OIL INDIA LIMITED
(A Government of India Enterprise)
P.O. Duliajan-786602, Assam, India
E-mail: material@oilindia.in

<u>INVITATION FOR LOCAL COMPETITIVE BID</u>

OIL INDIA LIMITED invites Local Competitive Bid (LCB) through its e-procurement portal https://etender.srm.oilindia.in/irj/portal for the following items:

E-Tender No	Bid Closing/Opening Date	Item Description
SDI9303P16 Dtd 23.11.2015	07.01.2016	**UPGRADE AND DR FOR ON-PREMISE EMAIL SERVICE**

Tender fee (Non-refundable): Rs 1,000.00; Bid Closing/Opening Time: **07.01.2016 (11 Hrs.) IST/(14 Hrs.) IST**; Period of sale of documents: **upto 24.12.2015**. The complete bid documents and details for purchasing bid documents, participation in E-tenders are available on OIL's e-procurement portal https://etender.srm.oilindia.in/irj/portal as well as OIL's website www.oil-india.com.
<u>**NOTE:** All addenda, Corrigenda, time extension etc. to the tenders will be hosted on above website and e- portal only and no separate notification shall be issued in the press. Bidders should regularly visit above website and e-portal to keep themselves updated.</u>

OIL INDIA LIMITED
(A Government of India Enterprises)
PO : Duliajan – 786602
Assam (India)

TELEPHONE NO. (91-374) 2808719
FAX NO: (91-374) 2800533
Email: tuhin_roy@oilindia.in ; erp_mm@oilindia.in

FORWARDING LETTER

Tender No.	: SDI9303P16 dated 23.11.15
Tender Fee	: Rs 1,000.00
Bid Security Amount	: Rs 19.33 Lakhs
Bidding Type	: SINGLE STAGE TWO BID SYSTEM
Bid Closing on	: As mentioned in the e-portal
Bid Opening on	: -do-
Performance Security	: Applicable
Integrity Pact	: Applicable

Date of pre-bid conference : 28.12.2015 and 29.12.2015

Time of pre-bid conference : 09.00 AM onwards.

Venue of pre-bid conference : Kolkata

OIL invites Bids for **Upgrade and DR for On-Premise Email Service** through its e-Procurement site under **SINGLE STAGE TWO BID SYSTEM**. The bidding documents and other terms and conditions are available at Booklet No. MM/LOCAL/E-01/2005 for E-Procurement LCB Tenders. The prescribed Bid Forms for submission of bids are available in the Technical RFx -> External Area - > Tender Documents

The general details of tender can be viewed by opening the RFx [Tender] under RFx and Auctions.. The details of items tendered can be found in the Item Data and details uploaded under Technical RFX.

NOTES:

(1) A Pre-Bid Conference with the Parties will be held at Kolkata to discuss on the technical specifications and other terms and conditions of the tender. All the Parties who purchase the Tender Document within the Last date of issue of user id and password i.e. 24.12.2015 (or amended otherwise) will be eligible to attend the Pre-Bid Conference. The exact venue and time of the Pre-Bid conference will be intimated to the Parties at a later date.

(2) Clarification on the technical specifications and other terms & conditions of the tender shall be provided to the parties during the Pre-bid Conference. Parties should come fully prepared to the Pre-bid Conference and submit their queries to OIL in the Pre-bid

Conference for clarification. The set of queries shall be sent to OIL at least 5 days before the Pre-bid Conference for study by OIL.

(3) Any changes in the technical specifications and other terms & conditions of the tender arising out of discussion in the Pre-bid Conference shall also form part of the tender document. In the Pre-bid Conference specifications, terms and conditions of the NIT will be frozen and no request for amendment to NIT shall be entertained after the pre bid conference.

(4) Bidders shall depute representatives who are competent enough and authorized to take on the spot decision. At the most 2 (Two) representatives from each party shall be allowed to participate in the pre-bid conference. All costs for attending the pre-bid conference shall be to the bidder's account.

(5) Bidders, immediately after the purchase of the Tender documents, shall inform OIL at the following address about their participation in the Pre-Bid Conference with details of the persons to enable OIL to make arrangement for the Pre-Bid Conference.

HEAD – MATERIALS, OIL INDIA LIMITED
P.O DULIAJAN, PIN – 786 602, DIST. DIBRUGARH (ASSAM) INDIA
FAX NO. : +91 - 374 – 2800533, E-Mail : tuhin_roy@oilindia.in

The tender will be governed by:

a) **For technical support on various matters viz. Online registration of vendors, Resetting of Passwords, submission of online bids etc, vendors should contact OIL's ERP MM Deptt at following: Tel Nos = 0374-2807171 , 0374-2807192. Email id = erp_mm@oilindia.in.**

b) **OIL's office timings are as below:**

	Time (in IST)
Monday – Friday	**07.00 AM to 11.00 AM; 12.30 PM to 03.30 PM**
Saturday	**07.00 AM to 11.00 AM**
Sunday and Holidays	**Closed**

Vendors should contact OIL officials at above timings only.

c) "General Terms & Conditions" for e-Procurement as per Booklet No. MM/LOCAL/E-01/2005 for E-Procurement LCB Tenders.

d) Technical specifications and Quantity as per **Annexure – 1A**.

e) The prescribed Bid Forms for submission of bids are available in the Technical RFx -> External Area - > Tender Documents.

f) In the event of receipt of only a single offer against the tender within B.C. date, OIL reserves the right to extend the B.C. date as deemed fit by the Company. During the extended period, the bidders who have already submitted the bids on or before the original B.C. date, shall not be permitted to revise their quotation.

g) All corrigenda, addenda, amendments, time extension, clarifications etc. To the tender will be hoisted on OIL's website (www.oil-india.com) and in the e-portal (https://etenders.srm.oilindia.in/irj/portal) only and no separate notification shall be issued

in the press. Prospective bidders are requested to regularly visit the website and e-portal to keep themselves updated.

h) Any sum of money due and payable to the contractor (including Security Deposit refundable to them) under this or any other contract may be appropriated by Oil India Limited and set-off against any claim of Oil India Limited (or such other person or persons contracting through Oil India Limited) for payment of sum of money arising out of this contract or under any other contract made by the contractor with Oil India Limited (or such other person or persons contracting through Oil India Limited).

i) Bidder are advised to fill up the Technical bid check list (**Annexure EEE**) and Response sheet (**Annexure FFF**) given in MS excel format in Technical RFx -> External Area - > Tender Documents. The above filled up document to be uploaded in the Technical RFX Response.

Special Note:

1.0 General Qualification Criteria:

In addition to the general BRC/BEC, following criteria on Bidders' Experience and their financial capabilities shall be considered (**documentary evidence to be provided along with the bid in Technical RFx -> External Area - > Tender Documents**) as on the Bid Closing Date:

Criteria	Complied / Not Complied. Documentary evidence submitted / not submitted
Annual financial turnover of the firm in any of the last 3 financial years or current financial year should not be less than **Rs 19.33 Crores.**	

Note: For Annual financial turnover enclose the audited Annual Reports or balance sheet certified by a chartered accountant.

2.0 Vendors having OIL's User ID & password shall purchase bid documents on-line through OIL's electronic Payment Gateway.
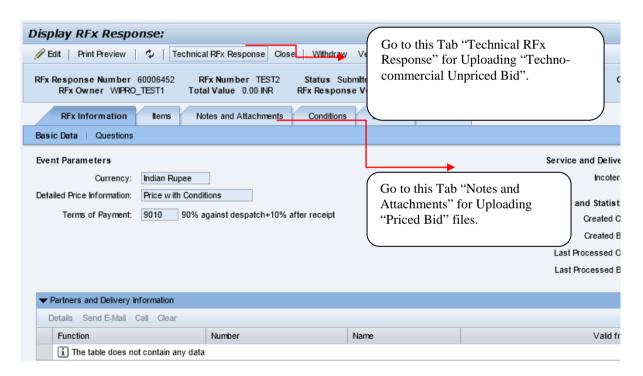
Vendors who do not have OIL's User ID & password shall obtain User ID & password through online vendor registration system in e-portal and can subsequently purchase bid documents through OIL's electronic Payment Gateway.

Alternatively application showing full address/email address with Tender Fee (Non-refundable) of Rs. 1,000.00 in favour of M/s Oil India Limited and payable at Duliajan is to be sent to Head-Materials, Oil India Limited, P.O. Duliajan, Assam-786602. Application shall be accepted only upto 24.12.2015 (or as amended in e-portal). The envelope containing the application for participation should clearly indicate "REQUEST FOR ISSUE OF USER ID AND PASSWORD FOR E TENDER NO …" for easy identification and timely issue of user ID and password. On receipt of requisite tender fee, USER_ID and initial PASSWORD will be communicated to the bidder (through e-mail) and will be allowed to participate in the tender through OIL's e- Procurement portal. No physical tender documents will be provided. Details of NIT can be viewed using "Guest Login" provided in the e-Procurement portal. The link to e-Procurement portal has been also provided through OIL's web site www.oil-india.com.
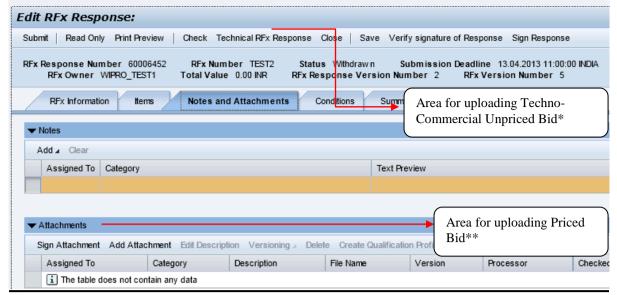
NOTE:

PSUs and MSE units are provided tender documents Free of Cost (as per govt guidelines), however they have to apply to OIL's designated office to issue the tender documents before the last date of sale of tender document mentioned in the tender.

3.0 The tender is invited under SINGLE STAGE-TWO BID SYSTEM. The bidders are required to submit both the "TECHNO-COMMERCIAL UNPRICED BID" and "PRICED BID" through electronic format in the OIL's e-Tender portal within the Bid Closing Date and Time stipulated in the e-Tender.

3.1   Please ensure that Technical Bid / all technical related documents related to the tender are uploaded in the Technical RFx Response-> User - > Technical Bid only**. The "TECHNO-COMMERCIAL UNPRICED BID" shall contain all techno-commercial details except the prices**. **Please note that no price details should be uploaded in** Technical RFx Response.

3.2   The "PRICE BID" must contain the price schedule and the bidder's commercial terms and conditions. The prices of the items should be quoted in "Conditions Tab". Details of prices as per Bid format / Commercial bid can be uploaded as Attachment under the attachment option under "Notes & Attachments".

3.3   A screen shot in this regard is given below. Offer not complying with above submission procedure will be rejected as per Bid Rejection Criteria mentioned in Annexure-CCC.

On "EDIT" Mode- The following screen will appear. Bidders are advised to Upload "Techno-Commercial Unpriced Bid" and "Priced Bid" in the places as indicated above:

Bid on "EDIT" Mode

Note :

* The "Techno-Commercial Unpriced Bid" shall contain all techno-commercial details **except the prices**.

** The "Price bid" must contain the price schedule and the bidder's commercial terms and conditions. For uploading Price Bid, first click on Sign Attachment, a browser window will open, select the file from the PC and click on Sign to sign the Sign. On Signing a new file with extension .SSIG will be created. Close that window. Next click on Add Atachment, a browser window will open, select the .SSIG signed file from the PC and name the file under Description, Assigned to General Data and clock on OK to save the File.

4.0 Please note that all tender forms and supporting documents are to be submitted through OIL's e-Procurement site only except following documents which are to be submitted manually in sealed envelope super scribed with **Tender no.** and **Due date** to **Head Materials, Materials Department, Oil India Limited, Duliajan - 786602, Assam** on or before the Bid Closing Date and Time mentioned in the Tender.

    a) **Original Bid Security**
    b) **Detailed Catalogue (if any)**
    c) **Any other document required to be submitted in original as per tender requirement**

All documents submitted in physical form should be signed on all pages by the authorised signatory of the bidder and to be submitted in triplicate.

5.0 Benefits to Micro & Small Enterprises (MSEs) as per prevailing Govt guidelines as applicable on B.C date shall be given. MSEs who are interested in availing the benefits will upload with their offer proof of their being MSE registered for the item tendered. The MSE are also required to upload scanned copies of relevant documents indicating details of registration alongwith validity, name of the registering organization and details of the item, ownership etc,. failing which, their offer may not be liable for consideration of benefits to MSEs.

6.0 Bidders are requested to examine all instructions, forms, terms and specifications in the bid. Failure to furnish all information required as per the NIT or submission of offers not substantially responsive to the bid in every respect will be at the bidders risk and may result in rejection of its offer without seeking any clarifications.

7.0 Bidders must ensure that their bid is uploaded in the system before the tender closing date and time. Also, they must ensure that above documents which are to be submitted in a sealed envelope are also submitted at the above mentioned address before the bid closing date and time failing which the offer shall be rejected.

8.0 Bid must be submitted electronically only through OIL's e-procurement portal. Bid submitted in any other form will be rejected.

9.0 **SINGLE STAGE TWO BID SYSTEM** shall be followed for this tender and only the PRICED-BIDS of the bidders whose offers are commercially and technically acceptable shall be opened for further evaluation.

10.0 **a) The Integrity Pact is applicable against this tender. Therefore, please submit the Integrity Pact document duly signed along with your quotation as per BRC**. **OIL shall be entering into an Integrity Pact with the bidders as per format enclosed vide Annexure DDD of the tender document. This Integrity Pact proforma has been duly signed digitally by OIL's competent signatory. The proforma has to be submitted by the bidder (along with the technical bid) duly signed (digitally) by the same signatory who signed the bid, i.e., who is duly authorized to sign the bid. Uploading the Integrity Pact with digital signature will be construed that all pages of the Integrity Pact has been signed by the bidder's authorized signatory who sign the Bid. If any bidder refuses to sign Integrity Pact or declines to submit Integrity Pact with the offer, their bid shall be rejected straightway".**

b) The name of the OIL's Independent External Monitors at present are as under:

SHRI RAJIV MATHUR, IPS (Retd.)
Former Director, IB, Govt. of India,
e-Mail ID : rajivmathur23@gmail.com

11.0 The tender shall be governed by the Bid Rejection & Bid Evaluation Criteria given in enclosed **Annexure-CCC**. However, if any of the Clauses of the Bid Rejection Criteria / Bid Evaluation Criteria (as per **Annexure-CCC**) contradict the Clauses of the tender and / or "General Terms & Conditions" as per Booklet No. MM/LOCAL/E-01/2005 for E-procurement (LCB Tenders) elsewhere, those in the BEC / BRC shall prevail.

12.0 To ascertain the substantial responsiveness of the bid OIL reserves the right to ask the bidder for clarification in respect of clauses covered under BRC also and such clarifications fulfilling the BRC clauses in toto must be received on or before the deadline given by the company, failing which the offer will be summarily rejected.

13.0 Please do refer the User Manual provided on the portal on the procedure How to create Response for submitting offer.

14.0 If Bank Guarantee is submitted towards 'Bid Security', then bidders have to ensure that the Bank Guarantee issuing bank indicate the name and detailed address (including e-mail) of their higher office from where confirmation towards genuineness of the Bank Guarantee can be obtained.

NOTE:

Bidders should submit their bids (preferably in tabular form) explicitly mentioning compliance / non compliance to all the NIT terms and conditions of NIT.

Yours Faithfully

Sd-
(T. ROY)
DEPUTY MANAGER MATERIALS (IP)
FOR : HEAD-MATERIALS

Tender No & Date: SDI9303P16 dated 23.11.15

<u>**BID REJECTION CRITERIA (BRC) / BID EVALUATION CRITERIA (BEC)**</u>

The following BRC/BEC will govern the evaluation of the bids received against this tender. Bids that do not comply with stipulated BRC/BEC in full will be treated as non responsive and such bids shall prima-facie be rejected. Bid evaluation will be done only for those bids that pass through the "Bid Rejection Criteria" as stipulated in this document.

Other terms and conditions of the enquiry shall be as per General Terms and Conditions vide MM/LOCAL/E-01/2005 for E-Procurement LCB Tenders. However, if any of the Clauses of the Bid Rejection Criteria / Bid Evaluation Criteria (BRC / BEC) contradict the Clauses of the tender or MM/LOCAL/E-01/2005 elsewhere, those in the BRC / BEC shall prevail.

