA	SHIMLA	HIMACHAL PRADESH
270000	RO 2 NEW DELHI	270021	LEGAL HUB DELHI	110055		DELHI	DELHI
270000	RO 2 NEW DELHI	270022	LEGAL HUB SANJAY PLACE AGRA	282005	2nd Floor, LIC Building,DO2, Sanjay Place, Agra	AGRA	UTTAR PRADESH
310000	RO KOLKATA	310021	LEGAL HUB KOLKATA	700001	4, LYONS RANGE,4TH FLOOR,KOLKATA-700 001	KOLKATA	WEST BENGAL



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320000	RO GUWAHATI	320021	LEGAL HUB GUWAHATI	781007	GS ROADULUBARIGUWAHATI	GUWAHATI	ASSAM
320000	RO GUWAHATI	320022	LEGAL BONGAIGON	783380	CHAPAGURI ROAD,BONGAIGAON, ASSAM, PIN- 783380	GUWAHATI	ASSAM
330000	RO PATNA	330021	LEGAL HUB PATNA	800003	PIRMOHANIKADAMKUANPATNA	PATNA	BIHAR
330000	RO PATNA	330022	LEGAL HUB RANCHI	834001	3RD FLOOR PRABODH TOWERSN GANGULI ROAD	RANCHI	JHARKHAND
340000	RO BHUBANESWAR	340021	LEGAL HUB BHUBANESWAR	751007	4TH FLOOR, ALOK BHARATI TOWERSSAHID NAGAR	BHUBANESWAR	ODISHA
340000	RO BHUBANESWAR	340022	LEGAL HUB SAMBALPUR	768001	SAMBALPUR	SAMBALPUR	ODISHA
410000	RO CHENNAI	410021	LEGAL HUB CHENNAI	600108	ORIENTAL HOUSE, II FLOOROLD NO. 115, NEW NO. 216, PRAKASAM SALAIBROADWAY, CHENNAI 600 108.	CHENNAI	TAMIL NADU
410000	RO CHENNAI	410022	LEGAL HUB PONDICHERRY	600 108	NEW NO.216, OLD NO.115, "ORIENTAL HOUSE" PRAKASAM SALAI, BROADWAY, II FLOOR,CHENNAI 600 108	CHENNAI	TAMIL NADU
410000	RO CHENNAI	410023	LEGAL HUB VELLORE	632009	32/312, 13TH STREET, PHASE II,VIJAYLAKSHMI COMPLEX, I FLOOR,SATHUVACHARYVELLORE 632 009	VELLORE	TAMIL NADU
420000	RO BENGALURU	420021	LEGAL HUB BENGALURU	560025	4th Floor44/45 Leo Shopping ComplexResidency Road Cross	BANGALORE	KARNATAKA
420000	RO BENGALURU	420022	LEGAL HUB MYSURU	570009	NEW MUSLIM HOSTEL COMPLEX, OPP. FIRE BRIDAGE, I MAIN, SARASWATHIPURAMOPP. FIRE BRIDAGE, I MAIN, SARASWATHIPURAM	MYSORE	KARNATAKA



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420000	RO BENGALURU	420023	LEGAL HUB HASSAN	573201	T P HUB : S.S COMPLEX SUBHASH SQUARE, HASSAN - 573 201	HASSAN	KARNATAKA
420000	RO BENGALURU	420024	LEGAL HUB UDUPI	576101	DO UDUPI VISHNU PRAKASH 3RD FLOOR COURT ROAD UDUPI PINCODE: 576101	UDUPI	KARNATAKA
420000	RO BENGALURU	420025	LEGAL HUB HUBBALLI	580020	2ND FLOOR,SUBHA MANGALA COMPLEX OPP HDMC LAMINGTON ROAD PINCODE :580020HUBALI	HUBLI	KARNATAKA
420000	RO BENGALURU	420026	LEGAL HUB GULBARGA	585101	DO GULBARGA- BO GULBARGA N.G COMPLEX 1 St FLOOR OPP. MINI VIDHAN SOUDHA GULBARGA PINCODE :585101	GULBARGA	KARNATAKA
420000	RO BENGALURU	422129	LEGAL HUB UDIPI	560020		UDIPI	KARNATAKA
430000	RO HYDERABAD	430021	LEGAL HUB HYDERABAD	500016	"SNEHALATHA", 6-3-871,PB NO.45, GREENLANDS ROAD,BEGUMPET, HYDERABAD.	HYDERABAD	TELANGANA
430000	RO HYDERABAD	430022	LEGAL HUB KURNOOL	518001	# 40-383, BHUPAL COMPLEXPARK ROADKURNOOL - 518 001	KURNOOL	TELANGANA
440000	RO COCHIN	440021	LEGAL HUB COCHIN	682018	METRO PALACENORTH RAILWAY STATION ROADERNAKULAM	ERNAKULAM	KERALA
440000	RO COCHIN	440022	LEGAL HUB THIRUVANANTHAPURAM	695011	1st FloorSt.Mary VillaUloor, Medical College POTRIVANDRUMKERALA	THIRUVANANTHAPURAM	KERALA
440000	RO COCHIN	440023	LEGAL HUB KANNUR	670001	IIInd FLOORUNITY COMPLEX,S.N. PARK ROAD,KANNUR	KANNUR	KERALA
440000	RO COCHIN	440024	LEGAL HUB THRISSUR	680001	MAHESWARI BUILDING, 3rd FLOORM.G. ROAD,TRICHUR	THRISSUR	KERALA



