



REQUEST FOR PROPOSAL (RFP) FOR SUPPORT OF CENTRALIZED DESKTOP MANAGEMENT SOLUTION

RFP No : 529 (000100/HO IT/RFP/529/2020-2021)



UNITED INDIA INSURANCE CO. LTD

INFORMATION TECHNOLOGY DEPARTMENT

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CIN : U93090TN1938GOI000108



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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 UIICL. UIICL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.



DEFINITION OF TERMS USED IN THIS DOCUMENT

Company/UIIC/purchaser	United India Insurance Company Limited
EMD	Earnest Money Deposit
BG	Bank Guarantee
Vendor/Bidder	Is a company, which participates in the tender and submits its proposal
Products/equipment	Materials, which the Successful Bidder is required to SUPPLY, INSTALL, TEST, COMMISSION AND MAINTAIN as per this tender
Successful Bidder	A company, which, after the complete evaluation process, gets the Letter of Acceptance
Letter of Acceptance / LOA	A signed letter by the Purchaser stating its intention to award the work mentioning the total Contract Value
OEM	Original Equipment Manufacturer
SLA	Service Level Agreement
SP	Service Provider
SI	System Integrator
DC	Data Center
DR	Disaster Recovery
RCA	Root Cause Analysis
AMC	Annual Maintenance Contract
ATS	Annual Technical Support
RFP	Request for Proposal
SOW	Scope of Work
T&C	Terms and Conditions
TCO	Total Cost of Ownership
AV	Antivirus
CDMS	Centralized Desktop Management Solution
DMS	Desktop Management Solution



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SECTION 1 - BID SCHEDULE AND ADDRESS

S.No.	Particulars	Description
1.	Name of the Tender	RFP for the Support of Centralized Desktop Management Solution
2.	Tender Reference Number	000100/HO IT/RFP/529/2020-2021, DATED: 23.02.2021
3.	Tender Release Date	23.02.2021
4.	Last Date for Pre-Bid queries	26.02.2021 <queries from bidders who paid tender fee will only be considered>
5.	Pre-bid Meeting (online)	01.03.2021 (03.00PM)
6.	Last date for bid submission	08.03.2021 (03:00PM)
7.	Address for submitting of Bids	The bidding process is completely online. Bidders are requested to submit all documents online as detailed in this RFP. For further instructions regarding submission of bids online, the bidders shall visit the e-tender portal (https://uiic.enivida.com).
8.	Tender Fee (Non-Refundable)	₹ 5,000/- (Rupee Five Thousand only)
9.	Email ID for communication	rfp.infra@uiic.co.in

Note:

1. Bids will be opened online in the presence of the Bidders' representatives who choose to attend.
2. Pre-bid meeting (online) invite will be send to bidders who paid tender fee. A confirmation mail on tender fee remission to be send to email id- rfp.infra@uiic.co.in.
3. Any queries relating to the process of online bid submission or queries relating to e-Nivida Portal, in general, may be directed to the 24x7 e-Nivida Helpdesk.
4. The contact number for the helpdesk is Gagan (8448288987/89/eprochelpdesk.01@gmail.com), Ambika (8448288988/94/eprochelpdesk.02@gmail.com), Retnajith (9355030607), Sanjeet (8882495599), Rahul Singh (8448288982), Amit (9355030624), Abhishek Kumar (9355030617), Tariq (9355030608)



SECTION 2 – INTRODUCTION

2.1 ABOUT THE COMPANY

United India Insurance Company Limited (UIIC) is a leading public sector General Insurance Company transacting General Insurance business in India with Head Office at Chennai, with 30 Regional Offices, 7 Large Corporate and Brokers Cells and 2000+ Operating Offices geographically spread throughout India. United India Insurance Company Limited, hereinafter called “UIIC” or “The Company”, which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this bid document, hereinafter called Request for Proposal or RFP.

2.2 OBJECTIVE OF THIS RFP

The purpose of this Request for Proposal (hereafter referred to as “RFP”) is to define scope of work for the Support of Centralized Desktop Management 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 in while responding to this RFP.

The Service Provider(SP) has to provide, manage and maintain all necessary infrastructure components, services and resources that would be necessary as per the defined requirements of this RFP and subsequent addendums/corrigendum if any. The SP has to ensure that the desired objective of UIIC’s proposal is fulfilled.

2.3 DUE DILIGENCE

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders’ risk and may result in rejection of the bid. The decision of UIIC on rejection of bid shall be final.