<u>Criteria</u>	Complied / Not Complied. (Remarks if any)
1.0 BID REJECTION CRITERIA (BRC): The bid shall conform generally to the specifications, terms and conditions given in this document. Notwithstanding the general conformity of the bids to the stipulated specifications, the following requirements will have to be particularly met by the Bidders without which the same will be considered as non-responsive and rejected. **A) TECHNICAL:** 1. Bidder must have experience of successfully executing one similar order for solution implementation during last 5 years. Definition of "similar order" in the context of this clause: Design and implementation of Primary Site (DC) for Microsoft Exchange 2010/2013 solution with at least 750 user mailboxes (30% of the total mailboxes of the proposed solution). 2. Bidder must have experience of successfully executing one similar order for Exchange DR during last 5 years. Definition of "similar order" in the context of this clause: Design and implementation of Disaster Recovery for Microsoft Exchange 2010/2013 solution. 3. Bidder should have experience of successfully executing one similar order for AMS/managed services during last 5 years. Definition of "similar order" in the context of this clause: (a) Maintenance of Microsoft Exchange 2010/2013 solution with at least 750 user mailboxes (30% of the total mailboxes of the proposed solution) with	

completed service period of at least 2 years (30 % of total Manage services period of the proposed solution).

4. Documentary evidence in respect of the above must be submitted in the form of:
(i) Copies of relevant Purchase Orders
(ii) Any other documentary evidence that can substantiate the satisfactory completion of each of the purchase orders cited above clearly mentioning the quantum of work satisfying the requirement of the clauses above.
(iii) Purchase Orders shown against clauses 1, 2 and 3 may be same or different.

B) COMMERCIAL:

i) Validity of the bid shall be minimum 120 days from the Bid Closing Date.

ii) Bid security:
The bid must be accompanied by Bid Security of **Rs 19.33 Lakhs** in OIL's prescribed format as Bank Guarantee or a Bank Draft/Cashier cheque in favour of OIL. The Bid Security may be submitted manually in sealed envelope superscribed with Tender no. and Bid Closing date to Head Materials, Materials Department, Oil India Limited, Duliajan- 786602, Assam on or before the Bid Closing Date and Time mentioned in the Tender. **The Bank Guarantee towards Bid Security shall be valid for 10 months from Bid closing date. (i.e. upto 07.11.2016).**

Bid Security may also be paid online on or before the Bid Closing Date and Time mentioned in the Tender.

If bid security in ORIGINAL of above mentioned Amount and Validity is not received or paid online within bid closing date and time, the bid submitted through electronic form will be rejected without any further consideration.

For exemption for submission of Bid Security, please refer Clause No. 8.8 of General Terms and Conditions vide MM/LOCAL/E-01/2005 for E-Procurement LCB Tenders.

The format of Bank Guarantee towards Bid Security (Annexure – VII) has been amended to Annexure – VII (Revised) and bidders should submit Bank Guarantee towards Bid Security as per Annexure – VII (Revised) only.

iii) Bids are invited under "Single Stage Two Bid System". Bidders have to submit both the "Techno-commercial Unpriced Bids" and "Priced Bids" through electronic form in the OIL's e-Tender portal within the bid Closing date and time stipulated in the e-tender. The Techno-commercial Unpriced bid is to be submitted as per scope of works and Technical specification of the tender and the priced bid as per the online Commercial bid format. For details of submission procedure, please refer relevant para of General Terms and Conditions vide MM/LOCAL/E-01/2005 for E-Procurement LCB Tenders. Any offer not complying with the above shall be rejected straightway.

iv) Performance Security:

The successful Bidder will have to provide Performance Security @ 10% of order value which shall be valid for minimum 7 years from successful installation and commissioning of the entire solution.

<u>The validity requirement of Performance Security is assuming despatch within stipulated delivery period and confirmation to all terms and conditions of order. In case of any delay in despatch or non-confirmation to all terms and conditions of order, validity of the Performance Security is to be extended suitably as advised by OIL.</u>

v) The Bank Guarantee should be allowed to be encashed at all branches within India.

vi) The prices offered will have to be firm through delivery and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and rejected.

vii) Bids received after the bid closing date and time will be rejected. Similarly, modifications to bids received after the bid closing date & time will not be considered.

viii) All the Bids must be Digitally Signed using "Class 3" digital certificate with Organisation's name *(e-commerce application)* as per Indian IT Act obtained from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India. The bid signed using other than "Class 3 with Organisation's Name" digital certificate, will be rejected.

ix) Technical RFx Response folder is meant for Technical bid only. Therefore, No price should be given in Technical RFx Response folder, otherwise the offer will be rejected.

x) Price should be maintained in the "online price schedule" only. The price submitted other than the "online price schedule" shall not be considered.

xi). Integrity Pact :

OIL shall be entering into an Integrity Pact with the bidders as per format enclosed vide Annexure DDD of the tender document. This Integrity Pact proforma has been duly signed digitally by OIL's competent signatory. The proforma has to be submitted by the bidder (along with the technical bid) duly signed (digitally) by the same signatory who signed the bid, i.e., who is duly authorized to sign the bid. Uploading the Integrity Pact with digital signature will be construed that all pages of the Integrity Pact has been signed by the bidder's authorized signatory who sign the Bid. If any bidder refuses to sign Integrity Pact or declines to submit Integrity Pact with the offer, their bid shall be rejected straightway".

xii). A bid shall be rejected straightway if it does not conform to any one of the following clauses:
(a) Validity of bid shorter than the validity indicated in the Tender.
(b) Original Bid Security not received within the stipulated date & time mentioned in the Tender.
(c) Bid Security with (i) Validity shorter than the validity indicated in Tender and/or (ii) Bid Security amount lesser than the amount indicated in the Tender.
(d) In case the Party refuses to sign Integrity Pact.
(e) Average Annual Turnover of a bidder lower than the average Annual turnover mentioned in the Tender.

2.0 BID EVALUATION CRITERIA (BEC)

The bids conforming to the terms and conditions stipulated in the tender and considered to be responsive after subjecting to the Bid Rejection Criteria as well as verification of original of any or all documents/ documentary evidences pertaining to BRC, will be considered for further evaluation as per the Bid Evaluation Criteria given below.

A) TECHNICAL:

For evaluation of bids cost of all items shall be considered together.

B) COMMERCIAL:

i). To evaluate the inter-se-ranking of the offers, Assam Entry Tax on purchase value will be loaded as per prevailing Govt. of Assam guidelines as applicable on bid closing date. Bidders may check this with the appropriate authority while submitting their offer.

ii) Priced bids of only those bidders will be opened whose offers are found technically acceptable. The technically acceptable bidders will be informed before opening of the "priced bid".

iii). To ascertain the substantial responsiveness of the bid OIL reserves the right to ask the bidder for clarification in respect of clauses covered under BRC also and such clarifications fulfilling the BRC clauses in toto must be received on or before the deadline given by the company, failing which the offer will be summarily rejected.

NOTE:

Bidders should submit their bids (preferably in tabular form) explicitly mentioning compliance / non compliance to all the NIT terms and conditions of NIT.

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TECHNICAL SPECIFICATIONS WITH QUANTITY

Tender No & Date: SDI9303P16 dated 23.11.15

Clause Number	Clause	Complied / Not Complied (Remarks if any)
1	Introduction Oil India Limited (OIL) is a premier Indian National Oil company under the administrative control of Ministry of Petroleum and Natural Gas, Govt. of India, engaged in the business of exploration, development and production of crude oil and natural gas, transportation of crude oil and production of LPG.	
2	OIL'S messaging infrastructure is currently Microsoft Exchange 2007 based. OIL plans to migrate to the latest version of Microsoft Exchange Server and implement a Disaster Recovery system for the same. OIL's Active Directory environment is on Windows Server 2003/2008 R2 standard which shall also be upgraded to the latest version as part of this project. A Greenfield Lync/Skype for Business Server will also be set up alongside Exchange and Active Directory.	
3	**General Terms**	
3.1	The bidder must submit manufacturer's authorization letter from their respective OEMs to quote against this tender for the following items: 1. Microsoft Software 2. Blade servers 3. SAN 4. SAN switches 5. Virtualized Secure E-mail Gateway 6. Virtualized Application Delivery Controller **MAF must include authorised personnel contact details viz Email ID and Phone number.**	
3.2	The vendor should provide an Undertaking of authenticity for the items to be supplied. The sample format is given in annexure-II (this is for reference only)	
3.3	Vendor shall quote for all the items as specified in tender. Partial offers will be considered as non-responsive and will be rejected.	
3.4	The vendor must provide unpriced bill of materials and services (with details of make, model and quantity for each of the item) along with the bid. This must include additional software/feature licenses needed to meet the solution requirements.	

3.5	The vendor must provide OEM Technical datasheet/brochure relevant to the offered items along with the bid.	
3.6	The proposed solution (including all the Hardware and software) must have minimum of seven years of end of support from the date of bid closing. Respective OEM documentation (Hardware as well as software) to this effect must be submitted along with the bid. OEM's declared end-of-support literature must mention the availability of Hardware spares for next seven years.	
3.7	Bidders shall confirm that their OEMs will provide support during the entire duration of the purchase order, i.e. up to 7 years of warranty support.	
3.8	The vendor must provide technical details of their offered solution by filling in the relevant sections of Annexure-I, as below: a. Part - 2: Technical Specifications of the offered solution b. Part - 3: Other Terms & Conditions c. List of various documents to be submitted by the vendor in various stages of the Order are specified in Part - 4. Please fill in this sheet to indicate whether or not you have submitted the documents required in "Bid Submission Stage".	
3.9	The details of EXISTING E-MAIL SETUP is given in Part-5 of Annexure-I. The vendor must make a note of this and use it for understanding the current set-up which needs to be migrated to the proposed set up as per this tender.	
3.10	The details of PROPOSED SOLUTION SETUP (HARDWARE & SOFTWARE DETAILS) is given in Part-6 of Annexure-I. Proposed configuration of the equipment and architecture indicated in this tender is to be treated as indicative only and design engineering of the complete solution has to be carried out by the bidder in consultation with Microsoft & OIL to fulfil the overall requirement of establishing the new messaging environment along with Disaster recovery solution. The complete solution shall be deployed, operated and supported by the successful bidder under OIL's supervision.	
3.11	A pre-bid conference for this tender will be held in Kolkata to discuss queries/amendment requests with prospective bidders. The bidder must submit queries/amendment requests to OIL by E-mail at least five days prior to Pre-bid conference. Exact venue of the pre-bid conference shall be notified later. No queries/amendment requests/ shall be entertained after the pre-bid conference.	
3.12	The vendor has to make his own arrangements for transportation and accommodation of its personnel when visiting various locations of OIL within the scope of the solution.	
4	**Scope of Work**	

4.1	The scope of work in this order involves the following: 1. Delivery of software, hardware, relevant licenses and other deliverables 2. Installation and commissioning of the solution, including DR setup 3. Training 4. Warranty for seven (07) years 5. Managed Services of the solution for seven (07) years The commissioning of the solution will be deemed complete after successful completion of steps 1, 2 and 3 after which OIL will issue the commissioning certificate for the solution.	
4.2	**Delivery of software, hardware and relevant licenses**	
4.3	Delivery of items must be completed within 60 days of placing the purchase order in all the locations as specified against each item in Part-2 of Annexure-I.	
4.4	The vendor must provide soft copy/hard copy of the OEM product documentation and configuration manual at the time of delivery.	
4.5	The vendor must provide list of supplied inventory along with OEM serial number/service tag at the time of delivery.	
4.6	All the required software licenses and content update licenses must be provided in soft/hard copy at the time of delivery.	
4.7	**Installation and commissioning of the solution**	
4.8	Installation and commissioning cost must be quoted separately.	
4.9	Installation and commissioning of the entire solution shall be completed within 90 days of delivery of equipment as per the following phases detailed below:	
4.10	Installation and commissioning of the solution shall after successful completion of all the trainings.	
4.11	**Phase-1 : Installation of Hardware**	
4.12	All the hardware items part of the solution shall be physically installed within 15 days of delivery at all locations.	
4.13	Installation of the Hardware equipment has to be carried out by an OEM-certified installation engineer. The vendor must provide copy of the OEM certificate for the installation engineers assigned to carry out the installation activity at least seven days before start of the installation activity.	
4.14	The vendor must clearly specify the rack space, power and cooling requirement of the offered solution, as a part of the technical bid.	
4.15	All interconnecting cables, transceiver optics and required accessories must be supplied by the vendor.	
4.16	Cable dressing and management with tagging - The vendor will be responsible for cable dressing and management with tagging for all the interconnecting cables within the solution scope. Necessary Cable ties, cable channels and cable lacing cord, tag marker etc. must be supplied by the vendor.	
4.17	**Phase-2 :Power on test, physical inspection of the supplied hardware**	

4.18	All the received equipment will be powered on and physical specifications of the hardware supplied will be checked against the PO specifications. The vendor shall submit test report to OIL after successful completion of this activity.	
4.19	**Phase-3 :Discovery and Assessment of the current Active Directory and MS Exchange infrastructure**	
4.20	The vendor shall assess the current active directory, MS Exchange and Network infrastructure to understand the scope for migration.	
4.21	The vendor shall document the findings of this phase and submit to OIL which will serve as the baseline for migration activity.	
4.22	**Phase-4: Plan and Design**	
4.23	Design, installation and configuration of the solution has to be carried out by Microsoft-certified installation engineers. The team of installation engineers must at least have one member each certified in the following Microsoft Certifications: 1. MCSE: Server Infrastructure 2. MCSE: Communication The vendor must provide copy of the Microsoft certificate for the installation engineers assigned to carry out the installation activity at least seven days before start of the Phase-3.	
4.24	The vendor in consultation with OIL and as per Microsoft Best practice recommendation shall plan and design the solution, which will include the following: 1. Active Directory requirements and design for implementing Exchange Server 2. Microsoft Exchange Server architecture and requirements 3. Microsoft Skype for Business 2015 architecture and requirements 4. Network and Security requirements including architecture for application delivery controllers and E-mail gateways. This should also include the details of DNS records (AA/MX) to be updated. 5. Storage design 6. Migration and Implementation Approach and project milestones 7. Disaster Recovery plan/BCP for the solution 8. Acceptance Test plan - with details of test cases and success criteria **The design of the solution must be done as per the published best practices recommendations from Microsoft. The design of the solution must be vetted by Microsoft.**	
4.25	The vendor must submit a detailed plan and design document containing the above details to OIL prior to commencing the actual implementation.	
4.26	The actual implementation shall commence after review of the design document and go-ahead from OIL.	
4.27	**Phase-5: Implementation**	
4.28	**Set up the Storage Environment:** The vendor shall configure the storage environment with the supplied Storage arrays and SAN switches as per design.	

