

# The Oriental Insurance Company Limited

Head Office, New Delhi



Request for Proposal

For

Supply, Installation, Maintenance of Enterprise Backup Solution, Firewalls, Email Solution and Facility Management Services for Data Centers.

(Tender Reference No.: OICL/HO/ITD/Tech-Refresh/2022/01 Dated 21.09.2022)

**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)



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**Non-Refundable Tender Fee**

**Non-Transferable Receipt**

**To be filled by OICL Official**

<b>Tender Ref. No.</b>	<b>OICL/HO/ITD/Tech-Refresh/2022/01 Dated 21/09/2022</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>OICL Official</b>	<b>Bidder's Representative with Contact No. and Date</b>



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**This tender document is not transferable.**

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

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

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

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## Purpose of this Document

The purpose of this Request for Proposal (hereafter referred to as “RFP”) is to define scope of work for the Bidder for Supply, Installation & Maintenance of Backup, Firewall and Email Solution.

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
ATS	Annual Technical Support
Bidder	Single point appointed by OICL for this RFP
CVC	Central Vigilance Commission
DC	Data Centre
DRS/DRC/DR	Disaster Recovery Site
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
IT	Information Technology
LAN	Local Area Network
Mbps	Million Bits per Second
MPLS	Multi-Protocol Label Switching
PO	Purchase Order
OEM	Original Equipment Manufacturer
OICL	The Oriental Insurance Company Limited
OS	Operating System
RFP	Request for Proposal
SOW	Scope of Work
T&C	Terms & Conditions
TCO	Total Cost of Ownership
TO	Technical Offer
ToR	Terms of Reference
UAT	User Acceptance Test
SME	Subject Matter Expert
VAPT	Vulnerability Assessment and Penetration Testing
SIEM	Security Information and Event Management
BFSI	Banking, Financial Institution and Insurance Company



## 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+ TP Hubs and 700+ Business Centers/micro offices geographically spread out across India. Currently head office has 4 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 10 million new policies in the year 2020-21. 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 employees and over 35,000 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 online bids from eligible bidders for Supply, Installation, Maintenance of Backup Solution, Firewalls and Email Solution and Facility Management Services for Data Center.

The selected Bidder is required to familiarize itself with OICL's environment before the start of the contract.

### 1.3 Project Objective

The Oriental Insurance Company Ltd. (OICL) envisages to select a bidder for Supply, Installation, Maintenance of Backup Solution, Firewalls and Email Solution and Facility Management Services for Data Center for a period of 6 years.

### 1.4 Schedule of Events

General Details	
Department's Name	Information Technology Department
Scope of Work	Supply, Installation, Maintenance of Backup Solution, Firewalls and Email Solution and Facility Management Services for Data Center for a period of 6 years.
Tender Details	Request for proposal for Supply, Installation, Maintenance of Backup Solution, Firewalls and Email Solution and Facility Management



General Details																	
	Services for Data Center																
<b>Tender Type</b>	Open																
<b>Tender No.</b>	<b>OICL/HO/ITD/Tech-Refresh/2022/01 Dated 21.09.2022</b>																
<b>Consortium</b>	Not Allowed																
<b>Download Tender Documents</b>	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	21.09.2022																
Document Purchase End Date and Time	14.10.2022, 3:00 PM																
Last Date and Time for receipt of pre-bid queries	28.09.2022, 3:00 PM																
Pre-Bid Meeting Date, Time and Location*	30.09.2022, 3:00 PM																
Last Date and Time for submission of Bids	14.10.2022, 3:00 PM																
Date and Time of Eligibility cum Technical Bid Opening	14.10.2022, 3:30 PM																
Presentation by Qualified Bidders	Will be communicated																
Opening of Commercial bid	Will be communicated																
Declaration of L1 Bidder	Will be communicated																
Payment Details																	
Tender Fees (INR)	<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.</p> <p>In case of Online transfer:</p> <table border="1"> <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> </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																
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Bank Branch Name	Asaf Ali Road																
Account type	Current																
Account No	01150200000009																
IFSC Code	UCBA0000115																
Nine-digit MICR Code No	110028003																
EMD Amount (INR)	Bid Security Declaration as per format provided in Annexure 5 to be submitted																
Bid Validity	As per Tender Document																
Performance Bank Guarantee (For successful Bidder)	As per Tender Document																
Other Details																	
Mode of Tender	Online																



General Details	
Contact details of e-Tender service provider	GeM Portal
Contact Information	Deputy General Manager Information Technology Department, The Oriental Insurance Company Limited 2nd Floor, NBCC Office Complex, East Kidwai Nagar, 2nd Floor, Office Block 4, New Delhi- 110023 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 via video-conferencing and link for the same will be available on the day of meeting on OICL's Web Portal (<https://orientalinsurance.org.in>) under tender section.*

1. 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.
2. 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

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,**  
**2nd 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/ Online Transfer in favor of "The Oriental Insurance Company Limited" payable at New Delhi. **Tender fee is inclusive of all taxes.**

In case of Online transfer, requisite details are provided in the table above- 1.4: Schedule of Events

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	The bidder should be a Government Organization/ PSU/ or a Public Limited Company/ Private Limited Company under companies act 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.	1. Audited Financial statements for the



#	Eligibility Criteria	Documents Required
	200 crores per annum (not inclusive of the turnover of associate companies) in last three financial years (2018-19, 2019-20 and 2020-21).	respective financial years and/or 2. Published Balance Sheet and 3. CA Certificate
4	The Bidder should have a positive net worth in the last three financial years (2018-19, 2019-20 and 2020-21).	
5	Bidder must have valid ISO 9001: 2015 & ISO/IEC 27001:2013 ISO 20001 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/OEM should have an own Support and Services Center based in Bengaluru and Mumbai.	Self-Declaration on bidder letter head duly signed and stamp
9	The Bidder should be Original Equipment Manufacturer (OEM) or its Authorized reseller/seller or partner of the products offered	A valid Manufacturer Authorization Form from the OEM as per Annexure 14
10	<p>Bidder should have supplied, implemented and provided/providing maintenance services for following solution in last five (5) years.</p> <p>a) Enterprise class Email Solution for 4000 users using proposed email messaging solution in a BFSI/PSU/Government organization in India</p> <p>b) Next Generation Firewalls in a BFSI/PSU/Government organization in India</p> <p>c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India</p> <p>d) Should have maintained /maintaining Facility Management Services for data center environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India</p> <p>The cumulative order value for the above should be more than INR 25 Crores</p>	<p>Credential Letter OR Copy of Purchase Order/ Contract copy along with Sign off/ completion letter</p>
	<b>OEM's Credentials</b>	
	<b>Email Solution</b>	
13	OEM's proposed Email Solution should have been implemented & live with at least 50,000 mailboxes out of which at least 10,000 mailboxes should be live in at least three (3) BFSI/ PSU/Govt. Organization in India.	<p>Credential Letter OR Copy of Purchase Order/ Contract copy along with Sign off/ completion letter</p>
14	OEM should have a registered office in India and should have a local support / development centre	Self-Declaration on OEM letter head duly signed and stamp
	<b>Backup Solution</b>	



#	Eligibility Criteria	Documents Required
15	The OEM's proposed Backup Solution should have been implemented in at least three (3) BFSI/ PSU/Govt. Organization in India	Credential Letter OR Copy of Purchase Order/ Contract copy along with Sign off/ completion letter
	<b>Next Generation Firewall</b>	
16	The OEM's proposed next generation firewall should have successfully implemented in at least three (3) BFSI/ PSU/Govt. Organization in India	Credential Letter OR Copy of Purchase Order/ Contract copy along with Sign off/ completion letter

\*OICL reserves the right to verify references provided by the Bidder independently. Any decision of OICL in this regard shall be final, conclusive and binding up on the bidder. OICL may accept or reject an offer without assigning any reason whatsoever.

**Note:**

- Bidders need to ensure compliance to all the eligibility criteria points.
- In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
- 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.
- Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
- If an agent submits a bid on behalf of the Bidder/ OEM, the same agent shall not submit a bid on behalf of another Principal/ OEM for the same solution.
- 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:
  - In RFP, either the Indian agent on behalf of the Bidder/OEM or Bidder/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.*
  - If an agent submits bid on behalf of the Bidder /OEM, the same agent shall not submit a bid on behalf of another Bidder /OEM in the same RFP for the same item/product.'*

## 1.7 Project Timelines

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

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.

#	Activity	Time Period for Completion
1	Backup	



#	Activity	Time Period for Completion
1.1	Delivery of the Backup suite	Within 4 months from the date of acceptance of Purchase Order
1.2	Installation, Configuration, Implementation & integration	Within 4 weeks from the date of delivery of backup suite
2	<b>Firewall</b>	
2.1	Delivery of Firewalls	Within 4 months from the date of acceptance of Purchase Order
2.2	Installation & Operationalization of Firewalls	Within 4 weeks from the date of acceptance of Delivery of firewalls
3	<b>Email Solution</b>	
3.1	Go-Live of Email Solution along with its security features	Within 6 months from the date of provision of hardware from OICL.
4	DR Drill	Post successful implementation of the proposed solution, bidder needs to conduct DR Drill for each of the application in coordination with existing application owners/vendors.

## 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 6 years from the date of issuance of purchase order and further extendable for one year on same Terms & Conditions and mutually agreed prices.

## 2 Scope of Work

OICL invited bids from prospective bidders having proven past experience and competence in the field of Supplying, Installing, Maintaining Backup Solution, Firewalls, Email Solution and Facility Management Services for its Data Center and Disaster Recovery Site. The broad scope of services is defined in the following section. Bidder is required to comply with Technical Specifications as mentioned in Appendix 1.

Bidders are required to design, size, supply, implement & maintain solutions as per Scope & Specifications mentioned in the RFP.

Bidder must comply to OICL's Policies, Compliance & Audit Guidelines, IRDAI Guidelines, Govt. of India's Guidelines and Other Guidelines issued by any statutory body without any delay or extra cost and affecting the existing services.

Bidder to ensure that no beta version of any solution is provided.

Bidder to note that OICL may call for POC for all solutions or any solution as per requirement. Bidder is required to submit compliance to the same.

The broad scope of work is as follows:

### 2.1 General Scope

- I. The scope of work covers end-to-end supply of devices (including related software also) with all its components including required patch chord, electrical and LAN cabling etc., installation,



- commissioning, Testing, Configuration and Maintenance of all the proposed solution at the locations specified by OICL for its Data Center (DC) & Disaster Recovery (DR) sites or any other location specified by OICL.
- II. The successful bidder shall adhere to best practice standards for the provisioning of services and testing of all functional/vulnerabilities from time to time.
  - III. The successful bidder shall provide a centralized helpdesk/ customer care center telephone number/ email/ fax number for attending user request/ complaints. The helpdesk/ customer care centre shall operate 24\*7\*365
  - IV. 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.
  - V. After successful implementation, bidder should appoint a project manager for OICL, who will act as act as a single point of contact for OICL.
  - VI. 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).
  - VII. The above requirements are only indicative in nature to provide bidders a benchmark to arrive at an optimum solution. However, OICL would expect successful bidder to provide all features available under the proposed solution as and when required.
  - VIII. Successful bidder should guarantee a quarterly uptime of 99.50% for the entire solution from the date of go-live/sign-off.
  - IX. The scope of this tender is not limited to the Technical and Functional Specifications mentioned in the Appendix 1, bidder has to install and configure all available features in the OEM product as per OICL requirement under this entire engagement.
  - X. The Bidder has to coordinate with other software/hardware/services vendors contracted by the OICL to resolve hardware, system software and integration issues with existing systems and application related problems during installation & management of the proposed solution. This will include future plans for IPV4 to IPV6 migration.
  - XI. Vendor shall plan all the activities to be carried out during the Disaster recovery drill with a prior permission from OICL as and when required.
  - XII. Vendor is responsible for carrying out disaster recovery drills on quarterly basis.
  - XIII. The fall back of services from Disaster recovery Site to Data Center should be a planned activity in consultation with OICL officials or its designated officials. The solution document should include detailed disaster recovery plan.
  - XIV. The bidder should submit solution document as a part of technical bid. The contents of solution document should include but not limited to solution architecture with detailed explanation of all components.
  - XV. A project plan in terms of activity and timelines required for executing the project with the details of deliverables and milestones including the delivery of equipment's.
  - XVI. Bidder is required to provide an experienced team with similar project experience.
  - XVII. The Bidder will have to provide full operational, maintenance and technical support during the entire period of the contract.
  - XVIII. In the event that the hardware equipment proposed in the solution by the successful bidder are not operational owing to compatibility problem in the IT environment or other technical issues, the bidder will have to replace the equipment at no extra cost to OICL.
  - XIX. In the event that the solution provided is not able to meet the performance standards specified in the RFP, at the time of go live, the successful bidder will be required to augment/ upgrade the hardware & software components in the solution to ensure that the performance requirements are met. The additional hardware equipment & software shall be provided by the successful bidder at no extra cost to OICL.
  - XX. The bidder shall ensure that any new version/update/service pack/upgrade including security patches for vulnerabilities of the proposed solutions 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.
- XXI. Bidder will provide the sizing for anti-virus software required for successful implementation of proposed solutions, OICL will provide the required anti-virus licenses.
- XXII. 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.
- XXIII. 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.
- XXIV. The bidder shall prepare the SOPs (Standard Operating Procedures) with periodical review as per industry practices and regulatory guidelines. The drafted SOPs shall be submitted to OICL for its review and approval.
- XXV. The bidders shall also provide the following documents as part of the deliverables of the project
- Original manuals of all proposed hardware/software/applications.
  - Standard Operating Procedures.
  - Installation & Technical Configuration Documents.
  - Network & Security Design Documents (Will be approved by OICL).
  - Troubleshooting Manual.
  - Executive summary report for the project to the management.
  - Functional and operational requirements.
  - Project design/plan
  - Product description.
  - Guidance for best practices, implementation guidelines.
  - Risk Register, RACI Matrix and Business impact analysis.
  - User acceptance test plan, if any.
  - Training materials.
  - Once a year health check-up report by OEM.
  - HLD/LLD
  - DR Procedure plan
- XXVI. The bidder shall implement all the functionalities proposed in the technical specifications & demonstrate the same to OICL team for complete sign off the solution.
- XXVII. The bidder needs to integrate proposed solution with existing security solutions of OICL such as McAfee SIEM and Arcon PAM etc.
- XXVIII. Bidder needs to be provide OS/DB/Server/appliance Hardening Document which should be in line with OICL Security Policy.
- XXIX. The bidder should provide the complete documentation including technical, operations, user manual, design documents, process documents, technical manuals, functional specification, system configuration documents, system/database administrative documents, debugging/ diagnostics documents, test procedures etc.
- XXX. If there are any upgrades to the source systems, then it will be bidder's responsibility to ensure that appropriate integration and on-call/ on-line/onsite support in deployment is provided without affecting the normal course of business.
- XXXI. Bidder shall submit a weekly report on the development of the project along with reasons of delay, if any. Periodical meetings will be held between the Bidder and OICL to review the progress and the Bidder will be required to attend all such meetings and submit the minutes of the meeting With OICL detailing all the points of discussion within 2 days of the meeting. Periodicity of meeting to be defined mutually.
- XXXII. Closing of gaps identified during VA-PT activity carried out by annually.
- XXXIII. Software/Application delivery must coincide with the delivery of hardware.



## 2.2 Email Solution

The E-mail Messaging Solution at OICL is on Premise Microsoft Exchange 2013 for 13000 mailboxes, out of which 8,500 mailboxes are active. The present solution software, hardware and maintenance would be nearing end of contract period. OICL desires to migrate existing email solution (Mail, Calendar, Contacts & Archived Email data) to Enterprise Class E-Mail Messaging Solution (on-premise deployment only).

Bidder is required to provide 11,000 email licenses & 11,000 email client licenses (including setup).

Bidder is required to ensure integration with OICL's existing DLP Solution (Forcepoint) and Information Rights Management (IRM) solution from M/s Seclore or any other 3<sup>rd</sup> party solution identified by OICL at no extra cost. Additionally, Bidder is required to propose an Email Security Solution.

### 2.2.1 Current Email & Archival Details

- I. OICL is currently using Microsoft Exchange 2013 email solution hosted at DC (Mumbai) and DR (Bengaluru).
- II. OICL has 13,000 mailboxes out of which 8,500 mailboxes are active.
- III. Currently there are 6 Exchange Servers at DC- Mumbai and 3 Exchange Servers at DR- Bengaluru.
- IV. The total live mailbox size is around 12 TB.
- V. Total archived Email Size is around 12 TB in compressed form and approx. 54 TB in uncompressed form.
- VI. Trend –Micro Email Security Gateway is used for Anti-spam Layer.
- VII. Active – Directory is configured over windows 2012-R2 with two Domain Controllers at each site i.e. DC and DR. ADFS roles are configured on both DC and DR.
- VIII. OICL has a 30 and 60 days archival policy.
- IX. There should be no provision in the policy for deletion of mailbox of employees that have retired.
- X. OICL is using Information Rights Management Solution from M/s Seclore.
- XI. The current email solution is integrated with Email DLP, Web DLP, and Endpoint DLP by M/s Forcepoint, IRM by M/s Seclore, MDM by M/s VMware (Airwatch) & Email Gateway Security by M/s Trend Micro.

Detailed Scope of Work is as follows:

### 2.2.2 Email Solution

Bidders should provide an end to end email messaging solution as on-premise deployment at OICL's Data Centres. The proposed email solution including email security should meet the Minimum Technical Specifications as mentioned in Appendix -1. The required servers (x86), operating systems and VM licenses will be provided by OICL. If any additional software or hardware is required, Bidder is required to factor the same as part of Bill of Material.

Bidder is required to design, size, supply, implement and maintain on-premise Email Solution.

Bidder, as part of the Technical Proposal is required to provide the sizing for the necessary hardware, to operationalize including T&D environment for the complete email solution as proposed in the bid. OICL will be provide compute, OS, storage & network.

Bidder is required to factor in for Database as part of the Bill of Material.

The Bidder shall confirm/ certify that the hardware sizing offered by them for Email solution should be adequate to fulfil OICL's requirement and is as per the Industry best practices.

Bidder should consider high availability (Active-Passive) architecture at DC & DR.



All the hardware and software to be supplied/ proposed must be IPv4 & IPv6 compliant wherever applicable.