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440000	RO COCHIN	440025	LEGAL HUB TIRUVALLA	689101	1ST FLOOR, Marthoma Buildings, PB No 64T K RoadTIRUVALLA	TIRUVALLA	KERALA
450000	RO COIMBATORE	450021	LEGAL HUB ERODE	638011	PARIMALAM COMPLEX ERODEII ND FLOORMETTUR ROAD,ERODE	ERODE	TAMIL NADU
450000	RO COIMBATORE	450023	LEGAL HUB COIMBATORE	641018	78 , Govt Arts College Road3rd Floor , Cheran TowersCoimbatoreTamilnadu-641018	COIMBATORE	TAMIL NADU
450000	RO COIMBATORE	450024	LEGAL HUB TIRUCHIRAPPALI	620018	TRICHY	TRICHY	TAMIL NADU
460000	RO VIZAG	460021	LEGAL HUB VIJAYAWADA	520008	PB No: 719, Dno: 54-15-4B, 2nd floor, Guttikonda Zoom ComplexNear Vinayak Theatre, Ring RoadVIJAYAWADA	VIJAYWADA	ANDHRA PRADESH
460000	RO VIZAG	460022	LEGAL HUB VIZAG	530020	28-1-1, BALAJI, Dabagardens,VISAKHAPATNAM	VIZAG	ANDHRA PRADESH
480000	RO MADURAI	480021	LEGAL HUB MADURAI	625001	No.16,North Veli street, KJR Complex	MADURAI	TAMIL NADU
480000	RO MADURAI	480022	LEGAL HUB TIRUNELVELI	627001	24 E, 12 A, Sivasakthi Shopping Complex,S N High Road, Tirunelveli 627 001.	TIRUNELVELI	TAMIL NADU
130000	RO 3 MUMBAI	130012	SVC MAROL MUMBAI	400059	601-605 Town Centre -1 ,6th Floor, Andheri Kurla RoadOpposite Times Square Building Marol Mumbai 400059	MUMBAI	MAHARASHTRA
130000	RO 3 MUMBAI	130013	SVC PEREIRA CHAMBER GOA	403802	VASCOPereira Chamber, 1st Floor, Fr. Jose Vaz Road,	VASCO	GOA
140000	RO AHMEDABAD	140011	SVC AHMEDABAD	380001	2nd floor,Amrut Jayanti Bldg.Navjeevan Trust Building,behind Gujrat VidyapeethOff Ashram Road	AHMEDABAD	GUJARAT