2.4 ELIGIBILITY CRITERIA FOR BIDDERS

S.No.	Eligibility Criteria for Bidders	Documentary Proof Required
a.	The Bidder should be a Registered Company in India under the ‘Companies Act’ and should be in existence in India for more than five (05) years as on date of RFP	Copy of the Certificate of Incorporation issued by Registrar of Companies.
b.	The bidder should have an average annual financial turnover of at least ₹100 Crore for the last three financial year’s viz. 2017-18, 2018-19, and 2019-20.	Audited financial statements / Certificate from Auditor
c.	The bidder should have made Net Profit after taxation in at least one year in the last	Audited financial statements / Certificate from Auditor



	three financial years viz. 2017-18, 2018-19, and 2019-20.	
d.	The bidder should not have been blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the tender	As per Annexure 1
e	The bidder should have experience in managing Centralized Desktop Management solution in any two BFSI/PSU/Govt organizations with at least 5000 end points in the last three years from date of this RFP.	Purchase order/agreement copy (minimum two)

SECTION 3 – SCOPE OF WORK (SOW)

3.1 SCOPE OF WORK:

The objective of this RFP is to implement the entire solution as per scope outlined in this RFP. The Scope includes renewal of licenses detailed in this RFP with ATS support, and managing the components involved in the Centralized Desktop Management Solution of UIIC.

Broad Scope of work will include but not be restricted to the following. Successful bidder is expected to perform the activity as given below:

3.1.1 GENERAL:

- i. The Vendor shall be responsible for the maintenance & support of Client Management Solution, Antivirus, and Host Data Loss Prevention in our offices across the country (Location address will be shared with the successful bidder).
- ii. The support for maintenance of entire solution (Centralized Management Solution, Antivirus and any other application software) should be available for a minimum period of 1 year.
- iii. Upgrade and update the software (Client management solution, Antivirus, and Host Data Loss Prevention) as and when the upgrades and /or updates are released by OEMs at all end points across the country.
- iv. At all points of time the Vendor should integrate, coordinate and support with all our existing System Integrators (SI) for smooth functioning.
- v. Renewal of all the licenses as detailed in the Annexure 5.
- vi. Renewal of AMC contract with the OEMs (back to back) for the hardware components of the CDMS solutions as and when due for renewal.

3.1.2 ANTIVIRUS (AV) SOLUTION:

- i. The vendor should renew the existing license with the OEM with all existing add-on facility (DLP) with premium support from OEM as detailed in this RFP.



- ii. The Vendor should generate daily/weekly/monthly reports as required by UIIC. The Vendor should distribute Antivirus patches/updates/signatures on Daily basis to all end points.
- iii. The Vendor has to download all the latest patches/updates/signatures from the OEM servers to DC/DR servers with in a day.
- iv. The Vendor shall ensure the AV client installation on all end-points (servers, desktops, Laptops, and Mobile Devices) at all locations.
- v. The vendor shall work with all stake holders to ensure AV is installed in all end points across the country and the patches are applied on a daily basis.
- vi. The vendor should monitor the updates and upgrades and should extend the support for troubleshooting.

3.1.3 DISTRIBUTION POINTS:

- I. The bidder has to configure and maintain the solution for head office users.
- II. UIIC has AV distribution points at 30 regional Offices. The bidder has to support, configure and maintain Distribution point for AV and DMS at these locations. The count of distribution points may increase/decrease in future.
- III. Hardware maintenance of RO distribution points would be taken care by UIIC.

SECTION 4- FACILITY MANAGEMENT SERVICES:

4.1 FACILITY MANAGEMENT SERVICES:

- i. The Vendor should depute **THREE** qualified dedicated manpower (FM support Engineer(s)) from contract start date at **UIIC Head Office** from 9:00 am to 6:00pm from Monday to Friday, and should be available at HO premises at short notice as and when required.
- ii. The FM resource(s) should be minimum graduate/diploma holder in engineering (IT/electronics/ Comp) having requisite certifications from the existing OEMs on Client Management Solution & Anti-Virus (AV) Solution.
- iii. The onsite helpdesk resources should be supported by qualified backend/remote support team of the bidder during working hours of onsite FMS.
- iv. In case the engineer goes on leave/absent, suitable replacements to be arranged immediately by the successful bidder to ensure that regular functioning of the offices does not hamper.
- v. FMS shall be responsible for following activities.
 - a) Providing a Single Point of Contact (SPOC) for assistance with IT services under scope.
 - b) Log IT related tickets (incidents, service requests, events) from users (received through phone, mail)
 - c) Provide remote support for end user at RO/OO.
 - d) Provide onsite support for end users at HO (The FMS engineer has to physically visit users in head office to resolve the problems).
 - e) Installation of CDMS solution on new/formatted PCs at HO.
 - f) Escalate issues pertaining to CDMS/AV solution.
 - g) Maintenance of SLA matrix, severity and categorization matrix.



4.2 FACILITY MANAGEMENT SERVICES- RESOURCES:

MAN POWER REQUIREMENT	
Level-1 Engineer	L1
HO - 9am to 6pm (5 days a week)	3

* Minimum 3 Level-1 Engineer to be stationed in our Head Office between 9 AM and 6 PM 5 days a week (Monday-Friday).

***L2/L3 Engineer Requirement:** UIIC reserves the right to demand the services of L2/ L3 Engineer on need basis for any escalated incidents if L1 Engineer is unable to resolve an incident in the agreed timeline. Bidder to provide the services of L2/L3 Engineer accordingly with no additional cost to UIIC.

