



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

TELEPHONE NO. (91-374) 2808757

FAX NO: (91-374) 2800533

Email: ankurjyoti_sarmah@oilindia.in; erp_mm@oilindia.in

FORWARDING LETTER

Tender No. : SDI0389P19 DT: 01.02.2019
Tender Fee : NIL
Bid Security : Applicable
Bidding Type : SINGLE STAGE TWO BID SYSTEM
Bid Closing on : 11.04.2019 (11.00 HRS IST)
Bid Opening on : 11.04.2019 (14.00 HRS IST)
Performance Security : Applicable
Integrity Pact : Applicable

DATE OF PRE-BID CONFERENCE : 29.03.2019

TIME OF PRE-BID CONFERENCE : 09:00 HRS

VENUE OF PRE-BID CONFERENCE : OIL INDIA LIMITED, Duliajan

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.

NOTE: All addenda, Corrigenda, time extension etc. to the tenders will be hosted on above website and e-portal only. Bidders should regularly visit above website and e-portal to keep themselves updated.

OIL invites Bids for **PROCUREMENT OF NETWORK MONITORING SYSTEM (QTY - 01 NO.)** 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 of Indigenous 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 vendors will be held at **Oil India Limited, Duliajan** to discuss on the technical specifications and other terms and conditions of the tender. **All the vendors who register themselves against this tender will be eligible to attend the Pre-Bid Conference.** The exact venue of the Pre-Bid conference will be intimated to the vendors at a later date.

(2) Clarification on the technical specifications and other terms & conditions of the tender shall be provided to the vendors during the Pre-bid Conference. Vendors 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 working days before the Pre-bid Conference **(ie within 23.03.2019)** 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) Vendors shall depute representatives who are competent enough and authorized to take on the spot decision. At the most 2 (Two) representatives from each vendor shall be allowed to participate in the pre-bid conference. All costs for attending the pre-bid conference shall be to the vendors account.

(5) Interested bidders should confirm participation in the Pre-bid Conference in advance, alongwith details of their personnel, at the following address, to enable OIL to make arrangements for the same:

**DGM – MATERIALS (IP), OIL INDIA LIMITED
P.O DULIAJAN, PIN – 786 602, DIST. DIBRUGARH (ASSAM) INDIA
E-Mail : ankurjyoti_sarmah@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. = **0374-2807178/ 2807171/ 2807192/2804903.** Email id = erp_mm@oilindia.in; esupport@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.

OIL Bank Details :

	Bank Details of Beneficiary	
a	Bank Name	STAE BANK OF INDIA
b	Branch Name	Duliajan
c	Branch Address	Duliajan, Dist-Dibrugarh
d	Banker Account No.	10494832599
e	Type of Account	Current Account
f	IFSC Code	SBIN0002053
g	MICR Code	786002302
h	SWIFT Code	SBININBB479
i	Contact No.	9435554859
j	Contact Person Name	Mr. K.L.K.Banik, AGM
k	Fax No.	0374-2802729
l	Email Id	sbi.02053@sbi.co.in

- c) “General Terms & Conditions” for e-Procurement as per Booklet No. MM/LOCAL/E-01/2005 for E-Procurement of Indigenous Tenders.
- d) Technical specifications and Quantity as per **Annexure – IA**.
- e) The prescribed Bid Forms for submission of bids are available in the Technical RFx -> External Area -> Tender Documents.
- f) Amendments to the NIT after its issue will be published on OIL’s website only. Revision, clarification, addendum, corrigendum, time extension etc. to the tender will be hosted on OIL website only. No separate notification shall be issued in the press. Prospective bidders are requested to visit website regularly to keep themselves updated.
- g) 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).
- h) 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 Attachment**. For details please refer “Vendor User Manual” / “NEW INSTRUCTIONS”

Special Notes:

1.0

- a) Bidders who do not have E-tender Login ID and Password should complete their online registration **at least seven (7) days prior to the scheduled bid closing date** and time of the tender. For online registration, Bidder may visit the OIL's E-tender site <https://etender.srm.oilindia.in/irj/portal>
- b) Necessary Login ID & Password will be issued by OIL only after submitting the complete online registration by the Bidder. In the event of late registration/incomplete registration by Bidder, OIL INDIA LIMITED shall not be responsible for late allotment of User ID & Password and request for bid closing date extension on that plea shall not be entertained by Company.
- c) **MSE Units** (Manufacturers/Service Providers only and not their dealers/distributors) who are already registered with District Industry Centers or Khadi & Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts & Handloom or any other body specified by Ministry of MSME are **exempted from payment of Bid Security (EMD)** irrespective of their monetary limit, product category and capacity mentioned in their registration, **subject to submission of valid MSE registration certificate issued by appropriate authority.**
- d) For availing benefits under Public Procurement Policy (**Purchase preference**), the interested MSE Bidders must ensure that they are the **manufacturers of the tendered item(s) and registered with the appropriate authority for the said item(s).** Bids without EMD shall be rejected, if the technical offer does not include a valid copy of relevant MSE Certificate issued by appropriate authority specifying the item as per tender. Therefore, it is in the interest of such MSE Vendors to furnish a copy of complete certificate to the concerned tender handling officer of **OIL at least seven (7) days prior to the scheduled Bid Closing Date of the tender**, seeking clarification/confirmation as to whether their MSE certificate is eligible for EMD exemption or not. **Late communication in this regard and request for bid closing date extension on that plea shall not be entertained by Company.**

NOTE:

In case of MSE/PSUs/ Govt. Bodies / eligible institutions etc., they must apply to concerned tender handling officer, Materials Department, Oil India Limited, P.O. Duliajan, Assam-786602 for waiver of EMD upto one week prior to the Bid closing date (or as amended in e-portal).

2.0 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.

2.1 Please ensure that Technical Bid / all technical related documents related to the tender are uploaded in the RFx Information > Technical Attachment 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.

2.2 The "**PRICE BID**" must contain the price schedule and the bidder's commercial terms and conditions. **For price upload area , please refer "NEW INSTRUCTIONS"** Please refer Annex-BB for price schedule.

2.3 Offer not complying with above submission procedure will be rejected as per Bid Rejection Criteria mentioned in [Annexure-CCC](#).

3.0 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 **DGM-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 Duplicate.

4.0 Benefits to Micro & Small Enterprises (MSEs) as per OIL's Public Procurement Policy for Micro and Small Enterprises (MSEs) shall be given. Bidders are requested to go through ANNEXURE – I of MM/LOCAL/E-01/2005 for E-Procurement of Indigenous Tenders for more details.

5.0 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.

6.0 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.

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

8.0 **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.

9.0 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:**

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

ii) SHRI SATYANANDA MISHRA, IAS (Retd.)
Former Chief Information Commissioner &
Ex-Secretary, DOPT, Govt. of India
E-Mail ID : satvanandamishra@hotmail.com

iii) SHRI JAGMOHAN GARG
EX-VIGILANCE COMMISSIONER, CVC
E-mail id: jagmohan.garg@gmail.com

10.0 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 of Indigenous Tenders elsewhere, those in the BEC / BRC shall prevail.

11.0 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.

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

13.0 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.

14.0 Delivery/collection Instructions in cases where transportation is in OIL's scope:

(i) the suppliers shall be required to deliver the Sundry consignments of weight less than 3 (Three) Tons at the godown/office/collection point of OIL's authorized transporter in various cities.

(ii) consignments weighing more than 3(Three) Tons shall be collected from the supplier's premises/loading points by OIL's authorized transporter.

(iii) the names of OIL's current authorized transporters are:

- a) M/s Western Carriers (India) Ltd.
- b) M/s DARCL Logistics Limited

Bidder's are requested to note the above delivery/collection instructions while submitting their offers.

15.0 The applicable GST on the Liquidated Damage if any, shall have to be borne by the seller. Accordingly, the Liquidated Damage shall be recovered from the seller along with applicable GST.

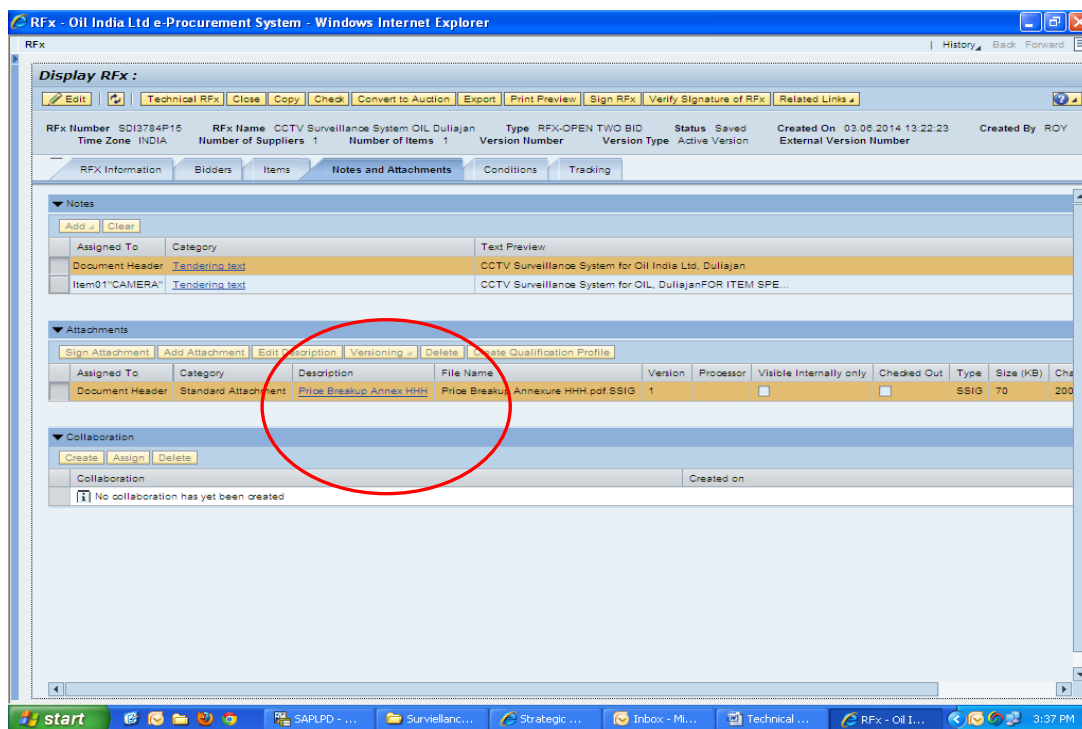
16.0 Bidders should fill-up and submit alongwith their bid an UNDERTAKING towards authenticity of information/documents furnished by them, as per enclosed ANNEXURE-K.