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140000	RO AHMEDABAD	140012	SVC RAJKOT	360001	MALAY TRADE CENTREOPP: JIVAN COMM BANKDHEBAR ROAD	RAJKOT	GUJARAT
150000	RO INDORE	150011	SVC INDORE	452001	575/11, OPPOSITE TREASURE ISLANDMG ROAD	INDORE	MADHYA PRADESH
150000	RO INDORE	150012	SVC BHOPAL	462001	CHITTOD COMPLEX ZONE1M. P. NAGAR	BHOPAL	MADHYA PRADESH
150000	RO INDORE	150013	SVC JABALPUR	482001	687, Dutt Residency North Civil LineOpposite Railway Stadium,Jabalpur,MP	JABALPUR	MADHYA PRADESH
150000	RO INDORE	150014	SVC UJJAIN	456001	UJJAIN	UJJAIN	MADHYA PRADESH
150000	RO INDORE	150015	SVC GULAB MKT. RATLAM	457001	18-19 GULAB MARKETRAM MANDIR CHOURAHASAILANA ROADRATLAM	RATLAM	MADHYA PRADESH
150000	RO INDORE	150016	SVC NR.PHOOL BAGH XING GWALIOR	474002	ABOVE SBI PERSONAL BANKING BRNEAR PHOOL BAGH CROSSINGGWALIOR	GWALIOR	MADHYA PRADESH
150000	RO INDORE	150017	SVC RACE COURSE RD. INDORE	452003	4th Floor IDA BUILDING7 RACE COURSE ROADINDOREINDOREINDORE	INDORE	MADHYA PRADESH





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**9.16 Annexure 16: Undertaking for providing authorized representatives of IRDAI the right to inspection, investigation, obtaining information**

To,  
The Deputy General Manager  
The Oriental Insurance Company Limited.  
IT Dept, 2<sup>nd</sup> Floor,  
NBCC Office Complex, East Kidwai Nagar,  
2<sup>nd</sup> Floor, Office Block 4,  
New Delhi- 110023

Sir,

**Reg:** Undertaking from the Bidder for providing authorized representatives of the IRDAI the right to inspection, investigation, obtaining information for Tender Ref No: **OICL/HO/ITD/SERVER/2023/02 Dated 14/07/2023.**

We hereby undertake to provide authorized representatives of Insurance Regulatory Development Authority of India (IRDAI) right to:

- a) examine the books, records, information, systems and the internal control environment to the extent that they relate to the service being performed for the company and
- b) access to any internal audit reports or external audit findings for the service being performed for the company.

Name: \_\_\_\_\_

Designation: \_\_\_\_\_



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply,  
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Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Company Seal

### 9.17 Annexure 17: Manufacturers Authorization Format

To be submitted on OEMs Letter Head)

**[To be included in 'Cover – A' Eligibility Bid Envelope]**

RFP No: OICL/ITD/HO/VIDEO- CONFERENCING/2024/01 dated 6<sup>th</sup> May 2024

To,

Deputy General Manager

Information Technology Department

The Oriental Insurance Company Limited,

2<sup>nd</sup> Floor, NBCC Office Complex, East Kidwai Nagar,

Office Block 4,

New Delhi- 110023 Tel: +91 11 24348202

Subject: Manufacturers Authorization Form Tender Ref No: **OICL/ITD/HO/VIDEO- CONFERENCING/2024/01 dated 6<sup>th</sup> May 2024**

**<This MAF should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its eligibility bid>**



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply,  
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MAF should broadly cover the following:

- a. Registered office address of OEM
- b. Authorizing bidder to participate in the tender and negotiate and conclude the contract with OICL.
- c. Confirm extension of full warranty and guarantee as per the terms and conditions of the tender and the contract for the solution, products/equipment and services including extension of technical support and updates / upgrades if contracted by the bidder.
- d. Ensure all product upgrades including software upgrades and new product feature releases during the contract period.
- e. And also confirm that such Products as OICL may opt to purchase from the Supplier/Bidder, provided, that this option shall not relieve the Supplier/Bidder of any warranty obligations under the Contract.
- f. In the event of termination of production of such Products:
  - i. advance notification to OICL of the pending termination, in sufficient time to permit the OICL to procure needed requirements; and
  - ii. Following such termination, furnishing at no cost to OICL, the blueprints, design documents, operations manuals, standards and specifications of the Products, if requested.
- g. Should also confirm to undertake, that in case if the bidder is not able to maintain the solution to the satisfaction of the Company as per the functional and technical specification of the bid, will replace the bidder with another bidder to maintain the solution till the contract period in this bid at no extra cost to the company.

