



AGRICULTURE INSURANCE COMPANY OF INDIA LIMITED

Regd. Office: Plate B&C, 5th Floor, Block 1, East Kidwai Nagar, New Delhi-110023



REQUEST FOR PROPOSAL (RFP)

FOR

SELECTION OF SERVICE PROVIDER

FOR

SUPPLY, INSTALLATION, CONFIGURATION AND INTEGRATION OF SAN STORAGE AT DC,  
BENGALURU

**Information Technology Department**

Agriculture Insurance Company of India Ltd. (AIC)

Plate B&C, Fifth Floor,

Block 1, East Kidwai Nagar

New Delhi -110023

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AIC/InfoTech Dept./2021/SAN Storage



**THIS RFP DOCUMENT IS NOT TRANSFERABLE**

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

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

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



## **DISCLAIMER**

The Company and/or its employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any bidder/person acting on or refraining from acting because of any information including statements, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Company and/or any of its officers, employees.

This document is not an offer made by AIC but an invitation for response based on which the Company may further evaluate the response or call for more responses from other bidders. The Company has the right to ask for other competitive bids and can award any part or complete work to another bidder whomsoever they feel eligible for the same, taking into consideration the price and quality.



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## 1. Introduction & Objectives

### 1.1 About AIC

Agriculture Insurance Company of India Limited (AIC) has been formed under the aegis of the Government of India and promoted by 6 Public Sector Companies as a specialty Crop Insurance provider to the Indian farming community. AIC was incorporated on 20th December 2002 with an Authorized Share Capital of INR 15 billion and a Paid-up Capital of INR 2 billion. AIC commenced business operations from 1st April 2003, by taking over Crop Insurance operations from its major Promoter, General Insurance Corporation of India.

Currently, AIC covers 25 million farmers under its various crop insurance schemes, making it by far the largest Crop Insurance Company in the world. Of these, more than 86% belong to the small & marginal category. The major challenge was to reach the remotest farmer in the country and service him at an affordable cost. If every last-mile farmer is to be reached by AIC or vice-versa, the service loading on the premium ticket would become financially crippling to him.

Since AIC is engaged in the service of the farming community of the country, the overwhelming majority of whom are poor, AIC has modeled its resource pattern in accordance with those economic compulsions. Accordingly, to keep the management costs to the ground, AIC functions with only around 300 employees on the rolls but insures around 25 million farmers. AIC operates out of 18 Regional Offices only but deals with around 1,50,000 Bank Branches & Primary Agricultural Co-op. Societies at the grassroots level.

### 1.2 Purpose

The Company invites Request for Proposal (RFP) from bidders of repute and proven track record for Supply, Installation, configuration and integration of enterprise level SAN Storage at AIC Data Center, BENGALURU

### 1.3 Background

AIC is presently using an IT Systems Solution, titled SEWA, which has been developed with the help of a technology partner. SEWA is an end-to-end, web-based, integrated, online project and covers the whole gamut of IT needs of AIC.

SEWA is architected as a seamlessly integrated eco-system to provide a single view of data in an info secure environment. All Applications and Databases are hosted centrally at a Data Center and mirrored at a Disaster Recovery Center, located in different seismic zones. All AIC touch points are tightly coupled over the secure high-speed MPLS network.

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The backbone IT infrastructure of the Company is located at the Data Centre at Bangalore and Disaster Recovery Centre at Noida, UP (both Sify facilities on lease/Collocated Data Centre Facilities).

**The Data center, Bengaluru address is as below:**

Sify Technologies Ltd,  
Customer Name: Agriculture Insurance Company of India Limited,  
3rd Floor CyberPark,  
Plot No 76/77, Doddathogaur Village, Electronic City Phase-1  
Bangalore-560100, Karnataka, India

AIC has procured and implemented Oracle FS1-2 Storage at Data Centre, Bengaluru in the year 2015. The details of the FS1-2 Storage implemented by AIC are tabulated below:

Location (DC/DR)	Model along with part no	Configuration Details	Drive type (SAS/SSD, rpm, capacity)
DC	Oracle FS1-2	Oracle FS1-2 subsystem  Oracle FS1-2 Controller: base configuration Sun Storage Dual 16 Gb Fibre Channel PCIe Universal HBA, Qlogic Sun Storage 16 Gb FC short wave optics, Qlogic Oracle Storage Drive Enclosure DE2-24P	Drive Type - SAS  RPM - 10000  Capacity - 900 GB





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The Total Storage Capacity of FS1-2 storage at DC, Bengaluru is 65 TB including the following additional Drive:

Location	HDD Types/Usage	Drive Enclosure	Total Capacity
DC, Bengaluru	Performance disk drive (2.5" SAS-2)	24 x 1.2 TB 10 K RPM	28.8 TB

**A central dedicated Commvault Archival server for emails had been implemented.**

Implemented Commvault Email archival policy:

Commvault Email Archival Policy		
S/No.	Policy Name	Apply To
1	Email Retention Policy	On Disk -7 Years
		On Tape - 7 Years
2	Email Archival Policy	Start Email Archival - After reach users' quota at 70%
		Stop email archival after reach quota at 50 %
3	Journaling Policy	Every 8 Hrs journaling email will be deleted
4	Schedule Policy	Schedule for Journal Mailbox: Every 8 Hrs



## 2. Invitation

The bidders are invited to submit their proposal in response to this RFP for selection of Service Provider Supply, Installation, configuration and integration of Enterprise Level SAN Storage at AIC Data Center, Bengaluru.

The Email Archival data is being stored through Commvault Agent in the Oracle FS1-2 Storage at DC, Bengaluru, which is now exhausted in capacity. The Oracle FS1-2 Storage is End of Sale as of now.

The Bidder is required to supply, install, configure and integration Enterprise Level SAN Storage (30 TB usable capacity) with the similar or higher configuration as Oracle FS1-2 Storage at DC, Bengaluru with on-site two-year AMC including requisite warranty. The Bidder is required to configure and integrate the proposed storage with Oracle FS 1 (since the proposed storage is procured to enhance the capacity of Email Archival which is currently using Oracle FS1).

Detailed specifications are in [Annexure-M](#)

AIC reserves the right to amend, modify, add, delete, accept, or cancel, in part or full, any conditions or specifications stipulated in this RFP document, without assigning any reason thereof at any time during the tender process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations, site visits and contract negotiation processes.