### 2.2.3 Technical Requirements for Email Client

- I. OICL is using Microsoft outlook 2013 software as client to access email on MAPI protocol. The proposed email solution should be compatible and capable to be operated with the same present software, so that users can access emails without any change. In case proposed solution is not compatible with end users present email client (Microsoft Outlook) then bidder has to supply new email client tool for all desktop/laptops on their own cost and effort, to make access convenient from the user site.
- II. An email solution to be accessible over multiple devices (Minimum 4 devices per user like Tablets, Mobile Phones, Laptops, Desktops etc.) on two factor authentication & device authentication. All the devices should be in Sync. Solution should have following features:
  - Meeting/Calendar/Task list
  - Email clients should be accessible over web browsers
  - Email archiving and advanced security solution
- III. The email solution should support Mail clients through protocols viz. HTTPS, SMTP, MAPI & ActiveSync; Communications between mail clients and server through all protocols shall be encrypted and secure. Solution should run without enabling POP & IMAP protocols.

### 2.2.4 Technical Requirements for proposed Email Solution

- I. Solution should be compatible and be capable for integrating, with the OICL present solutions/applications Active Directory/AD federation Services which should be done by the selected bidder.
- II. Solution must have Message broadcasting feature (One to Many, Many to Many).
- III. Solution should integrate with proposed Email Gateway Anti-spam/Malware solution and any other such type of threats control.
- IV. Compliance to Email archiving solution is to be deployed on-premise. Server, Storage, OS etc. required for the deployment will be provided by OICL.
- V. Records pertaining to at least 10 years of mail and data including attachments must be available in the proposed solution with the facility of archival / retrieval at any time as requested by OICL, during the contract period.
- VI. Solution should be able to support multiple domains on single application.
- VII. Solution should have capability to Create Mailing Lists, Access Control Rules etc. and should have the ability to control Attachment size, type and extension, etc.
- VIII. The proposed mail solution should provide the administrators web-based user management facility.
- IX. Solution should provide access from Mobile devices/Mobile Apps with real time syncing of mails between all the access points and should support third party email clients.
- X. Solution should provide functionality for Self-password reset/Password Management with support to multi factor authentication.
- XI. Solution should have capability to provide Alerts and monitoring interface and solution support Remote Administration for administrators.
- XII. Solution should integrate with OICL's Existing on-premise Data Loss Prevention (DLP): Keeping organization safe from users mistakenly sending sensitive information to unauthorized people. Three categories of actions: a) Block sensitive content mail from being sent based on policies b) Rights-protect sensitive mails at server before sending to recipients based on admin policies using Right Management Solution for Email



- XIII. Solution should have Capability to integrate with external authentication servers like LDAP/ADFS etc. and Integration with applications using API.
- XIV. The proposed Mail Messaging OEM application should be an enterprise class, commercially available solution and should have a version history and published future roadmap for next 6 years.
- XV. Solution should integrate with Information Rights management Solution (IRM: M/s Seclore), for users to protect mail and document attachments to limit forward/print/copy.
- XVI. The infrastructure should be offered on-premise.
- XVII. The solution should be encrypting data both at rest and in transit with SSL/TLS.
- XXVIII. The proposed solution should not mandate any minimum number of users for any service uptime calculations.
- XIX. It should have ability to use Indian local language i.e. Unicode compliant.
- XX. Bidder has to implement the complete DMARC solution and handhold for completing the DMARC journey from monitoring mode to reject mode for all active and passive domains of OICL and related reports should be provided along with the admin panel for administration of DMARC.
- XXI. The Bidder has to conduct DR Drill once in a quarter and submit report to OICL.
- XXII. Solution Service provider should be supported by 24X7 support from OEM on Email and Call support through Administration Portal call logging of Service Requests.
- XXIII. The solution should be able to send automated mails getting triggered from servers/appliances of OICL, through SMTP relay service and bidder should share the API to Integrate mail with all locations.
- XXIV. Mail attachment size should be minimum 25 MB and could be increase as per the requirement.
- XXV. The proposed solution should be able to cater to minimum 11,000 users with all the features enabled initially and should be scalable up to OICL's requirement in future.
- XXVI. Solution should support integration with OICL existing AD and should not require separate password for accessing mail/ collaboration services if required.
- XXVII. The proposed mailing solution should provide facility for incoming/outgoing email notification from internal business applications like SAP, INLIAS, HRMS, DMS or any other application. If required, the Bidder has to customize, integrate and implement the proposed mailing solution for other business applications running in OICL as and when it is required by OICL without an additional cost.
- XXVIII. The proposed mailing solution should have following basic client features:
- Reading Pane for viewing emails and attachments with auto preview option.
  - Should allow the user to move to the next or previous mail without having to return to the inbox view.
  - User should be able to mark mails as read or unread.
  - User should be able to set alarm as a reminder of a follow-up action indicated by a flag. Reminder alarms with pop-up message must be generated automatically.
  - User definable personal folders to organize mails with support for folder nesting (folder within folder).
  - User should be able to set the email priority (Low/Normal/High) while composing email message.
  - Should support "Auto saving of mail in draft" while composing email message (time configurable by admin).
  - Should support "Auto saving of mail in sent items" for all outgoing emails (configurable by admin as well as user).
  - Should support email save as printable file format with print preview option before taking printout of the email. Printout of the email should be properly aligned to make full use of A4 size paper etc.
  - Read receipt request — while composing a mail, user can mark the mail to request for a read receipt notification.
- XXIX. Proposed solution should have In-built Facility to take Backup, OICL Backup policy to be adhered to.
- XXX. The solution should support unlimited Compliance Archival for 10 years (should be configurable) of



mails to meet Legal or Regulatory requirements.

XXXI. There should not be any restriction for accessing of archived emails either on intranet or internet.

### 2.2.5 Mailbox Size and Other Requirements

Mailbox User profile should have various capabilities as mentioned below:

Profile	Item/ Service	Qty.
Profile 1	<ul style="list-style-type: none"><li>2 GB Mailbox size</li><li>Anti-virus, anti-spam, anti-malware for email</li><li>30 days of archival</li></ul>	4500
Profile 2	<ul style="list-style-type: none"><li>5 GB Mailbox size</li><li>Anti-virus, anti-spam, anti-malware for email</li><li>30 days of archival</li></ul>	4000
Profile 3	<ul style="list-style-type: none"><li>10 GB mailbox size</li><li>Anti-virus, anti-spam, anti-malware for email</li><li>60 days of archival</li></ul>	700

### 2.2.6 Implementation

- I. Implementation of Enterprise Email & Collaboration solution at in HA mode at DC & Active-Passive mode at DC & DR.
- II. Integration with Active Directory for authentication.
- III. Configuring of compliance Email Archiving for all mailboxes, Compliance Email Archiving at OICL's Data Centre Setup.
- IV. Integration of Enterprise Email with
  - Gateway Anti-spam, Anti-Virus, Anti-Malware, Anti-Spoofing, Anti-Phishing & Sandbox Capabilities
  - Email Data Loss Prevention System(M/s Forcepoint).
  - Information Rights Management System (M/s Seclore).
  - Mobile Device Management (M/s VMware : Airwatch).

### 2.2.7 Migration

- I. Ensure all user profile data which is present in Active Directory is available with proposed Enterprise Email System.
- II. Migrate All Email Box data (Email, Folders, Calendar & Contacts) to proposed enterprise email Solution.
- III. Bidder must ensure that all archived data is retrievable on real time
- IV. Migrate existing Email Archived data, which is in Exchange Journal Format, to be migrated to proposed Enterprise Email Archival System.

### 2.2.8 Roll out & Post Roll Out Management

- I. Post new proposed Enterprise Email Setup is ready. UAT testing to be conducted.
- II. Plan for roll out post UAT Acceptance.
- III. Check & Ensure End user readiness for access of new enterprise email system.
- IV. Execute cut over without any disruption or email loss.
- V. Do a final migration for delta data to be migrated both for email box & Email Archive.
- VI. Post new enterprise system going live, carry out day-to-day system health management, Backup Management, user management & DL management activities.



## 2.3 Email Security Solution

OICL is envisaged to procure and implement purpose built hardware appliance for on-premise email security solution including sandbox capability for their 8500 email users. The solution should meet all the requirements as per the Technical Specifications as mentioned under Appendix-1 in this RFP. Bidder to ensure that the Solution should have a Sender Policy Framework (SPF) designed to detect email spoofing by providing a mechanism to allow receiving mail exchangers to check that incoming mail from a domain comes from a host authorized by that domain's administrators. Also, MX, DKIM and DMARC (In-Bound) should be available in the Email Solution for all incoming mails.

Currently OICL is using Trend Micro's on-premise email security solution. The proposed solution should have capability to integrate with any customer-defined email server. In addition bidder will be responsible for migrating the policies from existing solution to the proposed new solution.

## 2.4 Bulk Email

Bidder shall provide Bulk (Volume) Mail service as SaaS model. In case any additional hardware is required for configuring SMTP gateway at OICL's data centers, Hardware along with OS licenses will be provided by OICL. Further any other licenses required for successful provisioning of solution, the same needs to be factored in by the bidder.

The approximate count of bulk mail per year is 1.75 Crores; accordingly the Bidder shall design and propose the solution which should have the following features:

- I. Volume mail service allows OICL application servers to send Mass/bulk emails from application/client in mass quantity which is restricted using OICL's own SMTP.
- II. Volume Mail account should provide OICL exclusive outgoing mail service for mass mailing purpose using your email sending tool/ server/ mail client or application.
- III. Transactional Email
  - a) Transactional email sends email using given Volume mail credentials by configuring in application/mail client/development scripts or codes with API key base credentials.
  - b) Transactional mails can be sent through Volume mail portal or via any third party application by using Volume mail server details with API Key base credentials.
- IV. Volume mail must have Intended Recipient List (opt-in data base) of recipients email addresses.
- V. Authenticate and Verify Sender (from) Domain before sending bulk emails by adding DKIM/SPF entries from DNS control i.e. Sender domain authentication.
- VI. Export Activity (mail logs) should be available for last 90 days and are exportable.
- VII. One must not send emails to email addresses which are leads obtained from lead market/agency i.e. purchased database. This will keep the account reputation good and avoid risk of account suspension.
- VIII. In case it is identified that the volume mail account is sending phishing/Spam mails intentionally or by compromise incident of credentials, Volume mail compliance team terminates the account on immediate effect by forfeiting the credits of such volume mail account.
- IX. Volume mail service cannot be availed by bulk mail sender, who does not have a valid Opt-in List/intended email addresses of recipients.
- X. No free domain to be used as FROM like gmail.com, yahoo.com etc. Volume mail support Sender Authentication (Verify your FROM Domain) which you own.
- XI. In future OICL may move few applications to cloud service provider operating in India, the same facility should work simultaneously catering to both On-premise applications as well as applications hosted on Cloud.



- XII. Proposed Volume mail services should support Email Logs availability.
- XIII. Proposed Volume mail should support SMTP Service.
- XIV. Proposed Volume mail service should support Dedicated IP Addresses.
- XV. Marketing Email Services.
- XVI. Proposed Volume mail should have Feedback Loop mechanism.
- XVII. Proposed Volume mail should have DKIM Customization.
- XXVIII. Proposed Volume mail should have SMTP Relay.
- XIX. Volume mail should have Suppression List Management.
- XX. Proposed Volume mail should have Unsubscribe Tracking.
- XXI. Proposed Volume mail should have Open & Click Tracking.
- XXII. Proposed Volume mail should have SMTP API facility.
- XXIII. Proposed Volume mail should have Proven email deliverability.
- XXIV. Proposed Volume mail should have Purpose-built MTA.
- XXV. Volume mail should support IP Access Management.
- XXVI. Volume mail admin panel should support Two Factor Authentication.
- XXVII. The mail should go out through dedicated IP.
- XXVIII. Volume mail Password should support 64 character key.
- XXIX. Volume mail should support Logs/Reports/Statistics in Volume mail.
- XXX. Volume mail should support to check Statistics of Sent/Delivered/Bounce mail.
- XXXI. On the available statistics reports, OICL should find that deliverability is broken down by the following metrics.
  - a) Blocks - The number of emails that were not allowed to be delivered by ISPs.
  - b) Bounces - The number of emails that bounced instead of being delivered. Clicks – The number of links that were clicked in emails.
  - c) Delivered - The number of emails was able to confirm were delivered to arecipient.
  - d) Invalid Emails - The number of recipients that you sent emails to, who had malformed email addresses or whose mail provider reported the address as invalid.
  - e) Opens - The total number of times your emails were opened by recipients.
  - f) Requests - The number of emails you requested to send via Logix Volumemail.
  - g) Spam Reports - The number of recipients who marked your email as spam. Unique Opens - The number of unique recipients who opened your emails.
  - h) Unique Clicks - The number of unique recipients who clicked links in youremails.
  - i) Unsubscribes - The number of recipients who unsubscribed from youremails.
  - j) Unsubscribe Drops - The number of emails dropped by Logix Volume mail because the recipient unsubscribed from your emails.
  - k) Volume mail should support to check logs for Sent Emails.
  - l) Volume mail should support to check details for Undelivered Mails.
  - m) Suppressions.
  - n) Volume mail automatically suppresses emails sent to users for a variety of reasons in order to aid our customers in having the best possible reputation they can have by attempting to prevent unwanted mail.
  - o) Below are types of Suppressions:
  - p) Blocks - The recipient's email server rejects the message for a reason related to the message, not the recipient address. This may be due to your Sending IP, or the message content. Since these are message-specific issues, future messages to these addresses are not suppressed.



- q) Bounces - The recipient's email server rejects the message, or sends the message back to sender, due to an issue with the recipient address.
- r) Invalid Emails - The recipient address does not exist at the mail server you sent to.
- s) Spam Reports - The recipient marks your email as spam.
- t) Global Unsubscribes - When a user unsubscribes from everything you might email them.
- u) Group Unsubscribes - When a user unsubscribes from a specific group of your emails.

Bidder to note that the per year count is approximate. Billing will be done on actuals. Additionally, OICL reserves the right to increase the count on the same rate as provided in the Bill of Material by the Bidder.

## 2.5 Backup

OICL envisaged to procure and implement an Enterprise Class unified Backup Solution. Bidder is required to size, supply, implement & maintain the backup solution. The solution should meet all the requirements as per the Technical Specification as mentioned in Appendix-1.

Currently OICL is using Disk based backup solution by Dell EMC with Data Domain DD4200 as an appliance and Networker as backup software along with SL 150 Tape Library from M/s Oracle for tape backup requirement.

The Tape Library mentioned above is still under support from OEM. The selected bidder needs to integrate proposed backup solution with SL 150 Tape Library.

Bidder is required to design, supply, implement & maintain the backup solution to meet the requirements of OICL. The bidder is required to consider the below backup policies:

- Daily incremental backup – retained for 4 weeks in Backup Appliance.
- Weekly full backup for all data types – retained for 1 month in Backup Appliance.
- Monthly full backups – for 12 months.
- Yearly full backups - retained for 7 years in Backup Appliance.

The bidder is required to propose the backup solution as on-premise deployment i.e. backup software & backup disk to disk appliance for enterprise applications & email solution.

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.

### Key Features of backup solution:

- I. The proposed solution should support backup of various OS platforms and should provide integrated view of backup, archival and replication.
- II. Backup solution must support multi tenancy feature for creation of distinct data zones.
- III. The software must be able to compress and encrypt data at the client-side and this feature should be available even during de-duplication.
- IV. The offered software must support complete integration of Server Backup, Virtual Machine Backup, Desktop / Laptop Backup, Archival and Replication Solution with a single Console to manage all the solutions.
- V. Proposed software should include file archival feature to move historical data based on file attributes for long term retention.
- VI. The offered software solution must support IPV4 and IPV6 addressing system.
- VII. Proposed software should provide role-based web interface and search capabilities and download options



VIII. Proposed software should have Audit Logs to capture all the performed activity.

## 2.6 Perimeter Firewall and Core Firewall

Currently OICL is using CISCO ASA 5585 SSP-20 Firewalls at DC and DR, which are getting obsolete and will no longer be supported by OEM, thus bidder is required to refresh the firewall with latest up-to-date technology available along with centralized management.

OICL is envisaged to procure Next Generation Firewalls (NGFW) for both core and perimeter zone. **Perimeter firewall should be from different OEM of core firewall.**

- DC -2\*NGFW in High-Availability for Perimeter Zone with all required subscriptions based on the functionalities & features as mentioned in the minimum technical specifications Appendix-1.
- DR -2\*NGFW in High-Availability for Perimeter Zone with all required subscriptions based on the functionalities & features as mentioned in the minimum technical specifications Appendix-1.
- DC -2\*NGFW in High-Availability for MPLS/Core Zone with all required subscriptions based on the functionalities & features as mentioned in the minimum technical specifications Appendix-1.
- DR -2\*NGFW in High-Availability for MPLS/Core Zone with all required subscriptions based on the functionalities & features as mentioned in the minimum technical specifications Appendix-1.

### Scope of work and other requirements:

- I. The proposed solution should be designed to improve performance, utilization, and security parameters across all the offices of OICL. The upgraded infrastructure should be integrated with the existing security infrastructure of OICL. Currently OICL uses McAfee SIEM for log collection and correlation.
- II. Bidder is required supply, deliver, Install, integrate, test and operationalize the required next generation firewall as part of the total solution.
- III. Bidder needs to provide complete end to end solution including hardware, software, necessary accessories, active and passive components for efficient functioning of the proposed firewall solution.
- IV. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the requirements of OICL.
- V. The bidder has the option to provide a dedicated appliance or a virtual machine based centralised management server for the management of NGFW firewalls at DC and DR. In case bidder is opting for Virtual Machine then necessary Compute, RAM, Storage and OS for deployment of virtual centralized management server for NGFW security solution will be provided by OICL as per the solution proposed under technical bid by the bidder.
- VI. The selected bidder must migrate the access policies from the existing firewall to the proposed firewall solution to ensure stability and continuity in access rules.
- VII. Additional hardware, accessories, software products, etc. if required, for successful implementation of the Solution as envisaged in the RFP Document, should be specified and quoted. Required technical details/brochure of all the products offered by the Bidder duly supported by schematic diagrams and technical specifications of each component offered should be furnished along with the reasons justifying the requirement/s for such additional components, accessories and software products as part of the Technical Bid and furnish the cost of each of such component/s in the Commercial Bid.