Yours faithfully,

(Authorized Signatory of Bidder)

Date:

(Company Seal)



### 10.1 Appendix 1: Technical and Functional Specifications

#### 10.1.1 55" Inch or above integrated unit with white-boarding functionality.

S.No	Item	Specification for Integrated VC device 55" Inch or above	Compliance Yes/No
1	Complete built unit	<p>The system should be an integrated system with Codec, Dual 4K Camera, Microphone, Cables and Power Supply and minimum 55" Touch 4K LCD/LED Screen.</p> <p>Minimum 55" screen, Codec, 4K Camera, Microphones and Mounting stand should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit.</p> <p>The system should deliver 1080p@60fps in motion and in sharpness video mode from day one.</p> <p>The System should be available with Floor Mount options. Also wheel should be available from day one to move the device from one location to another.</p>	



Request for Proposal for upgradation of existing Video Conferencing Infrastructure including Supply,  
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S.No	Item	Specification for Integrated VC device 55" Inch or above	Compliance Yes/No
2	White boarding and visual collaboration	Should have Annotate feature , users can immediately write on any content as ideas flow, mark up changes, or iterate on projects, Store whiteboards in the cloud or share them via email, Write with stylus pen at the same time during VC and zoom with touch of fingers, Easily move, add, and delete digital stickies.  Active stylus allows selection, erase, and other features on canvas.	
3	Intelligent Meeting	Should have Dual 4k Camera at min 80 and 100 degree field of view allows for close and further participants to be seen clearly when they speak.  Should have Background noise removal to keep the meeting attention on the active speaker by eliminating background noise.	
4	Web app capability	Should support most used web-based applications to run directly on the device itself	
5	Bandwidth	System should support H.323/SIP and up to 4 Mbps of bandwidth for point-to-point	
6	Video Standards	System should support latest video standards H.264,H.265	
7	Video Features	Should support Local Auto Layout	
9	Video Input	One HDMI input with support for formats up to maximum 4K (3840 x 2160) at 30 fps to connect PC/Laptop.  Should have another USB-C Display Port supports up to 3840 x 2160@60fps	
10	Video Input	System should have integrated 55" Touch Monitor with 4K resolution	
11	Live Video Resolution (ENCODE/DECODE)	System should support live video resolutions up to Full HD	
12	Audio Standards	Should support G .711, G.722, G.722.1, OPUS	
		System should have Integrated speakers.	



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S.No	Item	Specification for Integrated VC device 55" Inch or above	Compliance Yes/No
13	Audio Inputs	Should have a built-in microphone array (with intelligent voice tracking)	
		Should have additional 2 analog input to connect 2 microphone from day one. The bidder needs to provide 2 microphones from day one.	
14	Audio outputs	Should have integrated speakers	
		Multi-channel loudspeaker system with separate woofers	
		System should have 1 additional audio output port of 3.5 mm, and USB-C output	
15	Dual Stream	System should have the capability to support Presentation Sharing along with Main Video	
		System should support resolutions up to 1080p during Presentation Sharing	
		System must have the ability to pair with laptop for sharing content without any wires to the VC system.  In case the above feature is not available natively, then additional components can be provided to achieve this.	
16	Protocols	System should have H.323 and SIP capability	
17	IP Network features	System should have features such as TCP/IP, DHCP, Auto gatekeeper discovery, Date and Time support via NTP and URI Dialing, System should support IPv6 protocol from day-1, Encryption Standards- at least supporting Advanced Encryption Standard (AES-128 or 256)	
18	Network Interfaces	System should have 1 LAN/Ethernet--10/100/1000 Mbps full duplex	
		System should have Wi-Fi - 802.11a/b/g/n/ac 2.4 GHz/5 GHz	



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S.No	Item	Specification for Integrated VC device 55" Inch or above	Compliance Yes/No
19	Security features	The system should support the following security features: 1. Administration of the Video endpoint should be through Web Interface using HTTPS/HTTP 2. It should be possible to password protect administration menu	
20	Camera Capabilities	Should have the capability to automatically detect active speakers in the conference room. The camera should have face detection mechanism to enable automatic framing of participants.	
		Should support remote software upload: via web server, HTTP, HTTPS	
21	Multipoint Capability	Should Support built-in Multi conference capability to connect at least 1+4 sites at 720p @ 30 fps in a continuous presence mode. T	
22	Cables & Connectors	System should be accompanied with Power Cable, LAN Cable, presentation HDMI Cable and Power adaptors.	
23	User Interface	System must have an intuitive Touch Screen/Panel for controlling the VC system.	
		System must have ability to browse the directory, search a contact, dial pad for dialing numbers and SIP URI's, configure camera presets, change layouts, mute/unmute, increase-decrease volume.	
24	USB Pass-through	The Unit should support Touch Re-Direct to a PC and should control the PC Remotely, via HDMI and USB Cable Connected to the PC.	
		It should be possible to connect the device (directly or via external device) to a PC/Laptop and Make use of Camera, Microphone and Display to work with any Software Client applications such as Webex, Zoom, MS Teams, Vidyo, etc	