### 3. Schedule of Events

General Details	
RFP Number	AIC/InfoTech Dept./2021/SAN Storage
Department Name	AIC-HO Infotech Department
Scope of Work	As mentioned in RFP
Mode of RFP Submission	Online
RFP Type	Open
Type of Contract	Service
Bidding Type	Indigenous
Base Currency	INR (₹)
Consortium	Not Allowed
Key Dates	
Document Download Start Date	03.12.2021 The document can be downloaded from AIC's website <a href="https://www.aicofindia.com/">https://www.aicofindia.com/</a>
Last Date and time for submission of Queries (if any)	Queries must reach us on or before 09.12.2021 5:00 PM through E-mail on <a href="mailto:hoinfotechgroup@aicofindia.com">hoinfotechgroup@aicofindia.com</a>
Clarifications/Amendments if any	13.12.2021 by 5:00 PM on AIC's website
Last Date and Time for Online Bid Submission	23.12.2021 till 01:00 PM
Date and Time for Eligibility Bid Opening	23.12.2021 from 3:00 PM onwards
Declaration of Shortlisted Bidder's for Commercial Bid Opening	Will be communicated through AIC Website
Date and Time for Commercial Bid Opening	Will be communicated through AIC Website
Declaration of Successful (L1) Bidder	Will be communicated through AIC Website
Notification of Award	Within 1 month from the declaration of Successful (L1) Bidder
Bid Validity Period (in Days)	210 days from the date of RFP submission

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<b>Documents to be submitted physically/online at AIC Head Office</b>	<b>Tender Processing Fee (NEFT/RTGS confirmation with UTR No)</b>
	NEFT/RTGS confirmation for EMD
	Other documents supporting Eligibility Criteria, etc. as per RFP document.
<b>Mode of Tender Processing Fee Payment</b>	Online
<b>Mode of EMD Payment</b>	Online

<b>Payment Details:</b>	
<b>Tender Processing Fee (Non-refundable)</b>	₹5,000 (Rupees Five Thousand only) by NEFT/RTGS. The Tender Processing Fee is non-refundable and inclusive of taxes (Exempt for eligible entities (i.e. MSME/NSIC/Start-up), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission)
<b>EMD Amount</b>	₹1,50,000 (Rupees one lakh Fifty thousand only) (Exempt for eligible entities (i.e. MSME/NSIC/Start-up), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission)
<b>EMD Payable to &amp; at</b>	As per RFP document
<b>Performance Bank Guarantee</b>	3% of the Contract Value
<b>Eligibility Criteria</b>	As per RFP Document
<b>General Terms and Conditions</b>	As per RFP Document
<b>Bid Submission Information</b>	<p>The bidders must fulfill the Eligibility criteria for being eligible to bid.</p> <p>The prospective bidders may mail their queries and suggestions for any changes required to be made in the bid document through e-mail till last date and time for submission of Queries. The Changes made in accordance with queries made by the prospective bidders, at sole discretion of AIC, shall form part and parcel of this Tender and will be uploaded on its website. No separate intimation shall be given to this effect.</p>



	The NEFT/RTGS of ₹5,000/- on account of tender processing fee must be received through NEFT/RTGS, the confirmation of amount transferred with UTR Number has to be submitted. All the documents mentioned in the RFP document in support of eligibility criteria etc. shall be submitted online at e-tender portal.	
	<b>Contact details of AIC:</b>	<b>Account Details of AIC:</b>
	General Manager (IT) Information Technology Department Agriculture Insurance Company of India Limited Plate B&C, Fifth Floor, Block 1, East Kidwai Nagar New Delhi -110023 Ph: +91 11 24600444 Email: <a href="mailto:hoinfotechgroup@aicofindia.com">hoinfotechgroup@aicofindia.com</a>	<b>Account Name:</b> AIC of India Expenses of Management Control Account <b>Bank:</b> Axis Bank Ltd., Statesman House, 148, Barakhamba Road, New Delhi <b>Current Account No:</b> 007010200018780 <b>IFS code:</b> UTIB0000007 <b>MICR Code:</b> 110211002

#### 4. Definitions

For the purpose of Tender and its associated documents, the following terms shall be interpreted as indicated below:

1. "The Company" or "AIC" means Agriculture Insurance Company of India Limited.
2. "RO" and "HO" means "Regional Office" and "Head Office" of AIC.
3. "Tenderer" or "Bidder" means a Firm who is eligible to participate in this Tender and submits its Bid.
4. "IS Consultant" means a Firm providing the Consultancy Services with whom AIC has entered into a contract.
5. "Letter of Intent (LOI)" means the written communication to the successful Bidder expressing the intention of AIC to award the contract for rendering of the services as per the contract read along with the Tender documents.
6. "Contract" means the written contract/order signed between AIC and IS Consultant for executing the award, after the acceptance of the successful Bidder's Bid by AIC.
7. "Contract Price" means the price payable to the IS Consultant under the contract for the full and proper compliance of his contractual obligations.
8. "Consignee" means authorized official(s) of AIC for receiving the services at their intended locations.
9. "Financial Year" means, unless otherwise stated specifically, a period of 12 months from April to next March.
10. "ImV" means AIC's Implementation Vendor.

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11. “#SEWACORE”- Core Insurance Solution and associated Business Applications.
12. “SLA” means Service Level Agreement
13. “CEC” means Consultancy Evaluation Committee (CEC).
14. “SEWA” means System ERP Within AIC.
15. “SP” means Service Provider.
16. “RFP” means Request for Proposal.
17. “ITMG” means InfoTech Monitoring Group.
18. “DR” means Disaster Recovery Centre.
19. “DC” means Data Centre (DC).

The term, applicant, proposer and bidder have been used interchangeably in the RFP document.

## 5. RFP document

- i. This document shall serve as the RFP document. All the conditions of pre-qualification, detailed requirement of specifications including the terms and conditions in this document are binding on the bidders.
- ii. Please note that the Bidders shall have to apply as per the templates/formats given in this RFP document.

## 6. Scope of Work

The Bidder’s scope of work is detailed below:

- a) The Bidder is required to supply, install, configure and integrate an Enterprise Level SAN Storage (30 TB usable capacity) with similar or higher configuration as Oracle FS1-2 Storage at DC, Bengaluru with on-site two-year AMC post requisite one year warranty.

Detailed specifications are in [Annexure-M](#)

- b) Supply, commission, install, test, configure, integrate and provide AMC support for the Storage at DC, any cable/cords or any other component required for successful installation of the Storage.
- c) The Bidder is required to configure and integrate the proposed storage with Oracle FS 1 (since the proposed storage is procured to enhance the capacity of Email Archival which is currently using Oracle FS1)
- d) The Bidder will also coordinate with AIC’s existing System Integrator and email application vendor for the necessary assistance for successful installation, integration and functioning of Storage.
- e) AIC may at its discretion purchase more Storage from the bidder during the period of

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next 1 year from the date of issuance of PO at the same price as quoted by the bidder in the Commercial Bid.

- f) Bidder shall provide comprehensive on-site two-year AMC post requisite one year warranty and any other add-on components supplied by the bidder at DC & DR.
- g) All the parts of items would be covered under comprehensive warranty. If there is any gap between AIC's requirement and OEM warranty, then it will be the responsibility of bidder to fill up the gap.
- h) AIC may at its discretion choose not to continue the AMC with the selected bidder by giving a three months' notice to the selected bidder.
- i) The Bidder is required to supply & implement the Storage within 4 weeks from the date of issuance of PO by AIC. For any delay in supply & installation, the bidder is required to pay 1% of the product & installation cost for per week of delay or part thereof with a maximum penalty of 10% of product and installation cost.
- j) Bidder will submit the installation report to the AIC for their verification & signatures.