17.0 For convenience of the qualified Bidders and to improve transparency, the rates/costs quoted by bidders against OIL's e-tenders shall be available for online viewing by such Bidders whose price bids are opened by Company. A Bidder can view item-wise rates/ costs of all other such peer bidders against the tender immediately after price bid opening, if the e-tender is floated

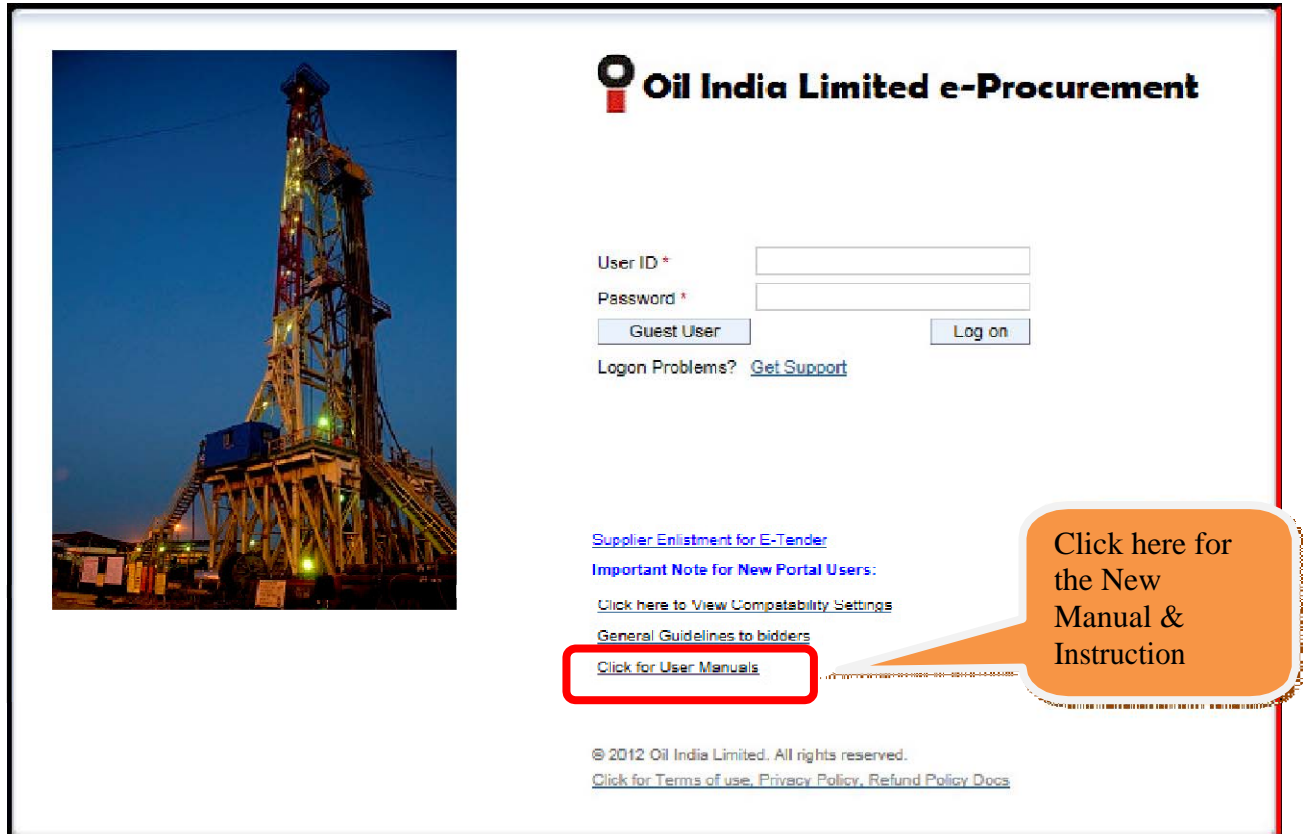
by Company with PRICE CONDITION. In case the Price-Bid is invited by Company through attachment form under "Notes & Attachment" (i.e., NO PRICE Condition), Bidders must upload their detailed Price-Bid as per the prescribed format under "Notes & Attachment", in addition to filling up the "Total Bid Value" Tab taking into account the cost of all individual line items and other applicable charges like freight, tax, duties, levies etc. Under NO PRICE Condition (i.e., Price Bid in attachment form), the "Total Bid Value" as calculated & quoted by the Bidder shall only be shared amongst the eligible bidders and Company will not assume any responsibility whatsoever towards calculation errors/ omissions therein, if any. Notwithstanding to sharing the "Total Bid Value" or the same is whether filled up by the Bidder or not, Company will evaluate the cost details to ascertain the inter-se-ranking of bidders strictly as per the uploaded attachment and Bid Evaluation Criteria only. Online view of prices as above shall be available to the Bidders only upto seven days from the date of Price-Bid opening of the e-tender.

18.0 Price Breakup:

Bidders should submit the price breakup of all the items as per “Annexure HHH” which has been uploaded under “Notes & Attachments” > “Attachments” as shown below. The price breakup “Annexure HHH” should be filled up, signed and uploaded under “Notes & Attachments” > “Attachments” only. **The filled up price breakup of all the items should not be uploaded in Technical Attachment.**



Please do refer "NEW INSTRUCTION TO BIDDER FOR SUBMISSION" for the above two points and also please refer " New Vendor Manual (effective 12.0.2017) " available in the login Page of the OIL's E-tender Portal.



Oil India Limited e-Procurement

User ID *

Password *

Logon Problems? [Get Support](#)

[Supplier Enlistment for E-Tender](#)

Important Note for New Portal Users:

[Click here to View Compatibility Settings](#)

[General Guidelines to bidders](#)

[Click for User Manuals](#)

© 2012 Oil India Limited. All rights reserved.

[Click for Terms of use, Privacy Policy, Refund Policy Docs](#)

Click here for the New Manual & Instruction

NOTE:

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

Yours Faithfully

**Sd-
(A J SARMAH)
SR. MANAGER MATERIALS (IP)
FOR : GM-MATERIALS (HoD)**

Tender No & Date: SDI0389P19 DT: 01.02.2019

BID REJECTION CRITERIA (BRC) / BID EVALUATION CRITERIA (BEC)

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 of Indigenous 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)
<p>1.0 BID REJECTION CRITERIA (BRC):</p> <p>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.</p> <p>A) TECHNICAL:</p> <p>Bidder should have experience of successfully executing atleast 1(one) similar order during last 5 (five) years preceding the original bid closing date.</p> <p><u>Similar Order means:-</u></p> <p>Atleast one order for supply and implementation of NMS Solution of value minimum Rs. 54.75 Lakhs.</p> <p>Note: Documentary evidence in respect of the above should be submitted in the form of copies of relevant Purchase Order along with copies of any of the following documents in respect of satisfactory execution of each of those Purchase Orders, such as –</p> <ul style="list-style-type: none">(i) Satisfactory Inspection Report (OR)(ii) Satisfactory Supply Completion / Installation Report (OR)(iii) Consignee Received Delivery Challans (OR)(iv) Central Excise Gate Pass / Tax Invoices issued under relevant rules of Central Excise/VAT/GST (OR)(v) Any other documentary evidence that can substantiate the satisfactory execution of each of the purchase orders cited above.	

Note:

a) The Purchase Order date need not be within 5 (five) years preceding original bid closing date of this tender. However, the execution of supply should be within 5 (five) years preceding original bid closing date of this tender.

b) Satisfactory supply/completion/installation report (if submitted) should be issued on client's official letterhead with signature and stamp

B) FINANCIAL:

a) Annual Financial Turnover of the bidder during any of preceding 03 (three) financial / accounting years from the original bid closing date should be at least **Rs. 54.75 Lakhs.**

b) Net Worth of the firm should be Positive for preceding financial / Accounting year **(FY: 2017-2018).**

Note -For (a) & (b):

Considering the time required for preparation of Financial Statements, if the last date of preceding financial / accounting year falls within the preceding six months reckoned from the original bid closing date and the Financial Statements of the preceding financial / accounting year are not available with the bidder, then the financial turnover of the previous three financial / accounting years excluding the preceding financial / accounting year will be considered. In such cases, the Net worth of the previous financial / accounting year excluding the preceding financial / accounting year will be considered. However, the bidder has to submit an affidavit/undertaking certifying that 'the balance sheet/Financial Statements for the financial year (As the case may be) has actually not been audited so far'.

Note:

a) For proof of Annual Turnover & Net worth any one of the following document must be submitted along with the bid:-

i) A certificate issued by a practicing Chartered Cost Accountant (with Membership Number and Firm Registration Number), certifying the Annual turnover & Net worth as per format prescribed in **ANNEXURE-J.**

OR

ii) Audited Balance Sheet along with Profit & Loss account.”

b) In case the bidder is a Central Govt. Organization/PSU/State Govt. Organization/Semi-State Govt. Organization or any other Central/State Govt. Undertaking, where the auditor is appointed only after the approval of Comptroller and Auditor General of India and the Central Government, their certificates may be accepted even though FRN is not available. However, bidder to provide documentary evidence for the same.

C) 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. 3,23,000 Lakhs** in OIL's prescribed format as Bank Guarantee in favour of OIL. The Bid Security may be submitted manually in sealed envelope superscribed with Tender no. and Bid Closing date to GM-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 7 months from Bid closing date. (i.e. upto 30.11.2019).**

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. 8.16 of General Terms and Conditions vide MM/LOCAL/E-01/2005 for E-Procurement of Indigenous 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 of Indigenous Tenders. Any offer not complying with the above shall be rejected straightway.

iv) Performance Security:

The successful bidder shall submit **Performance Security** in the form of **Bank Guarantee** in the **prescribed OIL’s format** as under:

a) **1st Performance Security @10% of PO value of materials + Installation & Commissioning + Training charges** shall be submitted within 30 days of receipt of the formal purchase order failing which OIL reserves the right to cancel the order and forfeit the Bid Security. The Performance Security shall be **valid for 90 days beyond delivery period and applicable warranty/guarantee period (if any).**

b) **2nd Performance Security @ 10% of 5 years AMS value** shall be submitted before expiry of 1st Performance Security. The Performance

Security shall be **valid for the AMS period of 5 years plus 3 (three) months.**

Bidders should undertake in their bids to submit Performance Security as stated above.