4.29	**Set up Hyper-V, OS and VMs as per project requirements:** **a)** The vendor shall set up the Hyper-V environment on the supplied MS Windows 2012 R2 server infrastructure as per the solution requirements. The vendor shall implement the Hyper-V environment of the solution with the following design considerations: 1. Live migration of VMs in case of physical server failure 2. Shared storage b) The vendor shall install the OSs on the Hyper-V environment as per the solution requirement. c) The vendor shall carry out OS hardening, Anti-virus installation, Password policy implementation etc. on the VMs as per OIL's requirement.	
4.30	**Active Directory Services Migration and Testing:** a) The vendor shall configure the Active directory servers on MS Windows 2012 R2 standard environment as per the solution design. b) The vendor shall prepare Active Directory (schema) to host New Exchange and Skype for Business services c) The vendor shall migrate the existing Active Directory environment to the new Active Directory environment without any data loss and interruption to users d) The vendor shall test and demonstrate the new Active directory environment to OIL before proceeding to the next step of implementation	
4.31	**Exchange Deployment and Testing:** **a)** The vendor shall install Exchange environment as per design. b) The vendor shall configure Load balancers (Application delivery controller) for high-availability and load-balancing of Exchange client services as per requirement. c) The vendor shall configure the E-mail gateways as per requirement. d) The vendor shall perform testing & proofing on Exchange using at least 25 users e) The vendor shall perform testing on mobile devices on the following platforms - iOS, Android and Windows Mobile.	
4.32	**Skype for Business Deployment and Testing:** a) The vendor shall implement Skype for Business as per the requirement b) The vendor shall perform testing & proofing on Skype for Business using at least 25 users c) The vendor shall perform testing on mobile devices on the following platforms - iOS, Android and Windows Mobile.	
4.33	**Journaling Configuration:** The vendor shall configure the mailbox journaling as per the requirement.	
4.34	**Pilot Migration:** The vendor shall do a pilot migration to the new Exchange platform for at least 25 users and stability and consistency on the new platform shall be tested.	
4.35	**Production Migration with DR replication** a) The vendor shall migrate all the mailboxes from existing MS Exchange 2007 platform to the new Exchange platform. b) The migration shall be non-destructive, there shall be no data loss for any user. c) The migration shall be done in batches in off-peak hours so that there is minimal user disruption. d) The vendor shall set up DR replication of Exchange Servers after successful production migration	

4.36	**Deployment of Software solution for administration and management of Managed Services Operation** a) The vendor shall implement the Software for Operation of Managed Services as per requirement with the following components: 1. Helpdesk/Ticketing system 2. Active Directory Management Tool	
4.37	**Decommissioning of the existing infrastructure:** Existing Exchange 2007 Decommissioning , cutover and clean up shall be done by the vendor.	
4.38	The vendor must provide documentation for installation and configuration after successful installation and integration of the solution. The documentation must include step-by-step procedures to configure the devices, schematic diagram of the solution showing details of the interconnection and OEM serial number, service tags of the supplied equipment. This document must be submitted to OIL prior to commencement of Acceptance Test.	
4.39	**Phase-6: Acceptance Test**	
4.40	The vendor shall carry out Acceptance Tests for the supplied hardware and software in the presence of OIL's personnel at the following sites: 1. Duliajan 2. Noida 3. Guwahati 4. Kolkata 5. Jodhpur	
4.41	Acceptance tests will be done as per the AT Plan and shall include the following:	
4.42	**Active Directory Services:** a) Shall be carried out at - Duliajan, Noida, Guwahati, Kolkata, Jodhpur b) Replication between the domain controllers c) Fail-over of domain controllers d) Demonstration of integration with AD management tool and its features e) Health check-up	
4.43	**Hyper-V environment:** a) Shall be carried out at Duliajan, Noida b) Live migration of VMs during physical server failure c) VM placements as per design	
4.44	**Storage Environment** a) Shall be carried out at Duliajan, Noida b) Demonstration of SAN functionalities as per PO requirement c) SAN-to-SAN replication d) Demonstration of HA capabilities of SAN switch	
4.45	**Application Delivery Controller** a) Shall be carried out at Duliajan, Noida b) Demonstration of functionalities as per PO requirement	
4.46	**E-mail Gateway** a) Shall be carried out at Duliajan, Noida b) Demonstration of functionalities as per PO requirement	

4.47	**Exchange Solution** a) Shall be carried out at Duliajan, Noida b) Demonstration of functionalities as per PO requirement	
4.48	**Skype for Business** a) Shall be carried out at Duliajan, Noida b) Demonstration of functionalities as per PO requirement	
4.49	**Fault Tolerance of the solution** a) Shall be carried out at Duliajan, Noida b) Demonstration of HA features to prove that there is no single point of failure within the solution.	
4.50	**Software solution for administration and management of Managed Services Operation** a) Shall be carried out at Duliajan b) Demonstration of functionalities as per PO requirement	
4.51	Moreover, all other relevant PO requirements shall be demonstrated.	
4.52	Demonstration of licenses installed in each of the item	
4.53	Cable dressing with proper tags	
4.54	**DR drill** One complete DR drill as per the DR/BCP plan shall be conducted. Without successful DR drill, commissioning of the solution shall not be deemed complete.	
4.55	The commissioning of the solution shall be deemed complete after successful completion of Acceptance Tests for the solution	
5	**Training Terms**	
5.1	The vendor must impart training to four (4) IT personnel of OIL on the following supplied items: a) Application Delivery controller - minimum duration of 2 days b) E-mail gateway - minimum duration of 2 days c) SAN storage and SAN switch- minimum duration of 2 days The training content must include at least the following and must be as per OEM standard curriculum: a) Features and capabilities of the supplied product b) Administration and management of the supplied product c) Troubleshooting and maintenance of the supplied product d) Lab sessions Complete OEM published training material as per OEM curriculum must be provided either in hardcopy or softcopy to each participant. The training material provided must be standard course material provided as part of the course. The training material shall not be tailor-made for OIL. The training shall be arranged at IT Department, Duliajan, Assam. The vendor shall arrange for transport and accommodation of the training faculty at Duliajan.	

5.2	The vendor must impart following training on Microsoft technologies as per standard Microsoft Curriculum: 1. Course 20341B: Core Solutions of Microsoft Exchange Server 2013 - To be conducted in 2 batches with 3 participants each 2. Course 20336B: Core Solutions of Microsoft Skype for Business Server 2013 - To be conducted in 1 batch with 3 participants 3. Course 10969B: Active Directory Services with Windows Server - To be conducted in 2 batches with 3 participants each 4. Course 55021A: Configuring and Administering Hyper-V in Windows Server 2012- To be conducted in 1 batch with 3 participants The training must be conducted by Microsoft Learning Partner at their own facility. Microsoft certified standard course materials either in hard/soft copy must be provided to each participant.	
5.3	Cost of transportation and accommodation of the OIL Personnel for training will be borne by OIL.	
5.4	The vendor must provide details of training centres with the bid.	
5.5	All the trainings must be successfully completed before start of installation and commissioning of the solution.	
5.6	Training cost has to be quoted separately.	
6	**Warranty for 7 (seven) years**	
6.1	All the hardware supplied to OIL for the solution shall be covered under Comprehensive onsite warranty for a period of 7 (Seven) years from the date of issue of commissioning certificate for the solution.	
6.2	The vendor must submit the warranty certificates from OEMs (at the time of commissioning) to substantiate that the supplied items (indicating their serial numbers) are covered under OEM warranty for the desired period.	
6.3	Comprehensive Warranty shall cover repairs and replacements necessary to keep the equipment in good working order during the warranty period.	
6.4	Periodic maintenance check should be carried out to keep the equipment in good working conditions.	
7	**Managed Services for the Entire solution for 7 (seven) years**	
7.1	**General Terms**	
7.2	The vendor shall be responsible for the entire solution for trouble free operation. The vendor shall provide onsite comprehensive support & maintenance services valid for a period of 7 (seven) years from the date of issue of commissioning certificate for the solution.	
7.3	Comprehensive support & maintenance shall cover repairs and replacements necessary to keep the equipment in good working order.	
7.4	Any reconfiguration / reinstallation of software (Windows OS, Exchange Server, Active Directory, etc.) required for resolving hardware/software related problem(s) of the solution shall be covered under support.	
7.5	OIL shall NOT provide any transport facility or accommodation to the engineer / representative of the vendor.	
7.6	All necessary tools, tackles and accessories required to complete the scope of work as per tender document is in the scope of the vendor, at no extra cost to OIL.	

7.7	Vendor shall conduct one complete DR drill exercise every six months to check disaster recovery readiness in consultation with OIL. DR drill report must be submitted to OIL after this activity.	
7.8	During the period of managed services, if adapters, cables, connectors supplied under this order needs to be changed/replaced, the same needs to be done without any cost implication to OIL.	
7.9	The vendor shall provide the details of escalation matrix for the Managed Services Operation.	
7.10	The vendor may stock spares for critical components of the solution at both the datacentres in Duliajan and Noida to meet the SLA requirements.	
7.11	The cost for Managed services must be quoted separately.	
7.12	**Software for Operation of Managed Services**	
7.13	A comprehensive software suite (providing web-based GUI) shall be used to manage and administer the operations of Managed Services for the solution. The software suite shall be composed of single/multiple software from single/multiple OEMs providing the following functionalities: **1. Helpdesk/Ticketing system** **2. Active Directory Management Tool** **3. Microsoft System Center 2012 R2 VMM** **Note: The software suite shall be provided as part of 7 years Managed services for the solution.**	
7.14	Helpdesk/Ticketing system (Indicative software: OTRS Business Solution, Zendesk etc.) features: 1. Shall be used raise tickets for incidents - problems with hardware and software of the solution 2. Shall be used to raise tickets for service requests - user problems, user creation/deletion/update, group creation/deletion/update, configuration change, routine maintenance, shutdowns, backup, health checks etc. 3. Self-service Portal for AD users to raise service requests 4. Shall be integrated with AD for user access to the system 5. Shall be used to calculate the SLA compliance, the system shall be configured with the SLAs as per the PO 6. Shall be used to track and monitor the status of the tickets - time elapsed, responsible agent etc. 7. Shall be used to generate reports - SLA compliance report which will provide the details of non-performance deductions for a given time period, open tickets, closed tickets, Up-time of the solution etc. 8. The vendor shall provide details of the Make and model of the Helpdesk/ticketing system to be used in the solution and provide technical brochure along with the bid.	

7.15	**Active Directory Management Tool (indicative software : ManageEngine, Dell Active Administrator with Password Manager etc.) features:** 1. The Active Directory Management tool must integrate with Active Directory server running on MS Windows 2012 R2 64 bit OS and MS Exchange 2013/2016. OIL has total of 7 domain controllers, which needs to be manageable by this tool. 2. The tool must have web-based GUI 3. The tool must have bulk management capabilities (using csv files) for user creation/deletion/update, group creation/deletion/update, user attribute update, OU update, multiple user password reset etc. 3. GPO management and GPO edit 4. **Active Directory auditing :** a) View user object life cycle changes - creation, modification and deletion of a user object. b) Identify admin or non-admin user responsible / accountable for changes done on one or more accounts in the domain. c) View reports specific to any / every Active Directory change. d) Monitor important user account changes in the recent past. e) Track the password status changes of users. f) Identify the last change or modification that was done to a user account. g) Export the reports to desired formats xls, csv, pdf and html. h) Maintain accountability of actions done by administrators, helpdesk technicians, human resource staff or any selected user in the organization with reports from archived information. 5. The tool must have user self-service portal for secure, web-based management so that users can perform various tasks like: Password reset, Account Unlock and Self-update of user attributes without any assistance from helpdesk personnel. 6. The tool must be able to generate Active Directory replication status report 7. Automated backup of Active Directory objects	
7.16	**Managed Services Support Jobs**	
7.17	The managed services operation will cover all the hardware and software components of the solution and will include the following areas:	
7.18	Hardware Maintenance: During the Managed Services period, any failed device under warranty shall have to be repaired/ replaced with a new/ standby one within 72 hrs. of reporting the failure. Necessary configuration of the replacement device for proper operation of the device will be the responsibility of the successful vendor.	
7.19	**Virtualization Environment Administration:** Installation, maintenance, troubleshooting and monitoring of the Virtualized environment hosting the virtualized servers. System Center 2012 R2 Virtual Machine Manager shall be used to manage all the Virtual Machines in the solution. The vendor must supply and implement the System Center 2012 R2 Virtual Machine Manager in both the sites viz Duliajan and Noida to manage all the VMs in the solution. The vendor must give details of software license requirement for this.	

7.20	**Operating System Administration:** Installation of OS, handling of OS related issues, installation of OS upgrades and patches, re-installing OS if required, periodic system performance tuning, monitoring server usage statistics, start-up and shutdown of servers. Housekeeping of servers such as disk space usage, files and folders, permissions, users and login on network etc. Implementing security on servers at all levels as per guidelines provided by OIL.	
7.21	**System Administration :** All the activities related to installation, configuration, patch management, health check etc. required in MS Exchange, Skype for Business, SQL Server, Active Directory, Application delivery controller, Secure E-mail Gateway, Office Webapp server, SSL certificates and other software components of the solution.	
7.22	**Operational Activities:** Day to day activities pertaining to user management like AD user/ Mailbox/ Group creation/deletion/update, account unlock, password reset etc.	
7.23	**DR Activities:** The vendor has to monitor the data replication and consistency of the data at both the sites. The vendor shall provide support during mock drills and actual disaster scenarios.	
7.24	**OEM Management:** Coordinate with the respective OEMs of the hardware and software components of the entire solution for trouble-shooting etc.	
7.25	**Backup & Recovery Management** of the Active Directory environment and conduct restoration exercises at periodic intervals defined by OIL to check availability of the backed up data.	
7.26	**Mock Drill:** Complete Mock drill cycle (fail over and fail back) has to be carried out once in every 6 months or as desired by OIL. Mock drill will involve failover of all or some of the SYSTEMs to DR Site and fail back of all or some of the SYSTEMs to Primary Site.	
7.27	**Preventive Maintenance:** Comprehensive corrective maintenance of complete system including replacement /repair of defective parts and systems.	
7.28	OIL shall assign all the jobs (incident reports and service requests) to the service engineers through the **Helpdesk/Ticketing system** and this system shall be used to track the status of the jobs and calculation of the SLA compliance.	
7.29	**HUMAN RESOURCES FOR SYSTEM SUPPORT SERVICES**	
7.30	The vendor shall deploy at least one Service Engineer at each of the locations: Duliajan and Noida meeting the following qualification and experience requirements. The vendor shall provide additional resources, if required; to maintain the desired SLAs. In addition to the on-site Service Engineers, the vendor must have back-office facility for 24X7 remote support services for the supplied solution including all Hardware & Software. The vendor shall provide details of back-office along with the bid.	

7.31	**Qualification & Experience requirements of the onsite Personnel:** 1. 1 (One) no. of onsite Service Engineer for the Location – Duliajan, Assam, with the following requirements: a. Qualification : Minimum Graduate with relevant IT certifications b. Experience: At least 1 year in a similar setup. Should have hands on experience on Exchange 2010/2013 and window 2012/2008 R2 AD. 2. 1 (One) no. of onsite Service Engineer for the Location – Noida, U.P, with the following requirements: a. Qualification : Minimum Graduate with relevant IT certifications b. Experience: At least 1 year in a similar setup. Should have hands on experience on Exchange 2010/2013 and window 2012/2008 R2 AD.	
7.32	When employment of any service engineers is terminated, vendor shall inform OIL in writing 15 days in advance and immediate replacement shall be deployed.	
7.33	OIL reserves the right to replace any service engineer anytime and the vendor shall be obliged to do so and the replacement engineer to be placed within 15 days of OIL placing the request with vendor after acceptable by OIL.	
7.34	Normal working hours for the service engineers are as follows: Location – Duliajan, Assam Normal working hours : 7 AM – 3:30 PM (Monday to Saturday). Location – Noida, U.P Normal working hours: 9:30 AM – 5:30 PM (Monday to Friday). However, B9Service engineers shall be available outside working hours on call basis for both the locations.	
7.35	The vendor must arrange to provide following contact details of the service engineers: 1. Mobile number 2. E-mail address	
7.36	**SERVICE LEVEL AGREEMENT (SLAs)**	
7.37	Definitions: 1. Incidents : Any hardware or software related failure/malfunctioning in the solution. 2. Service Request: Any operational/administrative job assigned to the Service Engineer by OIL as per the scope of the managed services for the solution. 3. Non-Availability: The service(s) is not available. 4. Severity Level -1 (Software Failure): Is defined as, the Service is available but the critical redundant software components have failed and there is urgent need to fix the problem to restore the service to the high availability Status. The list of critical redundant software components are:	

a) Exchange Services in any of the Exchange servers
b) Any of the Skype for Business servers
c) Any of the Application delivery controllers
d) Any of the E-mail gateways+B9
e) Any of the Domain controllers

5.Severity Level -2 (Hardware Failure):
 Is defined as, the Service is available but the critical redundant hardware/software components have failed and there is urgent need to fix the problem to restore the service to the high availability Status. The list of critical redundant hardware/software components are:
a) Any of the physical servers
b) Any of the SAN switches
c) SAN storage

6. Severity Level -3 (Any other Failure)
Is defined as, the service is available but there is compromise on the features available in the system due to failure of any other hardware/software component of the solution and are required to fix the problem to bring the service to Normal Level.

7. 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.

8. Planned/Scheduled Downtime:
Planned/Scheduled downtime shall be mutually decided by the vendor for preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to vendor's (or Service Provider's) failure to exercise due care in performing vendor's responsibilities.

7.38	The following set of Service Level Agreements (SLA) is defined for the supplied solution during the contract period. These Service levels are defined as the minimum requirement.	
7.39	These SLAs are associated with Non-performance Deductions clause to have desired Up-time availability and delivery of service to OIL. The vendor may maintain logs for each of the service provided and shall provide necessary reports which help ascertaining the service levels and calculation of Non-Performance Deductions.	
7.40	OIL shall use the Helpdesk/Ticketing system to track the status of the jobs and calculation of the SLA compliance and system Up-time. The service engineers shall have access to this system. They must update the status of the assigned jobs (incidents and service requests).	