## 7. Project Timelines

S. No.	Activity	Time Period for Completion
1	Supply and delivery of Hardware at DC	within 4 weeks from the date of issuance of Purchase Order
2	Commission, Install, Test, Configure and Integration of the proposed storage with Oracle FS 1	Within 2 Weeks from the delivery of Hardware at DC Bangalore

## 8. Conflict of Interest

AIC requires that the Service Provider provide professional, objective, and impartial advice, and at all times hold the Company's interest's paramount, strictly avoid conflicts with other assignment(s)/job(s) or their own corporate interests and act without any expectation/consideration for award of any future assignment(s) from the Company.

Without limitation to the generality of the foregoing, the bidders and any of their affiliates shall be considered to have a conflict of interest (and shall not be engaged under any of the circumstances) as set forth below:

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- i. Conflicting assignment/job: The bidder (including its personnel/employees) or any of its affiliates shall not undertake any job/assignment which may be in conflict with the present assignment.
- ii. A bidder that has been engaged by AIC to provide goods, works, or non-consulting services for a project, or any affiliate that directly or indirectly controls, is controlled by, or is under common control with that bidder, shall not be eligible to participate in this RFP.
- iii. Conflicting relationships: The bidder (including its personnel/employees) having a business or family relationship with AIC's employee(s) who may be directly or indirectly involved in any part of (i) the preparation of the terms of reference of the assignment/job, (ii) the selection process for such assignment/job or (iii) supervision of the contract, shall not be awarded contract pursuant to this RFP.

The bidder shall be under an obligation to disclose any situation of actual or potential conflict that impacts or may impact its capacity to serve in the best interests of the Company or that may reasonably be perceived as having this effect. If the bidder fails to disclose such conflicts of interest and AIC becomes aware of such a situation at any time, then AIC reserves the right to disqualify the bidder during the bidding process or terminate the contract executed with such bidder after award of contract.

## 9. Technical Bid

The Bidder need to submit the required documents as mentioned in Technical Bid Section along with the Manufacturers Authorization Form (MAF).

## 10. Selection Criteria

- Phase 1 – Technical Bid Evaluation
- Phase 2 – Commercial Bid Evaluation

Technical Bid shall contain the required details, along with documentary evidence, and other documents related to the bid, whereas the Commercial Bid shall contain the pricing information.

In the first stage, only the Technical Bids will be opened and evaluated as per the criteria determined by the Company. The Company may, at its discretion, invite the Bidders for presentation before the Selection Committee of the Company.

The commercial bid of only those bidders shall be opened who are technically qualified.

AIC shall award the contract to the successful Bidder whose Bid has been determined to be responsive and has been determined as the Lowest Commercial Bid (L1) based on the Final Commercial Quote.





Generally, the Lowest Bidder shall be the selected Bidder. In case such Lowest Bidder withdraws or could not submit originals of documents as required under this RFP or fails to execute the Contract within a specified timeline or is not selected for whatsoever other reason, the AIC reserves the right to award the Tender to L2 or so on subject to them matching the price of the Selected Bidder, subject to CVC guidelines.

The Company reserves the right not to accept any Bid, or to accept or reject all or any particular Bid at its sole discretion without assigning any reason whatsoever.

## 11. Bid Validity Period

The bid shall be valid for 210 days after the closing date for submission of bid. A bid valid for shorter period shall be rejected by AIC as non-responsive. Any decision in this regard by AIC shall be final, conclusive, and binding on the bidder.

## 12. Submission of Bids

Bids shall be submitted ONLINE at-procurement portal - <https://aicofindia.auctiontiger.net/EPROC/>.

Address for submission of EMD/BG/Tender Processing Fee:

**General Manager (IT)**  
**Information Technology Department**  
**Agriculture Insurance Company of India Ltd. (AIC)**  
**Plate B&C, Fifth Floor,**  
**Block 1, East Kidwai Nagar**  
**New Delhi -110023**  
**Ph +91 11 24604444**  
**Email – [hoinfotechgroup@aicofindia.com](mailto:hoinfotechgroup@aicofindia.com)**

On or before the last Date and Time for bid submission. Any other mode of submission, e.g. by courier, fax, e-mail etc. will not be accepted.

## 13. Late Bid

Any bid received in system after the due date and time for receipt of bids as prescribed in this RFP will not be permitted/ rejected. Under no circumstance whatsoever, shall AIC consider any request for extension of date or time for submission of Bids

## 14. Format and Signing of the Bids

### 14.1 Technical Bid

The Technical Bid shall contain the following information:

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The Bidder must fulfil ALL the following Eligibility Criteria. Proposals of only those Bidders who satisfy ALL these conditions will be considered for further evaluation process. Applications which do not satisfy ALL the Eligibility Criteria will be summarily rejected, and no appeal shall be entertained. The Bidders who wish to bid should conform to the following criteria:

#	Eligibility Criteria Requirements	Supporting required
1	Should be either a Government Organization/PSU/PSE/partnership firm or a limited Company under Indian Laws in existence in India for past three years as on 30.09.2021	Certified copy of Certificate of Incorporation.
2	Bidders shall be the Original Equipment Manufacturer (OEM) of the proposed Software/Hardware/Solution.	If the bidder is an Authorized Dealer, Manufacturer Authorization Forms (MAF) is required as per Annexure-G
3	Bidder should have Average Annual Turnover of more than Rs. 15 crores during last three financial years (i.e. 2018-19, 2019-20, 2020-21)	Audited Financial statements for the financial years, 2018-19, 2019-20, 2020-21 AND Certificate from Bidder's Statutory Auditor. For FY 2020-21 Bidder may submit Provisional Balance Sheet duly signed by CA
4	The Bidder should have Positive Net Worth as on 31/03/2021.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.
5	The proposed product offered in this RFP should have been installed and running in at least three Government/BFSI/PSU organization (not necessarily by the bidder).	Proof of Orders/reference letters to be submitted.
6	The Bidder should have their Support Office in Delhi NCR for 24x7 support.	Bidder to submit the details of contact person, email id, mobile number and address of Support Office
7	Compliance for Technical Specification	Bidder to submit the Compliance as per ANNEXURE - M



#	Eligibility Criteria Requirements	Supporting required
8	The Bidder should not be blacklisted / barred by Government of India, State Governments, or any other Regulatory body in India.	Self-Declaration
9	Covering Letter	As per Annexure A
10	Proposal form	As per Annexure B
11	Bidder's profile	As per Annexure C
12	Undertaking from the Bidder on their Company's letter head	As per Annexure F
13	Authorization Letter	As per Annexure H
14	Integrity Pact Undertaking by Bidder	As per Annexure I
15	Acceptance on Performa for Performance Bank Guarantee	As per Annexure J
16	Land Border Sharing Undertaking by Bidder	As per Annexure L
17	EMD submission proof	Bidder to submit relevant Document
18	Tender Processing Fee	Bidder to submit relevant Document

**Note: Technical Bid shall not include any financial information. A Technical Bid containing information on the Commercial Bid shall be declared invalid and be rejected.**

#### 14.2 Commercial Bid

The Commercial bid shall be submitted strictly in the format given by the Company as per Annexure E of this document along with covering letter as per Annexure D and shall not have any deviations, restrictive statements etc. therein otherwise, such bids are liable to be rejected at the sole discretion of the Company. The price shall be quoted in Indian Currency only and shall be all inclusive. No separate fees/reimbursements other than Taxes, as applicable, at the

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time of payment shall be made by the Company.