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.

However, PBG will be applicable only if value of Purchase Order exceeds Rs 5(five) Lakhs.

v) 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.

vi) 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.

vii) 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.

viii) **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.**

ix) Price should be maintained in the “online price schedule” only. The price submitted other than the “online price schedule” shall not be considered.

x) 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) Annual Turnover of a bidder lower than the Annual turnover mentioned in the Tender.**

xi) DELIVERY:

Delivery of items must be completed within 60 days of placing the

purchase order.

Installation and commissioning of the entire solution shall be completed within 60 days of delivery of equipment.

NOTE: FOR CLAUSE NOS. C(ii) & C(iv) OF BID SECURITY/EMD AND PBG.

The bidders/successful bidders are requested to advise the Bank Guarantee issuing bank to comply with the following and ensure to submit, the receipt of the copy of SFMS message as sent by the issuing bank branch, along with the original bank guarantee in OIL's tender issuing office:

The bank guarantee issued by the bank must be routed through SFMS platform as per following details:

(i) "MT 760 / MT 760 COV for issuance of bank guarantee.

(ii) "MT 760 / MT 767 COV for amendment of bank guarantee

The above message/intimation shall be sent through SFMS by the BG issuing bank branch to Axis Bank, Duliajan Branch, IFS Code - UTIB0001129, Branch Address - AXIS Bank Ltd, Duliajan Branch, Daily Bazar, Jyotinagar, Duliajan, District - Dibrugarh, PIN- 786602

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. **The original Bid Closing Date shall be considered by OIL for evaluation of BRC criteria even in case of any extension of the original Bid Closing Date.**

A) TECHNICAL:

1. The bids will be evaluated strictly as per NIT specifications, terms & conditions.
2. For evaluation of bids, cost of all items shall be considered together

B) COMMERCIAL:

i) To evaluate the inter-se-ranking of the offers, all Taxes / Levies will be considered as per prevailing Govt. guidelines as applicable on the bid opening date. Bidders may check this with the appropriate authority before 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) A job executed by a bidder for its own organization / subsidiary cannot be considered as experience for the purpose of meeting BEC.

iv) 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 terms and conditions of the NIT.

TECHNICAL SPECIFICATIONS WITH QUANTITY

Tender No & Date: SDI0389P19 DT:01.02.2019

	Complied / Not Complied. (Remarks if any)
<p><u>ITEM NO. 10</u></p> <p><u>Network Monitoring System – QTY = 01 NO.</u></p> <p><u>A. Hardware and Software Requirements:</u></p> <p><u>A.1 Hardware Requirements:</u></p> <p>The entire NMS solution shall be implemented on a virtualized environment. The vendor shall supply the underlying physical servers along with the virtualization software in addition to the software for the NMS solution. The entire solution must be designed with active/passive redundancy with the passive component hosted in a different network segment/data centre at Duliajan. The attached diagram (NMS Solution Architecture.png) depicts the architecture of the NMS solution.</p> <p><u>Following are the hardware components of the solution:</u></p> <ol style="list-style-type: none"> 1. Rack-mount servers : Minimum 02 nos. 2. 72 inch LED display: 02 nos. 3. Desktop Computers : 02 nos. <p><u>Technical Specifications of Hardware components:</u></p> <p><u>1. Rack-mount servers:</u></p> <ol style="list-style-type: none"> a) Quantity: Minimum 02 for the entire solution: one each for the active and passive component respectively. If the bidder's proposed solution needs additional computing resources, they may quote additional rack mount servers in multiples of 2. b) Form Factor: 19 inch rack mountable c) CPU: <ol style="list-style-type: none"> 1. 2 Socket 16-core 8th generation or latest 64 bit Intel Xeon processor 2. Clock Speed : 2.60 GHz or higher 3. L3 Cache : 40 MB or higher d) Installed Memory: 256 GB 1866 MHz RDIMM8 e) Storage: 10K RPM SAS Hard Disk Drives configured in RAID 6, resulting in 6 TB usable storage. <p><u>Minimum storage requirement shall be 6 TB usable storage in RAID 6 in each of the active and passive component.</u></p>	

- f) Network: Integrated Dual port 10GbE adapter
- g) Video Adapter: Integrated Graphics with at least 8 MB Video Memory

h) Ports and Drive Bay:

- Minimum one VGA port
- Minimum one USB 2.0/3.0 port

i) Power Supply and Cooling

1. Fully redundant and all populated hot swap variable speed blowers/fans
2. 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
3. Single Phase 230 V AC 50 Hz
4. Indian Standard Power Pin

2. 72 inch LED display:

- a) Quantity: 02
- b) Make: SONY/SAMSUNG/LG
- c) Screen size: 72 inch minimum
- d) Resolution: 1920x1080 minimum
- e) Ports: 3 x HDMI, 1 x RJ45 LAN, 1 x USB 3.0
- f) Accessories:
 1. 3 nos. 20 m long HDMI cable
 2. Wall mounting kit
 3. OEM TV Pedestal stand
- g) Power supply: AC 100-240V 50/60Hz

3. Desktop Computers:

- a) Make: Dell/HP/Lenovo
- b) Processor: 8th Generation Intel Core i5 processor
- c) Memory: 8 GB DDR4
- d) Hard Disk: 1 TB 7200 rpm SATA
- e) Monitor: Atleast 18.5 inches
- f) Graphics: Integrated graphics
- g) OS: Windows 10 Professional 64-bit
- h) OEM keyboard and mouse
- i) The desktop computers should connect to dual display (computer monitor as well as LED TV display)

A.2 Software Requirement:

1. The NMS solution shall be composed of at least the following software components:

1.1. NMS Application software suite:

- 1.1.1. Network performance monitoring and diagnostics (NPMD) and Server Monitoring
- 1.1.2. Network configuration management
- 1.1.3. Network inventory management with IP address and Switch port management
- 1.1.4. Service Management tool

1.2. Required Operating System software

1.3. Hypervisor: Bare metal/Type-1 hypervisor with software-defined-storage support that can create secure shared storage combining storage from the underlying physical servers.

1.4. Database software

- 2. The solution should be available as Commercial-Off-The-Shelf (COTS) software
- 3. All the software and licenses required to meet the tender specifications must be provided from day-1.

A.3 ANY OTHER ITEM:

All the hardware specifications and quantity to be supplied are minimum tender requirement only. If the vendor's proposed solution requires additional/higher specifications and/or higher quantity and/or any additional software/license/hardware, the vendor may include them in the proposed solution and specify under "ANY OTHER ITEMS".

The vendor must give the following details of the items offered under "ANY OTHER ITEMS":

- 1. Make and Model
- 2. Functional/technical requirements fulfilled by the items
- 3. Cost of "ANY OTHER ITEMS" must be quoted separately

B. Functional Requirements:

B.1 General Requirement:

- 1. There shall be no single point of failure in the entire NMS solution
- 2. Since the solution shall be designed in active-passive HA, there shall be minimum two copies of the data. The solution shall be designed as backup-less architecture.

B.2 Scalability Requirements:

The supplied solution must support scalability requirements as per the table below from Day-1. Necessary licenses to support these requirements must be supplied.

Maximum Number of Network Devices and Servers: 400 nos. Network Device and 100 nos. servers

Total number of WAN links: 10 Wan sites with 2 WAN links on each site

Maximum number of devices for Network Configuration management: 500

Maximum number of network flows to be monitored: 75

Maximum number of end users: 2500

Maximum number of IT administrators/technicians/helpdesk agents: 30

Maximum number of switch ports overall: 7200

B.3 Network performance monitoring and diagnostics (NPMD) and Server Monitoring:

a) Data source support

The solution must at least support the following data sources:

1. SNMPv2, SNMPv3. The solution must have the ability to receive Simple Network Management Protocol (SNMP) traps.
2. Flow-based technology data sources : NetFlow, sFlow, J-Flow, Netstream and IPFIX
3. WMI
4. SSH, telnet
5. CDP, LLDP

b) Discovery of network inventory and network topology

1. The solution must have the ability to add network devices into inventory via auto discovery.
2. The system must be able to build network topology using SNMP, information in ARP tables from routers, MAC tables from layer 2 switches, Cisco Discovery Protocol (CDP), Link Layer Discovery Protocol (LLDP). The discovery should be automated and continuous.
3. The solution must support for CSV based discovery for bulk discovery.
4. The solution must have the ability to add network devices into inventory via manual add/edit/delete methods.
5. The solution must have the ability to discover Layer 2 and Layer 3 network topology relationships between devices.
6. The solution must be able to acquire, assemble, display and analyse topological information to facilitate problem diagnosis and root cause analysis.

c) Device Coverage

1. The solution must support network devices from the following vendors:
 - a. Cisco
 - b. Juniper
 - c. Brocade
 - d. Aruba/HPE
 - e. A10
 - f. Radware
 - g. Array Networks
 - h. Fortinet
 - i. Cambium
 - j. Checkpoint
2. The solution must support following network devices by technology:
 - a. Router
 - b. Switch
 - c. Firewall
 - d. Load balancers
 - e. Wireless AP

d) Network Performance Monitoring

1. The solution must support monitoring of network metrics: packet loss, errors, discards, interface traffic volume, interface packets count, response time.
2. The solution must support monitoring of the health of the network devices: CPU, RAM, storage, temperature, fan speed, power supply.
3. The solution must support visually representing network outages and other error conditions on the topological map.
4. The solution must be able to store historical records of network performance data for a period of at least one year and be able to do trend analysis.
5. The solution must support WAN link monitoring:
 - a. Provide details on WAN link latency, bandwidth utilization and Round-Trip-Time.
 - b. Graphically represent the various links over geographical maps. Each link's information on status and latest alarms generated shall be presented to give a quick bird's eye view of entire WAN link health.
 - c. Configure custom thresholds based on agreed service levels (SLAs) with Service Providers.
 - d. Allow drill down to the hop level displaying the various paths of communication between the source and destination and the round trip time across each underlying link.
6. The solution must support multi-hop analysis to troubleshoot network performance issues for on-premises, hybrid, and cloud environments. It must be able to provide visual Hop-by-hop analysis along critical network paths. It must be able to detect the network path from a source computer to a destination service, track every hop and view latency historically or in real-time.

e) Traffic Analytics

1. The solution must collect traffic data using the flow technologies: NetFlow, sFlow, J-Flow, Netstream and IPFIX, correlate it into a useable format, and presents it to the user in a web-based interface for monitoring network traffic.
2. The solution must support monitoring of network bandwidth and traffic patterns at :
 - a. an interface-specific level
 - b. application level
 - c. IP group level
 - d. Site-to-site level (Between two specific sites)
 - e. User and endpoint level
3. The solution must support advanced application recognition with Cisco NBAR2.
4. The solution must provide CBQoS (Class Based Quality of Service) monitoring and reporting.

f) Alerting

1. The solution must support alarm notification to notify the administrators when any device/link fault or network performance degradation happens.
2. The solution must support alert notification via E-mail, SMS and syslog.
3. The solution must be integrated with OIL's mail server for alert notification via E-mail.
4. The solution must be integrated with cloud based SMS services (to be provided as part of the solution by the vendor).