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S.No	Item	Specification for Integrated VC device 55" Inch or above	Compliance Yes/No
25	Integration	The Interactive Display must be able to integrate with the proposed SIP Server natively or over standard Protocol followed by RFC 3261. The Interactive display must be able to operation in the conjunction with SIP Server and Multi-Party Conferencing Unit for Video Conferencing & Calling both.	

**10.1.2 65" Inch or above dual integrated unit for corporate office board room.**

S.No	Item	Specification for Integrated VC device	Compliance Yes/No
1	Complete built unit	The VC Endpoint solution should include Codec, 4K , Automatic Speaker Tracking feature , Microphone, Touch Panel, Natural Audio multi-channel amplifier, Subwoofers, minimum 4 loud speakers, 1xbase unit, Mounting Kit (wall or floor stand) and required cables and adaptors. All Components should be from same OEM. The bidder needs to provide the VC unit with floor stand	
2	Video Standards	Latest video standards H.264, H.265	
3	Video Frame Rate	Should support video-conferencing facility @60 fps with 1080p resolution.	
4	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. Presentation should be supported with resolution up to 6K15fps and 1080p60fps.	
		Should support H.239 and BFCP protocols	





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S.No	Item	Specification for Integrated VC device	Compliance Yes/No
		The system must have the ability to pair with laptop for sharing content without any wires attached to the VC system.	
		In case the above feature is not available natively, then additional components can be provided to achieve this.	
5	Video Input	1x USB-C input supports formats up to maximum 3840 x 2160 @30 fps	
		Should have at least 1 x HDMI inputs to connect Full HD cameras at 1080p60fps.	
		Must have 2 additional HDMI inputs to connect two laptops/PC/Camera for presentations supporting up to 4K30fps Resolution including 1080p60fps.	
		Additional 1x USB-C input supports formats up to maximum 3840 x 2160 at 30 fps	
		Should support the ability to view and share presentations at a resolution up to 4K15 fps and 1080p60 resolution	
6	Video Output	Should support Miracast and Apple Air Play etc for Wireless presentations	
		Should have at least 3 no.'s of HDMI output to connect Full High Definition display devices such as plasma and projectors for both Video and Content. (Triple Monitor Support). The codec should support up to 4K60fps resolution on all 3 Video Outputs.	
7	Audio standards supported	When not in a VC call, it should be possible to view presentation from two laptops on each of the screen so that users can collaborate.	
8	Other Desirable Audion features	G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard must be supported.	
9	Audio Inputs	the system should have at least two Ethernet ports for audio over IP	



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S.No	Item	Specification for Integrated VC device	Compliance Yes/No
		the system should have features like Noise Reduction, Automatic Gain control, Acoustic Echo Canceller etc.	
		Should support minimum 2 Microphone inputs to connect microphones. Two Microphone should be provided day one.	
		The minimum range of microphone to receive audio signals should be at least 10 feet from the microphone.	
		Echo Cancellation for every input must be available.	
10	Audio Outputs	1x HDMI Audio Input for content audio	
		Should support audio output on 3 x HDMI Outputs	
		Additional 1 x line out mini-jack to connect to external speakers	
11	Loudspeakers	High-quality, multi-channel loudspeaker system with multiple Coaxial Speakers, Dedicated bass module, and amplifier for a rich sound experience.	
		High Quality 20kHz Full-band Audio	
12	Network Interfaces	1 LAN /Ethernet--10/100/1000 Mbps full duplex	
		2x2 MIMO	
		Wi-Fi 802.11a/b/g/n/ac 2.4 GHz, 5 GHz for LAN. It should be possible to make video calls on Wireless network.	
13	Bandwidth	H323/SIP up to 4 Mbps point-to-point.	
14	Network Capabilities	Packet Loss Based Down speeding	
15	H.323/ IP Features	QoS--DiffServe	