### **15. Opening of Bids**

The bids shall be opened in 2 phases.

In Phase 1, the Technical Bid shall be opened as per the schedule given in the RFP (subject to receipt of application money and EMD) by Technical Bid Evaluation Committee of AIC appointed for the purpose.

In Phase 2, Commercial Bids of only those bidders who meet the Technical Evaluation shall be opened and the schedule will be communicated to the eligible bidders.

The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of the requisite EMD and such other details as AIC, at its discretion, may consider appropriate, will be announced at the commercial bid opening.

AIC reserves the right to take the services of any one or more external agencies for evaluation of the bid submitted by the bidder. However, the final decisive parameters would be at the sole discretion of AIC and AIC shall not be liable to disclose either the criteria or the evaluation report/ reasoning to the bidder(s).

### **16. Clarification of Bids**

Bidders may request for clarification, if any, on or before the last date for submission of bids. Any request for clarification must be sent by e-mail at the address mentioned in this RFP.

During the bid evaluation, AIC may, at its discretion, ask the bidders for clarifications with respect to their bids. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted. AIC has the right to disqualify the bidder(s) whose clarifications are found not suitable for the requirement according to the scope of the work.

AIC shall not be sending individual communications to the bidders. Hence, the Bidders are advised to regularly visit the website <https://www.aicofindia.com/> for updates.

### **17. Earnest Money Deposit (EMD)**

Each bidder is required to submit in the form NEFT/RTGS to "AGRICULTURE INSURANCE COMPANY OF INDIA LIMITED", Earnest money Deposit (EMD) of INR 1,50,000/- (Rupees one Lakh Fifty Thousand Only).

The EMD submitted by the bidder shall be forfeited under the following circumstances:

The bidder withdraws its proposal before processing of the same.

- The bidder withdraws its proposal after processing but before acceptance of the LOI issued by AIC;

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- The selected bidder withdraws its proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee;
- The successful bidder fails to submit PBG in the stipulated timelines and/or has breached any conditions of the RFP.
- The bidder violates any of the provisions of the terms and conditions of this RFP specification;

The EMD will be refunded to:

The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG) equivalent to 3% of the Contract Value valid for 42 months including claim period of 6 (six) months, validity starting from its date of issuance. The PBG shall be submitted within 15 days of issuance of the LOI by AIC.

The unsuccessful bidders shall be returned the EMD, only after acceptance of the LOI by the selected bidder.

**18. Address for Communication**

Point of Contact:	General Manager (IT)
Address:	Information Technology Department Agriculture Insurance Company of India Limited Plate B & C, Fifth Floor, Block 1, East Kidwai Nagar New Delhi -110023 Ph +91 11 24604444
Email Id:	hoinfotechgroup@aicofindia.com

**19. Non-Transferable RFP**

This RFP document is not transferable.

**20. Soft Copy of RFP Document**

The soft copy of the RFP document shall be made available on AIC’s website- <https://www.aicofindia.com/>. However, AIC shall not be held responsible in any way, for any errors/ omissions/ mistakes in the downloaded copy. The bidder is advised to check the contents of the downloaded copy for correctness against the printed copy of the RFP document. The printed copy of the RFP document shall be treated as correct and final, in case of any errors in the soft copy.



## 21. Rejection of Bids

Notwithstanding anything contained in this Tender, the AIC reserves the right to reject any BID or to annul the Bidding Process and reject all BIDs at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons whatsoever. In the event that the AIC rejects or annuls all the BIDs, it may, in its discretion, invite all eligible Bidders to submit fresh BIDs hereunder.

The AIC reserves the right not to proceed with the Bidding Process at any time, without notice or liability, and to reject any BID without assigning any reasons. The Earnest Money Deposits in such event will be returned by AIC. In case AIC scraps the bidding process, the RFP participation fees will also be refunded.

## 22. Debarment from bidding

(i) A bidder shall be debarred if he/it has been convicted of an offence—

(a) under the Prevention of Corruption Act, 1988; or

(b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

A bidder debarred under Clause (i) or any successor of the bidder shall not be eligible to participate in the bidding process of any procuring entity for a period not exceeding three years commencing from the date of debarment.

AIC may debar a bidder or any of its successors, from participating in the bidding process undertaken or to be undertaken by it for a period not exceeding two years, if AIC determines that the bidder has breached the Code of Integrity.

## 23. Award of Contract

Post the evaluation, contract may be awarded to the bidder whose bid meets the requirements of this RFP and is L-1 i.e. the lowest.

AIC reserves the right to award the contract in whole or in part.

The acceptance of the bid, subject to contract, will be communicated by way of placing a purchase order in writing at the address supplied by the bidder in the bid document. Any change of address of the bidder should therefore be notified promptly to the General Manager at the address given in this RFP.

In case of tie between L-1 bidders, the bidder with higher marks in technical bid evaluation will be considered. If the Technical marks are also same, both the Bidders will be considered as successful Bidders. In such case, AIC may, at its sole discretion, invite fresh quotations from the bidders who are tied as L-1. Out of the tied bidders, the one who quotes the lowest bid shall be awarded the contract.



## 24. Signing of Contract

The successful bidder(s) shall be required to enter into a contract with AIC, within thirty (15) days of the award of the work or within such extended period, as may be specified by AIC. The contract shall be based on this RFP document, P.O, and such other terms and conditions as may be determined by AIC to be necessary for the due performance of the work, as envisaged herein and in accordance with the bid. However, the terms and conditions of purchase order and RFP shall constitute a binding contract till such time a contract is executed.

The successful bidder shall enter into a Contract as per Company prescribed format within 15 days from the date of issuance of the LOI by the AIC. The contract shall be valid for a period of 3 years from the date of its execution.

The failure, delay or evasion on the part of the successful bidder to execute the Contract within the said period of 15 days may result in expiry of the validity of the bid. In such a case the Earnest Money deposited by the successful bidder may be forfeited by the Company without further notice to the successful bidder. The failure, delay or evasion on the part of the successful bidder to commence project within 7 days from the date of execution of the Contract will result in termination of the contract. In case of termination of the Contract on account of failure, delay or evasion on the part of the successful bidder to commence the project within 7 days from the date of execution of the contract, in addition to the termination of the contract, AIC shall have the absolute right to adjust the EMD towards loss and damage suffered by the Company.