SECTION 5- SERVICE LEVEL AGREEMENT

5.1 SERVICE LEVEL AGREEMENT:

- i. The Vendor shall guarantee a quarterly uptime of 99.5% for the existing Backend Infrastructure (hardware/software) from the date of commencement of the contract. (Any planned shutdown will not be considered for calculating SLA). The percentage of uptime is calculated on quarterly basis as follows:
- ii. $(\text{Total contracted minutes in a quarter} - \text{downtime during contracted minutes}) * 100 / \text{Total contracted minutes in a quarter}$.
- iii. The table below specifies support/maintenance matrix along with mean time to respond (MTTR1) and mean time to resolve (MTTR2).

S#	Services	MTTR1 (HH:MM)	MTTR2 (HH:MM)
1	Backend Infra at DC & DR (hardware/software/entire solution)	00:10	Should maintain 99.5%uptime
2	AV signature update for active desktops	*****	One day
3	Case logged to FMS from HO(For onsite support)	00:15	2 hour
4	Case logged to FMS from RO/OO(For remote support)	00:15	1 Working Day

Note:

- a) SLA window for line items 3, 4 will be 10.AM to 6 PM.
- b) MTTR1 (Mean Time to Response):- Defined as time taken by the help desk to respond the concerned user over the service desk tool, phone/Email or in person and acknowledge the problem.
- c) MTTR2 (Mean Time to Resolve): -Defined as time taken to resolve a problem.

5.2 PENALTY TABLE:

In case the Vendor fails to meet the above SLA, penalty will be imposed as specified in the table below.

S#	Services	Up Time	Penalty
1	Backend Infra at DC & DR (hardware/software/entire solution)	99.5%	Rs.1, 000/-per Hour.



2	Case logged to FMS from HO (For onsite support)	Not resolved within 2 hours.	Rs.200/-per day/per case
3	Case logged to FMS from RO/OO (For remote support)	Not resolved within 1 working day.	Rs.200/-per day/per case

Note:

- i. The down time will be calculated on quarterly basis.
- ii. The downtime calculated shall not include the following:
 - a) Any planned shutdown.
 - b) Failure or malfunction of any equipment or services not managed by the bidder.
 - c) Failure or malfunction of any equipment or services which is beyond the control of the bidder.
 - d) Negligence or other conduct of UIIC or its agents, including a failure or malfunction resulting from applications or services provided by UIIC or its vendors. However, it is the responsibility/onus of the selected bidder to prove that the outage is attributable to UIIC. The selected bidder shall obtain the proof authenticated by the UIIC's official that the outage is attributable to the UIIC.
 - e) The maximum penalty will be up to 10% of quarterly FMS and Infrastructure service charges.
 - f) In case maximum penalty is imposed for more than two times in a year, UIIC may revise the SLA penalty cap to 20% of quarterly FMS and Infrastructure services charges and could take actions including termination of the contract.
- iii. Penalty for absence of vendor resource will be calculated on pro rata basis.

SECTION 6 – INSTRUCTION TO BIDDERS:

6.1 INSTRUCTIONS/GUIDELINES TO BIDDERS:

- i. Tender Bidding Methodology: 'Single Stage Online submission & Two stage online opening' [Technical Bid & Commercial Bid].
- ii. The bidding process is completely online. Bidders are requested to submit all documents online as detailed in this RFP. Bidders should submit hard copy if demanded or a clarification is sought in this regard.

6.2 ONLINE SUBMISSION

- a. The bidders can access the documents in the company e-tendering portal <https://uiic.enivida.com/>. Bidders can avail the service of the e-tendering service provider for registering themselves, accessing tender documents, and completing the tender submission formalities. The service provider will provide all necessary assistance to bidders for online bidding.
- b. For further instructions regarding submission of bids online, the bidders shall visit the e-tender portal (<https://uiic.enivida.com/>).
- c. The relevant tender documents can be purchased/downloaded from the e-tendering site with the bidders authorized user credentials.
- d. The bidders should mandatorily fill in all relevant details as per the requested form in the e-tendering portal in both sections i.e., Technical Bid & Commercial Bid and all relevant scanned copies to be attached.



6.3 ONLINE DOCUMENTS TO BE SUBMITTED

The bidders should mandatorily attach below scanned copies of the following documents in the respective sections.

6.4 TECHNICAL BID DOCUMENTS

1. Tender Fee submission proof.
2. No Blacklisting Declaration as per **Annexure 1**.
3. Statement of Nil deviation as per **Annexure 2**.
4. Eligibility Criteria Declaration Form and supporting documents as detailed in **Annexure 3**.
5. Bid Security Declaration as per **Annexure 4**.
6. Proof of different OEMs authorizing the bidder to bid for the renewal of license.
7. Bid Submission Check List as per **Annexure 9**.