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S.No	Item	Specification for Integrated VC device	Compliance Yes/No
		IP adaptive bandwidth management (including flow control)	
		Auto Gatekeeper discovery	
		System should support IPv6 from day one.	
		Should support URL Dialing	
		Support for H.245 DTMF tones in H.323	
16	Menu Control	Password protected system menu	
	Encryption of video call	ITU-T standards based Encryption of the video call	
		Call should be encrypted end-to-end on IP	
		Encryption Should support Standard: AES Encryption 128 or 256	
		Ability to manually turn encryption ON/ OFF should be there.	
17		support for Automatic key generation and exchange	
18	Management	System Management using HTTPS and SSH	
	Camera	4K or better Camera	
		It should support Automatic speaker tracking and auto group framing	
		Camera should have minimum 80 degrees horizontal field of view.	
		The Camera and codec should be from the same manufacturer.	
19		Auto focus, brightness, and white balance	



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S.No	Item	Specification for Integrated VC device	Compliance Yes/No
20	Directory services	Should support Local and Global directories	
		Should support LDAP and H.350 protocols for directory transfer.	
21	Multipoint Capability	Should support built-in multi conference capability to connect at least 1+3 sites at 720p30fps in a continuous presence mode. This should be available by adding a license key in future.	
		All sites must be visible in a continuous presence mode with rate matching and transcoding such that different sites may connect at different speeds and protocols and still maintain a resolution of at least 720p	
22	User Interface	In order to provide a good user experience, the unit must be equipped with an intuitive Touch Screen/Panel for controlling the VC unit.	
		Must have ability to browse the directory, search a contact, change layouts, mute/unmute, increase-decrease volume.	
		The user should have the ability to select between two presentation sources such as a fixed PC and a laptop from the user interface. Users should also have the ability to share presentation wirelessly.	
		The Touch Interface should be able to provide Room information such as display Room Temperature, humidity, air quality etc	
23	USB Passthrough	It should be possible to connect the Codec (natively or via external device) to a PC/Laptop and Make use of Camera, Mic and Display to work with any Soft Client applications (via PC) such as Webex, Zoom, MS Teams, Vidyo, etc. USB Cable to connect to PC should be supplied.	



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### 10.1.3 65" inch & above display unit

S.No	Item	Specification for Display units	Compliance Yes/No
1	Video	65" or Higher for Video Conference facility	
		3840 x 2160 (4k) Resolution QLED or equivalent	
		Brightness: 450 cd/m2 or more	
		Response Time: 8ms or less (grey to grey)	
		Ratio of minimum 4000:1 along with Dynamic Contrast	
		Ratio of minimum 5000000:1 or local dimming with full array or	
		Aspect ratio 16:9	
		Min 1 Billion Colors	
	Pixel Pitch: 0.692 mm (H) x 0.692 mm (V) or more		
2	Audio	Inbuilt speakers min 7W +7W	
3	Input terminals	2 x HDMI	
		1 x DP Port	
		Audio Out x 1	
		Ethernet (LAN) x 1	
		RS-232C x 1	
4	Output terminals	1 x Audio out RCA	



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S.No	Item	Specification for Display units	Compliance Yes/No
		1 x Serial RS232	
5	Control function	Should have RS232/Lan for central control	
6	Power	AC100 V - 240 V, 2.0 A, 50/60 Hz	
		Power on and power off scheduling through Lan and RS232	
		Power Consumption: less than 200W	
		Standby Power Consumption: less than 0.5W	
7	Accessories	Remote Controller	
		Batteries (for remote Control)	
		Wall Mount Support or Stand	
		Power Cables	
		User manuals or e-manuals for the product	

#### 10.1.4 23" Inch or above integrated unit for senior executives

S.No	Item	Specification for Integrated Table Top VC device	Compliance Yes/No
1	Complete built unit	Should be an integrated system with at least 23 inch or higher 1080p resolution LED/LCD/TFT screen, 4K Camera, Microphone and speakers for wide band audio output.	