- VIII. Bidder must handle any miscellaneous operational tasks like managing and updating relevant documentation, facilitating any required authorization, coordinating with other service provider for any inter-related issues, performing device configuration back-up, etc.
- IX. Bidder must plan any configuration change, perform impact analysis, prepare method of procedure and execute changes during approved maintenance window.
- X. Bidder must conduct a proactive risk assessment to evaluate most suitable available software for NGFW considering incidents, traffic security, compliance, running configurations and features deployed.
- XI. Complete migration of the security policies and access rules from the existing firewall to the new proposed firewall solution. In case of any problem encountered in the new devices, if any, reverting to the existing devices will be the responsibility of the bidder.
- XII. The Bidder must include efforts to transform Layer 3/4 security policies from third-party firewalls to Layer 7 policies for enhancing OICL protection. Any Professional Services required for the same should be factored by the respective bidder from day 1.
- XIII. Bidder must ensure that following activities are part of monthly SOP's and carried out in continues fashion to reduce the attack surface.
- Unused Rules Calculation for specific time period based on Firewall Traffic Logs.
  - Analysis on Covered/Shadow/Hidden Rules
  - Analysis on Rules Consolidation (Merging of similar kind of rules)
  - Analysis on Redundant Rules
  - Tightening of Overly Permissive Rules (Any-Any)
  - Analysis on Unattached/Unused Objects to simplify objects management
  - Analysis on Rule-Reordering to improve the performance of the Firewall
  - Analysis on Disabled/Expired Rules for enhanced visibility on the Firewall Rules sets
- XIV. Successful Bidder shall provide detailed solution architecture, design, traffic flow and plan of implementation before final deployment of the NGFW Solution. The Successful bidder should submit the required technical details, brochure of all the products offered duly supported by schematic diagrams, solution document and technical specifications of each component offered should be furnished as part of the Technical Bid. All documents must be verified & certified by the OEM.
- XV. Next Generation Firewall Solution should control access to the network with policies, including pre-admission of traffic, Intrusion Prevention System, Malware Protection, URL Filtering etc. The management of the solution should be done centrally through a Central Manager to be delivered by the successful bidder.
- XVI. Bidder must submit, along with the technical bid, the deployment plan along with timelines and hardware sizing as per OICL environment, all the pre-requisites required for solution deployment which may include the list of ports, services and configuration changes required to be made available on the network equipment.
- XVII. The successful bidder must ensure implementation of all components proposed in the bill of material.
- XVIII. Physical installation of hardware in along with cabling, dressing, tagging etc.
- XIX. The successful bidder has to provide detailed SOP and checklist for implementation and configuration at Data centre.
- XX. During the implementation, the performance or security of the existing network setup should not be compromised.



- XXI. Deployment should be done with no downtime and must not impact to the working of OICL branches/ offices. Any downtime, if required, shall be provided post business hours and the bidder must seek written approval from OICL for downtime. Bidder needs to refer to Service Levels.
- XXII. The processing requirements, house-keeping requirements, operational requirements and future capabilities, implementation requirements, interfaces with other systems and issues relating to Security and Controls have to be comprehensively taken care of and provided for, in the proposed solution.
- XXIII. Successful bidder's technical/ implementation team will be onsite till complete installation, implementation and project signoff. Signoff will be given upon successful Implementation of the proposed solution to OICL satisfaction and RFP requirements.
- XXIV. The successful bidder should get the Reporting Templates for Daily, Weekly, Monthly, Quarterly and Yearly reports approved by OICL.
- XXV. The successful bidder must configure and demonstrate all features proposed as per the Technical Bid submitted to OICL.

## **2.7 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, hardware, software, etc. While bidding for providing Support and Maintenance services. The AMC/ATS support should be similar to the warranty support. Thereafter, the Bidder should provide AMC/ATS for proposed products and solutions as the case may be, for the remaining period of the contract through OEM.
- II. The bidder shall provide the highest level of support from OEM 24X7 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 without any extra payment.
- III. All 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 three years. The proposed hardware/solutions should not 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 six years.
- IV. All software need to be covered under three year warranty post which the Bidders need to quote for applicable ATS.
- V. The bidder shall perform periodic preventive maintenance activities once in a quarter on all the equipment under AMC. 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.
- VI. 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.
- VII. Preventive Maintenance and support to the Hardware /Software shall include replacement of worn-out parts/sub-parts, health-checkup, checking diagnostic etc. In case equipment is taken away for repairs, the Bidder shall provide a standby equipment (of equivalent configuration or higher), so that the daily operations of OICL is not affected.
- VIII. The bidder shall install/integrate with all necessary security solutions/service management solutions and other authorized softwares rolled out by OICL as and when required. The bidder shall perform the integration without any extra cost to OICL.
- IX. The bidder shall replace the parts with original spares of the original brand/make/model. A working device/appliance/solution or peripheral will have to be provided by the vendor to facilitate temporary replacement.



- X. The bidder shall perform shifting of entire solution/devices within the identified/centralized locations of OICL as and when required. During shifting the bidder shall ensure no downtime and the bidder will have to arrange for suitable replacement of the respective hardware. The vendor shall be responsible for any loss or damage caused to any of the solution/devices owing to negligence on his part.
- XI. 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.
- XII. The Bidder need to have back to back arrangements with the respective OEM/s for all AMC/ATS for the entire contract period, details of such arrangements should be provided to the OICL annually or on a mutually agreed period.
- XIII. 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.
- XIV. The 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.
- XV. Bidder is required to provide phased delivery and deployment of hardware, associated software and applications. Thus, the warranty and subsequent AMC/ATS of the components will begin as per the phased delivery or the delivery timelines.
- XVI. Warranty must comply with the agreed Technical Standards, Security Requirements, Operating Procedures and Recovery Procedures, no parts or/and accessories of the systems should be excluded from such warranty.
- 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 is inclusive of consumables.
- XXII. During the warranty & AMC period Bidder shall maintain the systems and repair / replace at the installed site, at no charge to OICL, all defective components that are brought to the Bidder's notice.

## **2.8 Facility Management (FM) will have two phases:**

**Phase 1:** Phase 1 of FM, will be for the solutions, software & hardware provided by the bidder as a part of this RFP. The FM for this phase will start from the date of successful sign off of respective solutions. Bidder needs to provide the minimum resources as mentioned in the bill of material for Phase 1. The resources mentioned are only minimum resources, however, bidder is required to right size the resources to meet the requirements & SLAs of this RFP. Bidder needs to provide resources from the date of successful sign off of respective solutions till the end of the tenure of the contract.



**Phase 2:** Phase 2 of FM will begin from Year 1 of the contract. Below is the equipment's, hardware & software for which bidder is required to provide FM. OICL's existing FM vendor will handover the FM to bidder in Year 1 of the contract. 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 for above mentioned Domain/stack in coordination with OICL. During the tenure of the contract as & when these equipment's, hardware & software will become end of support, OICL will refresh them with equivalent technology through separate open tenders. As a part of those open tenders, selected vendors will implement & handover the solutions to the bidder of this RFP. It will be the responsibility of the bidder to manage the below inventory and its equivalent refreshed equipment(s), hardware(s) & software(s) till the end of the tenure of the contract of this RFP. Bidder has to right size the resources required for phase 2 and factor the same in the bill of material. Since bidder will also have phase 1 FM resources, bidder can also cross leverage those resources alongside to provide FM for phase 1 & 2. However, it will be the end-to-end responsibility of the bidder to ensure that they meet the requirements of FM for both the phases & meet the SLAs stated in the RFP and also provide resources with expertise to meet the requirements of phase 1 & phase 2.

Please note that AMC/ATS of the below equipment(s), hardware(s) & software will be provided by OICL. Bidder needs to only provide the FM for them:

Asset Description	Make	Model	Qty at DC - BNG	Qty at DR- MUM	Serial Numbers at DC BNG	Serial Numbers at DR MUM
Enterprise Storage System	EMC/ Dell	VMAX100 K	1	1	CK296800934	CK296800933
SAN Switch	Brocade	DS6520	2	2	BRCCHQ1902M00K , BRCCHQ1902M00M	BRCCHQ1902M00J , BRCCHQ1902M00F
FC-IP Routers	Brocade	MP7800 FC-IP	2	2	BRCASS1950L00H , BRCASS1950L00F	BRCASS1950L00D , BRCASS1950L00M
Tape Library	Oracle	SL 150	1	1	464970G+1622BA6419	464970G+1622SY5572
Server Chassis	Cisco	UCS 5108	3	2	FOX2004GKMK, FOX2004GKPM , FOX2004G4CJ	
Servers	Cisco	UCS B200 M4	23	13	FCH201770BB, FLM2014G5DD, FLM2014G5U2, FLM2014G5TY, FLM2014G6QX, FLM2014G6T6, FLM2014G5EE, FLM2014G6RE, FLM2014G5DW, FLM2014G5TF, FCH20167NXP, FCH20167NGX, FCH20167ME1, FCH20167P77, FCH2012J3KM, FCH20137JP2, FCH20167NYC, FCH20167PN7, FCH20167P92,	FLM2014G385 , FLM2014G5DK , FLM2014G5U5 , FLM2014G6RM , FLM2014G5EG , FLM2014G5AP , FLM2014G5FH, FCH201670T5 , FCH201771TP , FLM2014G5TM , FLM2014G5DF , FLM2014G69C , FLM2014G6FY , FLM2014G6NX, FLM2014G6QN , FLM2014G5TR



Asset Description	Make	Model	Qty at DC - BNG	Qty at DR- MUM	Serial Numbers at DC BNG	Serial Numbers at DR MUM
					FLM2014G6RH, SSI194800KQ, SSI194800KR	
Servers : CTA and OEM	Cisco	UCSC- C240- M4S	2	2	FCH2016V0JO, FCH2016VO5V	FCH2016V0JT , FCH2016V0GT
Proxy Appliance	Cisco	WSA – S690-K9	2	2	FCH2016V2A5, FCH2016V2HY,	FCH2016V2A5 , FCH2016V2HY
Core Switch	Cisco	N9K- C9508-B3	2	2	FGE1951162Y, FGE195216LC	FGE195216LC , FGE1951162Y
DMZ Switch	Cisco	N9K- C9396PX	2	2	SAL1928JYQZ, SAL1927J6NC	SAL2006Y957 , SAL1930KME1
Distribution Switch	Cisco	N9K- C9396PX	4	4	SAL1927J6RD, SAL2006Y9AD, SAL1951VHQ2, SAL1927J6TC	SAL1927J6SE , SAL1927J6SY , FDO220216J1 , SAL2006Y9BE
Server Load Balancer	Radware	Alteon 6420XL	2	2	31602022, 31603159	31603168 , 31603170
Application Delivery controller	Radware	Alteon 6420XL	2	2	31603147, 31507361	31603169 , 31404007-1
IP KVM Switch	ATEN	Standard	2	2	ZBFA-153A6-0020, ZBFA- 153A6-0009	AEF9-023A1-0002 , AEF9-023A1-0006
VMware	VMware	Vsphere	2	2	N/A	N/A
Desktop	Acer Veriton	M series	8	8	N/A	N/A
Redhat Enterprise Linux for virtual data centres	RHEL	Server standard	1	1	N/A	N/A
Redhat HA	RHEL	OEL Basic	2		N/A	N/A
DR Management Tool	Sanovi	Version:	1		N/A	N/A

**Table: List of equipment(s), hardware(s) & software(s) for phase 2 FM**

During FM period (Phase 1 & Phase 2), Bidder will be responsible for:

- I. The Facility Management Services have to be provided for the tenure of the contract post successful Go-Live of proposed solutions under phase 1 and successful taking over the FMS for phase 2.
- II. 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 deploy the entire team for providing FM services from the sign-off.



- III. 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.
- IV. **Support Executives (L1)** proposed should have at least 1.5 years of relevant experience in providing the Facility Services Management for proposed solutions and domain services mentioned for phase 1 & 2.
- V. **Support Executives (L2)** proposed should have at least 3 years of relevant experience in providing the Facility Services Management for proposed solutions and domain services mentioned for phase 1 & 2.
- VI. **Project Manager** proposed should have at least 7 years of relevant experience in program managing FM services for large enterprise's data center environment or any other such program consisting any 3 domain services out of 5 as mentioned in BOM for FM services for Phase 1 & 2.
- VII. OICL will finalize the location for deployment of Project Manager (General shift 9 AM to 6 PM) and L2 resources. The decision taken in this reference will be binding on the selected bidder.
- VIII. Overall maintenance and working of the Solutions.
- IX. Bug fixing and delivery of patches/ version changes effected.
- X. Handling day to day Health Check and maintenance activities like CPU, Memory and file system usage monitoring and raising SR to OEM to take corrective actions in case of issues.
- 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. Provide the sizing for anti-virus software, OICL will provide the required anti-virus licenses..
- XV. 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 supplied under this RFP document.
- XVI. Bug fixing should be undertaken in the event of software failure causing an interruption of operation of the proposed 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.
- XVII. All the detected software errors must be notified and corrected, as per the agreed timelines.
- XVIII. All patches and upgrades (in Version) from OEMs shall be implemented by the Bidder ensuring customization done in the solution as per the OICL's requirements are applied. Technical upgrade of the installation to the new version, as and when required, shall be done by the Bidder. Any version



upgrade (in Version ) of the software / tool / appliance by Bidder to be done after taking prior approval of OICL and after submitting impact assessment of such upgrade at no additional cost to OICL.

- XIX. Any changes/upgrades (in Version ) to the software performed during the support phase shall subject to the comprehensive and integrated testing by the Bidder to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system. Release management for application software will also require OICL approval. A detailed process in this regard will be finalized by Bidder in consultation with OICL. Any Major Version Upgrade which requires re-sizing of the hardware and software during the contract period will be taken separately on mutually agreed payment terms.
- XX. 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.
- XXI. Errors and bugs that persist for a long time, impact a wider range of users and is difficult to resolve becomes a problem. Bidder shall identify and resolve all the problems in the identified solution (e.g. system malfunctions, performance problems and data corruption etc.).
- XXII. Monthly report on problem identified and resolved would be submitted to OICL team along with the recommended resolution.
- XXIII. 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 is done for entire duration of Bidder's contract.
- XXIV. Bidder shall maintain version control and configuration information for application software and any system documentation.
- XXV. Support OICL in integrating any new applications to the proposed solutions.
- XXVI. Provide OICL with weekly hardware utilization/ performance monitoring reports and alert OICL in case of any performance issues by suggesting future capacity planning.
- XXVII. The operational support staff should have on-site support experience for the proposed applications
- XXVIII. Conduct DR drills in conjunction with OICL's policies/procedures



- XXIX. Routing the transactions through backup system in case the primary system fails, Switching to the DR site in case of system failure
- XXX. Service records and calls to helpdesk must be maintained and tracked for support, which will be reviewed monthly by OICL.
- XXXI. Closure of Quarterly Vulnerability Assessment & Penetration Testing (VA-PT) observations, IRDAI observations, concurrent audit observations and evidence gathering, latest security patches, etc.
- XXXII. Interact with various stakeholders to resolve the issues at the earliest.

The Bidder is expected to develop a methodology for executing FM services for OICL based on the requirements. The personnel being deployed by the Bidder for FM at the OICL should be employees of the Bidder's firm.

**All FM resources are to be deployed on-site at DC & DRC and change in the location will be binding on the selected bidder.**

In line with the scope of work mentioned in sections above, the Bidder has to carry out the following work:

#### **2.8.1 Activities for Server Management & Administration include:**

- i. Installation of servers with necessary configuration.
- ii. Changes in configuration of physical / virtual instances during the installation and support period to fulfill the requirements of the system.
- iii. Patch updates of software & firmware.
- iv. Monitoring of existing & future blade servers for key events, health and performance.
- v. Port monitoring: HTTP/HTTPS, DNS, SMTP, POP3, FTP, TCP ports, etc. are to be monitored continuously to ensure network and applications are up and running.
- vi. Manage Operating System: This shall include support of Operating System, format and reinstallation of OS as requested by OICL, 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.
- vii. The Bidder shall be responsible for a periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- viii. Implement and maintain standard operating procedures for maintenance of the infrastructure based on the policies provided by the purchaser and based on the industry best practices. Create and maintain documentation / checklists for the same.
- ix. The Bidder shall be responsible for managing the user names, roles and passwords of all the relevant subsystems, including, but not limited to servers, devices, etc. The Bidder shall be responsible for management of passwords for all relevant components and devices under his purview and implement a password change mechanism in accordance with the security policy of the purchaser.
- x. The server administrators should regularly monitor and maintain a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc. The Bidder should also ensure that the bottlenecks in the infrastructure are identified and fine tuning is done for optimal performance.
- xi. The administrators should adopt a defined process for change and configuration management in the areas including, but not limited to, changes in parameter settings for servers, operating system, devices, etc., applying patches, etc.



### **2.8.2 Activities for Storage, SAN Switch & DC-IP Routers**

- i. Installation of storage systems with necessary configuration based on the finalized design.
- ii. Connectivity of storage with all the servers of OICL.
- iii. Creation of LUN and mount points and allocation of resources based on the requirement.
- iv. Carry out changes in mount point, storage allocations during installation and support period to fulfill system requirement
- v. Patch updates & version upgrades of software & firmware.

### **2.8.3 Activities for Backup System**

- i. Finalize backup plan and configure systems based on the backup plan.
- ii. Installation of tape library, disk based appliance and backup software.
- iii. Monitoring of the backup, in case there is any failure to take corrective action.
- iv. Periodic mock restoration activity to ensure that backup is effective.

Other Activities for *Storage & Backup Management* include:

- i. Monitoring of Existing & future Storage for key events, health and performance
- ii. Managing space allocation related issues.
- iii. Periodic reporting of storage.
- iv. Fabric Switch Administration
- v. BCV & Clone Administration Performance Management
- vi. The Bidder shall perform Tape and Disk backup as per the requirement of the OICL. This will include managing the disk based appliance, tape library, regular backup and restore operations and assuring security of the media through appropriate access control.
- vii. Monitor and enhance the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- viii. Ensure prompt execution of on-demand backups of volumes, files and database applications whenever required by the OICL or in case of upgrades and configuration changes to the system.
- ix. Real-time monitoring, log maintenance and reporting of backup status on a regular basis. The administrators should ensure prompt problem resolution in case of failures in the backup processes.

### **2.8.4 Activities for DR Management Tool**

- i. Installation & Configuration of DR Management Tool
- ii. Setting up of RPO & RTO monitoring
- iii. Carry out regular mock drills
- iv. Carry out periodic Switching from DC to DR
- v. Preparation of Standard Operating Procedure for Business continuity in case of disaster

### **2.8.5 Activities for Network Switch**

- i. Installation of Network Switches with the necessary configuration.
- ii. Implementation of redundant networking including VLANs as per requirement.
- iii. Set up of management system and reporting services.
- iv. Integration with the Firewall, SLB and ADC as applicable and configuration of relevant parameters for monitoring.



- v. Patch update and version upgrade as and when released by the Network Switch OEM.
- vi. Configuration of Routes, and other policies viz. QOS etc. based on the requirement and its fine tuning
- vii. Throughput testing of the Network switches if required.

#### **2.8.6 Activities for Server Load Balancer & Application Delivery Controller**

- i. Installation of SLB & ADC with necessary configuration.
- ii. Configuration based on agreed deployment plan.