6.5 COMMERCIAL BID DOCUMENTS:

1. Commercial Bid as per **Annexure 6** only. Commercial bid should not contain any terms and conditions.

SECTION 7 - THE TENDER OFFER

- a. The tender submission/evaluation process is completely online. Bidders should ensure submission of all relevant documents and completion of e-tendering process before the due date as mentioned in this RFP.
- b. Online tender submission gets disabled after tender submission due date and time.
- c. Bidders are advised to submit online documents well before the due date to avoid any unforeseen circumstances.
- d. Bids would be opened by the Committee constituted by the Company.

7.1 TENDER FEE

- a. A non-refundable tender document fee of ₹5,000/- (Rupees Five Thousand Only) shall be remitted through NEFT preferably two days prior to the tender submission date to the below account:

Beneficiary Name	United India Insurance Company Ltd.
IFSC Code	INDB0000007
Account No	200999095210000100RFP529 (without spaces)
Bank Details	IndusInd Bank
Remarks	TENDER_FEE_RFP529 <Depositor Name>

- b. Bidders to note that any pre-bid queries raised would be considered only if the tender document fee is paid before the pre-bid meeting timeline.



7.2 THE COMPANY RESERVES THE RIGHT TO:

- i. Accept / Reject any of the Tenders.
- ii. Revise the quantities at the time of placing the order.
- iii. Add, Modify, Relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- iv. Reject any or all the tenders without assigning any reason thereof.
- v. Seek clarifications from the prospective bidders for the purpose of finalizing the tender.

7.3 REJECTION OF TENDERS:

The tender is liable to be rejected inter-alia:

- i. If it is not in conformity with the instructions mentioned herein,
- ii. If it is not accompanied by the requisite proof of tender document fee paid.
- iii. If it is not properly signed by the bidder.
- iv. If it is received after the expiry of the due date and time.
- v. If it is evasive or incomplete including non-furnishing the required documents.
- vi. If it is quoted for period less than the validity of tender.
- vii. If it is received from any blacklisted bidder or whose past experience is not satisfactory.

7.4 VALIDITY OF TENDERS:

Tenders should be valid for acceptance for a period of at least 60 (sixty) days from the last date of tender submission. Offers with lesser validity period would be rejected.

7.5 GENERAL TERMS:

- i. The successful bidder shall sign the agreement within 15 days from the date of Letter of Acceptance (LOA) from UIIC.
- ii. The agreement shall be in force for a period of 1 (ONE) years from 01.04.2021 and may be extended on mutually agreed terms.
- iii. The offer containing erasures or alterations will not be considered. There shall be no handwritten material, corrections or alterations in the offer.
- iv. Addendum/Amendments/Corrigendum, if any, will be communicated through website only. UIIC reserves the right to cancel the tender at any time without incurring any penalty or financial obligation to any bidder.
- v. UIIC is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by **The Ministry of MSME, GOI**. The policy details are available on the website www.dcmsme.gov.in
- vi. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).



- vii. Such MSEs would be entitled for exemption from furnishing tender fee and earnest money deposit (EMD). In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
- viii. Agencies/ Bidders desirous of availing exemptions/ preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.
- ix. The bidder to note that splitting of order would not be applicable in this tender.

7.6 SECURITY DEPOSIT:

The successful bidder has to furnish a security deposit to the tune of 3% of the total contract value in the form of a Bank Guarantee for a period of ONE YEAR obtained from a nationalised/scheduled bank for proper fulfilment of the contract. The security deposit along with two copies of agreement to be submitted within 15 days from the date of issue of Letter of Acceptance(LOA).

SECTION 8- PRICE:

- i. The bidders should quote only the base price. All applicable taxes will be paid as actuals.
- ii. The price shall be all inclusive of labour cost, packing, forwarding, freight, transit insurance, Excise duty, road permit charges, other duties, if any, including state levy, delivery, installation, commissioning and testing charges.
- iii. There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the bidders. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty during the period between the date of Letter of Acceptance and the date of Purchase Order, should be passed on to the Purchaser /Company.
- iv. All the items should be quoted in INR (Indian Rupees) only.

SECTION 9- EVALUATION OF OFFERS:

Each bidder acknowledges and accepts that the UIIC, in consultation with its appointed consultants, may in its absolute discretion apply selection criteria for evaluation of proposals for short listing/selecting the eligible bidders(s). The RFP document along with addendum/corrigendum if any, will form part of agreement to be signed / executed with the UIIC by the successful bidder through this procurement / evaluation process.

SECTION 10- NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER

- i. UIIC is under no obligation to accept the lowest or any other offer received in response to this tender and reserves the right to reject any or all the offers including incomplete offers without assigning any reason whatsoever.
- ii. UIIC reserves the right to make any changes in the terms and conditions of the tender. UIIC will not be obliged to meet and have discussions with any Bidder or to entertain any representations.