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S.No	Item	Specification for Integrated Table Top VC device	Compliance Yes/No
		It should be possible to use camera, microphone and speakers with any software client (without using units Codec Functionalities)	
		LED/LCD/TFT screen should be a touch screen to provide a touch interface to the user.	
		Must support IPv6 from day one.	
		The display should work as PC/Laptop Display when not in a call, and should allow working on PC and Attending calls simultaneously.	
		Must have the following touch buttons for ease of use 1. Mute/Unmute 2. Volume Increase/Decrease 3. power on-off	
2	Video Standards	Should support minimum H.264	
		System should support H.323 and SIP protocol.	
		System must support desktop sharing for H.323 and SIP calls	
3	Video Frame Rate	System should support Video stream up to Full HD 1080p30 and Content stream up to Full HD 1080p30	
4	Video Features	System must have ability to send and receive two live simultaneous video sources in a single call.	
		System must support layout control for video and presentation on a single screen.	
		Should support Touch forwarding capabilities via USB - C	
5	Video Input	Should have HDMI input to connect PC/ Laptop directly to the Video Conferencing System and display a resolution up to 1080p.	
		Should also have USB-C Display port with resolution up to 1080p60.	



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S.No	Item	Specification for Integrated Table Top VC device	Compliance Yes/No
		The user must be able to toggle between the Laptop/PC mode and the Video Conferencing mode at a push of button/icon.	
6	Dual Stream	System must support H.239 and BFCP for resolutions up to 1080p	
7	Audio Inputs	The unit should support Internal microphone array , USB headset, Bluetooth headset etc	
8	Audio Output	The unit should support Integrated High-quality speakers	
9	Wireless Content Sharing	System should support Wireless Content Sharing and allow sharing content from PC/Laptop	
10	Audio Features	The system should have minimum two front speakers with inbuilt microphones	
		G.722, G.711, AAC-LD or better	
11	Other Features	Noise Reduction/Echo Cancellation, Automatic Gain control	
12	Bandwidth Requirements	Up to 4 Mbps Point to Point	
13	Network Interfaces	1 x LAN /Ethernet--10/100/1000	
		Must support 802.11a/b/g/n/ac 2.4 GHz and 5 GHz	
14	SIP/H.323/ IP Features	Must support QOS	
		Must' support URI Dialing	
15	Security Features	Should have password protected system menu	





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S.No	Item	Specification for Integrated Table Top VC device	Compliance Yes/No
		Encryption of video call: ITU-T standards based Encryption of the video call using Advanced Encryption Standard (AES)	
		Call should be encrypted end-to-end on IP calls	
16	Camera	minimum 8MP image sensor, supports up to 30 fps with privacy shutter	
		minimum 50 degrees horizontal Field of View	
		minimum 50 degrees vertical field of view	
		Automatic focus, brightness and white balance feature	
		Automatic tilt adjustment	
17	Directory Services	Should support Local and Global directories	
		Should support LDAP and H.350 protocols for directory transfer.	



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## 10.2 Appendix 2: Bill of Material

### Instructions:

S.No.	Guidelines
I	<b>Instructions</b>
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 VC 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
5	Bidder has to quote the price for VC Hardware, Software, FM Cost, Installation Cost and ATS Cost exclusive of all applicable taxes.
6	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).
7	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.
8	The Bidder may insert additional line items as applicable based on the solution offered in the respective tabs.
9	<b>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.</b>
10	Bidder is required to cover component by component licensing details for each of the software components proposed to the OICL.



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11	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.
12	All amounts in the Bill of Material should be in INR
13	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.
14	Any additional number of items (hardware or software) and services component will be procured by OICL in future on pro-rata basis or rate card prices provided in the Bill of Material.
15	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 for proposed VC infrastructure shall be factored for the subsequent two years.
16	The bidder is required to supply implement and maintain the hardware & associated software required for the vc solution.
17	Bidder shall comply to the Installation & commissioning, implementation scope provided in the RFP
18	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.
19	The bidder has to note that the AMC cost for proposed VC equipment/hardware will begin post the warranty period of 3 years for hardware and warranty of the hardware will begin after hardware acceptance sign off.
20	The ATS cost for application software has to be quoted in separate line items in this section. The Bidder has to create additional line items in this section if required
21	The Bidder needs to provide facility management services as per the scope of the RFP
II	<b>Buy Back</b>
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.