#### **2.8.7 Activities for Network Administration include**

- i. The Bidder is responsible for monitoring and administering the network.
- ii. The Bidder is responsible for creating and modifying VLAN, assignment of ports to appropriate applications and segmentation of traffic.
- iii. Port monitoring: Monitor HTTP/HTTPS, DNS, SMTP, POP3, FTP, TCP ports, etc. are continuously to ensure network and applications are up and running.
- iv. The Bidder shall be responsible for periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- v. On an ongoing basis, the Bidder is responsible for troubleshooting issues in the infrastructure, network of OICL to determine the areas where fixes are required and ensuring resolution of the same.
- vi. The network administrators should regularly monitor and maintain a log of the performance monitoring of the network.
- vii. The network administrators should undertake a regular analysis of events and logs generated in all the sub systems. The administrators should undertake actions in accordance with the results of the log analysis.
- viii. The network administrators should adopt a defined process for change and configuration management in the areas including, but not limited to, changes in parameter settings for devices, applying patches, etc.
- ix. The network administrators are responsible for managing the trouble tickets, diagnosis of the problems, reporting, managing escalation, and ensuring rectification of problems as prescribed in the SLA.
- x. Implement and maintain standard operating procedures for maintenance of the infrastructure based on the policies provided by the purchaser and based on the industry best practices. Create and maintain documentation / checklists for the same.
- xi. The Bidder shall be responsible for managing the user names, roles and passwords of all the relevant subsystems, including, but not limited to appliances, servers, applications etc.
- xii. The Bidder shall be responsible for management of passwords for all relevant components and devices under his purview and implement a password change mechanism in accordance with the security policy of the purchaser.
- xiii. Regular updates, releases, patches, version upgrades, subscription, etc. for supplied software packages including Networking equipment,
- xiv. Fault reporting facility with the OEM.
- xv. Performance tuning, checking of system usage load and parameters for performance tuning of the offered Networking equipment.

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 including implementation schedule without any additional cost to OICL. OICL has the right to interview and reject resources deployed by the Bidder.

Bidder has to also ensure availability of OEM resources spanning across all phases of implementation including Project Preparation, Solution Design, Configuration & Customization, Integration, UAT and Training. Adequate OEM support for post implementation services should be factored in by the Bidder as part of Commercial Bill of Material.

## 2.9 Advanced Monitoring & Reporting Services

Bidder is required to provide a Monitoring & Reporting Solution on a service model.

This service needs to provide continuous monitoring of events, and will filter and qualify them, identifying events that need customer attention. The service needs to provide a secure, interactive web-based portal which serves as a critical link between Bidder and the OICL. All elements regarding life state, including performance reporting, incident tracking and remediation, change management, inventory management, configuration details, and account information, can be viewed through this single source. It needs to act as a repository for both Bidder and the OICL for contact information and escalation processes.

The service needs to address incident, change, and problem management, availability and performance reporting, and configuration management. Bidder shall provide the Services for each system listed in the “Scope of Work” along with existing servers and Storage. Bidder shall provide the Services using tools and systems (collectively, the “Mission Critical Support Platform”), including tools for collecting, storing, managing, updating, and presenting data about all Configuration Items and their relationships.

The Bidder shall be responsible to arrange any IT Infrastructure required delivering this service to OICL.

This service needs to **provide 99.5% uptime**. This service from the Bidder should provide:

- Proactive Monitoring & management (24x7x365) as subscribed
- 15 min notification SLA
- Portal Dashboard for the service
- Continual optimization of environment
- Quarterly review of performance
- Prompt issue identification and resolution
- Helps in change management, incident management and process management

The service should provide following benefits to OICL:

Service	OICL Expectation
24 x 365 Monitoring of telemetry	Identification of life state events
Event filtering	Focus on critical events
Alerts when specific metrics exceeds predefined thresholds	Proactive notification of potential issues
Reporting on event management, performance and availability	Identification of patterns that may predict improperly tuned configuration items
Response Time SLAs	Reliable service delivery

## 2.10 Existing inventory and Buyback of Devices

Bidder shall offer OICL for buyback of devices in working/non-working condition. The Quote for the same has to be provided in the Bill of Material. No Payment will be made by OICL to the bidder for any transportation or decommissioning of buyback hardware and software or any applicable taxes or any other applicable



charges etc. Destruction of hard disks and magnetic tapes should be done in the presence of OICL representative. The Purchase price once accepted by the OICL cannot be withdrawn.

It would be the bidder's responsibility to ensure safe disposal of e-waste as per Hazardous Waste (management and handling) Rules 1989 and 2008, without imposing any liability to OICL, comprising discarded Hardware/ electrical/ electronic equipment/components taken under buyback. All the decommissioning needs to be done by the bidder.

The asset details are given below:

#	Location	Quantity	Asset Description	Device Serial Number
1	DC-BNG	2	Core Firewall with integrated IPS (NGFW) , CISCO ASA5585- S20F20-BUN	JAF1614AFDG, JAD20180482
2	DC-BNG	2	DMZ Firewall with integrated IPS (NGFW) , CISCO ASA5585- S20F20-BUN	JAD201800KG, JAD20150091
3	DR-MUM	2	Core Firewall with integrated IPS (NGFW) , CISCO ASA5585- S20F20-BUN	JMX20208000 , JMX2019809C
4	DR-MUM	2	Core Firewall with integrated IPS (NGFW) , CISCO ASA5585- S20F20-BUN	JMX2019801J , JMX20198029
5	DC-BNG	1	Disk based backup appliance , EMC DD 4200	CKM00160700995
6	DR-MUM	1	Disk based backup appliance , EMC DD 4200	CKM00161001359
7	DC-BNG	3	EMC VMAX 20 K	000292604296
8	DR – MUM	3	EMC VMAX 20 K	CK292604507
9	DC – BNG	2	EMC Brocade SAN Switch DS5300B	BRCAHX1947H019, BRCAHX1947H017
10	DC-BNG	2	EMC Brocade SAN Switch SW7500	0925UF00NW, 0802UF009C
11	DC-BNG	1	HP DL 360e Server	N/A
12	DR-MUM	1	HP DL 360e Server	SGH3373SXC
13	DR-MUM	1	HP Server Chassis	8012MJS23P
14	DR-MUM	6	Proliant BL20P G3	T005MKT442, T002MKT442, CN762700E6, T004MKT442, T001MKT442, CN7650039V
15	DR-MUM	2	EMC Brocade SAN Switch DS5300B	BRCAHX1939H00A, BRCAHX1949H02K
16	DR-MUM	2	EMC Brocade SAN Switch SW7500	0924UF00ML, 0925UF00NZ

## 2.11 Geographical Location

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

Site Name	City	State
Primary Data Centre (DC)	Bengaluru	Karnataka
Secondary Data Center (DR)	Navi Mumbai	Maharashtra

Note: If OICL shifts any of the sites to a new location, the successful Bidder shall provide respective services from the new location.

## 3 Terms & Conditions

### 3.1 General

#### 3.1.1 Definitions

OICL/ PURCHASER/ BUYER: 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 than the date and time specified in section 1.4 Schedule of Events. Responses to inquiries and any other corrections and amendments will be distributed to the Bidder by 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,  
2nd 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 in accordance with the pre bid clarification. OICL will not be obliged to meet and have discussions with any Bidder, and / or



to listen to any representations to changes made after pre-bid clarification.

### **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 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.

### **3.1.9 Submission of Bids**

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

### **3.1.10 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 3 percent (3%) of the value of the contract - valid till date of expiry of Contract period in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by the RBI.

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



### 3.1.11 Pre-Bid Meeting

All queries/ requests for clarification from Bidders must reach us by e-mail (**tender@orientalinsurance.co.in**) or in person. 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.

### 3.1.12 Delay in Bidder's performance

The start date for services 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.

### 3.1.13 Payment Terms

The Bidder must accept the payment terms proposed by OICL. The commercial 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.

All / any payments will be made subject to compliance of Service Levels defined in the RFP document. 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. If any of the items / activities as mentioned in the price bid is not taken up by OICL during the course of the assignment, OICL will not pay the fees quoted by the Bidder in the price bid against such activity / item.

Payment terms are as follows:

#	Items	Milestone	Percentage
1	Hardware	Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection)	70%
		Successful installation and acceptance of the	30%



#	Items	Milestone	Percentage
		hardware by the OICL (after due inspection)	
2	Software (In case of perpetual license)	Delivery of respective software & its related components as per the actual supply (after due inspection)	70%
		Successful completion of customization and successful acceptance of software by OICL (after due inspection)	30%
	Software (In case of Subscription based license)	Payment will be made at the end of each quarter	Quarterly in arrears
3	Installation & Implementation Cost	On Successful go-live/ installation of solution/ product	100%
4	AMC	The AMC shall commence on completion of the warranty period. The AMC will be treated as a part of the total cost of the project.	Quarterly in arrears
5	ATS	The ATS shall commence on completion of the warranty period. The ATS will be treated as a part of the total cost of the project.	Annually in advance
6	Bulk Email Charges	License Cost	100% on completion of activity (yearly)
		One time IP Registration Cost	100% on completion of activity
7	FM Manpower		Quarterly in arrears
8	Training		100% after the completion
9	Other Costs		In arrears post Completion of respective services

#### 3.1.14 Mode of Payment

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

#### 3.1.15 Penalties and delays in Bidder's performance

In case the vendor fails to meet the SLA mentioned in section 8, penalty will be imposed as mentioned in section 7 Service Level Agreement

#### 3.1.16 Currency of Payments

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

### 3.2 Other RFP Requirements

- The Head Office of OICL is floating this RFP. However, the Bidder getting the contract shall provide services, procured through this RFP, at OICL's DC and DRS or at such centers as OICL may deem fit and the changes, if any, in the locations will be intimated to the Bidder.
- Technical Inspection and Performance Evaluation - OICL may choose to carry out a technical inspection/audit and performance evaluation of products/services 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/local office at New Delhi will be the contact point for OICL. The delivery status of equipment/part should be reported on a weekly basis.
- d. 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 6 years and extendable for one year on same Terms & Conditions and mutually agreed prices (solely at OICL's discretion).

### **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 labor 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
- d) 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 Technological Advancements**

The hardware and software proposed as part of this contract

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

In the event if the proposed hardware and software reaches end of support during the period of contract, in such case the Bidder is required to replace the end of support hardware/ software with equivalent or higher capacity hardware/software at no additional cost to OICL.

#### **4.13 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 ensure 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.

#### **4.14 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.

#### **4.15 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 Liquidated Damages**

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



10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.

#### **4.17 Termination for 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.

#### **4.18 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.

#### **4.19 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.

#### **4.20 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.

#### **4.21 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)

#### **4.22 Prices**

The prices quoted (as mentioned in Appendix 2 – Commercial 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.

#### **4.23 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.

#### **4.24 Deduction**

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

#### **4.25 No Claim Certificate**

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



#### **4.26 Cancellation of the contract & compensation**

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

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

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

In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected Bidder. After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same 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

#### **4.27 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.

#### **4.28 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.

#### **4.29 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.

#### 4.30 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.

#### 4.31 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.

#### 4.32 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 12.

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 **Shri H.K DASH, IAS (Retd.)** 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>	<b>SHRI H.K.DASH, IAS (Retd.)</b>
2104 A, Oberoi Gardens, Thakur Village, Kandivili (East), Mumbai-400 1 Mobile No: 8291086676 Email ID: anoop21860@gmail.com	House no. 289, Sector-8 Gandhinagar- 382007 Gujarat Mobile: 9825048286 Email ID: hkdash184@hotmail.com

#### 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. Bidder 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 the bidder. 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, bidder 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) use of and access of our page; (ii) violation of any of these Guidelines; (iii) 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 11:- NDA, Annexure 12 – Integrity Pact and Power of Attorney on stamp Paper in offline mode to OICL Head office in a sealed envelope.**
- 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 envelope 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. 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.
- VI. 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 contract 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

- I. Compliance to Eligibility Criteria as per RFP Section 1.6 along with all relevant supporting documents
- II. Application Form for Eligibility Bid as per Annexure 1
- III. 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.
- IV. The corporate profile of the Bidder (printed corporate brochure is preferred).
- V. The profile of the Bidder (as per Annexure 9)



- VI. List of Bidder's support/service locations in India as per Annexure 8.
- VII. Bidder shall submit PAN number, GSTIN.
- VIII. 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.
- IX. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder
- X. Statement of No-Deviation (Annexure 7)
- XI. Integrity Pact (Annexure 12 on Stamp Paper)
- XII. Bid Security Declaration as per Annexure 5
- XIII. NDA as per Annexure 11 on stamp paper
- XIV. MAF as per Annexure 14

## 6.2 Technical Bid Documents

- I. 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.
- II. Detailed technical note covering the detailed scope of work.
- III. Compliance to Technical Specifications as per Appendix 1.
- IV. 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.
- V. Annexure 16- Undertaking for Land Border Sharing
- VI. Part coded Technical Bill of Material
- VII. Implementation plan & warranty support
- VIII. Support Plan
- IX. User Training Plan
- X. Transition Plan
- XI. Escalation matrix
- XII. Undertaking from Bidder for providing authorized representatives of IRDAI the right to inspection, investigation, obtaining information (Annexure 10).

### **Note:**

- I. 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.
- II. 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.
- III. 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.



- IV. 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.
- V. 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.
- VI. 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

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.

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

S. No.	Evaluation Criteria	Maximum Marks	Minimum Marks	Minimum Passing Percentage
1.	Compliance to Scope of Work	100	100	100%
2.	Compliance to Technical Specifications	100	100	100%
3.	Past Experience	100	75	75%
4.	Technical Presentation	200	150	75%
	<b>Total</b>	<b>500</b>	<b>425</b>	<b>85%</b>

Bidders scoring at least the minimum score in each section mentioned in the table above and an overall score of 425 marks or more will be declared technically qualified.

The bidders scoring less than 425 marks (cut-off score) out of 500 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 85%, then OICL, at its sole discretion, may relax the cut-off score to a lower value, which, in any case, shall not fall below 75%. In case at-least two participants have not scored 75%, 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:



S.No.	Technical Evaluation	Evaluation Methodology																		
1	Compliance to Scope of Work <b>Max. Marks- 100 marks</b>	The Bidder is required to submit an undertaking stating 100% Compliance to Scope of Work mentioned in this detailed document. <b>Note:</b> <i>Deviations and non-conformance to scope of work will lead to disqualification.</i>																		
2	Compliance to Technical Specifications <b>Max. Marks- 100 marks</b>	<p>The Bidder is required to submit compliance to Technical Specifications. Bidders should score 100% in Compliance to Specifications (Appendix 1).</p> <p>Marks would be awarded as:</p> <table><tr><th>Status</th><th>Marks</th></tr><tr><td>Yes</td><td>10</td></tr><tr><td>No</td><td>0</td></tr></table> <p>The total marks of the Appendix will be scaled down on a scale of <b>100 marks</b></p>	Status	Marks	Yes	10	No	0												
Status	Marks																			
Yes	10																			
No	0																			
4	Bidder’s Past Experience of having supplied, implemented and maintained/maintaining: <b>Max. Marks- 100 marks</b>	<table><tr><th>Category</th><th>No. of Credentials</th><th>Marks</th></tr><tr><td rowspan="2">Email Solution for 4000 users using proposed email messaging solution</td><td>One BFSI/PSU/Government organization in India</td><td>35</td></tr><tr><td>More than one BFSI/PSU/Government organization in India</td><td>40</td></tr><tr><td rowspan="2">Next Generation Firewalls</td><td>One BFSI/PSU/Government organization in India</td><td>20</td></tr><tr><td>More than one BFSI/PSU/Government organization in India</td><td>30</td></tr><tr><td rowspan="2">Back-up Solution</td><td>One BFSI/PSU/Government organization in India</td><td>20</td></tr><tr><td>More than one BFSI/PSU/Government organization in India</td><td>30</td></tr></table>	Category	No. of Credentials	Marks	Email Solution for 4000 users using proposed email messaging solution	One BFSI/PSU/Government organization in India	35	More than one BFSI/PSU/Government organization in India	40	Next Generation Firewalls	One BFSI/PSU/Government organization in India	20	More than one BFSI/PSU/Government organization in India	30	Back-up Solution	One BFSI/PSU/Government organization in India	20	More than one BFSI/PSU/Government organization in India	30
Category	No. of Credentials	Marks																		
Email Solution for 4000 users using proposed email messaging solution	One BFSI/PSU/Government organization in India	35																		
	More than one BFSI/PSU/Government organization in India	40																		
Next Generation Firewalls	One BFSI/PSU/Government organization in India	20																		
	More than one BFSI/PSU/Government organization in India	30																		
Back-up Solution	One BFSI/PSU/Government organization in India	20																		
	More than one BFSI/PSU/Government organization in India	30																		
3	Technical Presentation <b>Max. Marks- 200 marks</b>	<p>All eligible bidders will be required to make presentations. 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 OICL may result in rejection of the proposal.</p> <p>Marks will be scored on the following points:</p> <ol style="list-style-type: none"><li>Overall understanding of Scope &amp; Requirements</li><li>Demonstration of organization’s capability for the proposed initiative</li></ol>																		



S.No.	Technical Evaluation	Evaluation Methodology
		<ol style="list-style-type: none"><li>3. Service Model Demonstration</li><li>4. Demonstration of value proposition offered in the bid which shall enable the success of the project</li><li>5. Detailed Solution Capability and Implementation approach</li><li>6. Ability to respond to OICL's queries</li></ol>

The commercial proposals of technically short-listed 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 Six (6) 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 tally till 2 decimal places.



## 7 Service Level Agreement

OICL intends to select the Successful Bidder who shall have common vision to deliver high quality of services to the users.

Definition of terms used in this section is as follows:

1. **"Downtime"** shall mean the time period for which the specified services / components with specified technical and service standards are not available to OICL and excludes the scheduled outages planned in advance and the bandwidth link failures
2. **"Incident"** refers to any event / abnormalities in the functioning of the equipment / specified services that may lead to deterioration, disruption in normal operations of OICL's services.
3. **"Resolution Time"** shall mean the time taken in resolving (diagnosing, trouble shooting and fixing) an incident after it has been reported at the helpdesk. The resolution time shall vary based on the category of the incident reported at the service desk. The category shall be defined and agreed between OICL and Service Provider.
4. **"Scheduled operation time"** means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time, i.e. 24x7x365.
5. **"Solution downtime"** subject to the SLA, means accumulated time during which the Solution is not available to OICL's users or customers due to in-scope system, and measured from the time OICL and/or its customers log a call with the Bidder help desk of the failure or the failure is known to the Bidder from the availability measurement tools to the time when the System is returned to proper operation. Any denial of service to OICL's users and OICL's customers would also account as "System downtime"
6. The business hours are 8 AM to 10 PM on any calendar day OICL is operational. The Bidder however recognizes the fact that the branches will require to work beyond the business hours and holidays on need basis.
7. Uptime will be computed based on availability of the applications to OICL's users irrespective of availability of servers either individual servers/clusters.
8. Typical Resolution time will be applicable if systems are not available to OICL's users and customers and there is a denial of service.
9. Bidder to note that all SLAs will be applicable 3 months post Go-Live onwards.