7.41	Up-time Calculation: Up-time for the solution shall be calculated using the following formula: [{(Actual Up-time + Scheduled Downtime) / Total Hours} x 100] Where "Actual Up-time" means, of the Total Hours, the aggregate number of hours in any quarter during which each system, is actually available for use, i.e. (Total Hours - Downtime) "Scheduled Downtime" means the aggregate number of hours in any quarter during which each system is down during Total Hours, due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to vendor's (or Service Provider's) failure to exercise due care in performing vendor's responsibilities. OIL would provide a maximum of 08 hours of planned downtime for the preventive maintenance (PM) as part of scheduled downtime per quarter per system/service. Any time saved in the PM activity of previous quarter would not be carried forward to the next quarter. The downtime for scheduled maintenance (patch application, upgrades – OS, Exchange, AD etc.) would need to be mutually agreed between OIL and the vendor. To reduce this time, various maintenance activities can be clubbed together with proper planning. "Total Hours" means the total hours over the measurement period i.e. one quarter (24 * number of days in the quarter).	
7.42	**Downtime Calculation:** The recording of downtime shall commence at the time of registering the call with the vendor for any N**on-Availability** situation for the solution. Downtime shall end when the problem is rectified and the service is available to the user. Downtime will not be considered for following: • Pre-scheduled preventive maintenance and health checks (Scheduled Downtime)	
7.43	Failure to meet SLA requirements of the solution shall attract the following Non-performance Deductions (NPD): 1. NPD-1 for not meeting Up-time requirements 2. NPD-2 for not meeting Service Delivery requirements 3. NPD-3 for Non availability of Service Engineer The details are given below:	
7.44	**NPD-1 definition:** The vendor shall maintain minimum solution **Up-Time** of 99.8%. Failure to meet this requirement shall attract **Non-Performance Deductions** calculated as per the following: • 5% of QF for less than 99.8% • 10% of QF for less than 99.5% • 15% of QF for less than 99.0% Where QF is the quarterly fee for the Managed Services.	
7.45	**Service Delivery Requirement:** The following table defines the service delivery requirement for the solution:	
7.46	**CONDITION**	
7.47	**Severity Level -1 (Software Failure)**	
7.48	**Severity Level -2 (Hardware Failure)**	
7.49	**Severity Level-3 (Any other Failure)**	
7.50	**SERVICE REQUEST**	

7.51	**NPD-2 definition:** Failure to meet resolution time requirement shall attract **Non-Performance Deductions** calculated as per the following : • For Severity Level -1 : 0.5 % of quarterly fee per additional 8 hour period since the expiry of maximum resolution time allowed • For Severity Level -2 : 0.5 % of quarterly fee per additional 8 hour period since the expiry of maximum resolution time allowed • For Severity Level -3 : 0.5 % of quarterly fee per additional 8 hour period since the expiry of maximum resolution time allowed • For Service Request : 0.5 % of quarterly fee per additional 8 hour period since the expiry of maximum resolution time allowed Where QF is the quarterly fee for the Managed Services.	
7.52	**NPD-3 definition:** In case vendor's service engineers do not report to duty and no substitute is provided, an amount of INR 2000.00 shall be deducted per day for each day of absence from the quarterly fee for Managed services charges.	
7.53	**Managed Services Payment:** OIL shall make quarterly payment to the vendor towards Managed services Cost after deducting the relevant non-performance deductions for the relevant quarter as explained in the above clauses.	
7.54	Managed Services charges will be paid quarterly after completion of the quarter. The successful vendor must submit appropriate invoices to Head-IT, IT Department, Oil India Limited, Duliajan, Assam - 786602, on a Quarterly basis, clearly mentioning the OIL Purchase Order no. and period of billing. A service report containing the following details must be submitted along with the invoices: 1. Solution uptime for the quarter 2. List of incidents and service requests attended during the quarter along with details like resolution time, Microsoft Premier Support Hours used during the quarter. Invoices submitted without the accompanying service report shall be not be accepted.	
8	**Payment Terms**	
8.1	Payment against the Hardware and software cost of the solution will be as per the following schedule: 10% - After completion of training 30% - After delivery of material (hardware, software and licenses) 60% - After issue of Commissioning Certificate for the solution by OIL	
8.2	Training charges will be paid on submission of invoices after successful completion of training.	
8.3	Installation and commissioning charges will be paid on submission of invoices after successful commissioning of the solution.	
8.4	Managed Services charges will be paid Quarterly after completion of the Quarter. The successful vendor must submit appropriate invoices to Head-IT, IT Department, Oil India Limited, Duliajan, Assam - 786602, on a quarterly basis, clearly mentioning the OIL Purchase Order No. and period of billing. The amount will be paid after deduction of non-performance deductions (if any) for this period of billing.	

9	**Confidentiality Agreement Terms**	
9.1	OIL Confidentiality and Non-Disclosure Agreement (NDA) will be applicable and vendor has to submit Non-Disclosure Agreement as per given format duly signed & Sealed by the authorized signatory of the vendor, along with the bid.	
10	**Penalty Terms**	
10.1	Penalty terms for not meeting the SLAs of Managed service are defined in the scope of the Managed Services.	
10.2	Maximum penalty for non-performance deduction will not exceed 15% of the total managed services charges for a quarter.	

Technical Specifications

Clause Number	Specification	Complied / Not Complied (Remarks if any)
	Blade Server Enclosure/Chassis - Quantity - 02 nos	
1	**General Requirement**	
2	OEM of the offered Blade Chassis must feature in Gartner's Magic Quadrant for Modular Servers for the year 2015.	
3	Bidder must specify Make and Model number of the Blade Server Enclosure/Chassis offered in the bid. Relevant product datasheet must be submitted along with the bid.	
4	The blade enclosure must support and house the servers specified in the NIT as part of the solution.	
5	Quantity to be supplied : 02 numbers	
6	Delivery details: a) Quantity - 01 Address: Oil India Limited, IT Department, R&D Building, Duliajan, Assam - 786602 b) Quantity - 01 Address: Oil India Limited Plot No. 19, Film City, Sector 16A, Noida - 201301	
7	**Chassis attributes**	
8	Form factor : 19 inch Rack-mountable	
9	Blade bays : Must accommodate minimum 16 hot pluggable half height blades or 8 full-height blades	
10	Must provide common resources for the Blade Servers like power, System Management, Cabling, Ethernet Management and extension, External fiber Channel Storage switching and connectivity.	
11	I/O module bays: Minimum 6 numbers.	
12	The chassis must provide adequate redundancy features ensuring no single point of failure.	

13	Within chassis connectivity of shared resources must be either through a redundant midplane (1+1) OR passive midplane.	
14	**Chassis Interconnect**	
15	2 numbers of 10G Layer 2/3 Ethernet Switch Module (in redundant mode) with minimum 4 nos. 10GbE up-link ports each. The switches shall have internal 10GbE ports for communication to all the blades populated in the Blade Chassis.	
16	2 numbers of 24 port 16 Gbps SAN switch (all ports activated) modules in redundant mode.	
17	**Chassis Management**	
18	Dual redundant management modules to communicate with the system management processors on the blade server.	
19	The Management Modules shall be capable of providing KVM Connectivity for the Blade servers housed inside the chassis	
20	The Management Modules shall be capable of providing: - Real time actual power consumption status - Inventory status - Error alert for installed blades - Chassis Infrastructure and I/O modules status - Centralized Configuration - GUI & CLI access over SSL/SSH - Power/Thermal Monitoring - Temperature monitoring	
21	Shall provide support for remote console management with ability to remotely power on/off blades.	
22	**Cooling and Power Supply**	
23	Fully redundant and all populated hot swap variable speed blowers/fans for Cooling the chassis	
24	Must have ability to withstand temperature excursions up to 45 degree Celsius	
25	Power Supplies shall be hot swappable and shall be supplied in adequate numbers so as to ensure n+n redundant power supply sufficient to power the fully populated chassis.	
26	Single Phase 230 V AC 50 Hz	
27	India Standard Power Pin	
28	**Chassis Health Monitoring**	
29	Interactive LCD/LED panel for local trouble shooting & wizard based set up	
30	Control panel display to show health of the systems including power-on status, temperature and system error conditions.	
31	**Ports and Drive Bay**	
32	Minimum 1 number DVD-RW drive	
33	Minimum 2 USB ports	
34	Minimum one RJ-45 10/100 Mb Ethernet port for remote management.	
35	Minimum 1 number of VGA port	
36	**License (if any)**	
37	If any of the specification listed above requires purchase of separate software license apart from the base hardware, it must be specified in the technical specification response sheet.	
38	The bidder must supply the necessary software licenses to meet the stipulated specifications.	

39	The software license provided by the bidder must be perpetual in nature; there must not be any requirement for renewal of the license.	
	2. Modular Server - Quantity 10 nos	
1	**General Requirements**	
2	OEM of the offered Blade Server must feature in Gartner's Magic Quadrant for Modular Servers for the year 2015.	
3	Bidder must specify Make and Model number of the Blade Server Enclosure/Chassis offered in the bid. Relevant product datasheet must be submitted along with the bid.	
4	The offered blade servers must be compatible with the offered blade enclosures specified in the NIT as part of the solution.	
5	Quantity to be supplied : 10 numbers	
6	Delivery details: a) Quantity - 06 [RAM configuration :160 GB - 02 nos, 96 GB - 02 nos, 64 GB - 02 nos] Address: Oil India Limited, IT Department, R&D Building, Duliajan, Assam - 786602 b) Quantity - 04 [RAM configuration :160 GB - 02 nos, 64 GB - 02 nos] Address: Oil India Limited Plot No. 19, Film City, Sector 16A, Noida - 201301	
7	**Technical Specifications**	
8	**CPU**	
9	2 Socket 12-core latest generation Intel Xeon 64 bit processor with support for Hyper-V for Windows Server 2012 R2.	
10	Clock Speed : 2.30 GHz or higher	
11	L3 Cache : 40 MB or higher	
12	Minimum 9.6 GT/s QPI	
13	TDP 90 Watts maximum	
14	**Memory**	
15	DDR-4 ECC RDIMM RAM 2133 MHz	
16	Installed RAM in the following configurations: - 4 of 10 servers with 160 GB [DPH-1, DPH-2, NPH-1, NPH-2] - 2 of 10 servers with 96 GB [DPH-3, DPH-4] - 4 of 10 servers with 64 GB [DPH-5, DPH-6, NPH-3, NPH-4]	
17	Upgradable to minimum 512 GB	
18	**Storage**	
19	2* 300 6 Gb/s 15K RPM SAS Hard Disk Drives configured in RAID 1	
20	**Expansion Slots**	
21	Expansion slots: At least Two PCIe 3.0 slots	
22	**Network & SAN adaptors**	
23	Network Interface : Integrated network adapter with 2 numbers of 10GbE Ports	
24	Storage Connectivity: FC HBA with 2 numbers of 16Gb ports	
25	**Video Adaptor**	
26	Integrated Graphics with at least 16 MB Video Memory	

27	**Ports**	
28	Minimum one number of USB 2.0 port	
29	**Management**	
30	OEM embedded controller with IPMI 2.0 compliance and Server Management Tool from same OEM	
31	**OS Support**	
32	Microsoft Windows Server 2012 R2	
33	Red Hat Enterprise Linux	
34	VMware® ESXi Version 4.1	
35	Citrix® XenServer 5	
36	**License (if any)**	
37	If any of the specification listed above requires purchase of separate software license apart from the base hardware, it must be specified in the technical specification response sheet.	
38	The bidder must supply the necessary software licenses to meet the stipulated specifications.	
39	The software license provided by the bidder must be perpetual in nature; there must not be any requirement for renewal of the license.	
	3. Rack Mount Servers - Quantity 03 numbers	
1	**General Requirement**	
2	Rack mount servers must be offered from the same OEM supplying the modular servers	
3	Bidder must specify Make and Model number of the Rack mount server offered in the bid. Relevant product datasheet must be submitted along with the bid.	
4	Form factor : 19 inch Rack-mountable	
5	Total quantity to be supplied : 03 numbers Delivery Details: a) Quantity- 1 Oil India Limited, PHQ, Guwahati P.O. Udayan Vihar Narengi,Guwahati – 781171 b) Quantity- 1 Kolkata Main office Oil India Limited 4, India Exchange Place, Kolkata - 700 001 c) Quantity- 1 Jodhpur office Oil India Limited Rajasthan Project, OIL HOUSE, 2-A, District Shopping Centre, Saraswati Nagar, Basni, Jodhpur Rajasthan - 342005	
6	**Technical Specifications**	
7	**CPU**	
8	2 Socket 8-core latest generation 64 bit Intel Xeon processor with support for Hyper-V for Windows Server 2012 R2.	
9	Clock Speed : 2.60 GHz or higher	
10	L3 Cache : 20 MB or higher	
11	Minimum 8.0 GT/s QPI	
12	TDP 90 Watts maximum	

13	**Memory**	
14	DDR-4 ECC RDIMM RAM with at least 2 slots free for future upgradation	
15	Installed : 32 GB	
16	Upgradable to minimum 64 GB	
17	**Storage**	
18	2* 600 6 Gb/s 10K RPM SAS Hard Disk Drives configured in RAID 1	
19	**Network**	
20	Network Interface : Integrated Dual port 10GbE adapter	
21	**Video Adaptor**	
22	Integrated Graphics with at least 16 MB Video Memory	
23	**Ports and Drive Bay**	
24	Minimum 1 number DVD-RW drive	
25	Minimum 1 number of VGA port	
26	Minimum one number of USB 2.0 port	
27	**Management**	
28	OEM embedded controller with IPMI 2.0 compliance and Server Management Tool from same OEM	
29	**OS Support**	
30	Microsoft Windows Server 2012 R2	
31	Red Hat Enterprise Linux	
32	VMware® ESXi Version 4.1	
33	Citrix® XenServer 5	
34	**Power Supply and Cooling**	
35	Fully redundant and all populated hot swap variable speed blowers/fans	
36	Power Supplies shall be hot swappable and shall be supplied in adequate numbers so as to ensure 1+1 redundant power supply sufficient to power the server	
37	Single Phase 230 V AC 50 Hz	
38	India Standard Power Pin	
39	**License (if any)**	
40	If any of the specification listed above requires purchase of separate software license apart from the base hardware, it must be specified in the technical specification response sheet.	
41	The bidder must supply the necessary software licenses to meet the stipulated specifications.	
42	The software license provided by the bidder must be perpetual in nature; there must not be any requirement for renewal of the license.	
	4. SAN Switch - Quantity 04 numbers	
1	Bidder must specify Make and Model number of the SAN switch offered in the bid. Relevant product datasheet must be submitted along with the bid.	
2	Form factor : 19 inch Rack-mountable	
3	Quantity to be supplied : 04 numbers	

4	Delivery details: a) Quantity - 02 Address: Oil India Limited, IT Department,　R&D Building, Duliajan, Assam - 786602 b) Quantity - 02 Address: Oil India Limited Plot No. 19, Film City, Sector 16A, Noida - 201301	
5	**Ports**	
6	Minimum 24 nos. of 16 Gbps FC Ports active per switch Necessary licenses if required must be supplied with the solution.	
7	Type of Ports: Suitable ports of required type must be present on the switches so that servers, SAN storage etc. can be inter-connected with no single point of failure to meet the requirements of the solution.	
8	2/4/8/16-Gbps auto-sensing with 16 Gbps of dedicated bandwidth per port.	
9	Supported Media types: Hot-swappable SFP and SFP+ optics	
10	**Fabric Bandwidth**	
11	Aggregate bandwidth: Minimum 384 Gbit/sec end to end	
12	**Management**	
13	HTTP, SNMP v1/v3	
14	Out-of-band 10/100/1000 Ethernet port	
15	CLI and web based GUI	
16	**Power Supply**	
17	Redundant, hot-swappable power supplies	
18	Single Phase 230 V AC 50 Hz	
19	India Standard Power Pin	
20	**Diagnostic Features**	
21	Port-level statistics	
22	Fibre Channel ping	
23	FC traceroute	
24	**Fabric Services**	
25	Name server	
26	Zoning	
27	**Others**	
28	All required modules, SFPs, connectors, Fibre patch cables etc. for the entire configuration of the SAN switch must be supplied with the solution from day one.	
29	Any SAN Switch level configuration required for integration of the storage with any new server / applications in future to be carried out by the bidder during implementation and warranty period with no extra cost (as many times as may be required).	
30	**License (if any)**	
31	If any of the specification listed above requires purchase of separate software license apart from the base hardware, it must be specified in the technical specification response sheet.	