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**Summary:**

S.No	Item	Year 1	Year 2	Year 3	Year 4	Year 5	Total Price for 5 Year
1	VC Hardware (A)						
2	Software (B)						
3	Installation Cost (C)						
4	FM Cost (D)						
5	ATS & AMC Cost (E)						
6	BuyBack (F)						
Total (1+2+3+4+5-6)							

**Grand Total in Words – (Rupees.....)**



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**Table A: VC Hardware**

S.No	Details	Description (Details of the Hardware including the details of make, model, etc.)	Qty	Amount with 3 year warranty		Year 4		Year 5		Total Cost for 5 years
				Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	
<b>A</b>	<b>Hardware</b>									
<b>1</b>	65" Inch & above dual screen unit for board room solution		<b>1</b>							
<b>2</b>	65" and above display unit		<b>2</b>							



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S.No	Details	Description (Details of the Hardware including the details of make, model, etc.)	Qty	Amount with 3 year warranty		Year 4		Year 5		Total Cost for 5 years
				Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	
3	55" Inch & above single screen unit with white boarding functionality (With stylus)		5							
4	23" inch & above table top unit for senior executives		150							
5	*Hardware upgrade at data center									
6	USB pass through devices		34							



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S.No	Details	Description (Details of the Hardware including the details of make, model, etc.)	Qty	Amount with 3 year warranty		Year 4		Year 5		Total Cost for 5 years
				Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	
7	Any other item									
<b>Total (A)</b>										

\*The bidder may upgrade the existing hardware at data center as per the scope mentioned under the RFP.



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**Table B: VC software**

S.No	Details	Description (Details of the Software including version & edition etc.)	Qty	Year 1		Year 2		Year 3		Year 4		Year 5		Total Cost for 5 years
				Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	
<b>B</b>	<b>Software</b>													
<b>1</b>	Cloud based VC Licenses		<b>40</b>											
<b>2</b>	Expressway													
<b>3</b>	One time Device registration licenses													
<b>4</b>	CUCM/CMS													
<b>5</b>	Virtualization licenses if required as													





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S.No	Details	Description (Details of the Software including version & edition etc.)	Qty	Year 1		Year 2		Year 3		Year 4		Year 5		Total Cost for 5 years
				Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	
	per solution requirement													
6	Any other software required to run the solution successfully													
7	Any other item													
<b>Total (B)</b>														

*\*The Bidder needs to provide software licenses with three warranty*



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**Table C: Installation Cost**

Table C - Implementation, Migration and Commissioning Cost	
Description/item	Total Cost (Excluding all taxes)
Installation , Implementation & Commissioning of proposed VC equipment/hardware	
Upgrade cost for existing infrastructure	
Any Other, (Please specify)	
<b>Total Implementation Cost (C)</b>	

**Table D: 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)																



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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)	
Any other (Please specify)																
Any other (Please specify)																
Any other (Please specify)																
<b>TOTAL</b>																
<b>Grand Total (D)</b>																



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**Table E: 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)	
<b>65" Inch &amp; above dual screen unit for board room solution</b>																
AMC																
ATS																
<b>65" inch and above display unit</b>																
AMC																
ATS																
<b>55" Inch &amp; above single screen unit with white boarding functionality</b>																
AMC																
ATS																
<b>23" inch &amp; above table top unit for senior executives</b>																
AMC																
ATS																
<b>Hardware upgrade at data center (If any)</b>																
AMC																
ATS																
<b>DX 80 Devices</b>																
AMC	N/A															
ATS																
<b>Sparc 55</b>																
AMC	N/A															
ATS																



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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)	
<b>Expressway</b>																
ATS																
<b>CUCM/CMS</b>																
ATS																
<b>Any other software required to run the solution successfully</b>																
ATS																
<b>Any Other 2 (Please specify)</b>																
AMC																
ATS																
<b>Grand Total (E)</b>																

**Table F: Buy Back Cost**

Table F – Buy back Cost	
Description/item	Total Cost (Excluding all taxes)
MX800 unit	
ISR4331	
Any other item bidder needs to replace as per the scope of the work mentioned under the RFP	



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Any Other Item	
<b>Total Buy back Cost (F)</b>	

Note:

1. All the prices of this document should flow correctly from the respective sheets.
2. The total cost should flow from the individual sheets within this Appendix.
3. Bidder should strictly follow the format given in Tables.
4. OICL reserves the right to change the quantity of items quoted above at the time of placing order. In such case the value of the order will be the cost of items finally opted by OICL.
5. The warranty will start from the date of signing the ATR.
6. The Bidder is responsible for all the arithmetic computation and price flows. OICL is not responsible for any errors

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Company Seal

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