### 7.1.1 Service Level Agreement and Targets

This section includes the SLAs which OICL requires the Successful Bidder to manage as key performance indicators for the scope of work. The objective of the SLA is to clearly define the levels of services to be delivered by the Successful Bidder to OICL for the duration of the contract.

The following section reflects the measurements to be used to track and report performance on a regular basis. The targets shown in the following sections are for the period of contractor its revision whichever is earlier.

Service Level Availability is to be measured and reported on a monthly basis by bidder and will be validated by BOM.

**System Availability** is defined as:

$$\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100\%$$

### 7.1.2 Service Level Measurement

1. OICL has defined in-scope services in the RFP and corresponding SLAs below. OICL shall evaluate the performance of the Successful Bidder on these SLAs compliance as per the periodicity defined.



2. The Successful Bidder shall provide, as part of monthly evaluation process, reports to verify the Successful Bidder's performance and compliance with the SLAs. Data capturing and reporting mechanism will be used for SLA reporting. The bidder has to leverage existing tools or any other tool proposed by OICL to monitor and manage the Solution.
3. If the level of performance of Successful Bidder for a particular metric fails to meet the minimum service level for that metric, it will be considered as a Service Level Default.
4. The Bidder shall provide SLA Report on monthly basis and a review shall be conducted based on this report. A monthly report shall be provided to OICL at the end of every month containing the summary of all incidents reported and associated Bidder performance measurement for that period. Performance measurements would be accessed through audits or reports, as appropriate to be provided by the Bidder.

### 7.1.3 Availability

Services	Description	Calculation	Periodicity	MSL	Penalty
Solution Availability	Availability of Solution to users	(Total uptime in a month)/ (maximum time in a month - scheduled downtime)	Monthly	99.50%	For every 0.1% or part thereof drop in service levels penalty will be 1% of the Facilities Management Cost for the month  The Calculation of penalty will happen based monthly performance data as received
All equipment supplied and or managed by bidder as part of the RFP at DC and DR Sites i.e. Servers, Storage, SAN Switch, FC-IP Routers, Tape Library, Disk Based Appliance, Core Firewall, DMZ Firewall, Server Proxy, Messaging Solution & DR Management Solution etc.	Availability of equipment at DC and DR	(Total uptime in a month)/ (maximum time in a month - scheduled downtime)	Monthly	99.5	< 99.5 1% of the total cost of the FM for the year < 99.0 2% of the total cost of the FM for the year < 98.5 3% of the total cost of the FM for the year < 98.0 4% of the total cost of the FM for the year < 97.5 1% of the total



Services	Description	Calculation	Periodicity	MSL	Penalty
					cost of the FM for the year
<b>Bug Resolution</b>					
Bug Reporting	Bidder shall ensure that all bugs reported by the users / testing team shall be duly logged and assigned a unique ID for reference purposes. Users shall be informed about the reference ID maximum within 15 minutes from recording the complaint	Manually through various communication channels	Monthly	100%	Penalty of INR 1,000 will be levied for every 15 minutes delay or part thereof
Bug Resolution	Bidder shall ensure that all bugs reported by the users / testing team as agreed with OICL and resolved maximum within 7 calendar days. The reference ID post resolution should be closed in concurrence with OICL	NA	Monthly	Per Instance	Penalty of INR 10,000 will be levied for every day delay or part thereof

#### 7.1.4 Management, Reporting and Governance

Service Details	SLA Measurement	SLA	Penalty
Report Generation	Adherence to delivery of SLA report	<b>100%</b>	The SLA reports to be shared with OICL by 7 <sup>th</sup> of every month. For each default the penalty of INR 10,000 per week or part thereof maybe charged



Service Details	SLA Measurement	SLA	Penalty
			to the bidder
Staff transition period (Handover period)	Yearly 1 change in the Project Manager or Service delivery manager is allowed	100%	More than 1 change in the proposed Program Manager or Service delivery manager would lead to penalty of INR 5,000 for each default
Resource Availability	Resource availability for the contract period	No. of days below minimum attendance level	If the resource availability is less than 99%, then payment shall be deducted based on the pro-rata basis. (Total FMS cost per day divided by nos. of persons deployed)

#### 7.1.5 Definitions

**Non-Availability:** Is defined as, the service(s) is not-available.

**Severity Level 1:** Is defined as, the Service is available but the critical redundant components have failed and there is urgent need to fix the problem to restore the service to the high availability Status or more than 50% users are affected.

**Severity Level 2:** Is defined as, the service is available but there is compromise on the features available in the Equipment / system and are required to fix the problem to bring the service to Normal Level.

**Severity Level 3:** Is defined as, the moderate degradation in the application performance No implications on the data integrity. Has no impact on the normal operations/day-to-day working. It has affected or may affect, <10% of the user community.

**Severity Level 4:** Equipment/system/Applications are stable and have no impact on the day-to-day working. It has affected or may affect a single user. For example, Account lockouts, Unable to open files, related calls.

**Resolution Time:** Represents the period of time from the problem occurrence to the time in which the root cause of the problem is removed and a permanent fix has been applied to avoid problem reoccurrence.

**Recovery Time:** Represents the period of time from the problem occurrence to the time in which the service returns to operational status. This may include temporary problem circumvention / workaround and does not necessarily include root cause removal.

**Response Time:** Represents the period of time from the problem occurrence to the time when the problem is first attended by the Bidder's engineer.

Service	Severity	Response Time (Max)	Recovery Time (Max)	Resolution Time (Max)
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Service	Severity	Response Time (Max)	Recovery Time (Max)	Resolution Time (Max)
Mail Servers, Backup Server, any other equipment managed by bidder	Non-Availability & Severity 1	15 minutes	2 hours	1 day
	Severity 2	1 hour	4 hours	2 day
	Severity 3	2 hour	6 hour	2 day
	Severity 4	4 hour	8 hour	2 day
Storage System (Storage, SAN Switch, FC-IP Routers etc.)	Non-Availability & Severity 1	15 minutes	2 hours	1 day
	Severity 2	1 hour	4 hours	2 day
	Severity 3	4 hour	12 hour	2 day
	Severity 4	10 hour	1 day	3 day
Backup Solution Including Tape Library and Disk based Appliance	Non-Availability & Severity 1	15 minutes	2 hours	1 day
	Severity 2	1 hour	4 hours	12 hour
	Severity 3	4 hour	12 hour	1 day
	Severity 4	10 hour	1 day	2 day
Network and Security System (Switches, Firewalls, SLB, ADC etc.)	Non-Availability & Severity 1	15 minutes	2 hours	1 day
	Severity 2	1 hour	4 hours	1day
	Severity 3	2 hour	6 hour	2 day
	Severity 4	4 hour	8 hour	2 day

The violation of any of the above SLA's in a quarter will attract a penalty as set out in the table below:

No. of SLA Violation	% of Deduction (of Total Yearly Revenue)
3-5	0.5
5-10	1.5
10-20	2.5
More than 20	5

#### 7.1.6 Penalties

OICL reserves the right to recover the penalty from any payment to be made under this contract. The penalty would be deducted from the payouts. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value.

#### 7.1.7 At-Risk Amount

The monthly At-Risk Amount ('ARA') shall be 10% of the estimated monthly payout of the respective month. Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be 10% (ten per cent.) of the contract value.

#### 7.1.8 Exception

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

- Execution of the disaster recovery plan/business continuity plan for an OICL declared disaster situation; and
- 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 Supply, Installation, & Maintenance of Backup, Firewall and Email Solution. 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.  
IT Dept, 2nd Floor,  
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/HO/ITD/Tech-Refresh/2022/01 Dated 21/09/2022**

#### 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

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

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

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

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

Company Seal



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

**Tender Ref. No. OICL/HO/ITD/Tech-Refresh/2022/01 Dated 21/09/2022**

Please attach supporting credentials for each reference provided.

S.No.	Name of Client	Financial Year	Contact Details of Client	Details of Project	Date of Award of Project	Current Status of Project

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, hardware and services should be provided by the Vendor viz., \_\_\_\_\_ and has accepted a bid by the Vendor for the supply of those hardware, 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/HO/ITD/Tech-Refresh/2022/01 Dated 21/09/2022**)

The Schedule of Requirements and the Requirement Specifications

The Service Level Agreement

The General Conditions of Contract

The Purchaser’s Notification of Award (PO Reference No.: \_\_\_\_\_)

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

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

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

**Total Value in words:** \_\_\_\_\_

**Total Value:** \_\_\_\_\_

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

**Signed, Sealed and Delivered for  
“The Oriental Insurance Co. Ltd.” by it’s  
constituted Attorney**

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Address \_\_\_\_\_

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

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Address \_\_\_\_\_



Request for Proposal for Supply, Installation, Maintenance  
of Enterprise Backup Solution, Firewalls, Email Solution and  
Facility Management Services for Data Centers

Company \_\_\_\_\_  
Date \_\_\_\_\_

Company \_\_\_\_\_  
Date \_\_\_\_\_

**Company Seal**  
**Witness I**

**Company Seal**  
**Witness II**

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Address \_\_\_\_\_  
Company \_\_\_\_\_  
Date \_\_\_\_\_

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Address \_\_\_\_\_  
Company \_\_\_\_\_  
Date \_\_\_\_\_



#### 9.4 Annexure 4: Query Format

All pre-bid queries are to be sent in the following format:

S.No.	Page #	Point/ Section #	Existing Clause	Query Sought



## 9.5 Annexure 5: Bid Security Declaration

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

Sir,

**Reg: Tender Ref No: OICL/HO/ITD/Tech-Refresh/2022/01 Dated 21/09/2022**

I/We, the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

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

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

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

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

Company Seal



## 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..... 2022 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

Information Technology Department

The Oriental Insurance Company Limited

IT Dept, 2<sup>nd</sup> Floor, Head Office,

NBCC Office Complex, East Kidwai Nagar,

2nd Floor, Office Block 4,

New Delhi- 110023

**Reference: Tender Ref No: OICL/HO/ITD/Tech-Refresh/2022/01 Dated 21/09/2022**

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.

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

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

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

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

Company Seal



## 9.8 Annexure 8: Office locations and service infrastructure facilities

**Tender Ref. No. OICL/HO/ITD/Tech-Refresh/2022/01 Dated 21/09/2022**

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

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

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

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

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

Company Seal



## 9.9 Annexure 9: Bidder Profile

**Tender Ref. No. OICL/HO/ITD/Tech-Refresh/2022/01 Dated 21/09/2022**

1.	Registered Name & Address of The Bidder	
2.	Location of Corporate Head Quarters	
3.	Date & Country of Incorporation	
4.	Service facilities location & size	
5.	Total number of employees	
6.	List of major clients	
7.	Name & Address of Contact Person with Tel. No / Fax /e-mail	
8.	Client Reference	
9.	Annual turnover for the three previous financial years	
10.	Net worth (Paid up capital plus free reserves) for the previous financial year (2020-21)	
11.	Name of the Authorized Signatory	

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

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

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

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

Company Seal



### 9.10 Annexure 10: 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, 2nd Floor,  
NBCC Office Complex, East Kidwai Nagar,  
2nd 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/Tech-Refresh/2022/01 Dated 21/09/2022**

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: \_\_\_\_\_

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

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

Company Seal



## 9.11 Annexure 11: Non-Disclosure Agreement

(On Rs.100 Non-Judicial stamp paper)

This Non-Disclosure Agreement made and entered into at..... This ... day of..... 202\_

BY AND BETWEEN

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

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

AND

The Oriental Insurance Company Ltd, having its headquartered and Corporate Office at NBCC Office Complex, East Kidwai Nagar, 2nd Floor, Office Block 4, New Delhi- 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.

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)



## 9.12 Annexure 12: 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, East Kidwai Nagar, 2nd Floor, Office Block 4, New Delhi- 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 debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **3. Commitment of BIDDERS**

The BIDDERS commit itself to all take all measures necessary to prevent corrupt practices, unfair means and illegal 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 favor 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 submit a declaration as per format mentioned in the RFP for Earnest money/security.

5.2 The declaration against Earnest money / Security deposit shall be valid for the contract period 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 anyone 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 debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five year, which may be further extended at the discretion of the Buyer
- (viii) To recover all sum paid in violation of this pact by bidder (s) to any middleman or agent or broker with a view to securing the contract.
- (ix) In case where irrevocable letters of credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- (x) Forfeiture of performance bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

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

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

## **7. Fall Clause**

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

## **8. Independent Monitors**

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

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

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

8.4 Both the parties accept that the Monitors have the access 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: _____



Request for Proposal for Supply, Installation, Maintenance  
of Enterprise Backup Solution, Firewalls, Email Solution and  
Facility Management Services for Data Centers

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: _____



### 9.13 Annexure 13: Undertaking of Authenticity for Appliance and Equipment Supplies

RFP No: OICL/HO/ITD/Tech-Refresh/2022/01 Dated 21/09/2022

Date:

To,

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

Dear Sir,

With reference to the RFP for Supply, Installation & Maintenance of Backup, Firewall and Email Solution will be supplied/quoted to you.

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



## 9.14 Annexure 14: Manufacturers Authorization Format

(To be submitted on OEMs Letter Head)

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

RFP No: **OICL/HO/ITD/Tech-Refresh/2022/01**

Date:

To,

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

Subject: Manufacturers Authorization Form Tender Ref No: **OICL/HO/ITD/Tech-Refresh/2022/01 Dated 21/09/2022**

**<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>**

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)



### 9.15 Annexure 15: Undertaking from OEM for Equipment Supplies on time

RFP No: OICL/HO/ITD/Tech-Refresh/2022/01

Date:

To,

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

Dear Sir,

With reference to the Hardware and software quoted in bid.

We hereby undertake that all the Hardware and software used shall be supplied as per Project Timelines mentioned in the RFP from the PO issuance.

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

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

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

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

Company Seal



## 9.16 Annexure 16: Undertaking for Land Border Sharing

*(To be submitted by Bidder and OEMs on their respective letterhead)*

RFP No: **OICL/HO/ITD/Tech-Refresh/2022/01**

Date:

To,

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

Dear Sir,

We, M/s \_\_\_\_\_ are a private/ public limited company/ LLP/ firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/2013, Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at \_\_\_\_\_ (referred to as the "Bidder") are desirous of participating in the Tender Process in response to our captioned RFP and in this connection we hereby declare, confirm and agree as follows:

We, the Bidder have read and understood the contents of the RFP and Office Memorandum & the Order (Public Procurement No.1) both bearing no.F.No.6/18/2019/PPD of 23<sup>rd</sup> July 2020 issued by Ministry of Finance, Government of India on insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017 and the amendments & clarifications thereto, regarding restrictions on availing/ procurement of goods and services, of any Bidder from a country which shares a land border with India and/ or sub-contracting to contractors from such countries.

In terms of the above and after having gone through the said amendments including in particular the words defined therein (which shall have the same meaning for the purpose of this Declaration cum Undertaking), we, the Bidder hereby declare and confirm that:

Strike off whichever is not applicable

1. "I/we have read the clause regarding restrictions on procurement from a bidder of the country which shares a land border with India; I/ we certify that \_\_\_\_\_ is not from such a country.
2. "I/we have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I/we certify that \_\_\_\_\_ is from such a country. I hereby certify that \_\_\_\_\_ fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached]"

Further, in case the work awarded to us, I/we undertake that I/we shall not subcontract any of assigned work under this engagement without the prior permission of OICL.

Further, we undertake that I/we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that our subcontractor is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that our sub-contractor fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority]"



We, hereby confirm that we fulfil all the eligibility criteria as per the office memorandum/ order mentioned above and RFP and we are eligible to participate in the Tender process. We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, OICL shall be within its rights to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action in accordance with law. OICL shall also be within its right to forfeit the security deposits/ earnest money provided by us and also recover from us the loss and damages sustained by the OICL on account of the above.

This declaration cum Undertaking is executed by us through our Authorized signatory/ ies after having read and understood the Office Memorandum and Order including the words defined in the said order.