**SECTION 11- FORMAT AND SIGNING OF BID:**

- i. Proposals submitted in response to this tender must be signed by (in all the pages) the Authorized signatory of the Bidder's organization.
- ii. The bid shall be in A4 size papers, numbered with index, highlighted with technical specification details, shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract and neatly bind or filed accordingly.
- iii. Any interlineations, erasures or overwriting may be considered invalid.
- iv. Bidders responding to this tender must comply with the format requirements given in various annexure of the tender, bids submitted in any other format/type will be treated as non-compliant and may be rejected.
- v. GLOSSARY: Provide a glossary of all abbreviations, acronyms, and technical terms used to describe the services or products proposed. This glossary should be provided even if these terms are described or defined at their first use in the bid response.

SECTION 12- PUBLICITY:

Any publicity by the vendor in which the name of the Company is to be mentioned should be carried out only with the prior and specific written approval from the Company. In case the vendor desires to show any of the equipment to his customers, prior approval of the Company will have to be obtained by the vendor in writing.

SECTION 13- ROYALTIES AND PATENTS:

Any royalties or patents or the charges for the use or infringement there of that may be involved in the contract shall be included in the price. Bidder shall protect the Company against any claims thereof.

SECTION 14- PURCHASER'S RIGHT TO VARY QUANTITIES / REPEAT ORDER:

The purchaser reserves the right at the time of award of the contract to increase the quantity of the goods and services specified in the schedule of requirements without any changes in unit price of the ordered quantity.

**SECTION 15- CHANGE / MODIFICATION IN LOCATIONS FOR DELIVERY/INSTALLATION/
SUPPORT:**

Company reserves the right to change/modify locations for support of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and support at the modified locations at no extra cost to UIIC.



In case the hardware items are already delivered, and if the modifications in the locations are made after delivery, the bidder shall carry out installation, testing and commissioning at the modified locations. UIIC in such cases shall bear the shifting charges/arrange shifting and the bidder shall shift the material to the alternate locations at mutually agreed prices if the Company so requests.

The Warranty should be applicable to the altered locations also.

SECTION 16- INDEMNIFICATION:

The Bidder shall, at its own expense, defend and indemnify UIIC against any third party claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (Bidder's) employees or agents, or by any other third party resulting from or by any gross negligence and/or wilful default by or on behalf of the Bidder and against any and all claims by employees, workmen, contractors, sub- contractors, suppliers, agent(s), employed, engaged, or otherwise working for the Bidder, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.

The Bidder shall indemnify, protect and save UIIC and hold UIIC harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly from a gross negligence and/or wilful default of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, breach of any of the terms of this tender document or breach of any representation or warranty by the Bidder, use of the deliverables and or services provided by the Bidder, Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.

The Bidder shall further indemnify UIIC against any proven loss or damage to UIIC's premises or property, etc., due to the gross negligence and/or wilful default of the Bidder's employees or representatives to the extent it can be clearly established that such employees or representatives acted under the express direction of the Bidder.

The Bidder shall further indemnify UIIC against any proven loss or damage arising out of loss of data, claims of infringement of third party copyright, patents, or other intellectual property, and third-party claims on UIIC for malfunctioning of the equipment at all points of time, provided however:

UIIC notifies the Bidder in writing in a reasonable time frame on being aware of such claim, the Bidder has sole control of defence and all related settlement negotiations. UIIC provides the Bidder with the assistance, information and authority reasonably necessary to perform the above, and UIIC does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make



any statement (including failure to take appropriate steps) that may be detrimental to UIIC's (and/or its customers, users and service providers) rights, interest and reputation.

SECTION 17- LIQUIDATED DAMAGES DURING DELIVERY, INSTALLATION & WARRANTY:

The liquidated damage is an estimate of the loss or damage that UIIC may have suffered due to non-performance of any of the obligations (under the terms and conditions) or delay in performance during the contract relating to activities agreed to be undertaken by the Bidder. If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price (Annexure 6, Grand total) for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price (Annexure 6, Grand total). Once the maximum is reached, UIIC may consider termination of the contract.

Liquidated damages are not applicable for reasons attributable to UIIC and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to UIIC and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and UIIC's official that the delay is attributed to UIIC and Force Majeure along with the bills requesting payment.

SECTION 18- LIMITATION OF LIABILITY:

Bidder's cumulative liability for its obligations under the contract shall not exceed 100% of Contract value and the bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.

SECTION 19- INSOLVENCY:

The Company may terminate the contract by giving written notice to the vendor without compensation, if the vendor 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 the company.

SECTION 20- FORCE MAJEURE:

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.



In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the parties shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding the above, the decision of UIIC shall be final and binding on the Bidder.

SECTION 21- DISPUTE RESOLUTION:

The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws.

All settlement of disputes or differences whatsoever, arising between the parties out of or in connection to the construction, meaning and operation or effect of this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably between UIIC and the vendor's representative.

In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:

"Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties."

The venue of the arbitration shall be Chennai.

The language of arbitration shall be English.

The award shall be final and binding on both the parties.