## 25. Legal Compliance

25.1 The successful bidder hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including procurement of license, permits and certificates and payment of taxes where required. If at any time during the term of the contract, AIC identifies or becomes aware that the successful bidder is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), AIC shall be entitled to terminate this contract with immediate effect.

25.2 The successful bidder shall maintain all proper records, particularly but without limitation to accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records, returns and applicable documents under the Labour Legislation.



25.3 The successful bidder shall ensure payment of minimum wages to persons engaged by it as fixed from time to time under the Minimum Wages Act, 1948. In case the same is not paid, the liability under the Act shall rest solely with the successful bidder.

## 26. Amendment to Contract

No variation in or modification of the conditions of the contract shall be made except by written amendment signed by the parties.

## 27. General Terms and Conditions

The following are the general terms and conditions proposed to be included in the Contract. AIC reserves the right to add, delete, modify or alter all or any of these terms and conditions in any manner, as deemed necessary before signing the final Contract. The bidder, selected for the project, shall have to enter into a contract directly with AIC.

The contract shall contain various terms and conditions relating to payment, delivery, installation and operationalization, training, commissioning and acceptance, support during periods of warranty and maintenance, penalty due to delay in performance etc. All the diagrams, drawings, specifications and other related literature and information, provided by the bidder for the solution and agreed to by AIC, shall also form part of the contract.

The successful bidder shall initiate work on the project on the very day after signing of the contract. The first page of the contract shall be on a stamp paper of appropriate value.

The original bill/ invoice for the services rendered shall be furnished along with the prices thereof, as per the terms and conditions contained in the RFP. The bidder shall undertake to ensure that the prices are reasonable and in the range of prices for similar/ same services available in the market. If any abnormality/ irregularity is detected anytime in respect of the above, AIC shall have the right to take appropriate action against the bidder as it deems fit.

## 28. Application

For the purpose of the Contract as well as for the RFP Document, the Client is:

**General Manager (IT),**  
Information Technology Department,  
**Agriculture Insurance Company of India Limited,**  
**Plate B&C, Fifth Floor,**  
**Block 1, East Kidwai Nagar,**  
**New Delhi -110023**  
**Ph +91 11 24604444**

**Email – [hoinfotechgroup@aicofindia.com](mailto:hoinfotechgroup@aicofindia.com)**

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## 29. Standards

The services including all deliverables and reports under the contract shall conform to the standards mentioned in this RFP as well as the Technical Bid submitted by the bidder and/ or agreed between AIC and the bidder, and when no applicable standard is mentioned, the services shall be rendered under the authoritative and appropriate international standards of such services as are generally applied in India also and such standards shall be the latest issued by the concerned institution(s).

## 30. Governing Language

All correspondences and other documents pertaining to this contract shall be in English.

## 31. Applicable Law

The Contract shall be governed and interpreted in accordance with the laws in India.

## 32. Notice

- Any Notice, Request or Consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such Notice, Request or Consent shall be deemed to have been given or made when delivered in person to an Authorized Representative of the Party to whom the communication is addressed, or when sent by Registered Post or by email to such Party at the address/email id specified.
- A Party may change its address/email id for notice hereunder by giving the other Party notice in writing of such change to the address specified.

## 33. Other Terms

**Preliminary Scrutiny** – AIC will scrutinize the offer to determine whether it is complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. AIC may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on the Bidder and AIC reserves the right for such waivers and AIC's decision in the matter will be final.

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

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

**Erasures or Alterations** – The offer containing erasures or alterations will not be considered. There shall be no hand-written material, corrections or alterations in the

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offer. Technical details shall be completely filled up. Correct technical information of the product being offered shall be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. AIC may treat the bids not adhering to these guidelines as unacceptable and non-responsive.

### **34. Right to Alter Quantities**

AIC reserves the right to alter the requirements specified in the tender. AIC also reserves the right to delete or increase the scope of work. AIC will inform the Bidder about changes, if any. In the event of any alteration in the scope of work, the price quoted by the bidder would be considered for such alteration. The bidder agrees that the price quoted is valid for the period of contract and can be used by AIC for alteration in quantities. Bidder agrees that there is no limit on the alteration that can be made under this contract. Any price benefit in the services shall be passed on to AIC during the contract period.

### **35. Use of Contract Documents and Execution**

The bidder shall not, without AIC’s prior written consent, disclose the Contract or any provision thereof, or any specification or information furnished by or on behalf of AIC in connection therewith, to any person other than a person employed by the bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence against Non-disclosure agreements completed prior to disclosure and disclosure shall extend only so far as may be necessary for the purposes of such performance.

Any document, other than the Contract itself, shall remain the property of AIC and all copies thereof shall be returned to AIC on termination of the Contract.

The bidder shall not, without AIC’s prior written consent, make use of any document or information above except for the purposes of performing the Contract.

### **36. Indemnity**

#### **36.1 General Indemnity**

The Service Provider shall indemnify, defend, save and hold harmless the AIC and its officers, servants, agents and/or AIC controlled entities/enterprises, (the “AIC Indemnified Persons”) against any and all suits, proceedings, actions, demands and third party claims for any loss, damage, cost and expense of whatever kind and nature, whether arising out of any breach by the Service Provider of any of its obligations under the Contract or from any negligence under the Contract, including any errors or deficiencies in any other document, or tort or on any other ground whatsoever, except to the extent that any such suits, proceedings, actions, demands and claims have arisen due to any negligent act or omission, or breach or default of the Contract on the part of the AIC Indemnified Persons.

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### **36.2 Indemnity by the Service Provider**

(i) Without limiting the generality of Clause 35.1, the Service Provider shall fully indemnify, hold harmless and defend the AIC and the AIC Indemnified Persons from and against any and all loss and/or damages arising out of or with respect to:

(a) failure of the Service Provider to comply with Applicable Laws and Applicable Permits;

(b) payment of taxes required to be made by the Service Provider in respect of the income or other taxes of the outsourced employees, suppliers and representatives.

(ii) Without limiting the generality of the provisions of this Clause 36.1, the Service Provider shall fully indemnify, hold harmless and defend the AIC Indemnified Persons from and against any and all suits, proceedings, actions, claims, demands, liabilities and damages which the AIC Indemnified Persons may hereafter suffer, or pay by reason of any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to any materials, information, design or process used by the Service Provider in performing the Service Provider's obligations or in any way incorporated in or related to the Contract. If in any such suit, action, claim or proceedings, a temporary restraint order or preliminary injunction is granted, the Service Provider shall make every reasonable effort, by giving a satisfactory bond or otherwise, to secure the revocation or suspension of the injunction or restraint order.