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

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

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

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

Company Seal



## 10 Appendix

### 10.1 Appendix 1: Technical Specifications

#### Core Firewall

#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
	<b>Hardware Architecture</b>		
1	The appliance based security platform should provide firewall, AVC and IPS functionality in a single appliance from day one		
2	The appliance should support at least 16 * 1G/10G ports and minimum 4 * 40G/100 QSFP+ or higher from day one and scalability to add at least minimum 12 x 10GSFP+ ports or higher in future		
3	The appliance hardware should be a multicore CPU architecture with a hardened 64 bit operating system and Should have adequate memory from day 1 to handle concurrent connections requirement asked and performance must not deteriorate		
4	Proposed Firewall should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.		
	<b>Performance &amp; Scalability</b>		
5	Should support 18 Gbps of NGFW (FW, AVC and IPS) real-world / production / Enterprise Testing performance / Or with 1024 Bytes of packets.		
6	Firewall should support at least 20,000,000 concurrent sessions or higher from Day 1		
7	Firewall should support at least 600,000 connections per second		
8	Firewall should have integrated redundant hot-swappable power supply		
9	Asked throughput and scalability functionality is expected by OICL per gateway ( OICL may consider Active-Active/Active-Standby ) and should not be based on stacking units in clustering.		
10	Firewall should have internal redundant fans		
11	High Availability Configurations shall support Active/Passive or Active/Active-Clustering		
	<b>NG Firewall Features</b>		
12	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, geolocation, url, zones, vlan, etc		
13	Firewall should support static nat, dynamic nat, dynamic pat		
14	Should support Static, RIP, OSPF, OSPFv3 and BGP, BGPv6		
15	Should support Multicast protocols like IGMP, PIM, etc		
16	Should support capability to create multiple virtual context/VDOMs and ensure traffic isolation between virtual context/instance. The NGFW being proposed must support minimum 10 Virtual context / VDOMs		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
17	Should support more than 3500 (excluding custom application signatures) distinct application signature as application detection mechanism to optimize security effectiveness and should be able to create minimum 15 or more application categories/profiles for operational efficiency		
18	Should support more than 10,000 (excluding custom signatures) IPS signatures or more.		
19	Should be capable of automatically providing the appropriate inspections and protections for traffic sent over non-standard communications ports.		
20	Should be able to link Active Directory and/or LDAP usernames to IP addresses related to suspected security events.		
21	Should be capable of detecting and blocking IPv6 attacks.		
22	All the protection signatures should be created by vendor base on their threat intelligence and should not use any 3rd party IPS or AV engines.		
23	The solution should be able to identify, decrypt and evaluate both inbound and outbound SSL traffic on-box. The solution should support at least 15 Gbps or higher of SSL Inspection Throughput		
24	The solution must provide IP reputation feed that comprised of several regularly updated collections of poor reputation of IP addresses determined by the proposed security vendor		
25	Solution must support IP reputation intelligence feeds from third party and custom lists of IP addresses including a global blacklist		
26	The proposed solution should support the ability to create QoS policy on a per rule basis: -by source address -by destination address -by application (such as Skype, Bittorrent, YouTube, azureus) -by static or dynamic application groups (such as Instant Messaging or P2P groups) -by port and services		
27	Should must support DNS threat intelligence feeds to protect against threats		
28	The Appliance OEM must have its own threat intelligence analysis center and should use the global footprint of security deployments for more comprehensive network protection.		
29	The detection engine should support capability of detecting and preventing a wide variety of threats (e.g., network probes/reconnaissance, VoIP attacks, buffer overflows, P2P attacks, etc.).		
30	Should be able to identify attacks based on Geo-location and each policy should be configurable based on different Geo-locations		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
31	SSL off-loading capability should be available at hardware level and not done through software		
32	The detection engine must incorporate multiple approaches for detecting threats, including at a minimum exploit-based signatures, vulnerability-based rules, protocol anomaly detection, and behavioural anomaly detection techniques.		
33	Should support Open based Application ID / Custom Application ID for access to community resources and ability to easily customize security to address new and specific threats and applications quickly		
	<b>Anti-APT / Malware Features</b>		
34	Should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file-hash or signature (update to be provided in 300 seconds) as they transit the network and capability to do dynamic analysis on-premise on purpose built-appliance		
35	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, NetBIOS-SSN and FTP		
36	Proposed solution shall have required subscription like Threat Intelligence for proper functioning		
37	Local Malware analysis appliance shall be capable of executing MS Office Documents, Portable Documents, Archive Files, Multimedia Files and executable binaries or more in a virtual environment.		
38	Local Malware analysis appliance shall have 20 VMs or more with relevant OS licenses along with integrated redundant power supply and minimum of 2 x 10 Gig ports or more		
39	Should defend against zero-day network-flood attacks, detect traffic anomalies and prevent zero-day, unknown, flood attacks by identifying the footprint of the anomalous traffic. Real time Attack footprint should be visible to the administrator for forensics purpose. Network-flood protection should include: <ul style="list-style-type: none"> <li>• TCP floods, UDP floods &amp; ICMP floods</li> </ul>		
	<b>Management</b>		
40	The management platform must be accessible via a web-based interface and ideally with no need for additional client software		
41	The management platform must be a dedicated OEM appliance or VM running on server.		
42	The management appliance should have minimum 2 x 1G port and integrated redundant power supply from day one		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
43	The management platform must be able to store record of 15000 user or more		
44	The management platform must provide a highly customizable dashboard.		
45	The management platform must domain multi-domain management		
46	The management platform must provide centralized logging and reporting functionality with minimum 8TB of storage		
47	The management platform must be capable of role-based administration, enabling different sets of views and configuration capabilities for different administrators subsequent to their authentication.		
48	Should support REST API for monitoring and config programmability		
49	The management platform must provide multiple report output types or formats, such as PDF, HTML, and CSV.		
50	The management platform must support multiple mechanisms for issuing alerts (e.g., SNMP, e-mail, SYSLOG).		
51	The management platform must provide built-in robust reporting capabilities, including a selection of pre-defined reports and the ability for complete customization and generation of new reports.		
52	The management platform support running on-demand and scheduled reports		
53	The management platform must risk reports like advanced malware, attacks and network		
54	The management platform must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external network and security management applications, such as Security Information and Event Managers (SIEMs), and log management tools.		
55	Proposed solution should support 24x7x365 OEM TAC support and Hardware replacement on next business day		

#### Perimeter Firewall

#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
	<b>Hardware Architecture</b>		
1	Proposed firewall must be Enterprise grade Next Generation Firewall with complete threat prevention capabilities to improve the OICL Security Posture. The Next Generation Firewall appliance should be a purpose built appliance based solution with integrated functions like Firewall, IPSEC VPN, Application Awareness, IPS, BOT prevention, URL Filtering, DNS Security Antivirus and Zero Day Threat prevention. Perimeter/External firewall should be from different OEM of core/MPLS/Internal firewall.		
2	The appliance should support at least 8 * 1G/10G ports and		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
	minimum 4 * 10G/40 SFP/SFP+ or higher from day one and scalability to add at least minimum 2 x 40GSFP+ ports or higher in future		
3	The proposed solution hardware should be a multicore CPU architecture with a hardened 64-bit operating system to support higher memory and should support minimum of 64 GB of RAM or higher.		
4	The proposed solution hardware should be a multicore CPU architecture with at least 16 physical cores/32 virtual cores or higher with hyperthreading enabled from Day one. The Proposed Firewall should not be proprietary ASIC based.		
	<b>Performance &amp; Scalability</b>		
5	Should have below performance parameters from day1 in real world/production/enterprise test conditions:- NGFW - 18 Gbps Threat Prevention : 9 Gbps		
6	Firewall should support at least 2.5 Million concurrent sessions or higher from Day 1		
7	Firewall should support at least 200,000 connections per second		
8	Firewall should have integrated redundant hot-swappable power supply		
9	Proposed Solution must support VDOM/Multi-Instance/Virtual System/Multi Domain or equivalent architecture		
10	Appliance should have 400+ GB SSD storage or more from day 1.		
11	The Proposed solution should support High Availability Configurations Active/ Passive or Active/Active Clustering		
	<b>NG Firewall Features</b>		
12	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, application wise geolocation, url, zones, vlan, etc		
13	Firewall should support manual NAT, Auto-NAT, static nat, hde nat/ dynamic nat, hide nat/ dynamic pat		
14	Should support Static, RIP, OSPF, OSPFv3 and BGP support		
15	Should support Multicast protocols like IGMP, PIM, etc		
16	Should support capability to create multiple virtual context/VDOMs and ensure traffic isolation between virtual context/instance. The NGFW being proposed must support minimum 5 Virtual context / VDOMs		
17	Should have more than 3500 distinct application signature (excluding custom application signatures) as application detection mechanism to optimize security effectiveness and should be able to create new application categories for operational efficiency		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
18	Should support more than 12,000 (excluding custom signatures) IPS signatures or more.		
19	Should be capable of automatically providing the appropriate inspections and protections for traffic sent over non-standard communications ports.		
20	Should be able to link Active Directory and/or LDAP usernames to IP addresses related to suspected security events.		
21	Solution must have IOC management / IP reputation intelligence feeds from native/third party and custom lists of IP addresses including a global blacklist		
22	The Appliance OEM must have its own threat intelligence analysis center and should use the global footprint of security deployments for more comprehensive network protection.		
23	The solution should have the capability to apply rate limiting/ bandwidth management/QoS based on user, user group and application, etc. to prioritize business-critical traffic over non critical browsing traffic		
24	The Appliance OEM must have its own threat intelligence analysis center and should use the global footprint of security deployments for more comprehensive network protection.		
	<b>Management</b>		
25	The management platform must be accessible via a web-based/tool based interface		
26	The management platform must be a dedicated OEM appliance or VM running on server. Bidder to quote as per its solution to meet the end results.		
27	The management platform must provide centralized logging and reporting functionality.. The management platform must provide a customizable dashboard.		
28	Should support REST API or equivalent for monitoring and config programmability		
29	The management platform must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external network and security management applications, such as Security Information and Event Managers (SIEMs), and log management tools.		
30	The firewall/ firewall's Operating System shall be tested and certified for EAL 4 / NDPP ( Network Device Protection Profile) or above under Common Criteria Program for security related functions and firewall must be ICSCA certified.		



## Email Solution

#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
	<b>On-Premise Email Solution</b>		
	<b>A. End User Features</b>		
<b>1</b>	<b>General Features</b>		
1.1	Should support large indexed mailboxes & have advanced search features		
1.2	Should support all features across all popular Browser (e.g. Firefox/Chrome/Safari/Edge etc)		
1.3	Should support e-mail, Address Book, Calendar, Task, File Sharing, Document Collaboration & Chat		
1.4	The mail messaging software should be able to integrate with Active Directory to provide same user ID & password for user authentication		
1.5	Should have rich, interactive, web-based interface for end user functions (access through HTTPS)		
1.6	Spell check facility while composing email		
1.7	Users should be able to sort emails in a conversation view & should be able to sort emails on From, To, Subject date etc.		
1.8	Users should be able to configure Out of Office messages, separate for internal & external users.		
1.9	Users should be able to create multiple custom signatures		
1.10	The email should be automatically saved in "Drafts" while the user is composing the mail		
1.11	User should be able to define their viewing panes		
1.12	Users should have the feature to share mail boxes to peers defining specific rights		
1.13	User should have the feature of delegating his/her mailbox and the delegated user should have access to send email on behalf of the user		
1.14	User should have the feature of managing personas (manage multiple email accounts from a single login)		
<b>2</b>	<b>Web Mail Client</b>		
2.1	The webmail client should be tightly bound with the messaging software and should be from the same principal as the messaging software		
2.2	Rich, interactive, web-based interface for end user functions		
2.3	Email software should support S/MIME for email encryption on the web client		
2.4	Support for Digital encryption on Webmail client		
2.5	Users should be capable of viewing the total size and available space of their mail boxes		
2.6	The administrator should be able to define log-out time after a specific period of in-activity on the webmail and should have Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out.		
2.7	Should support lookup of addresses from the central directory		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
2.8	Should have the feature of creating filters/rules		
2.9	Users should be able to view Organisation chart from the Web client		
2.10	Reading Pane for viewing emails and attachments with auto preview option.		
2.11	Should allow the user to move to the next or previous mail without having to return to the inbox view.		
2.12	User should be able to mark mails as read or unread.		
2.13	User should be able to set alarm as a reminder of a follow-up action indicated by a flag. Reminder alarms with pop-up message must be generated automatically.		
2.14	User definable personal folders to organize mails with support for folder nesting (folder within folder).		
2.15	User should be able to set the email priority (Low/Normal/High) while composing email message.		
2.16	Should support "Auto saving of mail in draft" while composing email message (time configurable by admin).		
2.17	Should support "Auto saving of mail in sent items" for all outgoing emails (configurable by admin as well as user).		
2.18	Should support email save as printable file format with print preview option before taking printout of the email. Printout of the email should be properly aligned to make full use of A4 size paper like.		
2.19	Read receipt request — while composing a mail, user can mark the mail to request for a read receipt notification.		
<b>3</b>	<b>Native Desktop/ Thick Offline Client</b>		
3.1	The bidder should quote for a native Offline client from the same OEM/Principal as the messaging software.		
3.2	The offline client should be available to Windows & Mac OS		
3.3	Offline client should have the capability to access emails offline		
3.4	The offline client should have a provision of Auto-Archive emails for clearing the quota on the server and making a copy of email on the local PC/Laptop		
3.5	The offline client should create the same folder structure as on the server while creating a local copy / archive		
<b>4</b>	<b>Compatibility with MS-Outlook</b>		
4.1	The email software should support MAPI protocol for MS-Outlook		
4.2	The user should be able to share the folders/access shared folders from the MS-Outlook client		
4.3	Users should be able to get free/busy information while sending out calendars		
4.4	Users should be able delegate mailbox/calendars to the peers without sharing their password		
4.5	The Outlook client should be able to sync email, calendars, contacts etc from the server		
4.6	Users should be able to restore deleted emails even from the trash from the MS-Outlook client		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
4.7	Users should be able to view Organisation chart from the MS-Outlook client		
<b>5</b>	<b>Address Book</b>		
5.1	The mail messaging software should have the capability to create personal address book for every user		
5.2	User should be able to look for email addresses from the Global Address book (GAL)		
<b>6</b>	<b>Calendar</b>		
6.1	The mail messaging software should have the capability to schedule personal appointments		
6.2	The mail messaging software should have the capability to view free/busy status for the invitees for the internal users		
6.3	Users should be able to create recurring meetings		
6.4	Users should be able to block meeting rooms & resources		
6.5	The recipient will have a choice to accept, decline or tentatively accept an invite or delegate		
<b>7</b>	<b>Document Sharing</b>		
7.1	The email software should have a native Office productivity suite integrated in the platform		
7.2	The End user Interface should provide a feature to create Document/Spreadsheets/Presentation in the webmail interface and the solution should have the required components to deliver this feature		
7.3	Users should be able to share the documents internally / externally		
7.4	Users should be able to do a real time collaboration i.e. multiple users should be able to work on the same document on the same time		
<b>8</b>	<b>Mobile Access -- Push Mail with ActiveSync</b>		
8.1	Users should be able to Synchronize mobile devices through ActiveSync Only		
8.2	The mail messaging software should have the capability to remotely wipe out the data on Mobile device.		
8.3	Only corporate allowed devices should be allowed to Sync emails on the mobile device		
8.4	The Emails software OEM should provide a native mobile App available for iOS & Android and also provide a choice to configure email on any other client that supports MS-ActiveSync		
8.5	The email App should be able to Sync emails, calendars, contacts, GAL, File sharing etc.		
<b>9</b>	<b>Drag and Drop Attachments</b>		
9.1	User should be able to add attachments with size warnings		
9.2	User should be able to add links of cloud storage like drop box, g-drive etc.		
9.3	Users should be able to drag and drop attachments in the webmail client		
	<b>B. Server Features</b>		
<b>10</b>	<b>General</b>		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
10.1	The proposed Messaging Solution should be Enterprise Grade and should not include any individual components running on Beta version		
10.2	Messaging Server edition should run on any enterprise OS like Windows/ Linux		
10.3	The mail messaging software should have the capability to customize the log-in page		
10.4	The mail messaging software should be configured in High Availability.		
10.5	Should support hosting messaging sub-systems by role (like protocol, message storage, directory database, message routing, etc.) on more than one physical server/Virtual Machines or on the same server using Logical Partitioning.		
<b>11</b>	<b>Storage</b>		
11.1	The software should be able to configure storage volumes for older messages Out of the Box with no additional use of any third party application. To manage your email storage resources i.e. Messages and attachments are moved from a primary volume to the current secondary volume based on the age of the message. The messages should be still accessible.		
11.2	Message De-duplication: The System should not duplicate the message, thus it should provide single instance storage		
<b>12</b>	<b>Domain-Level Management</b>		
12.1	Ability to create and manage multiple mail domains within a single instance of Messaging Solution		
12.2	The mail messaging software should support Delegated Admin. The mail system administrator should be able to create, delete user accounts and manage control the mail archival /journal solution.		
12.3	The administrator should have the capability to run a search for a mail across all the mailboxes on the server		
<b>13</b>	<b>Server Security</b>		
13.1	The mail messaging software should provide multi-factor authentication for more security		
13.2	The proposed messaging solution should relay mails only from authenticated users.		
13.3	The directory server proposed with the messaging solution should provide user's authentication using industry standard authentication mechanism compliant with LDAP v3.0		
13.4	The mail messaging software should be running on SSL (HTTPS)		
13.5	The mail messaging software should support security features like DKIM(Domain Keys Identified Mail) , SSL ( Secured Socket layer), TLS ( Transport Layer Security) etc.		
13.6	Email messaging software should allow delegated role based access control		
<b>14</b>	<b>Backup/ Recovery</b>		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
14.1	The mail messaging solution should have an integrated online backup/restore mechanism for mail boxes		
14.2	The Solution should ensure that the backup software provides a real-time/scheduled backup.		
14.3	Administrator can restore a single mailbox for the user		
14.4	User should have the privilege to restore deleted (even from Trash) mails him/herself without the help of the administrator with-in a defined time		
<b>15</b>	<b>E-Mail Archival &amp; Discovery for Legal Compliance</b>		
15.1	The Solution should have email Archival & Discovery for storing mails for legal compliance integrated with the messaging platform.		
15.2	Administrator should be able to search mails within archival server across multiple mailboxes at the same time		
15.3	The mail messaging should support server side archiving of mail for selected groups/users.		
15.4	The archival server must be configured for Indexing services for faster search and retrieval of mails		
15.5	There should not be any restriction for accessing of archived emails either on intranet or internet.		
<b>16</b>	<b>Administration Features Required</b>		
16.1	Ability to add / Delete / Modify the User via admin panel		
<b>16.2</b>	Ability to mass add / delete user via admin panel or CLI		
16.3	Ability to export the user list in csv or xls format		
<b>16.4</b>	Ability to export the user information like email (Enable / Disable), address, employee id etc.		
16.5	Admin can change the account status to, Active - User sends & receives email, De-active - user cannot login, but messages are accepted, Disabled - user cannot login, messages are rejected		
<b>16.6</b>	Domain Admin can set up to 5 Aliases & 5 Forwarding id on their email account		
16.7	Admin can create Distribution List and add members in the Distribution List		
<b>16.8</b>	Ability to MASS add Distribution List - DL Name and Member associated with the DL		
16.9	Ability to define the External or Internal Sender ID can be made as Authorized Sender for a DL		
<b>16.10</b>	Admin has option to Whitelist / Blacklist Domain or an email id		
<b>16.11</b>	Define domain admin for users		
<b>17</b>	<b>Reporting Required</b>		
17.1	Admin should get the report for Top Sender & Receiver of the email		
<b>17.2</b>	Admin should get the Quota report for all users populated under each domain		
17.3	Admin Should get the report for all active / inactive users		
<b>17.4</b>	Admin should able to get the report for Email forwarding is enable on Email id		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
17.5	Admin should able to get the report for Email Aliase is enable on the Email ID		
17.6	Admin Activity Log Report		
17.7	Mail Trace Report		
17.8	Web Mail access Log Report		