32	The bidder must supply the necessary software licenses to meet the stipulated specifications.
33	The software license provided by the bidder must be perpetual in nature; there must not be any requirement for renewal of the license.
	5. SAN Storage - Quantity 02 numbers
1	**General Requirements**
2	The OEM of the offered SAN storage must feature in the Gartner's Magic Quadrant for General-Purpose Disk Arrays for the year 2014 or 2015.
3	Bidder must specify Make and Model number of the SAN storage offered in the bid. Relevant product datasheet must be submitted along with the bid.
4	If additional licenses are required to meet the technical requirements, the licenses must be supplied along with the equipment. The bidder must mention the required licenses to be supplied in the unpriced bill of quantity.
5	Quantity to be supplied : 02 numbers
6	Delivery details: a) Quantity - 01 Address: Oil India Limited, IT Department, R&D Building, Duliajan, Assam - 786602 b) Quantity - 01 Address: Oil India Limited Plot No. 19, Film City, Sector 16A, Noida - 201301
7	**Technical Specifications**
8	**Physical**
9	Form Factor:19-inch Horizontal rack mountable
10	Fans and power supplies: Dual redundant
11	**Spindle Flexibility**
12	
13	600GB , 900GB, 1200 GB, 2000 GB; 10K / 15K RPM 6Gbps SAS disk
14	1TB, 2TB, 3TB, 4TB 7200 RPM, 6Gbps NL SAS
15	SAS based SSD drive
16	Mix and match of different type of spindles must be supported behind the same pair of controllers.
17	**Array Architecture**
18	The array must be equipped with dual controllers each with 32GB Cache
19	The storage system must be supplied with minimum 8 nos. 16 Gbps FC Host Ports
20	The storage system must be supplied minimum 4 nos. 6Gbps SAS backend ports
21	The SAN storage must support synchronous, asynchronous replication. The offered solution must have storage based replication between Primary and DR locations implemented. The offered SAN storage and SAN switch must be able to meet this requirement.
22	Replication must be bi-directional to support multiple replication options.
23	The storage system must support cascaded replication.

24	Storage Array must be configured in a No-Single-Point-of-Failure Architecture.	
25	**Array Features**	
26	Must support intelligent restriping of data as disks are added to optimize performance.	
27	Must support boot from SAN - Allow diskless servers to share storage resources and boot from the SAN.	
28	Must support thin provisioning, snapshots, clone	
29	Array must support automatic data tiering from SSD to SAS to NL-SAS drives	
30	Must support IPV6	
31	Must support online expansion of volumes	
32	Must be able to add additional disks on the fly to expand the RAID group capacity.	
33	The array must support online LUN migration (transparent movement of volumes within the array). The functionality must allow cross RAID migration and cross spindle migration.	
34	**Storage Capacity**	
35	Installed	
36	As specified in "Storage Requirement" Section.	
37	Scalability	
38	The system must be at least scalable by another 90 TB usable capacity in the same proportion as explained in above point.	
39	Cache Protection	
40	Cache must be mirrored between the Active-Active controllers (load balancing).	
41	The paths must be redundant (at least 2 paths) to prevent disruption if one path fails.	
42	Must support Cache battery backup and fully automatic de-stage of cache to disks or it should be non-volatile DIMM (NVDIMM)	
43	OS Support	
44	Windows Server® 2008	
45	Windows 2012	
46	Linux® 2.6 and above	
47	VMware®	
48	Hyper-V®.	
49	Global Hot Sparing	
50	System must have capability to designate multiple global hot spares that can automatically be used to replace a failed drive anywhere in the system.	
51	Minimum 1 (one) Hot Spare for every 20 drives of each category must be supplied	
52	RAID level support	
53	Must support RAID levels: 0, 10, 5 and 6 (Dual Parity Protection).	
54	Must support inter-mixing different RAID groups within one storage system.	
55	Different type of RAID levels must co-exist within the same array simultaneously to match different protection requirements of data.	
56	Array Management	
57	Entire system must be manageable from a secure web-based interface without requirements for a separate management device or server.	
58	Management system must include comprehensive online and remote monitoring abilities without third party hardware or software.	

59	Firmware must be upgradeable for functionality improvement and enhancements.	
60	Must support non-disruptive upgrade of core software, BIOS, snapshot, clone, remote mirroring and management software without shutting down the storage system. All host-attached servers must remain fully operational during system level or maintenance upgrade procedures.	
61	**License (if any)**	
62	If any of the specification listed above requires purchase of separate software license apart from the base hardware, it must be specified in the technical specification response sheet.	
63	The bidder must supply the necessary software licenses to meet the stipulated specifications.	
64	The software license provided by the bidder must be perpetual in nature; there must not be any requirement for renewal of the license.	
	6. Virtualized Secure E-mail Gateway - Quantity 04 numbers	
1	**General Requirements**	
2	The OEM of the offered Secure E-mail Gateway must feature in the Gartner's Magic Quadrant for Secure Email Gateways for the year 2014 or 2015.	
3	The offered solution must be deployable on Microsoft Hyper-V platform running on MS Windows 2012 R2 Standard edition OS.	
4	The bidder must specify Make and Model of the offered Secure E-mail Gateway	
5	Quantity to be supplied : 04 numbers	
6	Delivery details: a) Quantity - 02 Address: Oil India Limited, IT Department, R&D Building, Duliajan, Assam - 786602 b) Quantity - 02 Address: Oil India Limited Plot No. 19, Film City, Sector 16A, Noida - 201301	
7	**System Features**	
8	The solution must support different deployment modes i.e. Proxy mode, Transparent mode, Route mode.	
9	The solution must support clustering of more than two or more appliances with integrated load-balancing.	
10	LDAP-Based Email Routing	
11	Per User Inspection using LDAP Attributes on a Per Policy (Domain) Basis	
12	IPv6 and IPv4 must be supported	
13	The solution must support SMTP, POP3 and IMAP protocol	
14	The solution must support virtual hosts. With virtual host a single appliance can behave like several appliances. Each virtual appliance can manage traffic within specified pools of IP addresses, enabling the appliance to provide scanning services to traffic from many different clients	
15	**Inbound SMTP Protection**	

16	The Mail Security gateway must combine sophisticated content based Anti-Spam technologies, IP reputation and RBL to effectively block spam.	
17	The solution must support email authentication using SPF (Sender's Policy Framework)	
18	The solution must support Domain Keys Identified Mail (DKIM) verification of email messages	
19	The solution must support anti-relay. It must have the ability to configure domains for which the solution will accept or refuse email	
20	The solution must support RBL lookup. It must support adding of multiple RBL list	
21	The solution must offer various actions for spam detected: a. Monitor b. Block c. Annotate and Deliver d. Quarantine e. Forward	
22	**Outbound SMTP Protection**	
23	The solution must be able to monitor and protect mail flowing out of the network in SMTP traffic.	
24	The solution must allow administrators to automatically add text to outbound email, such as a legal disclaimer or commercial information	
25	The solution must be able to protect using pre-defined data content types flowing out of network in SMTP traffic	
26	The solution must have Data Loss Prevention	
27	**Policy Creation and Management**	
28	The solution must provide granular policy for both inbound and outbound traffic based on the following: a. Source/Destination IP address b. Sender/Recipient email address c. Masqueraded sender email address d. Alias recipient email address list e. LDAP user group	
29	The solution must support secure transmission of email messages between email servers. It must support different methods: • Transport Layer Security • S/MIME • PGP	
30	The solution must support policy-enforced encryption. Administrator must be able to encrypt the message using either transport layer security (TLS),PGP or S/MIME	
31	The solution must provide Secure Webmail Delivery in case email messages being sent from your organization needs to be sent securely to the outside world which may not be using secured email systems	
32	**Email Management**	
33	The solution must support GUI based management.	

34	The solution must be able to filter and view messages that was: a. Blocked b. Bounced c. Delivered d. Quarantined e. Queued	
35	The solution must be able to filter and analyse messages using: a. Sender b. Recipient c. Subject d. Inbound/Outbound e. Date and f. Source IP	
36	The solution must support end user quarantine, End users must be able to log in to their personal quarantine at any time and view and take action on their quarantined messages	
37	**System Administration**	
38	The solution must support restricted access to the appliance for management through SSH or Web GUI .Administrator must be able to specify a list of authorized IP addresses, subnets or networks to administer the appliances	
39	The proposed solution must have an option to restore the configuration from a previous backup	
40	The solution must alert management via syslog. It must sent syslog alerts for a. Anti-virus events b. SPAM c. Phish events d. Compliance e. System events	
41	The solution must be able to automatically apply the latest security and software updates. Vendor must provide updates and security enhancements to the operating system, MTA, and supporting software including Antivirus and antispam engine when they become available at no extra cost to OIL during the warranty and AMS period of the solution.	
42	**License (if any)**	
43	If any of the specification listed above requires purchase of separate software license and/or Content update subscription apart from the base hardware, it must be specified in the technical specification response sheet.	
44	The bidder must supply the necessary software licenses and/or content update subscriptions to meet the stipulated specifications.	
45	The software license provided by the bidder must be perpetual in nature; there must not be any requirement for renewal of the license.	
46	The Content update subscription provided by the bidder must be for a period of 5 (five) years from the date of commissioning of the hardware.	
	7. 42U RACK (As per requirement)	
1	**General Requirements**	
2	Racks must be offered from the same OEM supplying the modular servers	
3	19 " Rack - EIA 310 Standard compliant rack (s) must be supplied which can accommodate all the supplied hardware items of the solution in location: Duliajan and Noida.	

4	The supplied rack must include removable side panels, top and bottom covers with cable entry provisions and cooling fans. The rack must be fitted with appropriate rack power distribution unit suitable for the supplied equipment.		
5	The rack must include KVM switch with sufficient number of ports to interconnect all the rackable items of the solution, minimum 20 inch LCD monitor, USB Keyboard and USB mouse.		
6	Quantity to be supplied : As per requirement		
7	Delivery details: a) Quantity - As per requirement Address: Oil India Limited, IT Department, R&D Building, Duliajan, Assam - 786602 b) Quantity - As per requirement Address: Oil India Limited Plot No. 19, Film City, Sector 16A, Noida - 201301		
	8. Webcam with Headset - Quantity 2500 numbers		
1	**Technical Specifications**		
2	The bidder must specify Make and Model of the offered Webcam		
3	Certification - Skype for Business/Lync 2013 certified by Microsoft		
4	Connectivity type - USB 2.0/3.0		
5	Video Resolution - 720p minimum		
6	Built-in stereo mic and Headset		
7	With clip that fits laptops, LCD monitor		
8	Must support UVC mode (No software installation required)		
9	Must support Windows 7/8/10 OS		
10	Quantity to be supplied : 2500		

11	Delivery Details:	
	a) Quantity- 1900	
	Address: Oil India Limited, IT Department, R&D Building, Duliajan, Assam - 786602	
	b) Quantity- 150	
	Address: Oil India Limited, Corporate HQ, Noida Plot No. 19,Film City, Sector 16A,Noida - 201301	
	c) Quantity- 150	
	Oil India Limited, PHQ, Guwahati P.O. Udayan Vihar Narengi,Guwahati – 781171	
	d) Quantity- 30	
	CoEES, Oil India Limited	
	Near Pantaloon Show Room, G S Road, Guwahati -781006	
	e) Quantity- 40	
	Kolkata Main office Oil India Limited	
	4, India Exchange Place, Kolkata - 700 001	
	f) Quantity- 150	
	Jodhpur office Oil India Limited	
	Rajasthan Project, OIL HOUSE, 2-A, District Shopping Centre, Saraswati Nagar, Basni, Jodhpur	
	Rajasthan - 342005	
	h) Quantity- 50	
	CEMG office, Oil India Limited	
	5th Floor, IT Infra Building	
	FC-24 Sector 16-A, Noida-201301	
	i) Quantity- 30	
	Kakinada office, Oil India Limited, KG Basin Project	
	2-7A-7, Subhadra Residency,Venkatanagar, Sivalayam Street,Kakinada 533003, Andhra Pradesh	
	9. Virtualized Application Delivery Controller - 04 nos	
1	**General**	
2	The OEM of the offered application delivery controller solution must feature in the Gartner's Magic Quadrant for Application Delivery Controllers for the year 2014 or 2015.	
3	The offered product must have been tested by the OEM and reviewed by Microsoft to meet Exchange Server 2010/2013/2016 load balancing requirements. Documentary evidence must be submitted along with the bid to support this.	
4	The offered solution must be deployable on Microsoft Hyper-V platform running on MS Windows 2012 R2 Standard edition OS.	
5	The bidder must specify Make and Model of the offered Application Delivery Controller.	
6	Quantity to be supplied : 04 numbers	

7	Delivery details: a) Quantity - 02 Address: Oil India Limited, IT Department, R&D Building, Duliajan, Assam - 786602 b) Quantity - 02 Address: Oil India Limited Plot No. 19, Film City, Sector 16A, Noida - 201301	
8	**Technical Specifications**	
9	Both IPv4 and IPv6 must be supported	
10	The solution must support Layer 4 through Layer 7 Server Load Balancing.	
11	Global Server Load Balancing (GSLB) must be supported. 2 numbers virtual appliances will be deployed in each of the 2 datacentres: Duliajan and Noida and they must be configured in GSLB mode so that data centre failover and continuity is ensured for the whole Exchange Solution.	
12	(a) DNS Proxy and DNS Server modes must be supported. (b) The offered product must have reverse proxy function to support Microsoft Exchange and Skype for Business deployment	
13	Geo Location must be supported - must support sending client connections to the "closest" physical data centre	
14	Load balancing methods supported: - Round Robin - Least Connections - Weighted RR - Weighted LC	
15	Throughput minimum 2 Gbps	
16	Minimum number of TCP new connections per second supported: 400	
17	Minimum number of 2048 bit SSL new connections per second supported: 400	
18	The solution must support Secure Sockets Layer (SSL) offload.	
19	SSL offload must support for all TCP Protocols – SSL Termination, SSL Bridging (SSL Initiation)	
20	TLS 1.2 and 4096-bit SSL key must be supported	
21	Layer 7 application persistence must be supported	
22	Must support health monitoring of the Exchange servers and applications in the solution.	
23	Must support compression for Static and Dynamic HTTP/HTTPS Content	
24	High Availability – Active-Active, Active-Standby configurations must be supported.	
25	Should Support standard VRRP (RFC - 2338)	
26	Should support transparent failover between 2 devices	
27	Web-based Graphical User Interface (GUI) for management must be supported.	
28	LDAP, TACACS+, RADIUS must be supported for management user access	
29	Must support IPv4 NAT/NAPT, IPv6 NAPT	

30	If any of the specification listed above requires purchase of separate software license and/or Content update subscription apart from the base hardware, it must be specified in the technical specification response sheet.	
31	The bidder must supply the necessary software licenses and/or content update subscriptions to meet the stipulated specifications.	
32	The software license provided by the bidder must be perpetual in nature; there must not be any requirement for renewal of the license.	
33	The Content update subscription provided by the bidder must be for a period of 5 (five) years from the date of commissioning of the hardware.	
34	In case of Server failure traffic should be diverted to another Server automatically	
35	In case of Server / Application failure device should detect it in not more than 30 seconds	
36	Should support following content based Load balancing features • HTTP Header based redirection • URL-Based Redirection • Browser Type Based Redirection	
37	• Support for Min. 50 servers. • Support for Min. 25 Virtual IP.	
	10. Microsoft Services Premier Support - 200 hours	
1	The vendor must procure at least **200 hours** of Microsoft Services Premier support to support the SLAs defined for the solution to be used as per the following schedule: - 100 hours for the 1st year - 50 hours each for the 2nd and 3rd year The vendor must quote separately for this.	
2	The vendor must submit documentary evidence of procurement of the Microsoft Services Premier support to OIL at the time of commissioning of the solution.	
3	The Microsoft Services Premier support shall be used to rectify critical issues with Microsoft products used within the solution.	
4	The vendor shall use the Microsoft Services Premier support only after exhausting own resources, as last recourse; after consultation with OIL.	
	11. Software Items for the solution	
	The following software items must be supplied with the solution:	
	Item	
1	Microsoft Exchange Server Standard CAL	
2	Microsoft Exchange Server Enterprise CAL	
3	Microsoft Skype for Business Server Standard CAL	
4	Microsoft Skype for Business Server Enterprise CAL	
5	Microsoft Skype for Business Server Plus CAL	
6	Microsoft Windows Server CAL	
7	Microsoft Exchange Server Enterprise	
8	Microsoft Exchange Server Standard	
9	Microsoft Skype for Business Server Standard	
10	Windows Server 2012 R2 Standard edition or latest	
11	Microsoft SQL Server 2014 Standard Core or latest	