5. The solution must support alarms Suppression capabilities so that any duplicated events can be tracked to provide just a single event notification.

g) Reporting and Presentation

1. The solution must support presentation of availability and performance data over web interface.
2. The solution must display the topological information in graphical form representing nodes and groups of nodes on a realistic geographical map.
3. The solution must allow creation of custom maps using available network devices so that the L2/L3 network connections between all selected devices are automatically created.
4. The solution must automatically group devices into element type, location and severity.
5. The solution must support the following reporting capabilities:
 - a. all performance threshold breaches for a specified period of time
 - b. all performance threshold breaches for a specified group of devices
 - c. WAN link availability
 - d. WAN performance statistics - bandwidth consumption, round-trip-latency, packet loss, jitter
6. The solution must allow for creation of custom reports in addition to the out-of-the-box reporting templates.
7. Reporting data must be exportable to HTML, PDF, XLS and CSV file formats.
8. Report generation on an automatically scheduled basis must be supported.
9. The reports must be automatically delivered via email.

h) Integration

1. The solution must be integrated with the supplied Service Management tool for automatic creation of tickets in response to an event in Network monitoring tool. The corresponding tickets in service management tool must be auto updated/resolved in response to change of status of the reported event.
2. The solution must have pre-built SIEM integration capabilities.

B.4 Network configuration management:

a) Configuration Backup

1. The solution shall perform device configuration backup, maintain history by tracking changes, and compare versions from a centralized web GUI.
2. The solution must perform scheduled backup of configuration from network devices. The backup files must be centrally stored and organized by device and version.
3. The solution must generate alerts for failed configuration backup.
4. The solution must be able to generate configuration backup reports.

b) Configuration Management

1. The solution must automate bulk configuration changes to network devices - create standardized configurations, and use the built-in workflows to review, approve, schedule, and push bulk configuration updates across network devices.
2. The solution must monitor device configuration and generate alerts when configuration change occurs.
3. The solution must maintain audit trail of configuration changes: when and where a configuration change occurred, who made the change, and what specific additions or deletions were made to a configuration.

4. The solution must support compliance auditing of configuration files

B.5 Network inventory management with IP address and Switch port management:

a) IP Address Manager

1. The solution must provide centralized management of the IP address space including IPv4 and IPv6 Address Management.
2. The solution must provide real-time, detailed IP address status reports.
3. The solution must be able to automatically conduct periodic IP scans, and build and maintain documentation of the IP address blocks.
4. The solution must be able to integrate with Active Directory, DHCP and DNS servers to provide detailed information pertaining to an IP address.
5. The solution must be able to Monitor IP address usage, provide alerts on subnet capacity issues and IP address conflicts.
6. The solution must be able to enable users to request static IP addresses and make automatic reservation of the static IP address.

b) Switch Port Manager

1. The solution must be able to identify the switch port to which a device is connected. It must discover the devices plugged into each port of a specified switch and provide details of IP address, MAC address, DNS hostname and logged in users of the connected device.
2. The solution must be able to generate reports on port availability of the switches: free ports, used ports and ports that are inactive beyond "n" number of days. It must aid in easily identifying switches operating at near capacity and see where unused ports can be reclaimed.
3. The solution must be able to block or unblock a switch port from within this tool through SNMP to block unwanted traffic or rogue device.
4. The solution must be able to detect rogue devices in the network. It must have the following capabilities:
 - a. Periodically scans the network to detect any new systems/devices
 - b. Ability to mark systems/devices as trusted, guest, and rogue
 - c. Alert when a new system/device is detected or when the guest validity expires.
5. The solution must be able to record history of user logons and point of entry in the network using Active Directory integration.

B.6 Service Management Tool:

a) Asset Inventory

The solution must be able to discover, track, and manage IT hardware and software assets.

b) Ticket creation

1. The solution must be able to use IMAP, POP, and Exchange protocols to automatically convert service request emails to help desk tickets.
2. The solution must have self-service web based portal to enable end users to create, update, search and get status update of service requests.
3. The solution must have support for creation and publication of custom service catalogues with custom SLAs and multi-stage approvals

c) User Interface

The user interface to interact with the solution must be web based for end users, technicians and administrators.

d) Service and incident management

The solution shall be used to manage the complete lifecycle of service tickets and incidents reports. The solution must have automated workflow and SLA compliance checks

e) Notifications

The solution must notify end users and IT administrators in response to ticket events via email and SMS.

f) ITIL features

The solution must have the following features:

1. Change Management
2. IT Project Management

g) Integration

The solution must be integrated with the Network performance monitoring system

ITEM NO.20

INSTALLATION AND COMMISSIONING - QTY = 01 AU

C. Installation and Commissioning of the Solution:

C.1 Installation and Commissioning:

1. Installation and commissioning cost must be quoted separately.
2. Installation and commissioning of the entire solution shall be completed **within 60 days** of delivery of equipment.
3. The vendor will be responsible for design, installation, configuration and integration of the solution as per Oil India Ltd.'s requirements fulfilling all Tender specifications. The detailed design document to be prepared in consultation with Oil India Ltd fulfilling OIL's requirements must be submitted to OIL at least 7 days prior to commencing installation and commissioning activities. The actual implementation shall commence after review of the design document and go-ahead from OIL.

The design must be as per best practices guidelines published by the OEM. OEM must certify the design prepared by the vendor for correctness and adherence to best practices.

4. The vendor shall be responsible for any configuration changes required in the existing equipment like router, switches, firewall, load balancer etc. to integrate the solution with the existing infrastructure.

5. Installation and commissioning of the solution has to be carried out by an OEM-certified installation engineer on-site with remote support from OEM. The OEM must be involved with the vendor's installation engineer throughout the installation and commissioning activity.

The vendor must provide copy of the OEM certificates for the installation engineers assigned

to carry out the installation activity at least seven days before start of the installation activity.

The submitted OEM certificate must meet the following requirements:

- a) The certificate must validate the ability of the Engineer to plan, implement, verify and troubleshoot the supplied solution
- b) The certificate must have been awarded by the OEM to the installation engineers after successful completion of an examination based OEM curriculum
- c) The certificate must be verifiable with the OEM

6. After completion of installation and commissioning activity, OEM must carry out configuration audit of the supplied solution to validate that the installation and commissioning has been completed as per the design and issue a certificate.

Installation and commissioning of the solution shall be deemed complete only after successful completion of acceptance testing and submission of configuration audit certificate from OEM.

7. All interconnecting cables, transceiver optics and required accessories must be supplied by the vendor.

8. 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.

9. 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.

10.

1. The installation and commissioning of the solution shall be deemed complete when all of the following requirements are met:

- a) Completion of delivery of all the items
- b) Completion of installation, configuration and integration at all the locations
- c) Submission and OIL's approval for all documentation deliverables as per the tender requirements
- d) Successful completion of Configuration Audit
- e) Successful completion of User Acceptance Test
- f) Successful completion of training

2. OIL will issue commissioning certificate to the vendor after completion of the installation and commissioning

C.2 UAT:

1. The vendor shall carry out Acceptance Tests for the supplied hardware and software in the presence of OIL's personnel and OEM certified Installation Engineers. The acceptance testing shall be done at IT Department, Duliajan, Assam.

2. Acceptance tests will be done as per the UAT Plan and shall include the following:

- i. Physical Verification: All the received equipment will be powered on and physical specifications of the hardware supplied will be checked against the tender specifications
 - ii. Verification of physical connectivity, cable tagging and labeling
 - iii. Demonstration of all software licenses installed as per tender specifications
 - iv. Demonstration of all functional requirements as per tender specifications
3. After completion of UAT, the vendor shall submit detailed UAT report to OIL.
4. AMS of the NMS solution will start from the following day of issuance of installation & commissioning certificate by OIL's IT department. OEM part code (if any) for the same must be mentioned.

C.3 Documentation Deliverables:

The following are the documentation deliverables during various stages of the implementation of the solution:

<u>STAGE</u>	<u>DOCUMENT NAME</u>
7 days prior to commencement installation and commissioning activities	Design Document
At least seven days before start of the installation activity.	OEM certificates for the installation engineers
After completion of installation but before commencement of UAT	Configuration audit certificate from OEM
After completion of installation but before commencement of UAT	Installation and configuration document
After successful completion of UAT	UAT report
After completion of installation and commissioning	Service Agreement details with OEM for providing AMS

ITEM NO. 30

Training – QTY = 01 AU

D. Training:

- 1. The vendor must impart training on the supplied solution to at least 4 IT Personnel from OIL. The minimum duration of training for each batch must be 5 days.