### Email Security

#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
	<b>On-Premise Email Security</b>		
	<b>General Requirement</b>		
1	The proposed solution must be dedicated hardware appliance-based on premise solution from OEM and must include all required components to run without any 3rd party integration or dependency requirements. Solution must work seamlessly, even if any of the underlying layers of OICL security get replaced or become non-functional during the entire project period.		
2	The proposed appliance should have following minimum Technical specifications: Min. 2*Intel Xeon processor, Min. 32 GB RAM or higher, Min. 1TB Storage Capacity using even number of disk drives in redundant configuration (RAID-5 or RAID-1, Minimum of 2 1G Copper/Fiber ports and 2 10G Fiber ports, OEM Rack mounting kit.		
3	The proposed solution must have an integrated solution that provides enterprise message transfer agent (MTA) capabilities SMTP/SMTP-TLS, Anti-Virus, Content Filtering, multi-tiered SPAM prevention, BEC/CEO fraud attack prevention, ransomware, Unknown malware threats - Sandboxing and anti-phishing.		
4	The Proposed solution must support deployment modes in SPAN/TAP, BCC and MTA mode.		
5	The proposed solution must have dedicated management port which should be separate from Data ports.		
6	The proposed solution must support up to 400,000 emails/day on single appliance.		
	<b>Integrated/Dedicated SandBox Intelligence for Unknown Threats</b>		
7	The proposed solution must support at least 25 or more sandboxing virtual instances on the email APT appliance to provide consolidated inspection of emails with low false positive rates.		
8	The proposed solution should have inbuilt sandboxing capability . In case the solution does not have inbuilt capability then external sandbox appliance should be proposed along with prosed solution.		
9	The proposed solution Sandbox Language should support custom languages supported by Windows.		
10	The proposed solution must have Sandbox Evasive Techniques Detection.		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
11	The proposed solution must be capable to sandbox file and URL's.		
12	The proposed solution must support both 32-bit / 64-bit Windows 2012 and above server sandbox images and should allow at least two types of sandbox images for virtual analysis.		
13	The proposed solution Sandboxing should have following features: Engines -Static/Dynamic Analysis Anti-security and self-preservation Auto-start or other system configuration, Deception and social engineering, File drop, download, sharing, or replication, Hijack, redirection, or data theft, Malformed, defective, or with known malware traits, Process, service, or memory object change, Rootkit, cloaking, Suspicious network or messaging activity, pattern based, reputation, Heuristics & Machine learning.		
14	The proposed solution must support Custom Sandbox , Software Check, User Settings check, Pre-requisite file check, Office version check, Windows License check, Browser Check (Sandbox Customized with OS and Applications in the Environment to maximise targeted attack detection capabilities)		
15	The proposed solution must support YARA Rules for malware identification.		
	<b>Techniques / Engines</b>		
16	The proposed solution should have advanced detection technology that discovers targeted threats in email messages, including spear-phishing and social engineering attacks. Reputation and heuristic technologies catch unknown threats and document exploits File hash analysis blocks unsafe files and applications Detects threats hidden in password-protected files and shortened URLs Predictive machine learning technology detects emerging unknown security risks Blocks malicious URLs in email messages at the time of mouse clicks		
17	The proposed solution should support the End-User Quarantine (EUQ) feature to improve spam management.		
18	The proposed solution should detects suspicious behaviour related to social engineering attacks in email messages.		
19	The proposed solution use spam signatures and heuristic rules to filter email messages and performs advanced threat scans on email attachments to detect malware.		
20	The proposed solution detects marketing messages and newsletters, social network notifications, and forum notifications as graymail.		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
21	The proposed Solution must have following features to to effectively block senders of spam messages at the IP address or sender email address level: Approved and blocked senders lists Email Reputation Services (ERS) Directory harvest attack (DHA) protection Bounce attack protection SMTP traffic throttling		
22	The proposed solution should provides real-time threat visibility and analysis in an intuitive, multi-level format that focus on the real risks, perform forensic analysis, and rapidly implement containment and remediation procedures.		
23	The Proposed solution should be able to detect and analyze URLs which embedded in MS office and PDF attachments		
24	The Proposed solution detect and analyze the URL direct link which point to a file on the mail body		
25	The Proposed solution should be able to detect and analysed the URL's in mail subject.		
26	The proposed solution detect and analyze the URL in the email subject		
27	The Proposed solution should have capabilities to perform scans using Reputation and Heuristic technologies to detect unknown threats and document exploits		
28	The Proposed Solution should be able to detect known bad URL before sandboxing		
29	The Proposed solution should be able to detect targeted Malwares		
30	The proposed solution sandbox should be able to detect Disabling of security software agents		
31	The proposed solution sandbox should be able to detect connection to malicious network destinations		
32	The proposed solution sandbox should be able to detect behaviours like self-replication; infection of other files		
33	The proposed solution sandbox should be able to detect Dropping or downloading of executable files by documents		
34	The proposed solution sandbox should be able to detect modification of start-up and other important system settings		
35	The proposed solution sandbox should be able to detect connection to unknown network destinations; opening of ports		
36	The proposed solution sandbox should be able to detect unsigned executable files		
37	The proposed solution sandbox should be able to detect self-deletion of the malware		
38	The proposed solution should be able to detects, downloads and analyzes files directly linked in the email message body.		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
39	The Proposed solution should be able to detect true file types.		
40	The Proposed solution should not have any limitation which require all attachments to be sent to sandbox, Only suspicious attachments should be sent to sandbox for analysis		
41	The Proposed solution should have an option for timeout/ release of an email, if the file analysis in the sandbox is above configured time limit.		
42	The Proposed solution should support importing of custom passwords for archive files		
43	The Proposed solution should support at least 100 predefined passwords for scanning archive files		
44	The Proposed solution should have support for analysis of executable files (EXE)		
45	The proposed solution should be able to Block mail message and store a copy in the quarantine area.		
46	The Proposed solution should support multi-syslog servers		
47	The Proposed solution should support CEF/LEEF/TMEF syslog format		
48	The Proposed solution should be able to Deliver the email message to the recipient after replacing the suspicious attachments with a text file and tag the email message subject with a string to notify the recipient		
49	The Proposed solution should be able to pass and tag the email message		
50	The Proposed solution should have option to make policy exceptions for safe senders, recipients, and X-header content, files and URL's		
51	The Proposed Solution should be able to define risk levels after investigation of email messages		
52	The proposed solution should have option to specifying message tags		
53	The Proposed solution should be able to send real time email alert per detection		
54	The Proposed solution should be able notify administrator for Message Delivery Queue, CPU Usage, Sandbox Queue, Disk Space, Detection Surge and Processing Surge		
55	The Proposed solution should allow Admin be able to inquire how many detections come from malicious password-protected files		
56	The Proposed solution should be able to scan the password protected attachments either by using the custom-built passwords or holding the original email and waiting for the subsequent emails to discover the password which was used to protect the original attachment		
57	The Proposed solution should have options to define global recipients/contacts setting for alert/report.		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
58	The Proposed solution should have customizable dashboards for Attack Sources, High-Risk Messages, Detected Messages, Top Attack Sources, Quarantined Messages, Top Attachment Names, Top Attachment Types, Top Call back Hosts from sandbox, Top Email Subjects, Processed Messages by Risk, Processing Volume, Delivery Queue, Hardware Status, sandbox Queue, Suspicious Objects from Sandbox, Email Messages with Advanced Threats,		
59	The Proposed Solutions should not induce latency for all email attachments, only suspicious attachments which are being sent to sandbox for analysis is acceptable.		
60	The Proposed Solution should support Real-Time URL click protection.		
61	The Proposed Solution should support authentication mechanisms like DKIM,DMARC & SPF checks to detect & fight against techniques used in mail phishing & spoofing.		
62	The Proposed Solution should support manual email message submission in" .eml" format for analysis purpose.		
63	The Proposed Solution should support archiving feature to send copies of messages to external servers for archiving purposes.		
64	The Proposed Solution should able to detect Coin Miner Malware detection.		
65	The Proposed Solution should be able to detect and prevent from Business Email Compromise attacks.		
66	The Proposed Solution should support Pre-Execution Machine Learning scanning feature which looks at static file features to predict maliciousness in mail & attachment in the mail.		
67	The Proposed Solution should support Dynamic Sender Reputation feature.		
68	The Proposed Solution should support End-User Quarantine feature.		
69	The Proposed Solution should support Content-Filtering feature.		
	<b>Operations Management, Reporting &amp; Alerting</b>		
70	The proposed Solution should be able to generate critical alerts like Service Stopped, Relay MTAs Unreachable, License Expiration, virtual analyzer stopped and important alerts like for the suspicious messages, quarantined messages, long queue, account locked, High cpu, high memory, low disk space, account locking, component update etc. with configurable threshold values.		
71	The proposed solution should have threat type classifications such as targeted malware, malware, malicious url, suspicious file, suspicious url, phishing, content violation etc.		
72	The Proposed solution should have option to make policy exceptions for safe senders, recipients, and X-header content, files and URL's.		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
73	The proposed solution should have an option of backup/restore of configuration using import/export that in case of failure last configuration can be restored.		
74	The proposed solution should have an option to generate reports on demand or set a daily, weekly, or monthly schedule.		
75	The proposed solution should support querying logs using time based filters and provide option to Track any email message that passed through.		
76	The proposed solution should support viewing system events like user access, policy modification, network setting changes, and other events that occurred in the management console.		
77	The proposed solution should have integrated threat portal to get correlated information about suspicious objects detected and threat data from the global intelligence network that provides relevant and actionable intelligence.		

### Backup Solution

#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
	<b>On-Premise Backup Software</b>		
1	Proposed backup software should be available on various OS platforms like Windows, Linux, Solaris etc. The backup server should be compatible to run on both Windows and Linux OS platforms		
2	The backup software should be able to encrypt the backed up data using 256-bit AES encryption on the backup client and should not demand for additional license, any such license if needed should be quoted for the total number of backup clients asked for.		
3	Bidder may quote backup software licensing physical socket/capacity based		
4	The offered backup solution must support complete integration of Server Backup, Virtual Machine Backup, Desktop / Laptop Backup and Replication Solution with a single Console to manage all the solutions		
5	The offered backup software should be able to restore backed up data a) To original host b) To different host c) From failed job till the last point of data written on disk volume		
6	The offered software solution must support IPV4 and IPV6 addressing system.		
7	Proposed backup solution must support both source side and target side deduplication capability.		
8	Proposed backup software must support unlimited number of virtual machines and database instance.		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
9	The Backup software must be quoted with capacity/socket based licenses for 150 TB Front-end data capacity or similar licenses for sockets / hosts. The proposed backup software must use a single repository to maintain backups for existing as well as new backup workloads.		
10	Proposed software should have feature to replicate backup copy to one or multiple sites in proposed license.		
11	Proposed backup software should be capable to take Block based backups of Windows and Linux hosts on proposed purpose built backup appliance (PBBA)		
12	The backup solution should also support online LAN Free SAN based backups of databases through appropriate agents; Important Applications being Oracle, Microsoft SQL Server, Exchange, SharePoint, MySQL, SAP, SAP HANA & Sybase etc.		
13	The proposed backup software must support - Block Based Backup (BBB), Client direct, Software integrated WORM etc.		
14	Should able to dynamically break up large save sets into smaller save sets to be backed up in parallel to allow backups to complete faster for Windows, Unix and Linux clients.		
15	The software backup licenses must be perpetual and in the name of OICL		
16	Should have in-built calendar based scheduling system and also support check-point restart able backups for file systems. It should support various level of backups including full, incremental, differential, synthetic and virtual synthetic backups		
17	The proposed backup software should have the capability to enable WORM on the backup sets from the backup software console on proposed disk backup appliance		
18	The solution must support client-direct backup feature for file system, applications and databases to reduce extra hop for backup data at backup/media server to cater stringent backup window.		
19	Should integrate with third party VTL which has data deduplication capabilities. Backup software must support existing Robotic/automated Tape library, the licensing of such library should be on the unlimited number of slots and not on the drive counts as additional drives are added to improve performance. Must support OST, VTL, Disk, NFS. CIFS for proposed backup disk appliance		
20	Backup Solution must support multi tenancy feature for creation of distinct data zones where the end users have access without being able to view data, backups, recoveries, or modify in other data zones.		
21	Backup Solution should also have configurable REST API support for management, administration and reporting on backup infrastructure via custom applications and out of box integration with VMWare vRealize Automation for		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
	complete orchestration.		
22	The proposed backup software should support restore a single VM, single file from a VM, a VMDK restore from the same management console for ease of use.		
23	The proposed solution should have inbuilt feature for extensive alerting and reporting with pre-configured and customizable formats. The proposed solution must have capability to do trend analysis for capacity planning of backup environment not limiting to Backup Application/Clients, Virtual Environment, Replication etc.		
24	The proposed Backup software should have the capability for Block based backups with granular recovery capability for Windows, Linux, Hyper-V, VMWARE and Exchange for faster backups on supported Disk platforms.		
25	The proposed backup solution should provide search capability from a web portal to allow search for a single file from complete backup store.		
26	The solution should have the capabilities to backup as well as archive data to cloud with cloud service providers like Azure / Amazon etc. In addition to this if data has to be moved from Cloud A to Cloud B the solution should be capable of cloud portability.		
27	The OEM should have its Sales and Support Operations in India for last 5 years		
28	Software updates and patches: For the period of minimum 6 years.		

### Backup Appliance

#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
	<b>On-Premise Backup Appliance</b>		
1	Proposed purpose built backup appliance (PBBA) should be able to interface with various industry leading server platforms, operating systems and Must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS v3, CIFS, FC, OST and NDMP protocols. All of the protocols should be available to use concurrently with global deduplication for data ingested across all of them.		
2	The proposed appliance must integrate with enterprise class backup software and must be a purpose-built backup appliance (PBBA).		
3	Proposed purpose built backup appliance (PBBA) should support global and inline data duplication using automated variable block length deduplication technology.		
4	Proposed purpose built backup appliance (PBBA) should support industry leading backup software like Commvault, Dell Networker, Netbackup, Data Protector etc and should support deduplication at backup server/ host / application level so that only changed blocks travel through network to backup device.		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
5	Proposed purpose-built backup appliance (PBBA) should have the capability to tier backup data in deduplicated format to an external object storage (on premise / public cloud).		
6	Proposed purpose-built backup appliance (PBBA) should have the following capabilities such as replication, encryption, WORM, OST protocol, industry leading backup software integration.		
7	The proposed purpose-built backup appliance (PBBA) must integrate with the existing backup environment of OICL.		
8	Proposed purpose-built backup appliance (PBBA) should support High availability with minimum of two controllers.		
9	The current data on the existing backup appliance must be migrated to a new architecture by the successful bidder to preserve and maintain older backups.		
10	Proposed purpose-built backup appliance (PBBA) should have the ability to perform different backup, restore, replication jobs simultaneously and must support communications and data transfers through 8/16 GB SAN, 10 Gb & 1 Gb ethernet LAN over copper and SFP+. The Proposed backup appliance should be offered with min. 2 x 1Gbps NIC, 4 x 10Gbps NIC and 4 x 16Gbps FC ports.		
11	Proposed purpose-built backup appliance (PBBA) should support backup throughput of 30 TB/hr while maintaining a single deduplication pool with RAID 6 and min. one hot spare disk as well.		
12	The Proposed purpose-built backup appliance (PBBA) should be compatible with different version of Windows, Linux and UNIX platform to performs backup.		
13	<p>Proposed purpose-built backup appliance (PBBA) should be sized appropriately for front-end data of 150 TB (usable) as per below mentioned backup policies.</p> <p>a. Daily incremental backup – retained for 4 weeks in PBBA.</p> <p>b. Weekly full backup for all data types – retained for 1 month in PBBA.</p> <p>c. Monthly full backups – for 12 months.</p> <p>d. Yearly full backups - retained for 7 years in PBBA.</p> <p>The proposed purpose-built backup appliance should be quoted with adequate capacity considering 2% daily change rate for entire duration of 5 years warranty. Bidder must provide a sizing certificate showcasing this sizing consideration on the OEM's letter head with seal and sign from the authorized signatory.</p> <p>Currently OICL is using Dell EMC Data Domain DD4200, bidder can leverage existing capacity in proposed solution to meet above requirement, if feasible.</p> <p>Entire capacity of purpose built backup appliance (PBBA) must be offered as single pool with global deduplication to increase the data reduction efficiency</p>		



#	Particulars	Bidder's Compliance (Yes/ No)	Bidder's Remarks
14	The Proposed solution should support GUI and CLI based management console.		
15	Proposed backup solution should have auto data rebalancing feature whenever disk enclosures are added for smooth operation during capacity addition.		
16	Proposed purpose-built backup appliance (PBBA) should support different retentions for primary and DR backup storage and should support instant copy creation on remote site for better DR readiness with support for transmitting only deduplicated unique data in encrypted format to remote sites.		
17	Proposed purpose-built backup appliance (PBBA) must have the capability for OST integration with NetBackup, Networker, Veeam etc.		
18	Proposed purpose-built backup appliance (PBBA) should support retention lock (WORM) feature which ensures that no data is deleted accidentally and support for point-in-time copies of a LUN or volumes with minimal performance impact.		
19	Proposed purpose-built backup appliance (PBBA) should be offered with battery backed up RAM / NVRAM for protection against data loss in power failure scenario and continuous automated file system check to ensure data integrity.		
20	Proposed purpose-built backup appliance (PBBA) should Support Enterprise Applications and Database Backups without integration with Backup Software, for better visibility of Backups to Application and database Owners, thus ensuring faster and direct recovery on application/database level. This integration should be available for Oracle, SAP, SAP HANA, DB2, MS SQL, Hadoop, MongoDB etc.		
21	Proposed purpose-built backup appliance (PBBA) should support bi-directional, many-to-one, one-to-many, and one-to-one replication.		
22	Proposed purpose-built backup appliance (PBBA) should support 256 bit AES encryption for data at rest and data-in-flight during replication. It should offer internal and external key management for encryption.		
23	Proposed purpose built backup appliance (PBBA) should be offered RAID-6 with SATA/NL-SAS disk drives along with hot-spare disks in the ratio of 15:1 or better.		
24	Proposed purpose-built backup appliance (PBBA) should be offered with Multi-Tenancy features which provides a separate logical space for each tenant user while maintaining a global deduplication across data from all tenant users.		
25	Product should offer 24x7- 6 years onsite warranty support.		
26	The OEM should have its Sales and Support Operations in India for last 5 years		

## 10.2 Appendix 2: Commercial Bill of Material

### Instructions

COMMERCIAL BILL OF MATERIAL	
Instructions	
S.No.	Guidelines
1	<b>Summary of Total Cost</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(s) in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilise the solution.
2	OICL is not responsible for any arithmetic errors in the commercial bid details sheet committed by the bidders. All formulas & arithmetical calculations will be Vendor's responsibility.
3	The bidder is expected to specify the type of licences 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	The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA).
6	The Bidder may insert additional line items as applicable based on the solution offered in the respective tabs
7	<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>
8	Bidder is required to cover component by component licensing details for each of the software components proposed to OICL
9	<b>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.</b>
10	All amounts in the Bill of Material should be in INR
11	The Bidder should to the extent possible stick to the same structure of the Bill of Material. Hence, the bidder is not expected to delete necessary rows.
12	All the prices quoted by the bidder shall be exclusive of taxes
13	Any additional number of items (software, hardware) and services to be procured by OICL in future shall be on pro-rata basis on the rates provided in the Bill of Material.
14	If the bidder has not quoted for any line item mentioned in the Bill of Material, it will deemed considered that bidder has factored the cost for the item in the Bill of Material and No Additional charges will be paid other than the one mentioned in the Bill of Material.