12	2048 bit SSL Certificates valid for seven (07) years from the date of commissioning of the solution. Vendor must arrange for periodic renewal of the certificates and their configuration as and when required during the period of seven (7) years from the date of commissioning.	
13	Software solution for administration and management of Managed Services Operation (To be quoted as part of Managed Services Operation)	
14	Delivery details: Address: Oil India Limited, IT Department, R&D Building, Duliajan, Assam - 786602	
	12. Any other Items	
1	The bidder must quote any other items which is required to implement the solution but not explicitly mentioned in the tender	

Storage Requirement

Storage Requirement					Complied / Not Complied (Remarks if any)
Site - Duliajan Address : Oil India Limited, IT Department, R&D Building, Duliajan, Assam - 786602	**RAID Type**	**Disk Type**	**Capacity**	**QTY**	
VM Host disks	RAID-1/0 (Parity Grouping 1+1)	15K RPM SAS 2.5	600 GB	8	
Duliajan-DAG (Active copy of Database + Log)	RAID-5 (Parity Grouping 5+1)	10K RPM SAS 2.5	2000 GB	24	
Duliajan-DAG (Active copy of Restore Volume)	RAID-1/0 (Parity Grouping 1+1)	10K RPM SAS 2.5	2000 GB	8	
Noida-DAG (Passive copy of Database+Log)	RAID-1/0 (Parity Grouping 1+1)	10K RPM SAS 2.5	2000 GB	2	
Noida-DAG (Passive copy of Restore Volume)	RAID-1/0 (Parity Grouping 1+1)	10K RPM SAS 2.5	2000 GB	2	
Exchange Journal DBs (Primary Copy)	RAID-1/0 (Parity Grouping 1+1)	10K RPM SAS 2.5	2000 GB	8	
Total Disk Requirement	15K RPM SAS 2.5 600 GB	8			
	10K RPM SAS 2.5 2000 GB	44			
Site - Noida Address : Oil India Limited, Plot No. 19, Film City, Sector 16A, Noida - 201301	**RAID Type**	**Disk Type**	**Capacity**	**QTY**	

VM Host disks	RAID-1/0 (Parity Grouping 1+1)	15K RPM SAS 2.5	600 GB	8	
Duliajan-DAG (Passive copy of Database + Log)	RAID-5 (Parity Grouping 5+1)	10K RPM SAS 2.5	2000 GB	12	
Duliajan-DAG (Passive copy of Restore Volume)	RAID-1/0 (Parity Grouping 1+1)	10K RPM SAS 2.5	2000 GB	4	
Noida-DAG (Active copy of Database+Log)	RAID-1/0 (Parity Grouping 1+1)	10K RPM SAS 2.5	2000 GB	4	
Noida-DAG (Active copy of Restore Volume)	RAID-1/0 (Parity Grouping 1+1)	10K RPM SAS 2.5	2000 GB	4	
Exchange Journal DBs (Secondary Copy)	RAID-1/0 (Parity Grouping 1+1)	10K RPM SAS 2.5	2000 GB	8	
Total Disk Requirement	15K RPM SAS 2.5 600 GB	8			
	10K RPM SAS 2.5 2000 GB	32			
Calculation of Journal DB Sizing for 300 users	Approximately 8.0 TB of archived mails over a period of 5 years (excluding holidays) at a rate of 15 MB of mails sent/received per day per user.				

Software Items with quantity

S No.	Item	Quantity to be supplied as part of this order	Complied / Not Complied (Remarks if any)
1	Microsoft Exchange Server Standard CAL	2500	
5	Microsoft Exchange Server Enterprise CAL	2500	
2	Microsoft Skype for Business Server Standard CAL	2500	
3	Microsoft Skype for Business Server Enterprise CAL	2500	
4	Microsoft Skype for Business Server Plus CAL	250	
6	Microsoft Windows Server CAL	2500	
7	Microsoft Exchange Server Enterprise	3	
8	Microsoft Exchange Server Standard	3	
11	Microsoft Skype for Business Server Standard	2	
9	Windows Server 2012 R2 Standard edition or latest	15	
10	Microsoft SQL Server 2014 Standard Core or latest	2	
11	2048 bit SSL Certificate valid for at least 7 years from the day of commissioning of the solution	As per design requirement	
12	Software solution for Managed Services Operation (To be quoted as part of Managed Services Operation)	As per design requirement	

NOTE:

Bidders should submit their bids (preferably in tabular form) explicitly mentioning compliance / non compliance to all the NIT terms and conditions of NIT.

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Clause Number	Clause
1	BRC - Tech
1.1	Bidder must have experience of successfully executing one similar order for solution implementation during last 5 years. Definition of "similar order" in the context of this clause: Design and implementation of Microsoft Exchange 2010/2013 solution with at least 750 user mailboxes (30% of the total mailboxes of the proposed solution).
1.2	Documentary evidence in respect of the above must be submitted in the form of (i) Copies of relevant Purchase Orders (ii)Any other documentary evidence that can substantiate the satisfactory completion of each of the purchase orders cited above clearly mentioning the quantum of work satisfying the requirement of the clauses above.
2	BEC - Tech
2.1	For evaluation of bids cost of all items shall be considered together.
3	General T
3.1	The bidder must submit manufacturer's authorization letter from their respective OEMs to quote against this tender for the following items: 1. Microsoft Software 2. Blade servers 3. SAN 4. SAN switches 5. Virtualized Secure E-mail Gateway 6. Virtualized Application Delivery Controller **MAF must include authorised personnel contact details viz Email ID and Phone number.**
3.2	The vendor should provide an Undertaking of authenticity for the items to be supplied. The sample format is given in annexure-II (this is for reference only)
3.3	Vendor shall quote for all the items as specified in tender. Partial offers will be considered as non-responsive and will be rejected.
3.4	The vendor must provide unpriced bill of materials and services (with details of make, model and quantity for each of the item) along with the bid. This must include additional software/feature licenses needed to meet the solution requirements.
3.5	The vendor must provide OEM Technical datasheet/brochure relevant to the offered items along with the bid.
3.6	The proposed solution (including all the Hardware and software) must have minimum of seven years of end of support from the date of bid closing. Respective OEM documentation (Hardware as well as software) to this effect must be submitted along with the bid. OEM's declared end-of-support literature must mention the availability of Hardware spares for next seven years.
3.7	Bidders shall confirm that their OEMs will provide support during the entire duration of the purchase order, i.e. up to 7 years of warranty support.

3.8	The vendor must provide technical details of their offered solution by filling in the relevant sections of Annexure-I, as below: a. Part - 2: Technical Specifications of the offered solution b. Part - 3: Other Terms & Conditions c. List of various documents to be submitted by the vendor in various stages of the Order are specified in Part - 4. Please fill in this sheet to indicate whether or not you have submitted the documents required in "Bid Submission Stage".
3.9	The details of EXISTING E-MAIL SETUP is given in Part-5 of Annexure-I. The vendor must make a note of this and use it for understanding the current set-up which needs to be migrated to the proposed set up as per this tender.
3.10	The details of PROPOSED SOLUTION SETUP (HARDWARE & SOFTWARE DETAILS) is given in Part-6 of Annexure-I. Proposed configuration of the equipment and architecture indicated in this tender is to be treated as indicative only and design engineering of the complete solution has to be carried out by the bidder in consultation with Microsoft & OIL to fulfil the overall requirement of establishing the new messaging environment along with Disaster recovery solution. The complete solution shall be deployed, operated and supported by the successful bidder under OIL's supervision.
3.11	A pre-bid conference for this tender will be held in Kolkata to discuss queries/amendment requests with prospective bidders. The bidder must submit queries/amendment requests to OIL by E-mail at least five days prior to Pre-bid conference. Date and venue of the pre-bid conference shall be notified later. No queries/amendment requests/request for extension of BC date shall be entertained after the pre-bid conference.
3.12	The vendor has to make his own arrangements for transportation and accommodation of its personnel when visiting various locations of OIL within the scope of the solution.
4	**Scope of V**
4.1	The scope of work in this order involves the following: 1. Delivery of software, hardware, relevant licenses and other deliverables 2. Installation and commissioning of the solution, including DR setup 3. Training 4. Warranty for seven (07) years 5. Managed Services of the solution for seven (07) years The commissioning of the solution will be deemed complete after successful completion of steps 1, 2 and 3 after which OIL will issue the commissioning certificate for the solution.

4.2	**Delivery of software, hardwa**
4.3	Delivery of items must be completed within 60 days of placing the purchase order in all the locations as specified against each item in Part-2 of Annexure-I.
4.4	The vendor must provide soft copy/hard copy of the OEM product documentation and configuration manual at the time of delivery.
4.5	The vendor must provide list of supplied inventory along with OEM serial number/service tag at the time of delivery.
4.6	All the required software licenses and content update licenses must be provided in soft/hard copy at the time of delivery.
4.7	**Installation and commissi**
4.8	Installation and commissioning cost must be quoted separately.
4.9	Installation and commissioning of the entire solution shall be completed within 90 days of delivery of equipment as per the following phases detailed below:
4.10	Installation and commissioning of the solution shall after successful completion of all the trainings.
4.11	**Phase-1 : Installatic**
4.12	All the hardware items part of the solution shall be physically installed within 15 days of delivery at all locations.
4.13	Installation of the Hardware equipment has to be carried out by an OEM-certified installation engineer. The vendor must provide copy of the OEM certificate for the installation engineers assigned to carry out the installation activity at least seven days before start of the installation activity.
4.14	The vendor must clearly specify the rack space, power and cooling requirement of the offered solution, as a part of the technical bid.
4.15	All interconnecting cables, transceiver optics and required accessories must be supplied by the vendor.
4.16	Cable dressing and management with tagging - The vendor will be responsible for cable dressing and management with tagging for all the interconnecting cables within the solution scope. Necessary Cable ties, cable channels and cable lacing cord, tag marker etc. must be supplied by the vendor.
4.17	**Phase-2 :Power on test, physical insp**
4.18	All the received equipment will be powered on and physical specifications of the hardware supplied will be checked against the PO specifications. The vendor shall submit test report to OIL after successful completion of this activity.
4.19	**Phase-3 :Discovery and Assessment of the current A**
4.20	The vendor shall assess the current active directory, MS Exchange and Network infrastructure to understand the scope for migration.
4.21	The vendor shall document the findings of this phase and submit to OIL which will serve as the baseline for migration activity.
4.22	**Phase-4: Plan a**

4.23	Design , installation and configuration of the solution has to be carried out by Microsoft-certified installation engineers. The team of installation engineers must at least have one member each certified in the following Microsoft Certifications: 1. MCSE: Server Infrastructure 2. MCSE: Communication The vendor must provide copy of the Microsoft certificate for the installation engineers assigned to carry out the installation activity at least seven days before start of the Phase-3.
4.24	The vendor in consultation with OIL and as per Microsoft Best practice recommendation shall plan and design the solution, which will include the following: 1. Active Directory requirements and design for implementing Exchange Server 2. Microsoft Exchange Server architecture and requirements 3. Microsoft Skype for Business 2015 architecture and requirements 4. Network and Security requirements including architecture for application delivery controllers and E-mail gateways. This should also include the details of DNS records (AA/MX) to be updated. 5. Storage design 6. Migration and Implementation Approach and project milestones 7. Disaster Recovery plan/BCP for the solution 8. Acceptance Test plan - with details of test cases and success criteria **The design of the solution must be done as per the published best practices recommendations from Microsoft. The design of the solution must be vetted by Microsoft.**
4.25	The vendor must submit a detailed plan and design document containing the above details to OIL prior to commencing the actual implementation.
4.26	The actual implementation shall commence after review of the design document and go-ahead from OIL.
4.27	Phase-5: Imple
4.28	**Set up the Storage Environment:** The vendor shall configure the storage environment with the supplied Storage arrays and SAN switches as per design.
4.29	**Set up Hyper-V, OS and VMs as per project requirements:** **a)** The vendor shall set up the Hyper-V environment on the supplied MS Windows 2012 R2 server infrastructure as per the solution requirements. The vendor shall implement the Hyper-V environment of the solution with the following design considerations: 1. Live migration of VMs in case of physical server failure 2. Shared storage b) The vendor shall install the OSs on the Hyper-V environment as per the solution requirement. c) The vendor shall carry out OS hardening, Anti-virus installation, Password policy implementation etc. on the VMs as per OIL's requirement.

4.30	**Active Directory Services Migration and Testing:** a) The vendor shall configure the Active directory servers on MS Windows 2012 R2 standard environment as per the solution design. b) The vendor shall prepare Active Directory (schema) to host New Exchange and Skype for Business services c) The vendor shall migrate the existing Active Directory environment to the new Active Directory environment without any data loss and interruption to users d) The vendor shall test and demonstrate the new Active directory environment to OIL before proceeding to the next step of implementation
4.31	**Exchange Deployment and Testing:** **a)** The vendor shall install Exchange environment as per design. b) The vendor shall configure Load balancers (Application delivery controller) for high-availability and load-balancing of Exchange client services as per requirement. c) The vendor shall configure the E-mail gateways as per requirement. d) The vendor shall perform testing & proofing on Exchange using at least 25 users e) The vendor shall perform testing on mobile devices on the following platforms - iOS, Android and Windows Mobile.
4.32	**Skype for Business Deployment and Testing:** a) The vendor shall implement Skype for Business as per the requirement b) The vendor shall perform testing & proofing on Skype for Business using at least 25 users c) The vendor shall perform testing on mobile devices on the following platforms - iOS, Android and Windows Mobile.
4.33	**Journaling Configuration:** The vendor shall configure the mailbox journaling as per the requirement.
4.34	**Pilot Migration:** The vendor shall do a pilot migration to the new Exchange platform for at least 25 users and stability and consistency on the new platform shall be tested.
4.35	**Production Migration with DR replication** a) The vendor shall migrate all the mailboxes from existing MS Exchange 2007 platform to the new Exchange platform. b) The migration shall be non-destructive, there shall be no data loss for any user. c) The migration shall be done in batches in off-peak hours so that there is minimal user disruption. d) The vendor shall set up DR replication of Exchange Servers after successful production migration
4.36	**Deployment of Software solution for administration and management of Managed Services Operation** a) The vendor shall implement the Software for Operation of Managed Services as per requirement with the following components: 1. Helpdesk/Ticketing system 2. Active Directory Management Tool +B146

4.37	**Decommissioning of the existing infrastructure:** Existing Exchange 2007 Decommissioning , cutover and clean up shall be done by the vendor.
4.38	The vendor must provide documentation for installation and configuration after successful installation and integration of the solution. The documentation must include step-by-step procedures to configure the devices, schematic diagram of the solution showing details of the interconnection and OEM serial number, service tags of the supplied equipment. This document must be submitted to OIL prior to commencement of Acceptance Test.
4.39	**Phase-6: Accep**
4.40	The vendor shall carry out Acceptance Tests for the supplied hardware and software in the presence of OIL's personnel at the following sites: 1. Duliajan 2. Noida 3. Guwahati 4. Kolkata 5. Jodhpur
4.41	Acceptance tests will be done as per the AT Plan and shall include the following:
4.42	**Active Directory Services:** a) Shall be carried out at - Duliajan, Noida, Guwahati, Kolkata, Jodhpur b) Replication between the domain controllers c) Fail-over of domain controllers d) Demonstration of integration with AD management tool and its features e) Health check-up
4.43	**Hyper-V environment:** a) Shall be carried out at Duliajan, Noida b) Live migration of VMs during physical server failure c) VM placements as per design
4.44	**Storage Environment** a) Shall be carried out at Duliajan, Noida b) Demonstration of SAN functionalities as per PO requirement c) SAN-to-SAN replication d) Demonstration of HA capabilities of SAN switch
4.45	**Application Delivery Controller** a) Shall be carried out at Duliajan, Noida b) Demonstration of functionalities as per PO requirement
4.46	**E-mail Gateway** a) Shall be carried out at Duliajan, Noida b) Demonstration of functionalities as per PO requirement
4.47	**Exchange Solution** a) Shall be carried out at Duliajan, Noida b) Demonstration of functionalities as per PO requirement
4.48	**Skype for Business** a) Shall be carried out at Duliajan, Noida b) Demonstration of functionalities as per PO requirement

4.49	**Fault Tolerance of the solution**
	a) Shall be carried out at Duliajan, Noida
	b) Demonstration of HA features to prove that there is no single point of failure within the solution.
4.50	**Software solution for administration and management of Managed Services Operation**
	a) Shall be carried out at Duliajan
	b) Demonstration of functionalities as per PO requirement
4.51	Moreover, all other relevant PO requirements shall be demonstrated.
4.52	Demonstration of licenses installed in each of the item
4.53	Cable dressing with proper tags
4.54	**DR drill**
	One complete DR drill as per the DR/BCP plan shall be conducted. Without successful DR drill, commissioning of the solution shall not be deemed complete.
4.55	The commissioning of the solution shall be deemed complete after successful completion of Acceptance Tests for the solution
5	**Training T**
5.1	The vendor must impart training to four (4) IT personnel of OIL on the following supplied items:
	a) Application Delivery controller - minimum duration of 2 days
	b) E-mail gateway - minimum duration of 2 days
	c) SAN storage and SAN switch- minimum duration of 2 days
	The training content must include at least the following and must be as per OEM standard curriculum:
	a) Features and capabilities of the supplied product
	b) Administration and management of the supplied product
	c) Troubleshooting and maintenance of the supplied product
	d) Lab sessions
	Complete OEM published training material as per OEM curriculum must be provided either in hardcopy or softcopy to each participant. The training material provided must be standard course material provided as part of the course. The training material shall not be tailor-made for OIL.
	The training shall be arranged at IT Department, Duliajan, Assam. The vendor shall arrange for transport and accommodation of the training faculty at Duliajan.