### **36.3 Notice and contest of claims**

In the event that either Party receives a claim or demand from a third party in respect of which it is entitled to the benefit of an indemnity under this Clause (the "Indemnified Party") it shall notify the other Party (the "Indemnifying Party") within 15 (fifteen) days of receipt of the claim or demand and shall not settle or pay the claim without the prior approval of the Indemnifying Party, which approval shall not be unreasonably withheld or delayed. If the Indemnifying Party wishes to contest or dispute the claim or demand, it may conduct the proceedings in the name of the Indemnified Party, subject to the Indemnified Party being secured against any costs involved, to its reasonable satisfaction.

### **36.4 Défense of claims**

(i) The Indemnified Party shall have the right, but not the obligation, to contest, defend and litigate any claim, action, suit or proceeding by any third party alleged or asserted against such Party in respect of, resulting from, related to or arising out of any matter for which it is entitled to be indemnified hereunder, and reasonable costs and expenses



thereof shall be indemnified by the Indemnifying Party. If the Indemnifying Party acknowledges in writing its obligation to indemnify the Indemnified Party in respect of loss to the full extent provided by this Clause, the Indemnifying Party shall be entitled, at its option, to assume and control the defense of such claim, action, suit or proceeding, liabilities, payments and obligations at its expense and through the counsel of its choice; provided it gives prompt notice of its intention to do so to the Indemnified Party and reimburses the Indemnified Party for the reasonable cost and expenses incurred by the Indemnified Party prior to the assumption by the Indemnifying Party of such defense. The Indemnifying Party shall not be entitled to settle or compromise any claim, demand, action, suit or proceeding without the prior written consent of the Indemnified Party, unless the Indemnifying Party provides such security to the Indemnified Party as shall be reasonably required by the Indemnified Party to secure the loss to be indemnified hereunder to the extent so compromised or settled.

(ii) If the Indemnifying Party has exercised its rights under Clause 36.3, the Indemnified Party shall not be entitled to settle or compromise any claim, action, suit or proceeding without the prior written consent of the Indemnifying Party (which consent shall not be unreasonably withheld or delayed).

(iii) If the Indemnifying Party exercises its rights under Clause 36.3, the Indemnified Party shall nevertheless have the right to employ its own counsel, and such counsel may participate in such action, but the fees and expenses of such counsel shall be at the expense of the Indemnified Party, when and as incurred, unless:

(a) the employment of counsel by such party has been authorised in writing by the Indemnifying Party; or

(b) the Indemnified Party shall have reasonably concluded that there may be a conflict of interest between the Indemnifying Party and the Indemnified Party in the conduct of the defense of such action; or

(c) the Indemnifying Party shall not, in fact, have employed independent counsel reasonably satisfactory to the Indemnified Party, to assume the defense of such action and shall have been so notified by the Indemnified Party; or

(d) the Indemnified Party shall have reasonably concluded and specifically notified the Indemnifying Party either: i. that there may be specific defenses available to it which are different from or additional to those available to the Indemnifying Party; or ii. that such claim, action, suit or proceeding involves or could have a material adverse effect upon it beyond the scope of the Contract: Provided that if Sub-clauses (b), (c) or (d) of this Clause 36.4 (iii) shall be applicable, the counsel for the Indemnified Party shall have the right to direct the defense of such claim, demand, action, suit or proceeding on behalf of the Indemnified Party, and the reasonable fees and disbursements of such counsel shall constitute legal or other expenses hereunder.



### **36.5 Survival on Termination**

The provisions of this Clause shall survive Termination.

The bidder shall also be liable to indemnify AIC, at its own cost and expenses, against all losses/ damages, which AIC may suffer on account of violation by the bidder of any or all national/ international trade laws, norms, standards, procedures etc. This liability shall not ensue if such losses/ damages are caused due to gross negligence or willful misconduct by AIC or its employees.

### **37. Suspension**

AIC may, by written notice of suspension to the Selected Bidder, suspend all payments to the Selected Bidder hereunder if in its opinion the Selected Bidder fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension.

- a. Shall specify the nature of the failure; and
- b. Shall allow the Selected Bidder to remedy such failure, if capable of being remedied, within a period not exceeding fifteen (15) days after receipt by the Bidder of such notice of suspension.

### **38. Termination**

#### **38.1 By AIC:**

AIC may terminate this Contract in case of occurrence of any of the events specified in paragraphs (1) to (9) of this Clause:

37.1.1 If the Selected Bidder fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause 36 hereinabove, within fifteen (15) days of receipt of such notice of suspension or within such further period as AIC may have subsequently approved in writing;

37.1.2 If the Selected Bidder becomes insolvent or goes into liquidation or receivership whether compulsory or voluntary;

37.1.3 If the Selected Bidder fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 61 hereof;



37.1.4 If the Selected Bidder, in the judgment of AIC, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract;

37.1.5 If the Selected Bidder submits to AIC a false statement which has a material effect on the rights, obligations or interests of AIC;

37.1.6 If the Selected Bidder places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to AIC;

37.1.7 If, as a result of Force Majeure, the Selected Bidder is unable to perform a material portion of the Services for a period of not less than thirty (30) days.

37.1.8 If AIC, at its sole discretion, decides to terminate this Contract without assigning any reason whatsoever.

37.1.9 In the event the contract is terminated under above clauses, then AIC shall be required to give to the Selected bidder a mandatory thirty (30) days' written notice of termination except where the contract is terminated by AIC on account of the Selected Bidder indulging in fraudulent or corrupt practices in which case AIC may be entitled to terminate the contract immediately and without any liability of giving notice.

## 38.2 **By the Bidder:**

The Selected Bidder may terminate this Contract, by giving not less than thirty (30) days' written notice to AIC, in case of occurrence of any of the events specified in paragraphs (1) to (4) of this Clause:

37.2.1 If AIC fails to pay any money due to the Selected Bidder pursuant to the Contract and not subject to dispute pursuant to Clause 61 hereof within thirty (30) after receiving written notice from the Selected Bidder that such payment is overdue;

37.2.2 If, as a result of Force Majeure, the Selected Bidder is unable to perform a material portion of the Services for a period of not less than thirty (30) days;

37.2.3 If AIC fails to comply with any final decision reached as a result of arbitration pursuant to Clause 61 hereof;

37.2.4 If AIC is in material breach of its obligations pursuant to this Contract and has not remedied the same within thirty (30) days (or such longer period as the Selected Bidder may



have subsequently approved in writing) following the receipt by AIC of the Selected Bidder's notice specifying such breach.

**38.3 Cessation of Rights and Obligations:** Upon termination of this Contract pursuant to Clause 37.1 and 37.2 hereof, all rights and obligations of the Parties hereunder shall cease, except

- a) Such rights and obligations as may have accrued on the date of termination or expiration,
- b) The obligation of confidentiality set forth in Clause 52 hereof,
- c) The Selected Bidder's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause 42 hereof, and
- d) Any other right which may survive in favour of a Party under any Law in force in India.