Work under the contract shall be continued by the vendor during the arbitration proceedings unless otherwise directed in writing by UIIC unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the contract, no payment due, or payable by UIIC, to the vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.

**SECTION 22- WAIVER:**

No failure or delay on the part of any of party relating to the exercise of any right power privilege or remedy provided under this tender and the 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 and subsequent agreement 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 unless such waiver , amendments or modification is in writing and signed by the party against whom enforcement of the waiver, amendment or modification is sought.

SECTION 23- TERMINATION:

UIC shall be entitled to terminate the agreement/purchase order with the Bidder at any time giving 60(sixty) days prior written notice to the Bidder if the Bidder breaches its obligations under the tender document or the subsequent agreement/purchase order and if the breach is not cured within 30 (Thirty) days from the date of notice.

SECTION 24- TERMINATION FOR CONVENIENCE:

UIC may terminate the Contract, in whole or in part, at any time for its convenience by written notice of not less than 60 (sixty) days. The notice of termination shall specify that termination is for the UIC's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective. In case of termination for convenience, UIC shall pay for the services rendered by bidder till date of termination.

SECTION 25- CONTRACT/AGREEMENT:

The contract/agreement between the Vendor and the Purchaser will be signed in accordance with all the terms and conditions mentioned in this tender document and addendums/corrigendum.

The successful bidder has to furnish two copies of the contract/agreement in ₹100/- stamp paper, with all the above terms and conditions mentioned including the commercials. The draft of the contract/agreement will be shared to the successful bidder along with the LOA.

The successful bidder has to furnish the duly signed contract/agreement along with the security deposit/performance guarantee for UIC's counter signature within 15 days from the receipt of LOA.



SECTION 26- AMC & ON-SITE MAINTENANCE:

The Bidder shall undertake to provide an onsite comprehensive ONE Year AMC from the date of expiry of warranty (BACK TO BACK with OEM) for all Hardware and Software as provided in the Purchase Order / Contract. However, the contract may be extended by another ONE year upon mutually agreed terms and conditions.

Replacement under AMC clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges.

SECTION 27- PAYMENT TERMS:

- i. All payments will be made to the Bidder in Indian Rupees only.
- ii. License Subscription/renewal charges shall be paid upon submission of relevant proofs.
- iii. Manpower/ FMS charges shall be paid quarterly in arrears.
- iv. The Bidder recognizes that all payments to the Bidder under this RFP and subsequent agreement are linked to and dependent on successful achievement and acceptance of deliverables / activities set out in the RFP and therefore any delay in achievement of such deliverables / activities shall automatically result in delay of such corresponding payment.
- v. Any objection / dispute to the amounts invoiced in the bill shall be raised by UIIC within reasonable time from the date of receipt of the invoice.
- vi. All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this RFP and subsequent agreement is included in the amounts and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.
- vii. The company also reserves the right to prescribe additional documents for release of payments and the bidder shall comply with the same.
- viii. The bidder shall cover the entire scope of services mentioned and deliver all the 'deliverables' as mentioned under the scope of work.
- ix. The SP must accept the payment terms proposed by UIIC. The financial bid submitted by the SP must be in conformity with the payment terms proposed by UIIC. Any deviation from the proposed payment terms would not be accepted. UIIC shall have the right to withhold any payment due to the SP, in case of delays or defaults on the part of the SP. Such withholding of payment shall not amount to a default on the part of UIIC.

S.No.	Activity	Payment to be released	Documents to be submitted by the vendor
1.	Software/Licenses Subscription/renewal charges	100% on submission of relevant documents	Confirmation letter/mail from OEM on the renewal/validity of the licenses, and application of latest version of software.



2.	AMC charges (OEM back to back support)	100% on submission of relevant documents	Confirmation letter/mail from OEM on the renewal/validity of the hardware support.
3	Manpower/FMS Charges	Quarterly in arrears	Quarterly call reports, Hardware uptime report, Onsite resource attendance report

SECTION 28- DELAY IN BIDDER'S PERFORMANCE:

Any delay by the bidder in the performance of action relating to maintenance obligations shall render the bidder liable to any or all of the following sanctions:

- Forfeiture of performance security.
- Imposition of liquidated damages.
- Termination of the contract for default.

SECTION 29- INSPECTION OF RECORDS:

All work under or in course of execution or executed in pursuance of the contract shall at all times be open to the inspection and supervision of the company as well as the company's authorized representatives and the contractor shall at all times during the usual working hours and at all other times at which reasonable notice of the intention of the company or company's representatives to visit the works have been given to the contractor, either himself be present or receive order or instructions or have a responsible agent duly accredited in writing present for that purpose.

Said records are subject to examination. UIIC's auditors would execute confidentiality agreement with the bidder, provided that the auditors would be permitted to submit their findings to UIIC, which would be used by UIIC. The cost of the audit will be borne by UIIC. 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.