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COMMERCIAL BILL OF MATERIAL	
15	Bidder is required to submit the indicative commercials during the bid submission and is required to provide the line item wise detailed breakup post reverse auction (RA)
<b>II</b>	<b>Software</b>
1	The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA).
2	The Bidder can insert additional line items as applicable based on the solution offered in the various tabs
3	The license type, edition and version of the Software has to be clearly described in the Description column
4	The Bidder shall provide the maintenance (Warranty & ATS) for entire contract period.
<b>III</b>	<b>Hardware Cost</b>
1	The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA).
2	The Bidder can insert additional line items as applicable based on the solution offered in the various tabs
3	The Bidder shall provide the maintenance (Warranty, AMC & ATS) for the entire contract period.
4	The bidder is required to supply implement and maintain the hardware & associated software required for the solution.
<b>IV</b>	<b>Installation &amp; Implementation</b>
1	Bidder shall comply to the Installation & commissioning, implementation scope provided in the RFP
2	Bidder shall provide the solution wise implementation cost. Each solution implementation should include all the costs associated with the complete implementation of the solution covering all the locations & implementation of associated components like software etc.
3	Activities and functions to be undertaken for installation and implementation of the licensed software should be as per the RFP.
<b>V</b>	<b>ATS &amp; Others, FM-Manpower</b>
1	Bidder is expected to provide a detailed break up of all products and services that are under the scope of facilities management as part of the technical bid, in the technical bill of materials i.e. the above format is expected to be replicated for each item to be covered under the scope of facilities management.
3	The ATS costs for Production DC & DR, testing, development and training environments have to be quoted separately
4	The ATS cost for applications has to be quoted as separate line items in this section. If required, the Bidder has to create additional line items in this section.
5	The Bidder needs to provide facility management services as per the scope of the RFP
6	The facilities management function should be carried out as per premise defined by OICL.
7	The Bidder to provide FM resources as per the scope of the RFP
<b>VI</b>	<b>Training</b>



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**COMMERCIAL BILL OF MATERIAL**

1	The rates provided by the bidders should be applicable for any additional training that OICL may require throughout the tenure of the contract (on pro-rate basis).
---	---

**Summary of Total Costs**

	Items	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total Amount for 6 years (in INR)
1	Software Cost							
2	Hardware Cost							
3	Installation & Implementation Cost							
4	Bulk Email Cost							
5	AMC & ATS Cost							
6	FM Manpower Cost							
7	Training Cost							
8	Other Cost							
9	Buy Back Cost							
	<b>Grand Total - TCO ((1+2+3+4+5+6+7+8)-(9))</b>							

*\*\*All the prices quoted by the bidder shall be exclusive of taxes*

Total Cost in Words: \_\_\_\_\_

*\*Price quoted by Bidder as part of Rate Card are not included in the Total Cost of Ownership. OICL may or may not procure the same at its sole discretion.*



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**Software Cost**

Production Enviornment																				
		YEAR 1			YEAR 2			YEAR 3			YEAR 4			YEAR 5			YEAR 6			
Software (license) Cost at DC	Descri ption (OEM Name, Solutio n Name, Versio n, Edition , Licensi ng Metric s)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quan tity	Rat e (IN R)	Total Amo unt (INR)	Quan tity	Rat e (IN R)	Total Amo unt (INR)	Quan tity	Rat e (IN R)	Total Amo unt (INR)	Quan tity	Rat e (IN R)	Total Amo unt (INR)	Total Amo unt for 6 years (INR)
Email Solution																				
Email Security																				
Backup Solution																				
Any Other (Please specify)																				
Any Other (Please specify)																				
Total Software Cost (A)																				



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Software (license) Cost at DRC	Descri ption (OEM Name, Solutio n Name, Versio n, Edition , Licensi ng Metric s)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Total Amo unt for 6 years (INR)
Email Solution																				
Email Security																				
Backup Solution																				
Any Other (Please specify)																				
Any Other (Please specify)																				
<b>Total Software Cost (B)</b>																				
Software (license) Cost at Training &	Descri ption (OEM Name, Solutio	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Total Amo unt for 6 years



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Development	n Name, Versio n, Edition , Licensi ng Metric s)																			(INR)
Email Solution																				
Any Other (Please specify)																				
Any Other (Please specify)																				
<b>Total Software Cost (C)</b>																				
Software (license) Cost	Descri ption (OEM Name, Solutio n Name, Versio n, Edition , Licensi ng Metric	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Quant ity	Rat e (IN R)	Total Amo unt (INR)	Total Amo unt for 6 years (INR)



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	s)																			
Mail Client		11,000																		
Total Cost (D)																				
Grand Total (A+B+C+D)																				

**Note:**

- ✓ Bidders have to specify the particulars including the configurations as per their solution design to meet the requirements of the RFP
- ✓ Bidder to clearly specify the description of all proposed software, OICL may procure the software based on the rate provided on pro-rata basis



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**Hardware Cost**

			YEAR 1			YEAR 2			YEAR 3			YEAR 4			YEAR 5			YEAR 6			
NOTE: The Hardwa re costing should be inclusiv e of OS	Descri ption	Details of the propose d hardwar e (The Details as required in the correspo nding descripti on column is to be provided for the propose d software and hardwar e)	Quan tity	Ra te (IN R)	Total Amo unt (INR)	Quan tity	Ra te (IN R)	Total Amo unt (INR)	Quan tity	Ra te (IN R)	Total Amo unt (INR)	Quan tity	Ra te (IN R)	Total Amo unt (INR)	Quan tity	Ra te (IN R)	Total Amo unt (INR)	Quan tity	Ra te (IN R)	Total Amo unt (INR)	Total Amo unt for 6 yrs (INR)
<b>Data Centre Hardwa re (DC)</b>																					
<b>Product ion Hardwa re (A)</b>																					



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		YEAR 1			YEAR 2			YEAR 3			YEAR 4			YEAR 5			YEAR 6			
Backup Solution	(Make, Model, No of Processor, Processor Model Name, No. of Cores per processor, processor frequency, RAM, HDD, Cache memory)																			
Core Firewall	(Make, Model, Type, {Qty, Details})																			
Perimeter Firewall	(Make, Model, Type, {Qty, Details})																			



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		YEAR 1				YEAR 2			YEAR 3			YEAR 4			YEAR 5			YEAR 6			
Rack	42u Rack Qt. 1																				
Email Security	Make, Model , Type																				
Any other (Please specify)																					
<b>Total (A)</b>																					
<b>Disaster Recover y Environ ment (B)</b>																					
Backup Solution	(Make, Model, No of Process or, Process or Model Name, No. of Cores per process or, process																				



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		YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	
	or freque ncy, RAM, HDD, Cache memor y)							
Core Firewall	(Make, Model, Type, {Qty, Details)							
Perimet er Firewall	(Make, Model, Type, {Qty, Details)							
Rack	42u Rack Qt. 1							
Email Security	Make, Model, Type							
Any other (Please specify)								
Any other (Please specify)								
<b>Total (B)</b>								



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		YEAR 1			YEAR 2			YEAR 3			YEAR 4			YEAR 5			YEAR 6			
Grand Total (A+B)																				



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**Installation & Implementation Cost**

		One Time Installation Cost			
	Description	Quantity	Rate (INR)	Total Amount (INR)	Total Amount for 6 yrs (INR)
<b>Data Centre (DC)</b>					
<b>Production Installation &amp; Commissioning (A)</b>					
	Email Solution				
	Email Security				
	Backup Solution				
	Core Firewall				
	Perimeter Firewall				
	Bulk Email				
	Any other (Please specify)				
	Any other (Please specify)				
	<b>Total (A)</b>				
<b>Disaster Recovery Environment (B)</b>					
	Email Solution				
	Email Security				
	Backup Solution				
	Core Firewall				
	Perimeter Firewall				
	Any other (Please specify)				
	Any other (Please specify)				
	<b>Total (B)</b>				
<b>Non-Production (T&amp;D)</b>					
	Email Solution				



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		One Time Installation Cost			
	Description	Quantity	Rate (INR)	Total Amount (INR)	Total Amount for 6 yrs (INR)
	Any other (Please specify)				
	Any other (Please specify)				
	<b>Total (C)</b>				
<b>Grand Total (A+B+C)</b>					

**Bulk Email Cost**

#	Item	Year 1			Year 2			Year 3			Year 4			Year 5			Year 6			Total Amount for 6 years (INR)
		Qty	Rate	Total Amount	Qty	Rate	Total Amount	Qty	Rate	Total Amount	Qty	Rate	Total Amount	Qty	Rate	Total Amount	Qty	Rate	Total Amount	
1	Bulk (Volume ) Mail Solution	1,75,00,000			1,75,00,000			1,75,00,000			1,75,00,000			1,75,00,000			1,75,00,000			
2	1 time IP Registration Charges																			
	Any other Cost																			
	<b>Grand Total</b>																			



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AMC & ATS Cost

	YEAR 1			YEAR 2			YEAR 3			YEAR 4			YEAR 5			YEAR 6			
Description	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)	Base Product Cost	Rate (INR)	Total Amount (INR)	Total Amount for 6 years (INR)
Production DC (A)																			
Email Solution																			
ATS																			
Email Security																			
ATS																			
AMC																			
Backup Solution																			
AMC																			
ATS																			
Core Firewall																			
AMC																			
Perimeter Firewall																			
AMC																			
PC (Qty.1)																			
AMC																			
Any																			



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<b>Other, Please specify</b>																			
AMC																			
ATS																			
<b>Any Other, Please specify</b>																			
AMC																			
ATS																			
<b>TOTAL (A)</b>																			
<b>Producti on DR (B)</b>																			
<b>Email Solution</b>																			
ATS																			
<b>Email Security</b>																			
ATS																			
AMC																			
<b>Backup Solution</b>																			
AMC																			
ATS																			
<b>Core Firewall</b>																			
AMC																			
<b>Perimete r Firewall</b>																			



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AMC																			
<b>PC (Qty.1)</b>																			
AMC																			
<b>Any Other, Please specify</b>																			
AMC																			
ATS																			
<b>Any Other, Please specify</b>																			
AMC																			
ATS																			
<b>TOTAL (B)</b>																			
	<b>YEAR 1</b>			<b>YEAR 2</b>			<b>YEAR 3</b>			<b>YEAR 4</b>			<b>YEAR 5</b>			<b>YEAR 6</b>			
<b>Descripti on</b>	<b>Base Produ ct Cost</b>	<b>Rat e (IN R)</b>	<b>Total Amou nt (INR)</b>	<b>Base Produ ct Cost</b>	<b>Rat e (IN R)</b>	<b>Total Amou nt (INR)</b>	<b>Base Produ ct Cost</b>	<b>Rat e (IN R)</b>	<b>Total Amou nt (INR)</b>	<b>Base Produ ct Cost</b>	<b>Rat e (IN R)</b>	<b>Total Amou nt (INR)</b>	<b>Base Produ ct Cost</b>	<b>Rat e (IN R)</b>	<b>Total Amou nt (INR)</b>	<b>Base Produ ct Cost</b>	<b>Rat e (IN R)</b>	<b>Total Amou nt (INR)</b>	<b>Total Amou nt for 6 years (INR)</b>
Non- Producti on (T&D)																			
Email Solution																			
ATS																			
<b>TOTAL (C)</b>																			



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Grand  
Total  
(A+B+C)

FM Manpower Cost

	YEAR 1				YEAR 2				YEAR 3				YEAR 4				YEAR 5				YEAR 6				
Descrip tion	No. of Res our ce per shif t (a)	N o. of Sh ift s (b)	Rat e per res our ce per shif t (IN R) (c)	Total Amou nt (INR)( d=a*b *c)	No. of Res our ce per shif t (a)	N o. of Sh ift s (b)	Rat e per res our ce per shif t (IN R) (c)	Total Amou nt (INR)( d=a*b *c)	No. of Res our ce per shif t (a)	N o. of Sh ift s (b)	Rat e per res our ce per shif t (IN R) (c)	Total Amou nt (INR)( d=a*b *c)	No. of Res our ce per shif t (a)	N o. of Sh ift s (b)	Rat e per res our ce per shif t (IN R) (c)	Total Amou nt (INR)( d=a*b *c)	No. of Res our ce per shif t (a)	N o. of Sh ift s (b)	Rat e per res our ce per shif t (IN R) (c)	Total Amou nt (INR)( d=a*b *c)	No. of Res our ce per shif t (a)	N o. of Sh ift s (b)	Rat e per res our ce per shif t (IN R) (c)	Total Amou nt (INR)( d=a*b *c)	Tot al Am ou nt for 6 yea rs (IN R)
Bidder Resou rces																									
Phase 1																									
Projec t Manag er	1	1			1	1			1	1			1	1			1	1			1	1			
L1	1	3			1	3			1	3			1	3			1	3			1	3			
L2	1	1			1	1			1	1			1	1			1	1			1	1			
Any Other (Pleas e specify )																									
Any																									



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	YEAR 1				YEAR 2				YEAR 3				YEAR 4				YEAR 5				YEAR 6				
Other (Please specify )																									
<b>Grand Total of Phase 1 (A)</b>																									
<b>Phase 2</b>																									
L1- Server Manag ement		3				3				3				3				3				3			
L1- Storag e Manag ement		3				3				3				3				3				3			
L1- Netwo rk Manag ement		3				3				3				3				3				3			
L2- Server Manag ement		1				1				1				1				1				1			
L2- Storag e Manag		1				1				1				1				1				1			



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	YEAR 1				YEAR 2				YEAR 3				YEAR 4				YEAR 5				YEAR 6				
ement																									
L2- Netwo rk Manag ement		1				1				1				1				1				1			
Any Other (Pleas e specify )																									
Any Other (Pleas e specify )																									
<b>Grand Total of Phase 2 (B)</b>																									
<b>Grand Total (A+B)</b>																									

**Note:**

1. The above requirement is minimum, bidder may factor more resources for ensuring service level and support.
2. Bidder is required to right size the resources deployment in order to meet the project timelines, SLA and Scope of the RFP
3. L1, L2 resources are to be provided post implementation of Solution.
4. Bidder to ensure that L2 resources are available at any instance of a major downtime or as per OICL's request.
5. Bidder to ensure availability of experienced resource for OICL's DRM Solution as per requirement or DR drill.



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6. For Phase 2, bidder is required to right size the resources to maintain the shifts, bidder can also cross leverage the resources provided by bidder in phase 1. However, bidder should provide sufficient onsite resource to maintain the SLAs, onsite requirements & overall scope of the RF

**Training Cost**

S.No.	Item	Training Duration (working days)	Location	Batches	Batch Size	Rate per batch (INR)	Total Amount (INR)
1	Post Implementation Training	1	Delhi	1	10		
	Any other Cost						
	<b>Grand Total</b>						

**Note:**

Each batch should accommodate additional 20% of resources over and above the limit prescribed

**Other Cost**

			Year 1			Year 2			Year 3			Year 4			Year 5			Year 6			
S.N #	Particulars	Description	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Total Amt for 6 years (INR)
1	2 PCs (1 at DC & 1 at DR)	Minimum 12 Gen Intel Core i7- 12700 (25 MB cache, 12 cores, 20 threads,	2																		



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S.N #	Particulars	Description	Year 1			Year 2			Year 3			Year 4			Year 5			Year 6			Total Amt for 6 years (IN R)
			Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	
		2.10 GHz to 4.90 GHz Turbo, 65 W) RAM: Minimum 32 GB, DDR4/DD R5, Non- ECC Memory, More than 2600MHz Hard Disk: M.2 2280 512GB, PCIe x4 NVMe, Solid State Drive and 1TB SATA Drive																			



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S.N #	Particulars	Description	Year 1			Year 2			Year 3			Year 4			Year 5			Year 6			Total Amt for 6 years (IN R)
			Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	
		7200 RPM Windows 11 Pro OS Other Features: - Supprt Wifi & Bluetooth - Minimum 24 inch HDMI/ type C display with in- built speakers - Full HD front facing Camera - USB Standard Mouse - Full size																			



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S.N #	Particulars	Description	Year 1			Year 2			Year 3			Year 4			Year 5			Year 6			Total Amt for 6 years (IN R)
			Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	
		Keyboard - 10 Gig Network Interface - Graphics: NVIDIA RTX A2000, 4GB, GDDR6 - Ports: 6 USB 3.0/ 3.1 Ports, 2 HDMI, Type C Port, Audio O/P and all standard ports																			
2	Any other (Please specify)																				



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			Year 1			Year 2			Year 3			Year 4			Year 5			Year 6			
S.N #	Particulars	Description	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Quantity	Rate	Total Amt	Total Amt for 6 years (IN R)
3	Any other (Please specify)																				
4	Any other (Please specify)																				
	<b>Total Other Component Cost</b>																				

*\*Description of PC mentioned above is minimum. Bidder may choose to provide a higher version*

*\*Bidder may choose to assemble the required PC in case not readily available.*



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**Buy Back Cost**

S.No.	Particulars	Model	Make	Qty. at DC	Qty. at DR	Year of Purchase	Buy Back Cost
1	Disk based Backup Solution	EMC/ Dell	DD4200	1	1	2015	
2	Core Firewall with IPS	Cisco	ASA5585- S20F20-BUN	2	2	2015	
3	DMZ Firewall with IPS	Cisco	ASA5585- S20F20-BUN	2	2	2015	
4	SAN Switch	Brocade	DS5300B	2	2	2013	
5	SAN Switch	Brocade	SW7500	2	2	2013	
6	Enterprise SAN	EMC/Dell	VMAX 20k	3	3	2012	
7	Server	HP	DL360e	1	1	2013	
8	Chassis	HP	HP Server chassis	1	0	2005	
9	Blade Servers	HP	Proliant BL20P G3	6	0	2005	
	<b>Total Amount</b>						

**Rate Card**

#	Description	Qty.	Rate
1	Backup: Cost of 20TB usable capacity using SATA/ NL-SAS for Disk based Backup	1	
	<b>Total Other Component Cost</b>		

*\*Price quoted by Bidder as part of Rate Card are not included in the Total Cost of Ownership. OICL may or may not procure the same at its sole discretion.*

*\*The price will be applicable for entire duration of the contract.*

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