5.2	The vendor must impart following training on Microsoft technologies as per standard Microsoft Curriculum: 1. Course 20341B: Core Solutions of Microsoft Exchange Server 2013 - To be conducted in 2 batches with 3 participants each 2. Course 20336B: Core Solutions of Microsoft Skype for Business Server 2013 - To be conducted in 1 batch with 3 participants 3. Course 10969B: Active Directory Services with Windows Server - To be conducted in 2 batches with 3 participants each 4. Course 55021A: Configuring and Administering Hyper-V in Windows Server 2012- To be conducted in 1 batch with 3 participants The training must be conducted by Microsoft Learning Partner at their own facility. Microsoft certified standard course materials either in hard/soft copy must be provided to each participant.
5.3	Cost of transportation and accommodation of the OIL Personnel for training will be borne by OIL.
5.4	The vendor must provide details of training centres with the bid.
5.5	All the trainings must be successfully completed before start of installation and commissioning of the solution.
5.6	Training cost has to be quoted separately.
6	**Warranty for 7 (**
6.1	All the hardware and software items supplied to OIL for the solution shall be covered under Comprehensive onsite warranty for a period of 7 (Seven) years from the date of issue of commissioning certificate for the solution.
6.2	The vendor must submit the warranty certificates from OEMs (at the time of commissioning) to substantiate that the supplied items (indicating their serial numbers) are covered under OEM warranty for the desired period.
6.3	Comprehensive Warranty shall cover repairs and replacements necessary to keep the equipment in good working order during the warranty period.
6.4	Periodic maintenance check should be carried out to keep the equipment in good working conditions.
7	**Managed Services for the Entire**
7.1	**General T**
7.2	The vendor shall be responsible for the entire solution for trouble free operation. The vendor shall provide onsite comprehensive support & maintenance services valid for a period of 7 (seven) years from the date of issue of commissioning certificate for the solution.
7.3	Comprehensive support & maintenance shall cover repairs and replacements necessary to keep the equipment in good working order.
7.4	Any reconfiguration / reinstallation of software (Windows OS, Exchange Server, Active Directory etc.) required for resolving hardware/software related problem(s) of the solution shall be covered under support.
7.5	OIL shall NOT provide any transport facility or accommodation to the engineer / representative of the vendor.
7.6	All necessary tools, tackles and accessories required to complete the scope of work as per tender document is in the scope of the vendor, at no extra cost to OIL.

7.7	Vendor shall conduct one complete DR drill exercise every six months to check disaster recovery readiness in consultation with OIL. DR drill report must be submitted to OIL after this activity.
7.8	During the period of managed services, if adapters, cables, connectors supplied under this order needs to be changed/replaced, the same needs to be done without any cost implication to OIL.
7.9	The vendor shall provide the details of escalation matrix for the Managed Services Operation.
7.10	The vendor may stock spares for critical components of the solution at both the datacentres in Duliajan and Noida to meet the SLA requirements.
7.11	The cost for Managed services must be quoted separately.
7.12	**Software for Operation**
7.13	A comprehensive software suite (providing web-based GUI) shall be used to manage and administer the operations of Managed Services for the solution. The software suite shall be composed of single/multiple software from single/multiple OEMs providing the following functionalities: **1. Helpdesk/Ticketing system** **2. Active Directory Management Tool** **3. Microsoft System Center 2012 R2 VMM** **Note: The software suite shall be provided as part of 7 years Managed services for the solution.**
7.14	Helpdesk/Ticketing system (Indicative software : OTRS Business Solution, Zendesk etc.) features: 1. Shall be used raise tickets for incidents - problems with hardware and software of the solution 2. Shall be used to raise tickets for service requests - user problems, user creation/deletion/update, group creation/deletion/update, configuration change, routine maintenance, shutdowns, backup, health checks etc. 3. Self service Portal for AD users to raise service requests 4. Shall be integrated with AD for user access to the system 5. Shall be used to calculate the SLA compliance, the system shall be configured with the SLAs as per the PO 6. Shall be used to track and monitor the status of the tickets - time elapsed, responsible agent etc. 7. Shall be used to generate reports - SLA compliance report which will provide the details of non-performance deductions for a given time period, open tickets, closed tickets, Up-time of the solution etc. 8. The vendor shall provide details of the Make and model of the Helpdesk/ticketing system to be used in the solution and provide technical brochure along with the bid.

7.15	**Active Directory Management Tool (indicative software : ManageEngine, Dell Active Administrator with Password Manager etc.) features:** 1. The Active Directory Management tool must integrate with Active Directory server running on MS Windows 2012 R2 64 bit OS and MS Exchange 2013/2016. OIL has total of 7 domain controllers, which needs to be manageable by this tool. 2. The tool must have web-based GUI 3. The tool must have bulk management capabilities (using csv files) for user creation/deletion/update, group creation/deletion/update, user attribute update, OU update, multiple user password reset etc. 3. GPO management and GPO edit 4. **Active Directory auditing :** a) View user object life cycle changes - creation, modification and deletion of a user object. b) Identify an admin or non-admin user responsible / accountable for changes done on one or more accounts in the domain. c) View reports specific to any / every Active Directory change. d) Monitor important user account changes in the recent past. e) Track the password status changes of users. f) Identify the last change or modification that was done to a user account. g) Export the reports to desired formats xls, csv, pdf and html. h) Maintain accountability of actions done by administrators, helpdesk technicians, human resource staff or any selected user in the organization with reports from archived information. 5.The tool must have user self-service portal for secure, web-based management so that users can perform various tasks like: Password reset, Account Unlock and Self-update of
7.16	**Managed Services**
7.17	The managed services operation will cover all the hardware and software components of the solution and will include the following areas:
7.18	Hardware Maintenance: During the Managed Services period, any failed device under warranty shall have to be repaired/ replaced with a new/ standby one within 72 hrs. of reporting the failure. Necessary configuration of the replacement device for proper operation of the device will be the responsibility of the successful vendor.
7.19	**Virtualization Environment Administration :** Installation, maintenance, troubleshooting and monitoring of the Virtualized environment hosting the virtualized servers. System Center 2012 R2 Virtual Machine Manager shall be used to manage all the Virtual Machines in the solution. The vendor must supply and implement the System Center 2012 R2 Virtual Machine Manager in both the sites viz Duliajan and Noida to manage all the VMs in the solution. The vendor must give details of software license requirement for this.
7.20	**Operating System Administration:** Installation of OS, handling of OS related issues, installation of OS upgrades and patches, re-installing OS if required, periodic system performance tuning, monitoring server usage statistics, start-up and shutdown of servers. Housekeeping of servers such as disk space usage, files and folders, permissions, users and login on network etc. Implementing security on servers at all levels as per guidelines provided by OIL.

7.21	**System Administration :** All the activities related to installation, configuration, patch management, health check etc. required in MS Exchange, Skype for Business, SQL Server, Active Directory, Application delivery controller, Secure E-mail Gateway, Office Webapp server, SSL certificates and other software components of the solution.
7.22	**Operational Activities:** Day to day activities pertaining to user management like AD user/ Mailbox/ Group creation/deletion/update, account unlock, password reset etc.
7.23	**DR Activities:** The vendor has to monitor the data replication and consistency of the data at both the sites. The vendor shall provide support during mock drills and actual disaster scenarios.
7.24	**OEM Management:** Coordinate with the respective OEMs of the hardware and software components of the entire solution for trouble-shooting etc.
7.25	**Backup & Recovery Management** of the Active Directory environment and conduct restoration exercises at periodic intervals defined by OIL to check availability of the backed up data.
7.26	**Mock Drill:** Complete Mock drill cycle (fail over and fail back) has to be carried out once in every 6 months or as desired by OIL. Mock drill will involve failover of all or some of the SYSTEMs to DR Site and fail back of all or some of the SYSTEMs to Primary Site.
7.27	**Preventive Maintenance:** Comprehensive corrective maintenance of complete system including replacement /repair of defective parts and systems.
7.28	OIL shall assign all the jobs (incident reports and service requests) to the service engineers through the **Helpdesk/Ticketing system** and this system shall be used to track the status of the jobs and calculation of the SLA compliance.
7.29	**HUMAN RESOURCES FOR SYS**
7.30	The vendor shall deploy at least one Service Engineer at each of the locations : Duliajan and Noida meeting the following qualification and experience requirements. The vendor shall provide additional resources, if required; to maintain the desired SLAs. In addition to the on-site Service Engineers, the vendor must have back-office facility for 24X7 remote support services for the supplied solution including all Hardware & Software. The vendor shall provide details of back-office along with the bid.

7.31	**Qualification & Experience requirements of the onsite Personnel:** 1. 1 (One) no. of onsite Service Engineer for the Location – Duliajan, Assam, with the following requirements: a. Qualification : Minimum Graduate with relevant IT certifications b. Experience: At least 1 year in a similar setup. Should have hands on experience on Exchange 2010/2013 and window 2012/2008 R2 AD. 2. 1 (One) no. of onsite Service Engineer for the Location – Noida, U.P, with the following requirements: a. Qualification : Minimum Graduate with relevant IT certifications b. Experience: At least 1 year in a similar setup. Should have hands on experience on Exchange 2010/2013 and window 2012/2008 R2 AD.
7.32	When employment of any service engineers is terminated, vendor shall inform OIL in writing 15 days in advance and immediate replacement shall be deployed.
7.33	OIL reserves the right to replace any service engineer anytime and the vendor shall be obliged to do so and the replacement engineer to be placed within 15 days of OIL placing the request with vendor after acceptable by OIL.
7.34	Normal working hours for the service engineers are as follows: <u>Location – Duliajan, Assam</u> Normal working hours : 7 AM – 3:30 PM (Monday to Saturday). <u>Location – Noida, U.P</u> Normal working hours : 9:30 AM – 5:30 PM (Monday to Friday). However, B9Service engineers shall be available outside working hours on call basis for both the locations.
7.35	The vendor must arrange to provide following contact details of the service engineers: 1. Mobile number 2. E-mail address
7.36	**SERVICE LEVEL AGR**

7.37	Definitions: 1. Incidents : Any hardware or software related failure/malfunctioning in the solution. 2. Service Request: Any operational/administrative job assigned to the Service Engineer by OIL as per the scope of the managed services for the solution. 3. Non-Availability: The service(s) is not available. 4. Severity Level -1 (Software Failure): Is defined as, the Service is available but the critical redundant software components have failed and there is urgent need to fix the problem to restore the service to the high availability Status. The list of critical redundant software components are: a) Exchange Services in any of the Exchange servers b) Any of the Skype for Business servers c) Any of the Application delivery controllers d) Any of the E-mail gateways+B9 e) Any of the Domain controllers 5.Severity Level -2 (Hardware Failure): Is defined as, the Service is available but the critical redundant hardware/software components have failed and there is urgent need to fix the problem to restore the service to the high availability Status. The list of critical redundant hardware/software components are: a) Any of the physical servers b) Any of the SAN switches c) SAN storage
7.38	The following set of Service Level Agreements (SLA) is defined for the supplied solution during the contract period. These Service levels are defined as the minimum requirement.
7.39	These SLAs are associated with Non-performance Deductions clause to have desired Up-time availability and delivery of service to OIL. The vendor may maintain logs for each of the service provided and shall provide necessary reports which help ascertaining the service levels and calculation of Non-Performance Deductions.
7.40	OIL shall use the Helpdesk/Ticketing system to track the status of the jobs and calculation of the SLA compliance and system Up-time. The service engineers shall have access to this system. They must update the status of the assigned jobs (incidents and service requests).

7.41	Up-time Calculation:
	Up-time for the solution shall be calculated using the following formula:
	[{(Actual Up-time + Scheduled Downtime) / Total Hours} x 100]
	Where
	"Actual Up-time" means, of the Total Hours, the aggregate number of hours in any quarter during which each system, is actually available for use, i.e. (Total Hours - Downtime)
	"Scheduled Downtime" means the aggregate number of hours in any quarter during which each system is down during Total Hours, due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to vendor's (or Service Provider's) failure to exercise due care in performing vendor's responsibilities.
	OIL would provide a maximum of 08 hours of planned downtime for the preventive maintenance (PM) as part of scheduled downtime per quarter per system/service. Any time saved in the PM activity of previous quarter would not be carried forward to the next quarter.
	The downtime for scheduled maintenance (patch application, upgrades – OS, Exchange, AD etc.) would need to be mutually agreed between OIL and the vendor. To reduce this time, various maintenance activities can be clubbed together with proper planning.
	"Total Hours" means the total hours over the measurement period i.e. one quarter (24 *
7.42	**Downtime Calculation:**
	The recording of downtime shall commence at the time of registering the call with the vendor for any N**on-Availability** situation for the solution. Downtime shall end when the problem is rectified and the service is available to the user. Downtime will not be considered for following:
	• Pre-scheduled preventive maintenance and health checks (Scheduled Downtime)
7.43	Failure to meet SLA requirements of the solution shall attract the following Non-performance Deductions (NPD):
	1. NPD-1 for not meeting Up-time requirements
	2. NPD-2 for not meeting Service Delivery requirements
	3. NPD-3 for Non availability of Service Engineer
	The details are given below:
7.44	**NPD-1 definition:**
	The vendor shall maintain minimum solution **Up-Time** of 99.8%. Failure to meet this requirement shall attract **Non-Performance Deductions** calculated as per the following :
	• 5% of QF for less than 99.8%
	• 10% of QF for less than 99.5%
	• 15% of QF for less than 99.0%
	Where QF is the quarterly fee for the Managed Services.
7.45	**Service Delivery Requirement:**
	The following table defines the service delivery requirement for the solution:
7.46	**CONDITION**
7.47	**Severity Level -1 (Software Failure)**
7.48	**Severity Level -2 (Hardware Failure)**
7.49	**Severity Level-3 (Any other Failure)**
7.50	**SERVICE REQUEST**

7.51	**NPD-2 definition:** Failure to meet resolution time requirement shall attract **Non-Performance Deductions** calculated as per the following : • For Severity Level -1 : 0.5 % of quarterly fee per additional 8 hour period since the expiry of maximum resolution time allowed • For Severity Level -2 : 0.5 % of quarterly fee per additional 8 hour period since the expiry of maximum resolution time allowed • For Severity Level -3 : 0.5 % of quarterly fee per additional 8 hour period since the expiry of maximum resolution time allowed • For Service Request : 0.5 % of quarterly fee per additional 8 hour period since the expiry of maximum resolution time allowed Where QF is the quarterly fee for the Managed Services.
7.52	**NPD-3 definition:** In case vendor's service engineers do not report to duty and no substitute is provided, an amount of INR 2000.00 shall be deducted per day for each day of absence from the quarterly fee for Managed services charges.
7.53	**Managed Services Payment:** OIL shall make quarterly payment to the vendor towards Managed services Cost after deducting the relevant non-performance deductions for the relevant quarter as explained in the above clauses.
7.54	Managed Services charges will be paid quarterly after completion of the quarter. The successful vendor must submit appropriate invoices to Head-IT, IT Department, Oil India Limited, Duliajan, Assam - 786602, on a Quarterly basis, clearly mentioning the OIL Purchase Order no. and period of billing. A service report containing the following details must be submitted along with the invoices: 1. Solution uptime for the quarter 2. List of incidents and service requests attended during the quarter along with details like resolution time , Microsoft Premier Support Hours used during the quarter. Invoices submitted without the accompanying service report shall be not be accepted.
8	**Payment**
8.1	Payment against the Hardware and software cost of the solution will be as per the following schedule: 10% - After completion of training 30% - After delivery of material (hardware, software and licenses) 60% - After issue of Commissioning Certificate for the solution by OIL
8.2	Training charges will be paid on submission of invoices after successful completion of training.
8.3	Installation and commissioning charges will be paid on submission of invoices after successful commissioning of the solution.
8.4	Managed Services charges will be paid Quarterly after completion of the Quarter. The successful vendor must submit appropriate invoices to Head-IT, IT Department, Oil India Limited, Duliajan, Assam - 786602, on a quarterly basis, clearly mentioning the OIL Purchase Order No. and period of billing. The amount will be paid after deduction of non-performance deductions (if any) for this period of billing.