<p>2. <u>The training content must include at least the following:</u></p> <ul style="list-style-type: none"> a) Installation and configuration of all supplied modules b) Features and capabilities of all the supplied product c) Administration and management of all the supplied product d) Troubleshooting and maintenance of all the supplied product e) Lab sessions <p>3. The vendor must arrange for necessary training infrastructure. The vendor is free to impart the training in any location of their choice in India. The training facility must be OEM authorized for imparting training on the offered solution. The training must be conducted by OEM certified instructor only.</p> <p>4. 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.</p> <p>5. Cost of transportation and accommodation of the OIL Personnel for training will be borne by OIL.</p> <p>6. The training must be completed before commencement of the installation and commissioning of the solution.</p> <p>7. Training cost has to be quoted separately.</p>	
--	--

ITEM NO. 40

E. Annual Maintenance Services (AMS) – QTY = 01 AU

1. All the hardware and software items supplied to OIL for the solution shall be covered under **Comprehensive onsite AMS** provided directly by the OEM for a period of **5 (five) years** from the date of issue commissioning certificate by OIL as per Installation and Commissioning Terms. Necessary part code for AMS must be mentioned in the offer.

2. AMS cost has to be quoted separately. The vendor must mention the OEM part code for AMS services along with quantity in the unpriced bill of materials.

3. The vendor must submit the AMS service agreement certificate from OEM (at the time of commissioning) to substantiate that the supplied items (indicating their serial numbers) are covered under AMS for the desired period.

4. During the AMS period, any failed device under AMS shall have to be repaired/ replaced with a new/ standby one within 120 hours of reporting the failure. Necessary configuration of the replacement device for proper operation of the device will be the responsibility of the vendor.

Such replacement/repair activity shall not entail any additional cost to OIL apart from the fixed AMS fee payable quarterly.

5. The vendor must supply and implement any firmware/Operating System Update/software update/Patch released by the OEM during the AMS period for the offered solution. Such

updates must be provided free of cost.

6. Remote assistance support must be provided within 2 hours of reporting any problem related to the supplied items. For problems which cannot be resolved over remote support, vendor's personnel must visit the site.

7. The vendor shall be responsible for transportation and accommodation of the vendor's personnel visiting the sites for resolution of any problem.

8. There will be a single point of contact for reporting any problem related to the offered solution. It must be possible to report problems over both phone and email or online. These details must be provided along with the escalation matrix along with the bid.

OIL must be able to directly contact the OEM for reporting any problem related to the offered solution.

9. AMS charges will be paid quarterly after completion of the quarter. The vendor must submit appropriate invoices to GM-IT, IT Department, Oil India Limited, Duliajan, Assam - 786602, on a Quarterly basis, clearly mentioning the OIL Purchase Order no. and period of billing.

SPECIAL TERMS & CONDITIONS:

OIL intends to implement a Network management solution including the following components:

1. Network performance monitoring and diagnostics (NPMD) and Server Monitoring
2. Network configuration management
3. Network inventory management with IP address and Switch port management
4. Service Management tool

I. Current Infrastructure at OIL:

The attachment (Network Diagram) is a schematic diagram of the network topology at OIL.

OIL's Primary Data centre is located at Duliajan with nine other branch offices connected via MPLS connectivity. The proposed solution shall be installed at Primary Data centre at Duliajan which will serve as the Network management solution for the entire OIL's infrastructure. The entire solution shall be designed with active/passive redundancy with the passive component hosted in a different network segment/data centre at Duliajan.

OIL has network and server equipment from multiple vendors. Following is an indicative list of OIL's current infrastructure:

Device Type

Router

L3/L2 Switch

Firewall/Security device

Link load balancer/SLB

RADIUS server

Radio network

SAN Switch

SAN storage

Server OS

Vendor

Cisco

Cisco, Juniper, Brocade, HPE

Checkpoint, Juniper, Fortinet, Cisco, HPE

A10, Radware, Array Networks

Aruba

Cambium

Cisco, EMC, HPE

EMC, HPE

Windows 2012, Windows 2016, HP-UX, AIX, Redhat Linux, Ubuntu Linux

II. General Terms:

1. The vendor must submit **manufacturer's authorization letter (MAF)** from their respective NMS Software OEM to quote against this tender as per sample format **Annexure-A**, failing which their offer shall be **rejected**. MAF must include authorized personnel contact details: Email address and Phone number.

2. The Bidder should provide an **Undertaking of authenticity** of IT Hardware/Software supplies as per **Annexure-B** stating that no refurbished/ duplicate/ second hand components/ parts/ assembly/ software, shall be used, failing which, their offer will be **rejected**.

3. The vendor shall quote for all the items as specified in tender. Partial offers will be considered as non-responsive and will be rejected.

4. The vendor must provide **unpriced bill of materials and services** (with details of make, model and quantity for each of the items) along with the bid. This must include additional software/feature licenses needed to meet the solution requirements.

5. The vendor must provide technical details of their offered solution by filing in the enclosed **NMS Vendor's Response Sheet - Annexure-1**. The vendor must ensure that information in **Annexure-1** is complete and correct.

6. The vendor must submit relevant **product brochure/manual/documentation** for all the quoted items.

Technical scrutiny to determine compliance of the quoted items against the specification given in the tender shall be done on the basis of submitted product brochure/manual/documentation along with the information given by the vendor in **NMS Vendor's Response Sheet - Annexure-1**.

7. All the technical requirements of the tender must be met in totality by the quoted items as on bid closing date.

8. Vendors shall confirm that their OEMs will provide support during the entire duration of the purchase order, i.e. up to **5 years of AMS support**.

9. The proposed solution (including all the Hardware and software) must have **minimum of five years of end of support** from the date of original 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 five years**.

10. A **pre-bid conference** for this tender will be held in Duliajan to discuss OIL's requirements against the tender with the prospective vendors and address their queries/ clarification requests, if any. The bidders must submit their queries/clarification requests to OIL by E-mail at least 5 (five) working days prior to the scheduled date of Pre-bid conference.

Date and venue of the pre-bid conference shall be notified later.

11. 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.

12. OIL **reserves the right** to enter into a separate contract with the supplier for the **comprehensive Annual Maintenance Service (AMS) for 5 years**, at the same price quoted in their offer against this tender and as per the terms & conditions of the tender. The AMS agreement shall be processed by OIL's Contracts Department separately.

13. All the items shall be procured from the same source. The total cost of all the items of the tender will be considered for evaluation of techno-commercially acceptable bids. Hence, bidders must quote for all the items of the tender, failing which their offer will be rejected.

III. Scope of Work:

The scope of the work involves the following:

1. Supply of servers, software, necessary licenses and documentation
2. Installation, integration, commissioning and user acceptance testing
3. Training
4. Annual Maintenance Services for the entire solution for 5 (five) years

IV. Delivery of software, hardware and relevant licenses:

1. Delivery of items must be completed within 60 days of placing the purchase order.
2. The vendor must provide soft copy or hard copy of the OEM product documentation and configuration manual at the time of delivery.
3. The vendor must provide list of supplied inventory along with OEM serial number/service tag at the time of delivery.
4. All the required software licenses (inclusive of 3rd party license, if any) must be provided in soft or hard copy at the time of delivery.

All the supplied software licenses must be perpetual in nature without any requirement for renewal.

V. Penalty Terms:

1. During the AMS period, any failed device shall have to be repaired/ replaced with a new/ standby device within 120 hours of reporting the failure. Necessary configuration of the replacement device for proper operation of the device will be the responsibility of the successful vendor. In case of failure on the part of the vendor to rectify the problem within 120 hours of reporting, a penalty of INR 5000.00 per day will be levied.

However, maximum penalty in a quarter will not exceed 15% of the total quarterly AMS charges.

During AMS period, penalty shall be deducted from total quarterly AMS charges for the period.

2. During the AMS period, any reported problem other than hardware failure shall have to be resolved within 72 hours of reporting the problem. In case of failure on the part of the vendor to rectify the problem within 72 hours of reporting, a penalty of INR 5000.00 per day will be levied. However, maximum penalty in a quarter will not exceed 15% of the quarterly AMS charges.

3. Penalty due to delay in Installation and Commissioning:

If installation and commissioning is delayed beyond 60 days from the day of delivery for reasons not attributable to OIL, an amount at the rate of Rs. 1000/- per day would be recovered from the remaining 30% of payment against delivery. However, the recoverable amount would not exceed 15% of the remaining amount against delivery.

VI. Payment Terms:

1. Payment against the Hardware and software cost of the solution will be as per the following schedule:
 - 70% - After delivery of material (hardware, software and licenses)
 - 30% - After issue of Commissioning Certificate for the solution by OIL AND successful completion of training modules.
2. Total training charges will be paid on submission of consolidated training invoice after successful completion of training modules.
3. Installation and commissioning charges will be paid on submission of invoices after successful commissioning of the solution.
4. AMS charges will be paid quarterly after completion of the quarter. The vendor must submit appropriate invoices to GM-IT, IT Department, Oil India Limited, Duliajan, Assam - 786602, on a Quarterly basis, clearly mentioning the OIL Purchase Order no. and period of billing.

VII. Confidentiality Agreement Terms:

1. OIL **Confidentiality and Non-Disclosure Agreement (NDA)** will be applicable and vendor has to submit the enclosed Non-Disclosure Agreement as per given format **duly signed & Sealed by the authorized signatory** of the vendor, along with the bid.

NOTE:

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

Annexure-A

**Sample authorisation letter from OEM
(To be typed on the letterhead of OEM)**

Ref. No _____

Date _____

The GM (Materials)
Oil India Limited,
Duliajan-786 602

Sir,

Sub: Authorisation Certificate

Ref: Your tender enquiry No. _____ Dated _____.

We hereby authorize M/s _____ to quote, supply and provide onsite support during warranty and AMS period, including replacement of spares, for the above tender, on our behalf.

This certificate is valid up to _____ (18 months from the date of submission of offer).

Yours faithfully,

For (type name of the firm here)

Signature of Authorised Signatory

Name :

Designation :

Phone No.

Place :

Date :

(Affix Seal of the Organization here)

Annexure-B

**Sample undertaking of authenticity letter from bidder
(To be typed on the letterhead of bidder)**

Ref. No _____

Date _____

The GM (Materials)
Oil India Limited,
Duliajan-786 602

Sir,

Sub: Undertaking of authenticity of IT Hardware/Software supply

Ref: Your tender enquiry No. _____ Dated _____.