SECTION 30- RIGHTS OF VISIT:

UIIC reserves the right to inspect and monitor/assess the progress of the project at any time during the course of the Contract. The Purchaser may demand and upon such demand being made, the Purchaser shall be provided with any document, data, material or any other information, which it may require, to enable it to assess the progress of the project.



ANNEXURE 1- NO BLACKLIST DECLARATION

(To be submitted in the Bidder's letterhead)

Ref. No: 000100/HO IT/RFP/529/2020-2021

To

The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd.
Head Office, NALANDA
19,4th Lane
Uthamar Gandhi Salai,
(Nungambakkam High Road)
Chennai – 600034

Re: Your RFP Ref. 000100/HO IT/RFP/529/2020-2021- “REQUEST FOR PROPOSAL(RFP) for the Support of Centralized Desktop Management Solution”

Dear Sir/Madam,

We do hereby declare and affirm that we have not been blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the “REQUEST FOR PROPOSAL (RFP) for the support of Centralized Desktop Management Solution”.

(Authorized Signatory of Bidder)

Date:

(Company Seal)



ANNEXURE 2 - STATEMENT OF NIL DEVIATIONS
(To be submitted in the Bidder's letterhead)

Ref. UIIC:HO:ITD:RFP:xx:2020-2021000100/HO IT/RFP/529/2020-2021

To
The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd.
Head Office NALANDA, # 19,4th Lane
Uthamar Gandhi Salai,
(Nungambakkam High Road)
Chennai – 600034

Re: Your RFP Ref. 000100/HO IT/RFP/529/2020-2021 - "REQUEST FOR PROPOSAL(RFP) for the Support of Centralized Desktop Management Solution"

Dear Sir,

There are no deviations (nil deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

Yours faithfully,

(Authorized Signatory of Bidder)

Date:
(Company Seal)



ANNEXURE 3 - ELIGIBILITY CRITERIA FORM
(To be submitted in the Bidder's letter head)

To
The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd
Head Office, NALANDA, # 19,4th Lane
Uthamar Gandhi Salai,
(Nungambakkam High Road)
Chennai – 600034

Ref. 000100/HO IT/RFP/529/2020-2021

ELIGIBILITY CRITERIA FOR BIDDERS

Sl. No.	Particulars
1	Registered Name & Address of The Bidder
2	Location of Corporate Head Quarters
3	Date & Country of Incorporation
4	GSTIN and date of registration
5	In the Location business since (year)
7	Address for Communication
8	Contact Person-1 (Name, Designation, Phone, Email ID)
9	Contact Person-2 (Name, Designation, Phone, Email ID)

TURN OVER & NET PROFIT

Financial Year / Accounting Year	Turnover (in Crores)	Net Profit
2017-2018		
2018-2019		
2019-2020		

Sl. No.	Eligibility Criteria for Bidders	Documentary Proof Required	Compliance (Y/N)
a.	The Bidder should be a Registered Company in India under the 'Companies Act' and should be in existence in India for more than five (05) years as on date of RFP	Copy of the Certificate of Incorporation issued by Registrar of Companies.	
b.	The bidder should have an average annual financial turnover of at least ₹100 Crore for the last three financial year's viz. 2017-18, 2018-19, and 2019-20.	Audited financial statements / Certificate from Auditor	



c.	The bidder should have made Net Profit after taxation in at least one year in the last three financial years viz. 2017-18, 2018-19, and 2019-20.	Audited financial statements / Certificate from Auditor	
d.	The bidder should not have been blacklisted/debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the tender	As per Annexure 1	
E	The bidder should have experience in managing Centralized Desktop Management solution in any two BFSI/PSU/Govt. organizations with atleast 5000 end points in the last three years from date of this RFP.	Purchase order/agreement copy (minimum two)	

**ANNEXURE 4 - BID SECURITY DECLARATION**

(To be submitted in the Bidder's letter head)

To
The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd
Head Office, NALANDA, # 19,4th Lane
Uthamar Gandhi Salai,
(Nungambakkam High Road)
Chennai – 600034

Re: Your RFP Ref. 000100/HO IT/RFP/529/2020-2021– “Request for Proposal (RFP) for the Support of Centralized Desktop Management Solution” I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We will be disqualified from bidding any future contract with you including RFP Ref. 000100/HO IT/RFP/529/2020-2021 and will also be blacklisted 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.
- c. Have put any deviation, onerous / extraneous condition, assumption or exclusion on requirements, payment terms, integrity pact, SLAs, Scope, sizing and the terms and conditions as mentioned in the said RFP including all corrigendum/amendment floated by United India Insurance Co. Ltd. pertaining to Selection of System Integrator for the Support of Centralized Desktop Management Solution.

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.