9	Confidentiality Agr
9.1	OIL Confidentiality and Non-Disclosure Agreement(NDA) will be applicable and vendor has to submit Non-Disclosure Agreement as per given format duly signed & Sealed by the authorized signatory of the vendor, along with the bid.
10	Penalty T
10.1	Penalty terms for not meeting the SLAs of Managed service are defined in the scope of the Managed Services.
10.2	Maximum penalty for non-performance deduction will not exceed 15% of the total managed services charges for a quarter.
11	Onetime Exchange L
11.1	After installation and commissioning of the solution with the latest version of Exchange, if the next version of Exchange becomes available during the period of software assurance, the vendor shall migrate the solution to the next version of Exchange. This will be an one time activity.
11.2	The cost for Onetime Exchange Upgrade activity must be quoted separately.
11.3	Installation and commissioning charges will be paid on submission of invoices after successful upgrade (if any) of the solution.
12	Special T
12.1	Bidder should have experience of successfully executing one similar order for AMS/managed services during last 5 years. Definition of "similar order" in the context of this clause: (a) Maintenance of Microsoft Exchange 2010/2013 solution with at least 750 user mailboxes (30% of the total mailboxes of the proposed solution) with completed service period of at least 2 years (30 % of total Manage services period of the proposed solution).
12.2	Bidder must have experience of successfully executing one similar order for Exchange DR during last 5 years. Definition of "similar order" in the context of this clause: Design and implementation of Disaster Recovery for Microsoft Exchange 2010/2013 solution with at least 750 user mailboxes (30% of the total mailboxes of the proposed solution).
12.3	Documentary evidence in respect of the above two clauses must be submitted in the form of (i) Copies of relevant Purchase Orders (ii)Any other documentary evidence that can substantiate the satisfactory completion of each of the purchase orders cited above clearly mentioning the quantum of work satisfying the requirement of the clauses above.
12.4	The bidder must propose latest version of all the supplied Microsoft products in the solution as on BC date.
12.5	The bidder must offer minimum 2 years of Microsoft Software Assurance coverage for all the supplied Microsoft products in the solution which will give OIL the right to use the most recent version of Microsoft product without any additional cost.
12.6	The bidder must implement the latest version of supplied Microsoft products during installation and commissioning of the solution.

Vendors Response (Complied/Not-Complied)	Vendor's Comment with the relevant details if applicable
nical	
nical	
erms	
nical	

re and relevant licenses	
oning of the solution	
n of Hardware	
ection of the supplied hardware	
ctive Directory and MS Exchange infrastructure	
nd Design	

mentation

	Make: Model:

	Make: Model:

Support Jobs	
	Make: Model:

MAXIMUM RESOLUTION TIME ALLOWED	
24 hours	
120 hours	
36 hours	
24 hours	

Terms	

Annexure-II

Sample Format of undertaking of authenticity letter
(To be typed on the bidder's letterhead)

Ref. No_____
Date _____

Head (Materials)
Oil India Limited,
Duliajan-786 602

Sub: Undertaking of authenticity of IT Hardware/Software supply
Ref: Your tender enquiry No._____   Dated _____.

Sir,

With reference to the items being quoted to you vide our
quotation No. .... cited above, we hereby
undertake that all the components/ parts/ assembly/ software
used shall be original & new.

We also undertake that in respect of hardware, software and
other licenses, it shall be sourced from the authorized source.

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 suppliers at the time of delivery or
within a reasonable time.

Yours faithfully,

For ………………………….… (Type Name & Affix Seal of the firm)

……………………………………..
(Signature of Authorized Signatory)

Name:
Designation:
Place: Email:
Phone No.:

NON-DISCLOSURE AGREEMENT

BETWEEN

Oil India Ltd (OIL), a company incorporated under the Companies Act, 1956 and having its registered office at Duliajan, Assam – 786602, hereinafter referred to as **"OIL"** (which expression shall unless it be repugnant to the context or meaning thereof, mean and include its successors in office and assignees) of the **ONE PART** and

AND

_____ a company incorporated under the Companies Act, 1956 having its registered office at _____. (hereinafter referred to as "_____" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **SECOND PART**;

OIL and _____ are hereinafter collectively referred to as the "Parties".

WHEREAS, the Parties intend to engage in discussions and negotiations concerning the establishment of a business relationship between themselves. In the course of such discussions and negotiations, it is anticipated that each Party may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information, for the purpose of enabling the other party to evaluate the feasibility of such business relationship (hereinafter referred to as "**the Project**").

The Parties wish to ensure that all such confidential information disclosed by either party will be held by the party who has received it in confidence and used solely in connection with their cooperation.

NOW, THEREFORE, in consideration of the foregoing premises, and the mutual covenants contained herein, the Parties hereby agree as follows:

ARTICLE 1. DEFINITION

For the purpose of this Agreement,

ARTICLE-1: CONFIDENTIAL INFORMATION

"Confidential Information" shall mean and include any information of any nature (commercial, technical, marketing, financial, etc.) in any form including but not limited to copy, abstract, sample, note or module, disclosed by either party (the "Disclosing Party") to the other party (the "Receiving Party") within the scope of the Project, whether such information are disclosed through written documents, electronic transmissions, orally or visually, and without it being necessary for the Disclosing Party to specify the confidential nature of such information.

ARTICLE 2. CONFIDENTIALITY

2.1 The Receiving Party hereby agrees to consider and treat as strictly confidential, during the term of this Agreement, the Confidential Information of the Disclosing Party. This paragraph shall survive after any expiration or termination of this Agreement and shall bind Receiving Party, its employees, agents, representatives, successors, heirs and assigns.

The Receiving Party agrees in particular:

i)   not to publish in any manner or otherwise disclose to any third party any Confidential Information or part of it, and to treat all Confidential Information at least with the same degree of care as it applies to its own files of a confidential nature;

ii)   not to use Confidential Information, even partially, for the benefit of any third party or for its own account (except for the sole purpose of the business arrangement described in the recitals above);

iii) not to decompile, disassemble, decode, reproduce, redesign, reverse engineer or manufacture any information, code, process, products or equipment of the Disclosing Party or any part thereof; and

iv) to disclose Confidential Information only to those of its employees and Affiliates who have a reasonable need to know in connection with the business arrangement described in the recitals above, to inform such employees of the confidential nature of the Confidential Information, and to cause them to comply with any and all terms of this Agreement.

v)   to disclose confidential information to consultants engaged by receiving Party provided such consultant also executes a Non-Disclosure Agreement with the receiving party that contains terms and conditions that are no less restrictive than these and with the prior consent of the disclosing party.

2.2 Neither **OIL** nor _____ shall disclose to the public or to any third parties (i) the fact that the cooperation described in the recitals above is taking place between them, or (ii) the fact that Confidential Information have been made available to it or that it

has inspected any portion of the Confidential Information, without the prior written consent of the other party, unless required to do so by applicable law or regulation.

In the latter case, prior to disclosure of any information concerning the existence of the cooperation, the party obliged to make a disclosure shall inform the other party of the reason and proposed content of such disclosure and shall written consent thereon.

ARTICLE 3. EXCEPTIONS

The obligations set forth in **Article 2** of this Agreement shall not apply to Confidential Information which:

i)   is in the public domain at the time of its disclosure by the Disclosing Party or thereafter falls into it without any breach of this Agreement (and, in that case, only from the date on which it fell into the public domain) ;

ii) was known by the Receiving Party prior to its disclosure by the Disclosing Party, provided that the Receiving Party gives proper evidence of such prior knowledge; or

iii) has been rightfully obtained by the Receiving Party from a third party without any breach of a confidentiality obligation towards the Disclosing Party; or

iv) has been independently discovered or developed by the Receiving Party without using Confidential Information, so long as such independent discovery or development can be documented and verified.

v) is required to be disclosed as per any law in force in India or under order of any competent court.

Confidential Information shall not be deemed to be or fall within exceptions i) to v) merely because it is embraced by more general information in the public domain or by more general

information thereafter acquired or developed by the Receiving Party. In addition, any combination of features/items/information/data shall not be deemed to be within the foregoing exceptions merely because individual features/items/information/data are in the public domain or in the possession of the Receiving Party.

ARTICLE 4. RETURN OF DOCUMENTS

Upon the expiration of this Agreement, or at the Disclosing Party's request, the Receiving Party shall promptly return to the Disclosing Party all documents including but not limited to copies, abstract, extracts, samples, notes or modules embodying Confidential Information of the Disclosing Party, or, at the option and direction of the Disclosing Party, destroy all copies of the Disclosing Party's Confidential Information and certify in writing that such copies have been duly destroyed. Until that date, the Receiving Party shall keep such documents in a place permitting both their secrecy and their rapid recovery.

ARTICLE 5. NO OTHER RIGHTS OR OBLIGATIONS

5.1 Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any

5.2 Nothing in this Agreement shall be construed as granting or conferring to either party any rights by license or otherwise in the Confidential Information, except as expressly provided herein.

5.3 Nothing in this Agreement shall be construed as (i) obligating either party to disclose any information which it does not wish to disclose, or (ii) obligating either party to accept any offer or enter into any agreement between the Parties.

5.4 Other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

ARTICLE 6. NO WAIVER OF RIGHT ON DELAY

6.1 No delay or omission by either party in exercising any rights under this Agreement will operate as a waiver of that or any other right. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

ARTICLE 7. APPLICABLE LAW – JURISDICTION

7.1 All disputes arising in connection with this Agreement, if not settled amicably by the Parties, shall be finally settled under the provisions of the Indian Arbitration and Conciliation Act, 1996 by three arbitrators appointed in accordance with the said Act.

7.2 The arbitration shall be conducted in English. The arbitral tribunal shall have its seat in **Guwahati** or any other place as may be mutually agreed by both the parties. The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly. The costs of arbitration shall be borne by the party as provided in the Act.

7.3 The Courts of **Dibrugarh** shall only have the jurisdiction for the purpose of this Agreement

ARTICLE 8. DURATION

This Agreement shall come into force on the date written hereunder, and shall remain in force for a period of **four (4)** years starting from such date. The obligations set forth in Article 2 hereof shall survive the expiration of this Agreement for the period specified in such Article.

ARTICLE 9. COMPLETE   AGREEMENT

The Parties agree that this Agreement (i) is the complete and exclusive statement between the Parties with respect to the protection of the confidentiality of Confidential Information, (ii)

supersedes all related discussions and other communications between the Parties, and (iii) may only be modified in writing by authorized representatives of the Parties.

ARTICLE 10. PUBLICATIONS

Neither Party shall 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 other Party.

ARTICLE 11. REMEDIES

The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.

IN WITNESS WHEREOF the Parties have caused this Agreement to be executed by their duly authorized representatives on the date written hereunder.

Made on _____, at _____(Place)

On behalf of OIL   **On behalf of _____**

Signature :_____   Signature :_____
Name: Name:
Designation: Designation:

Tender No.	
Bidder's Name :	

		Compliance by Bidder	
SL. NO.	**BEC / TENDER REQUIREMENTS**	Indicate 'Confirmed' / 'Not Confirmed' / Not applicable	Indicate Corresponding page ref. of unpriced bid or Comments
1	Bidder to confirm that he has not taken any exception/deviations to the bid document .		
2	Confirm that the product offered strictly conform to the technical specifications.		
3	Confirm that the Offer has been made with Bid Bond / Bank Guarantee / Earnest Money along with the offer (Wherever Applicable) ?		
4	Confirm unconditional validity of the bid for 120 days from the date of opening of techno-commercial bid.		
5	Confirm that the prices offered are firm and / or without any qualifications?		
6	Confirm that all relevant fields in the on-line bidding format have been filled in by the bidder for the items quoted by them.		
7	Confirm that the the price bid is in conformity with OIL's online bidding format ?		
8	Confirm that the Bid comply with all the terms & conditions ?		
9	Confirm that the offers and all attached documents are digitally signed using digital signatures issued by an acceptable Certifying Authority (CA) as per Indian IT Act 2000.		
10	CONFIRM THAT YOU HAVE SUBMITTED THE DULY SIGNED INTEGRITY PACT DOCUMENT (Wherever Applicable)		
11	CONFIRM THAT YOU SHALL SUBMIT PERFORMANCE BANK GUARANTEE AS PER NIT IN THE EVENT OF PLACEMENT OF ORDER ON YOU (Wherever Applicable)		
12	CONFIRM THAT YOU HAVE SUBMITTED DOCUMENTS AS PER GENERAL QUALIFICATION CRITERIA		
13	Confirm that you have submitted Name and Full Address of Issuing Bank including Telephone, Fax Nos and Email id of branch manager where Bid security has been submitted as Bank Guarantee.		

NOTE: Please fill up the greyed cells only.

Tender No.	
Bidders Name	

Bidders Response   Sheet

SI No.	Description	Remarks
1	Name of Bidder	
2	Whether tender document purchased from OIL's offices.	
3	Place of Despatch	
4	Whether Freight charges have been included in your quoted prices	
5	Whether Insurance charges have been included in your quoted prices	
6	Make of quoted Product	
7	Offered Validity of Bid as per NIT	
8	Delivery Period in weeks from placement of order	
9	Complied to Payment terms of NIT (if applicable) otherwise to Standard Payment Terms of OIL or not.	
10	Bid Security Submitted (if applicable)	
11	Details of Bid Security Submitted to OIL (if applicable)	
	a) Bid Security Amount (In Rs):	
	b) Bid Security Valid upto:	
12	If Bid security submitted as Bank Guarantee, Name and Full Address of Issuing Bank including Telephone, Fax Nos and Email id of branch manager	
13	Bid Security if Not submitted reasons thereof	
14	Whether you shall submit Performance Security in the event of placement of order on you (if applicable)	
15	Integrity Pact Submitted (if applicable)	
16	Whether submitted documents in support of General Qualification criteria of NIT	
17	If bidder is Small scale unit whether you have quoted your own product	
18	If bidder is Small scale unit whether you are eligible for purchase preference (as per Govt guideliness)	
19	Whether filled up the bank details for online payment as per Annexure GGG	

NOTE: Please fill up the greyed cells only.

(TO BE FILLED UP BY ALL THE VENDOR IN THEIR OWN LETER HEAD)
(ALL FIELDS ARE MANDATORY)

Tender No.   :……………………………………………………………

Name of Beneficiary   :M/s.…………………………………………………….

Vendor Code   :……………………………………………………………...

Address   :…………………………………………………………...

                        ………………………………………………………………...

Phone No. (Land Line)   :……………………………………………………………...

Mobile No.   :……………………………………………………………...

E-mail address   :…………………………………………………………...

Bank Account No. (Minimum

Eleven Digit No.)   :……………………………………………………………...

Bank Name   :……………………………………………………………...

Branch   :……………………………………………………………...

Complete Address of your :…………………………………………………………...

Bank   :…………………………………………………………...

IFSC Code of your Bank

     a) RTGS   :……………………………………………………………...

     b) NEFT   :……………………………………………………………...

PAN   :……………………………………………………………...

VAT Registration No.   :……………………………………………………………...

CST Registration No.   :……………………………………………………………...

Service Tax Registration No. :……………………………………………………………...

Provident Fund Registration :……………………………………………………………...

I/We confirm and agree that all payments due to me/us from Oil India Limited can be remitted to our above mentioned account directly and we shall not hold Oil India Limited responsible if the amount due from Oil India Limited is remitted to wrong account due to incorrect details furnished by us.

                                             ………………………………

                   Office Seal   **Signature of Vendor**

                 Counter Signed by Banker:
                 Seal of Bank:

Enclosure: Self attested photocopies of the following documents-

   1) **PAN Card**
   2) **VAT Registration Certificate**
   3) **Service Tax Registration**
   4) **CST Registration**
   5) **Provident Registration Certificate**
   6) **Cancelled cheque of the bank account mentioned above (in original).**
   7) **Bank Statement not older than 15 days on the date of submission.**