With reference to the equipment being quoted to you vide our quotation No. cited above, we hereby undertake that:

1. All the components/ parts/ assembly/ software used in the equipment, shall be original from respective OEMs of the products.
2. No refurbished/ duplicate/ second hand components/ parts/ assembly/ software, are being used or shall be used.
3. In case of any default/deviation detected, we will replace the said items with original products.
4. No service SLA as per PO/Contracts will be compromised due to deviation in authenticity of IT Hardware/Software supplied.

Yours faithfully,
For (type name of the firm here)

Signature of Authorised Signatory
Name :
Designation :
Phone No.
Place :
Date :
Affix Seal of the Organization here)

=====*****=====

INTEGRITY PACT

Between

Oil India Limited (OIL) hereinafter referred to as "The Principal"

And

(Name of the bidder).....hereinafter referred to as "The Bidder/Contractor"

Preamble:

The Principal intends to award, under laid down organizational procedures, contract/s for **SDI0389P19** The Principal values full compliance with all relevant laws and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder/s and Contractor/s.

In order to achieve these goals, the Principal cooperates with the renowned international Non-Governmental Organization "Transparency International" (TI). Following TI's national and international experience, the Principal will appoint an external independent Monitor who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section: 1 -Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

1. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for him/herself or third person, any material or immaterial benefit which he/she is not legally entitled to.
2. The Principal will, during the tender process treat all Bidders with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidders the same information and will not provide to any Bidder confidential/additional information through which the Bidder could obtain an advantage in relation to the tender process or the contract execution.

ANNEXURE- DDD

3. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the relevant Anti-Corruption Laws of India, or if there be a Page 2 of 6 substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

Section: 2 -Commitments of the Bidder/Contractor

(1) The Bidder/Contractor commits itself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

1. The Bidder/Contractor will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

2. The Bidder/Contractor will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, Subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

3. The Bidder/Contractor will not commit any offence under the relevant Anticorruption Laws of India; further the Bidder/Contractor will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

4. The Bidder/Contractor will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

(2) The Bidder/Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences.

(3) The Bidder/Contractor signing Integrity Pact shall not approach the Courts while representing the matters to IEMs and he/she will await their decision in the matter.

Section 3 -Disqualification from tender process and exclusion from future Contracts

If the Bidder, before contract award has committed a transgression through a violation of Section 2 or in any other form such as to put his reliability or risibility as Bidder into question, the Principal is entitled to disqualify the Bidder from the tender process or to terminate the contract, if already signed, for such reason.

1. If the Bidder/Contractor has committed a transgression through a violation of Section 2 such as to put his reliability or credibility into question, the Principal is entitled also to exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressions within the company hierarchy of the Bidder and the amount of the damage. The exclusion will be imposed for a minimum of 6 months and maximum of 3 years.
2. The Bidder accepts and undertakes to respect and uphold the Principal's Absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground, including the lack of any hearing before the decision to resort to such exclusion is taken. This undertaking is given freely and after obtaining independent legal advice.
3. If the Bidder/Contractor can prove that he has restored/recouped the Damage caused by him and has installed a suitable corruption prevention system, the Principal may revoke the exclusion prematurely.
4. A transgression is considered to have occurred if in light of available evidence no reasonable doubt is possible.
5. Integrity Pact, in respect of a particular contract, shall be operative from the date Integrity Pact is signed by both the parties till the final completion of the contract **or as mentioned in Section 9- Pact Duration whichever is later**. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings

Section 4 -Compensation for Damages

1. If the Principal has disqualified the Bidder from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from the Bidder liquidated damages equivalent to Earnest Money Deposit / Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the principal shall be entitled to demand and recover from the Contractor liquidated damages equivalent to Security Deposit / Performance Bank Guarantee.

3. The bidder agrees and undertakes to pay the said amounts without protest or demur subject only to condition that if the Bidder/Contractor can prove and establish that the exclusion of the Bidder from the tender process or the termination of the contract after the contract award has caused no damage or less damage than the amount or the liquidated damages, the Bidder/Contractor shall compensate the Principal only to the extent of the damage in the amount proved.

Section 5 -Previous transgression

1. The Bidder declares that no previous transgression occurred in the last 3 years with any other Company in any country conforming to the TI approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.

2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

Section: 6 -Equal treatment of all Bidders/Contractor/Subcontractors

1. The Principal will enter into Pacts on identical terms with all bidders and contractors.

2. The Bidder / Contractor undertake(s) to procure from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the provisions laid down in this agreement/Pact by any of its sub-contractors/sub-vendors.

3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section: 7 -Criminal charges against violating Bidders/Contractors/ Subcontractors

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor, which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the Vigilance Office.

Section: 8 -External Independent Monitor/Monitors

1. The Principal appoints competent and credible external independent Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chairperson of the Board of the Principal.

3. The Contractor accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder/Contractor/Subcontractor with confidentiality.

4. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or heal the violation, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. However, the Independent External Monitor shall give an opportunity to the bidder / contractor to present its case before making its recommendations to the Principal.

6. The Monitor will submit a written report to the Chairperson of the Board of the Principal within 8 to 10 weeks from the date of reference or intimation to

ANNEXURE- DDD

him by the 'Principal' and, should the occasion arise, submit proposals for correcting problematic situations.

7. If the Monitor has reported to the Chairperson of the Board a Substantiated suspicion of an offence under relevant Anti-Corruption Laws of India, and the Chairperson has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Vigilance Office, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.

8. The word 'Monitor' would include both singular and plural.

Section:9 -Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the respective contract, and for all other Bidders 6 months after the contract has been awarded.

If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by Chairperson of the Principal.

Section:10 -Other provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi. The Arbitration clause provided in the main tender document / contract shall not be applicable for any issue / dispute arising under Integrity Pact.

2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

3. If the Contractor is a partnership or a consortium, this agreement must be, signed by all partners or consortium members.

4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

A J SARMAH
SMM (IP)

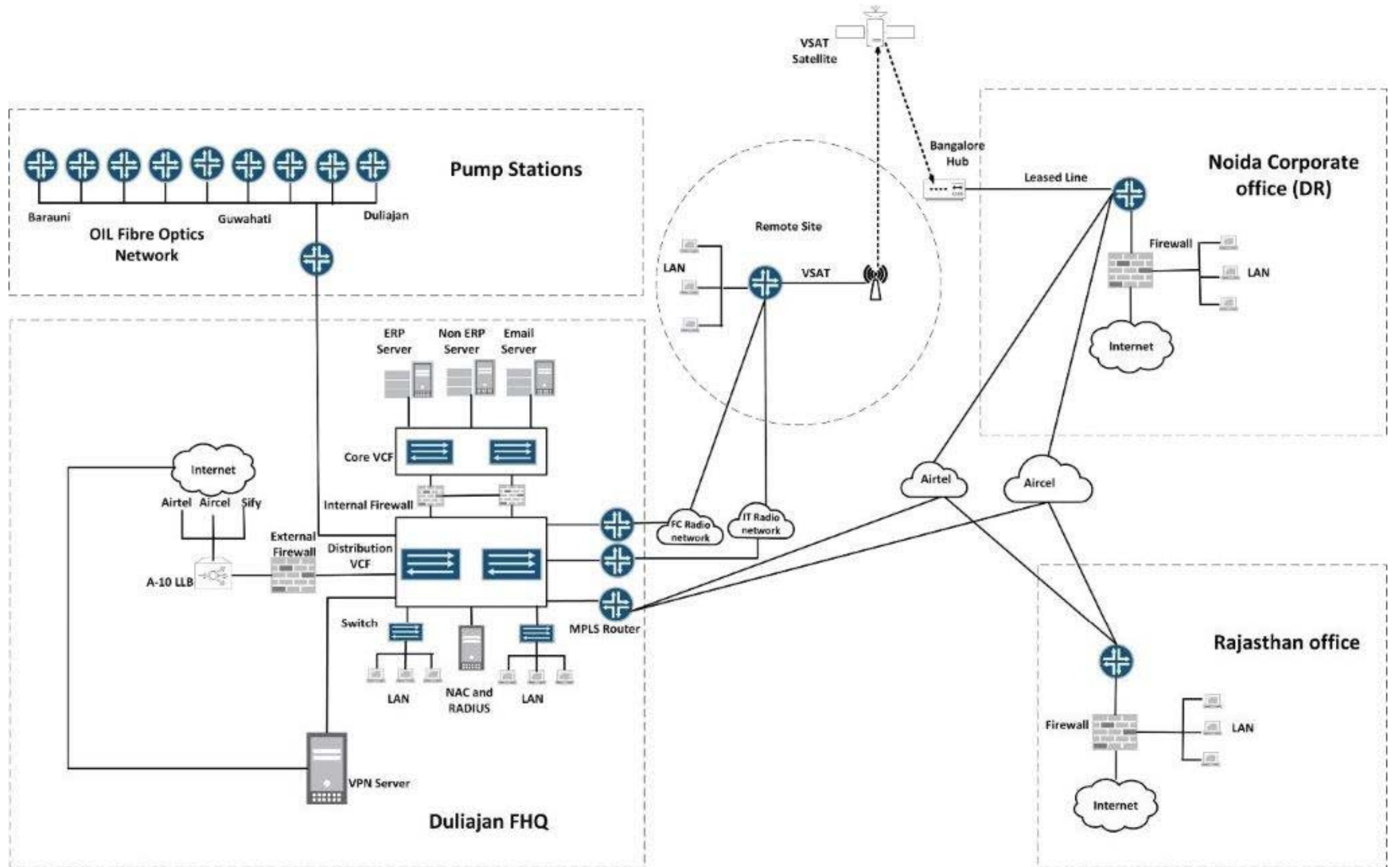
.....
For the Principal

.....
For the Bidder/Contractor

Witness 1:

Witness 2:

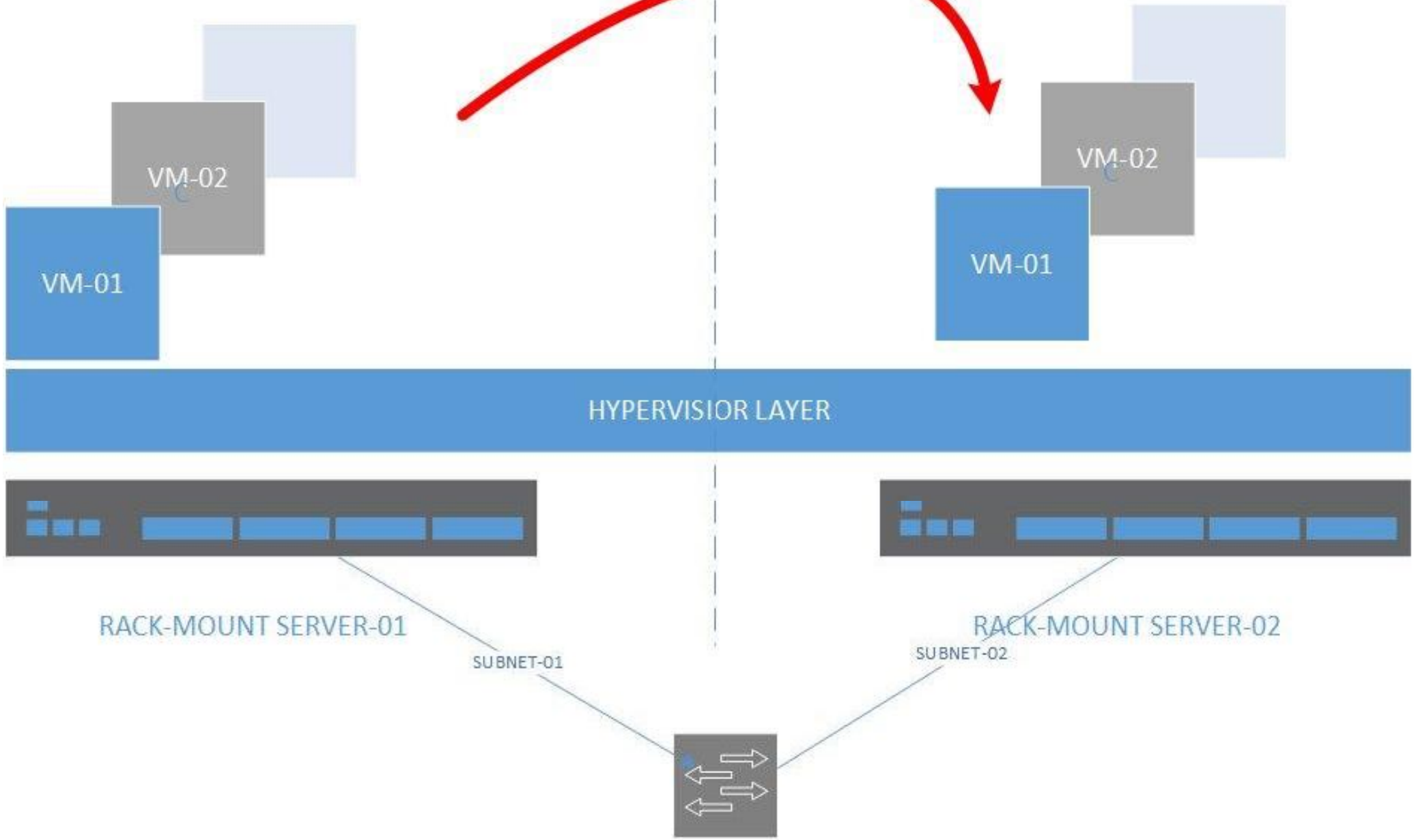
Place. DULIAJAN
Date . 01.02.2019



NMS SOLUTION
Active components

NMS SOLUTION
Passive components

Automatic failover when active component/physical server fails



Instruction to Bidders:
 1. The bidders must fill in all the required details.
 Meaning : Information required but not filled in. When the required information is filled in the relevant cell, fill color will automatically get cleared.

NIT CLAUSE NUMBER	NIT CLAUSE	BID CLAUSE COMPLIANCE	Reference to Supporting OEM documentation (Brochure/datasheet/Product Manual) - Give exact page number
A. Hardware and Software Requirements			
A.1 Hardware Requirement:			
	<p>The entire NMS solution shall be implemented on a virtualized environment. The vendor shall supply the underlying physical servers along with the virtualization software in addition to the software for the NMS solution. The entire solution must be designed with active/passive redundancy with the passive component hosted in a different network segment/data centre at Duliajan. The attached diagram (NMS Solution Architecture.png) depicts the architecture of the NMS solution.</p> <p>Following are the hardware components of the solution: 1. Rack-mount servers : Minimum 02 nos. 2. 72 inch LED display: 02 nos. 3. Desktop Computers : 02 nos.</p> <p>Technical Specifications of Hardware components:</p>		
1. Rack-mount servers			
a)	Quantity: Minimum 02 for the entire solution: one each for the active and passive component respectively. If the bidder's proposed solution needs additional computing resources, they may quote additional rack mount servers in multiples of 2.		
b)	Form Factor: 19 inch rack mountable		

c)	CPU: 1. 2 Socket 16-core 8th generation or latest 64 bit Intel Xeon processor 2. Clock Speed : 2.60 GHz or higher 3. L3 Cache : 40 MB or higher		
d)	Installed Memory: 256 GB 1866 MHz RDIMM8		
e)	Storage: 10K RPM SAS Hard Disk Drives configured in RAID 6, resulting in 6 TB usable storage. Minimum storage requirement shall be 6 TB usable storage in RAID 6 in each of the active and passive component.		
f)	Network: Integrated Dual port 10GbE adapter		
g)	Video Adapter: Integrated Graphics with at least 8 MB Video Memory		
h)	Ports and Drive Bay: Minimum one VGA port Minimum one USB 2.0/3.0 port		
i)	Power Supply and Cooling 1. Fully redundant and all populated hot swap variable speed blowers/fans 2. 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 3. Single Phase 230 V AC 50 Hz 4. Indian Standard Power Pin		
2. 72 inch LED display			
a)	Quantity: 02		
b)	Make: SONY/SAMSUNG/LG		
c)	Screen size: 72 inch minimum		
d)	Resolution: 1920x1080 minimum		
e)	Ports: 3 x HDMI, 1 x RJ45 LAN, 1 x USB 3.0		
f)	Accessories: 1. 3 nos. 20 m long HDMI cable 2. Wall mounting kit 3. OEM TV Pedestal stand		
g)	Power supply: AC 100-240V 50/60Hz		
h)	OEM keyboard and mouse		
3. Desktop Computers			
a)	Make: Dell/HP/Lenovo		
b)	Processor: 8th Generation Intel Core i5 processor		
c)	Memory: 8 GB DDR4		
d)	Hard Disk: 1 TB 7200 rpm SATA		
e)	Monitor: Atleast 18.5 inches		
f)	Graphics: Integrated graphics		
g)	OS: Windows 10 Professional 64-bit		
h)	OEM keyboard and mouse		
i)	The desktop computers should connect to dual display (computer monitor as well as LED TV display)		
A.2 Software Requirement			

1	The NMS solution shall be composed of at least the following software components:		
1.1	NMS Application software suite: 1.1.1. Network performance monitoring and diagnostics (NPMD) and Server Monitoring 1.1.2. Network configuration management 1.1.3. Network inventory management with IP address and Switch port management 1.1.4. Service Management tool		
1.2	Required Operating System software		
1.3	Hypervisor: Bare metal/Type-1 hypervisor with software-defined-storage support that can create secure shared storage combining storage from the underlying physical servers.		
1.4	Database software		
2	The solution should be available as Commercial-Off-The-Shelf (COTS) software		
3	All the software and licenses required to meet the tender specifications must be provided from day-1.		
A.3 Other Item			
All the hardware specifications and quantity to be supplied are minimum tender requirement only. If the vendor's proposed solution requires additional/higher specifications and/or higher quantity and/or any additional software/license/hardware, the vendor may include them in the proposed solution and specify under "ANY OTHER ITEMS". The vendor must give the following details of the items offered under "ANY OTHER ITEMS": 1. Make and Model 2. Functional/technical requirements fulfilled by the items 3. Cost of "ANY OTHER ITEMS" must be quoted separately			
B. Functional Requirements			
B.1 General Requirement			
1	There shall be no single point of failure in the entire NMS solution		
2	Since the solution shall be designed in active-passive HA, there shall be minimum two copies of the data. The solution shall be designed as backup-less architecture.		
B.2 Scalability Requirement			
The supplied solution must support scalability requirements as per the table below from Day-1. Necessary licenses to support these requirements must be supplied. Maximum Number of Network Devices and Servers: 400 nos Network Device and 100 nos servers Total number of WAN links: 10 Wan sites with 2 WAN links on each site Maximum number of devices for Network Configuration management: 500 Maximum number of network flows to be monitored: 75 Maximum number of end users: 2500 Maximum number of IT administrators/technicians/ helpdesk agents: 30 Maximum number of switch ports overall: 7200			
B.3 Network performance monitoring and diagnostics (NPMD) and Server Monitoring			

a)	<p>Data source support</p> <p>The solution must at least support the following data sources:</p> <ol style="list-style-type: none"> 1. SNMPv2, SNMPv3. The solution must have the ability to receive Simple Network Management Protocol (SNMP) traps. 2. Flow-based technology data sources : NetFlow, sFlow, J-Flow, Netstream and IPFIX 3. WMI 4. SSH, telnet 5. CDP, LLDP 		
b)	<p>Discovery of network inventory and network topology</p> <ol style="list-style-type: none"> 1. The solution must have the ability to add network devices into inventory via auto discovery. 2. The system must be able to build network topology using SNMP, information in ARP tables from routers, MAC tables from layer 2 switches, Cisco Discovery Protocol (CDP), Link Layer Discovery Protocol (LLDP). The discovery should be automated and continuous. 3. The solution must support for CSV based discovery for bulk discovery. 4. The solution must have the ability to add network devices into inventory via manual add/edit/delete methods. 5. The solution must have the ability to discover Layer 2 and Layer 3 network topology relationships between devices. 6. The solution must be able to acquire, assemble, display and analyse topological information to facilitate problem diagnosis and root cause analysis. 		
c)	<p>Device Coverage</p> <ol style="list-style-type: none"> 1. The solution must support network devices from the following vendors: <ol style="list-style-type: none"> a. Cisco b. Juniper c. Brocade d. Aruba/HPE e. A10 f. Radware g. Array Networks h. Fortinet i. Cambium j. Checkpoint 2. The solution must support following network devices by technology: <ol style="list-style-type: none"> a. Router b. Switch c. Firewall d. Load balancers e. Wireless AP 		