Yours faithfully,

(Authorized Signatory of Bidder)

Date:
(Company Seal)



ANNEXURE 5 – LIST OF ITEMS DUE FOR WARRANTY/LICENSE RENEWAL

Sl. no.	ITEM DETAILS	Qty		Warranty/License validity	Part Nos.
		DC	DR		
1	Trend Micro Licenses				TM-L-A000054729
1.1	Enterprise Security for Endpoints - Advanced (Apex One Antivirus Subscription)	13000		31-03-2021	ENOVE14402J12
1.2	Host Data Loss Prevention subscription (iDLP)	13000		31-03-2021	DLDLM14400312
1.4	Premium Support (PSP)			31-03-2021	PSBBZ12502012
2	IBM - Client Management System Licenses				
2.2	IBM BigFix Lifecycle Client Device Annual SW Subscription & Support Renewal	13000		31-03-2021	E0BDDLL
2.3	IBM BigFix Inventory Client Device Annual SW Subscription & Support Renewal	13000		31-03-2021	E0BDFLL



ANNEXURE 6 - COMMERCIAL BID FORMAT [ALL AMOUNTS SHOULD BE IN INR]
[To be included in Cover 'C' - Commercial Bid]

Sl. no.	ITEM DETAILS	Part Nos.	ATS/AMC CHARGES (Rs.)	Qty	Total Price (Rs.)
1	Trend Micro Licenses				
1.1	Enterprise Security for Endpoints (Apex One Antivirus Subscription)	ENOVE14402J12		13000	
1.2	Host Data Loss Prevention subscription (iDLP)	DLDLM14400312		13000	
1.3	Premium Support (PSP)	PSBBZ12502012			
2	IBM - Client Management System Licenses				
2.2	IBM BigFix Lifecycle Client Device Annual SW Subscription & Support Renewal	E0BDDLL		13000	
2.3	IBM BigFix Inventory Client Device Annual SW Subscription & Support Renewal	E0BDFLL		13000	
3	HO Onsite Support (9am to 6pm 5 days in a week)	L1		3	
4	Infrastructure Support Charges (if any)				
5	Optional Charges for additional licenses (as per below table)				
GRAND TOTAL					

OPTIONAL : ADDITIONAL NEW LICENSES					
Sl. no.	ITEM DETAILS	Part Nos.	Unit Cost for 1 year	Qty	Total cost for 1 year
5.1	Trend Micro Licenses				
5.1.1	Enterprise Security for Endpoints - Advanced (Apex One Antivirus Subscription)	ENOVE14402J12		1500	
5.1.2	Host Data Loss Prevention subscription (iDLP)	DLDLM14400312		1500	
TOTAL CHARGES (OPTIONAL : ADDITIONAL NEW LICENSES)					

NOTE:

OPTIONAL ITEMS, UIIC may during the course of the contract place order for optional item as per its requirements. However, the bidder has to quote for the optional items and it will be taken into account for L1 purposes. The prices quoted for optional items will be valid for the contract period.

**ANNEXURE 7 – PREBID QUERY FORMAT***(To be submitted in the Bidder's letterhead)*

Ref. 000100/HO IT/RFP/529/2020-2021

To

The Deputy General Manager
Information Technology Department
United India Insurance Co. Ltd.
Head Office NALANDA, # 19,4th Lane
Uthamar Gandhi Salai,
(Nungambakkam High Road)
Chennai – 600034

Re: Queries w.r.t. your RFP Ref. 000100/HO IT/RFP/529/2020-2021- “REQUEST FOR PROPOSAL(RFP) for the Support of Centralized Desktop Management Solution”

Sl. No	Page#	Point / Section	Existing Clause	Query
1.				
2.				
3.				
4.				
5.				
6.				
7.				



ANNEXURE 8 - LOCATIONS

HEAD OFFICE LOCATION:

UNITED INDIA INSURANCE COMPANY LIMITED
NALANDA
19,4th Lane
Uthamar Gandhi Salai
(Nungambakkam High Road)
Chennai – 600034

DC LOCATION:

UNITED INDIA INSURANCE COMPANY LIMITED
M/s. Sify Technologies Ltd - Airoli DC,
Reliable Plaza, Plat No-K10, Kalwa Block,
TTL Industrial Area, Thane,
Mumbai-400 708

DR LOCATION:

UNITED INDIA INSURANCE COMPANY LIMITED
Ctrls Datacenters Ltd.,
16, Software Units Layout, Madhapur (Hitech City),
Hyderabad, Telangana – 500 081.

The list of remaining end point locations will be shared with the successful bidder.



ANNEXURE 9 - BID SUBMISSION CHECK LIST – FOR BIDDERS

S/No.	Document	Attached (Yes/No)	Page
Technical Bid Documents			
1	Tender Fee remittance details.		
2	No Blacklisting Declaration as per Annexure 1.		
3	Statement of Nil deviation as per Annexure 2.		
4	Eligibility Criteria Declaration Form and supporting documents as detailed in Annexure 3 .		
5	Bid Security Declaration as per Annexure 4.		
6	Proof of different OEMs authorizing the bidder to bid for the renewal of license.		
7	Bid Submission Check List as per Annexure 8		
Commercial Bid:			
1	Commercial Bid as per Annexure 6		

END OF RFP