**38.4 Cessation of Services:** Upon termination of this Contract by notice of either Party to the other pursuant to the clauses hereinabove, the Selected Bidder shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum

**38.5 Payment upon Termination:** Upon termination of this Contract, AIC shall make the following payments to the Bidder:

37.5.1 If the Contract is terminated pursuant to 37.1 (7), (8) or 37.2, remuneration pursuant to Clause 64 shall be paid by AIC to the Selected Bidder.

37.5.2 Hereof for Services satisfactorily performed prior to the effective date of termination, and reimbursable expenditures pursuant to Clause 64;

37.5.3 Hereof for expenditures actually and reasonably incurred prior to the effective date of termination.

37.5.4 If the Contract is terminated pursuant of Section 37.1 (1) to (6), the Selected Bidder shall not be entitled to receive any payment upon termination of the Contract. However, AIC may consider making payment for the part satisfactorily performed on the basis of Quantum Meruit as assessed by it, if such part is of economic utility to AIC. Upon termination, AIC may also impose liquidated damages as per the provisions of Clause 40 of this Contract. The Selected Bidder shall be required to pay such liquidated damages to AIC within 30 days of the date of termination.

37.5.5 Disputes about Events of Termination: If either Party disputes whether an event specified in paragraphs (1) to (7) of Clause 37.1 or in Clause 37.2 hereof has occurred, such Party may, within thirty (30) days after receipt of notice of termination from the other Party, refer the matter to arbitration as per Clause 61 hereafter, and this Contract



shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

### **39. Performance Bank Guarantee (PBG)**

- 38.1 The successful bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) equivalent to 3% of the Contract Value valid for 42 months commencing from the date of execution of the contract, including claim period of 6 (six) months. The PBG shall be submitted within 15 days of issuance of the LOI by AIC.
- 38.2 The PBG shall be denominated in Indian Rupees. All charges whatsoever such as premium, commission etc. with respect to the PBG shall be borne by the successful bidder.
- 38.3 The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing Bank on the printed letterhead of the issuing Bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in its favor with authorization to sign the documents.
- 38.4 Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number.
- 38.5 In the event the successful bidder fails to service the contract for whatever reason, AIC may invoke the PBG except when the contract is terminated due to force majeure or insolvency of the bidder.
- 38.6 Notwithstanding and without prejudice to any rights whatsoever of AIC under the contract in the matter, the proceeds of the PBG shall be payable to AIC as compensation by the successful bidder for its failure to complete its obligations under the contract.
- 38.7 AIC shall also be entitled to make recoveries from the successful bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement. In the event AIC makes recoveries by invocation of PBG, the bidder shall be required to submit additional PBG for that amount to make the total value of PBG equivalent to 3% of the total contract value.
- 38.8 The PBG may be discharged/ returned by AIC upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the PBG.
- 38.9 The successful bidder shall strictly adhere to the format for Performance Bank Guarantee given in Annexure J.

### **40. Delay in Bidder's Performance**

The bidder shall strictly adhere to the implementation schedule, as specified in the contract, executed between the Parties for performance of the obligations, arising out of the contract and any delay in completion of the obligations by the successful bidder shall entitle AIC to resort to any or all of the following:

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- 39.1 Claiming Liquidated Damages;
- 39.2 Termination of the contract fully or partly and claim liquidated damages;
- 39.3 Invocation of the Performance Bank Guarantee;

#### **41. Liquidated Damages**

- 40.1 The parties hereby agree that, in the circumstances elaborated below, the amount specified hereunder shall be construed as reasonable estimate of liquidated damages to be paid by the Successful Bidder to AIC, without prejudice and in addition to the other relevant provisions stated in these Terms and Conditions.
- 40.2 The aggregate amount of liquidated damages under this Contract shall not exceed 10% of the total value of the Commercial.
- 40.3 The liquidated damages shall be applicable under the following circumstances:
- 40.4 If the deliverables are not submitted as per schedule, the Successful Bidder shall be liable to pay 1% of the total cost of the services for delay of each week or part thereof.
- 40.5 If the deliverables are not acceptable to AIC, and defects are not rectified to the satisfaction of AIC within 30 days of the receipt of the notice, the Successful Bidder shall be liable for Liquidated Damages for an amount equal to 1% of the total cost of the Services for every week or part thereof for the delay.

#### **42. Force Majeure**

##### **42.1 Definition:**

41.1.1 For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government Agencies.

41.1.2 Force Majeure shall not include:

- Any event which is caused by the negligence or intentional action of a Party or by or Agents or Employees, or
- Any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract and avoid or overcome in the carrying out of its obligations hereunder.
- Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.



**42.2 No Breach of Contract:** The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

**42.3 Measures to be taken:**

41.3.1 A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

41.3.2 A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than seven (7) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

41.3.3 Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

41.3.4 During the period of their inability to perform the Services as a result of an event of Force Majeure, the Selected Bidder, upon instructions by AIC, shall either:

- demobilize; or
- Continue with the Services to the extent possible, in which case the Selected Bidder shall continue to be paid proportionately and on pro-rata basis, under the terms of this Contract.

42.5 In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled in accordance with Clause 61.

**43. Accounting, Inspection and Audits.**

**The Selected Bidder:**

43.1 Shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and

43.2 Shall periodically permit AIC or its designated representative and/or AIC, and upto three years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by AIC.

**44. Prices**

The prices shall be quoted in Indian Rupees (INR) (without decimal places) and shall not have any effect from variations/ fluctuations of any other currency.

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The price charged by the bidder for the services performed for the project shall not vary from the contracted prices and shall remain valid for the contract period.

No adjustment of the contract price shall be made on account of variation of costs on any account whatsoever or any other cost component affecting the total cost in fulfilling the obligations under the contract. The Contract price shall be the only payment, payable by AIC to the Selected bidder for completion of the contractual obligations by the Selected bidder under the Contract, subject to the terms of payment specified in the Contract.

All out of pocket expenses, travelling, boarding and lodging expenses for the completion of the project shall be a part of the price quoted by the Selected bidder to AIC. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by AIC. The Bidder cannot take the plea of omitting any charges or costs and later lodge a claim with AIC for the same. However, in the event of Bidder's outstation travel for the purpose of training, AIC will reimburse/arrange the travel as per AIC's travel policy.

The prices quoted by the Bidder shall include all costs such as, taxes, levies, cess, excise, octroi and custom duties, installation, commissioning, insurance etc. as applicable in India, that need to be incurred. The Bidder must quote the GST in separate columns. In case of any variation (upward or downward) in GST quoted separately which has been included as part of the price bid, such variation will be borne by or passed on to AIC. Any new tax introduced by the Government after the submission of bid will be borne by AIC. The entire benefits/ advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to AIC.

#### **45. Professional Fees/ Charges**

AIC shall pay the professional fees, only on actual basis, for which services have been availed during the contract period.

#### **46. Non-negotiability on RFP**

AIC is not responsible for any assumptions or judgments made by the bidders for arriving at any type of sizing or costing. AIC at all times will benchmark the performance of the bidder to the RFP documents circulated to the bidders and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the bidder must make the same available at no extra costs to AIC, in order to achieve the desired service levels as well as meet the requirements of these documents.