d)	<p>Network Performance Monitoring</p> <ol style="list-style-type: none"> 1. The solution must support monitoring of network metrics: packet loss, errors, discards, interface traffic volume, interface packets count, response time. 2. The solution must support monitoring of the health of the network devices: CPU, RAM, storage, temperature, fan speed, power supply. 3. The solution must support visually representing network outages and other error conditions on the topological map. 4. The solution must be able to store historical records of network performance data for a period of at least one year and be able to do trend analysis. 5. The solution must support WAN link monitoring: <ol style="list-style-type: none"> a. Provide details on WAN link latency, bandwidth utilization and Round-Trip-Time. b. Graphically represent the various links over geographical maps. Each link's information on status and latest alarms generated shall be presented to give a quick bird's eye view of entire WAN link health. c. Configure custom thresholds based on agreed service levels (SLAs) with Service Providers. d. Allow drill down to the hop level displaying the various paths of communication between the source and destination and the round trip time across each underlying link. 6. The solution must support multi-hop analysis to troubleshoot network performance 		
e)	<p>Traffic Analytics</p> <ol style="list-style-type: none"> 1. The solution must collect traffic data using the flow technologies: NetFlow, sFlow, J-Flow, Netstream and IPFIX, correlate it into a useable format, and presents it to the user in a web based interface for monitoring network traffic. 2. The solution must support monitoring of network bandwidth and traffic patterns at : <ol style="list-style-type: none"> a. an interface-specific level b. application level c. IP group level d. Site-to-site level (Between two specific sites) e. User and endpoint level 3. The solution must support advanced application recognition with Cisco NBAR2. 4. The solution must provide CBQoS (Class Based Quality of Service) monitoring and reporting. 		
f)	<p>Alerting</p> <ol style="list-style-type: none"> 1. The solution must support alarm notification to notify the administrators when any device/link fault or network performance degradation happens. 2. The solution must support alert notification via E-mail, SMS and syslog. 3. The solution must be integrated with OIL's mail server for alert notification via E-mail. 4. The solution must be integrated with cloud based SMS services (to be provided as part of the solution by the vendor). 5. The solution must support alarms Suppression capabilities so that any duplicated events can be tracked to provide just a single event notification. 		

g)	<p>Reporting and Presentation</p> <ol style="list-style-type: none"> 1. The solution must support presentation of availability and performance data over web interface. 2. The solution must display the topological information in graphical form representing nodes and groups of nodes on a realistic geographical map. 3. The solution must allow creation of custom maps using available network devices so that the L2/L3 network connections between all selected devices are automatically created. 4. The solution must automatically group devices into element type, location and severity. 5. The solution must support the following reporting capabilities: <ol style="list-style-type: none"> a. all performance threshold breaches for a specified period of time b. all performance threshold breaches for a specified group of devices c. WAN link availability d. WAN performance statistics - bandwidth consumption, round-trip-latency, packet loss, jitter 6. The solution must allow for creation of custom reports in addition to the out-of-the-box reporting templates. 7. Reporting data must be exportable to HTML, PDF, XLS and CSV file formats. 8. Report generation on an automatically scheduled basis must be supported. 9. The reports must be automatically delivered via email. 		
h)	<p>Integration</p> <ol style="list-style-type: none"> 1. The solution must be integrated with the supplied Service Management tool for automatic creation of tickets in response to an event in Network monitoring tool. The corresponding tickets in service management tool must be auto updated/resolved in response to change of status of the reported event. 2. The solution must have pre-built SIEM integration capabilities. 		
B.4 Network configuration management			
a)	<p>Configuration Backup</p> <ol style="list-style-type: none"> 1. The solution shall perform device configuration backup, maintain history by tracking changes, and compare versions from a centralized web GUI. 2. The solution must perform scheduled backup of configuration from network devices. The backup files must be centrally stored and organized by device and version. 3. The solution must generate alerts for failed configuration backup. 4. The solution must be able to generate configuration backup reports. 		
b)	<p>Configuration Management</p> <ol style="list-style-type: none"> 1. The solution must automate bulk configuration changes to network devices - create standardized configurations, and use the built-in workflows to review, approve, schedule, and push bulk configuration updates across network devices. 2. The solution must monitor device configuration and generate alerts when configuration change occurs. 3. The solution must maintain audit trail of configuration changes: when and where a configuration change occurred, who made the change, and what specific additions or deletions were made to a configuration. 4. The solution must support compliance auditing of configuration files 		
B.5 Network inventory management with IP address and Switch port management			

a)	<p>IP Address Manager</p> <ol style="list-style-type: none"> 1. The solution must provide centralized management of the IP address space including IPv4 and IPv6 Address Management. 2. The solution must provide real-time, detailed IP address status reports. 3. The solution must be able to automatically conduct periodic IP scans, and build and maintain documentation of the IP address blocks. 4. The solution must be able to integrate with Active Directory, DHCP and DNS servers to provide detailed information pertaining to an IP address. 5. The solution must be able to Monitor IP address usage, provide alerts on subnet capacity issues and IP address conflicts. 6. The solution must be able to enable users to request static IP addresses and make automatic reservation of the static IP address. 		
b)	<p>Switch Port Manager</p> <ol style="list-style-type: none"> 1. The solution must be able to identify the switch port to which a device is connected. It must discover the devices plugged into each port of a specified switch and provide details of IP address, MAC address, DNS hostname and logged in users of the connected device. 2. The solution must be able to generate reports on port availability of the switches: free ports, used ports and ports that are inactive beyond "n" number of days. It must aid in easily identifying switches operating at near capacity and see where unused ports can be reclaimed. 3. The solution must be able to block or unblock a switch port from within this tool through SNMP to block unwanted traffic or rogue device. 4. The solution must be able to detect rogue devices in the network. It must have the following capabilities: <ol style="list-style-type: none"> a. Periodically scans the network to detect any new systems/devices b. Ability to mark systems/devices as trusted, guest, and rogue 		
B.6 Service Management Tool			
a)	<p>Asset Inventory</p> <p>The solution must be able to discover, track, and manage IT hardware and software assets.</p>		
b)	<p>Ticket creation</p> <ol style="list-style-type: none"> 1. The solution must be able to use IMAP, POP, and Exchange protocols to automatically convert service request emails to help desk tickets. 2. The solution must have self-service web based portal to enable end users to create, update, search and get status update of service requests. 3. The solution must have support for creation and publication of custom service catalogues with custom SLAs and multi-stage approvals 		
c)	<p>User Interface</p> <p>The user interface to interact with the solution must be web based for end users, technicians and administrators.</p>		
d)	<p>Service and incident management</p> <p>The solution shall be used to manage the complete lifecycle of service tickets and incidents reports. The solution must have automated workflow and SLA compliance checks</p>		
e)	<p>Notifications</p> <p>The solution must notify end users and IT administrators in response to ticket events via email and SMS</p>		

f)	ITIL features The solution must have the following features: 1. Change Management 2. IT Project Management		
g)	Integration The solution must be integrated with the Network performance monitoring system		

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:

Technical Bid Checklist**Annexure-EEE**

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	Confirm that validity has been offered as per NIT.		
2	Confirm that Bid Security / Earnest Money has been submitted as per NIT (Wherever Applicable) ?		
3	Confirm that you shall submit Performance security (in the event of placement of order) (Wherever Applicable) ?		
4	Confirm that duly signed Integrity Pact has been submitted as per NIT (Wherever Applicable) ?		
5	Confirm that you have submitted documentary evidence of successfully executing one Purchase order as stipulated in NIT in any of the preceding 5 financial years (*)		
6	Confirm that you have submitted Balance Sheet and Profit and Loss Account of any of the preceding 3 financial years certified by a chartered accountant.		
7	Confirm that the bid has been signed using Class 3 digital certificate with Organisation's Name as per NIT.		
8	Confirm that you have not taken any exception/deviations to the NIT .		

NOTE: Please fill up the greyed cells only.

(*) Purchase Orders along with copies of any of the documents in respect of satisfactory execution of the Purchase Orders should be submitted – (i) Satisfactory Inspection Report (OR) (ii) Satisfactory Supply Completion / Installation Report (OR) (iii) Consignee Received Delivery Challans (OR) (iv) Central Excise Gate Pass / Tax , Invoices issued under relevant rules of Central Excise / VAT (OR) (v) any other documentary evidence that can substantiate the satisfactory execution of the purchase order cited above.

Response Sheet

Annexure-FFF

Tender No.
Bidders Name

Bidders Response Sheet

SI No.	Description	Remarks
1	Place of Despatch	
2	Whether Freight charges have been included in your quoted prices	
3	Whether Insurance charges have been included in your quoted prices	
4	Make of quoted Product	
5	Offered Validity of Bid as per NIT	
6	Bid Security Submitted (if applicable)	
6	Details of Bid Security Submitted to OIL (if applicable)	
	a) Bid Security Amount (In Rs):	
	b) Bid Security Valid upto:	
7	Whether you shall submit Performance Security in the event of placement of order on you (if applicable)	
8	Integrity Pact Submitted (if applicable)	
9	Whether you have submitted documentary evidence of successfully executing one Purchase order as stipulated in NIT in any of the preceding 5 financial years (*)	
10	Whether you have submitted Balance Sheet and Profit and Loss Account of any of the preceding 3 financial years certified by a chartered accountant.	
11	Delivery Period in weeks from placement of order	
12	Complied to Payment terms of NIT (if applicable) otherwise to Standard Payment Terms of OIL or not.	
13	If bidder is MSE whether you have quoted your own product	
14	If Bid security submitted as Bank Guarantee, Name and Full Address of Issuing Bank including Telephone, Fax Nos and Email id of branch manager	

NOTE: Please fill up the greyed cells only.

(*) Purchase Orders along with copies of any of the documents in respect of satisfactory execution of the Purchase Orders should be submitted – (i) Satisfactory Inspection Report (OR) (ii) Satisfactory Supply Completion / Installation Report (OR) (iii) Consignee Received Delivery Challans (OR) (iv) Central Excise Gate Pass / Tax , Invoices issued under relevant rules of Central Excise / VAT (OR) (v) any other documentary evidence that can substantiate the satisfactory

**(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.