All terms and conditions, payments schedules, time frame for implementation and expected service levels as per this RFP will remain unchanged unless explicitly communicated by AIC in writing to the bidders. The bidder shall at no point be entitled to excuse themselves from any claims by AIC whatsoever for their deviations in conforming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this RFP.

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The Bidders shall adhere to the terms of this RFP and shall not deviate from the same.

#### **47. Assignment**

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Selected bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the prior written consent of AIC.

#### **48. Subcontracting**

48.1 In case sub-contracting of any of the activities under the scope of this RFP is required, the bidder needs to notify and take prior permission in writing from AIC. It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the RFP irrespective of the failure or inability of the sub-contractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable including any statutory requirement and compliance. No additional cost will be incurred by AICL on account of sub-contract, if any.

#### **49. Contract Period**

The contract period will commence from the date of issuance of the PO and will be valid for 3 years. AIC may extend the contract at its sole discretion. However, the terms of the contract will be mutually agreed at the time of extension.

The selected bidder shall execute a comprehensive, definitive Service Level Agreement (SLA) with AIC covering all terms and conditions of this RFP. SLA will cover performance and availability of the solution deployed. The performance of the selected bidder shall be reviewed every quarter, in case of major deviation in performance, AIC reserves the right to terminate the contract at its sole discretion by giving 30 days' notice.

Any offer falling short of the contract validity period is liable for rejection. Further AIC reserves the right to renew the contract after the expiry of the initial term on mutually agreed terms and conditions and costs.

AIC shall enter into a Contract with the successful bidder for the duration of the project. AIC reserves the right to terminate the contract, if the assignment is not proceeding in accordance with the terms of contract by issuing a notice of 30 days.

Contract Continuity- The contract shall terminate only on explicit correspondence to that effect. Until that time, successful bidder shall continue to provide the service at the contracted price per the agreement. As and when AIC decides to change the current business model/ vendor, successful bidder shall have to coordinate for migration of Solution to AIC's new model without causing disruption of the Services at no extra cost to AIC. The migration period and the support required from the successful bidder shall be communicated to the successful bidder

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one month before the transition starts. AIC shall have the right to revise the migration period. During transition period successful bidder shall at least, but not limited to, provide support in terms of migration support of assets and data, training and knowledge transfer and any other type of support during the defined transition period.

In the event of selected bidder's insolvency, contract termination, and any other Force Majeure conditions, successful bidder shall continue to provide the service without causing disruption of the services to customers of AIC at no extra cost to AIC.

At all times during implementation/ migration/ maintenance/ business-as-usual running, selected bidder needs to adhere to AICs' required compliances vis-à-vis security, confidentiality, integrity and availability and also guidelines of any regulatory/ government agency on the same.

#### **50. Delays in Design, Implementation and Performance Guarantee**

The bidder shall strictly adhere to the project timeline schedule, for each assignment for performance of the obligations arising out of the contract and any delay will entitle AIC to resort to any or all of the following at sole discretion of AIC.

- Claiming Liquidated Damages;
- Termination of the contract fully or partially;

In addition to the termination of the contract, AIC reserves the right to appropriate the damages by invoking the Performance Bank Guarantee.

#### **51. Publicity**

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

#### **52. Privacy and Security Safeguards**

The successful bidder shall not publish or disclose in any manner, without AIC's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful bidder under this contract or existing at any AIC location. The successful bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all AIC data and sensitive application software. The successful bidder shall also ensure that all its employees and associated staff who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without AIC's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful bidder under this contract.

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## 53. Confidentiality

Except with the prior written consent of AIC, the Bidder and the Personnel shall not at any time divulge to any person or entity any confidential information acquired in the course of the Services, nor shall the Bidder and its Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

### 53.1 Definition of Confidential Information

- For purposes of this Contract, “Confidential Information” means any data or information that is proprietary to the Disclosing Party and not generally known to the public, whether in tangible or intangible form, in whatever medium provided, whether unmodified or modified by Receiving Party or its Representatives (as defined herein), whenever and however disclosed, including, but not limited to:
- (i) any marketing strategies, plans, financial information, projections, operations, sales estimates, business plans and performance results relating to the past, present or future business activities of the Disclosing Party, its affiliates, subsidiaries and affiliated companies;
- (ii) plans for products or services, and customer or supplier lists;
- (iii) any scientific or technical information, invention, design, process, procedure, formula, improvement, technology or method;
- (iv) any concepts, reports, data, know-how, works-in-progress, designs, development tools, specifications, computer software, source code, object code, flow charts, databases, inventions, information and trade secrets;
- (v) any other information that should reasonably be recognized as confidential information of the Disclosing Party; and
- (vi) any information generated by the Receiving Party or by its Representatives that contains, reflects, or is derived from any of the foregoing. Confidential Information need not be novel, unique, patentable, copyrightable or constitute a trade secret in order to be designated Confidential Information. The Receiving Party acknowledges that the Confidential Information is proprietary to the Disclosing Party, has been developed and obtained through great efforts by the Disclosing Party and that Disclosing Party regards all of its Confidential Information as trade secrets.
- Notwithstanding anything in the foregoing to the contrary, Confidential Information shall not include information which:
- a) was lawfully possessed, as evidenced by the Receiving Party’s records, by the Receiving Party prior to receiving the Confidential Information from the Disclosing Party;



- (b) becomes rightfully known by the Receiving Party from a third-party source not under an obligation to the Disclosing Party to maintain confidentiality;
- (c) is generally known by the public through no fault of or failure to act by the Receiving Party inconsistent with its obligations under thisContract;
- (d) is required to be disclosed in a judicial or administrative proceeding, or is otherwise requested or required to be disclosed by law or regulation, although the requirements of paragraph 4 hereof shall apply prior to any disclosure being made; and
- (e) is or has been independently developed by employees, consultants or agents of the Receiving Party without violation of the terms of thisContract, as evidenced by the Receiving Party's records, and without reference or access to any Confidential Information.

### 53.2 Disclosure of Confidential Information.

From time to time, the Disclosing Party may disclose Confidential Information to the Receiving Party. The Receiving Party will:

- (a) limit disclosure of any Confidential Information to its directors, officers, employees, agents or representatives (collectively "Representatives") who have a need to know such Confidential Information in connection with the performance of its obligations under the Contract, and only for that purpose;
- (b) advise its Representatives of the proprietary nature of the Confidential Information and of the obligations set forth in thisContract, require such Representatives to be bound by written confidentiality restrictions no less stringent than those contained herein, and assume full liability for acts or omissions by its Representatives that are inconsistent with its obligations under thisContract;
- (c) keep all Confidential Information strictly confidential by using a reasonable degree of care, but not less than the degree of care used by it in safeguarding its own confidential information; and
- (d) not disclose any Confidential Information received by it to any third parties (except as otherwise provided for herein).

### 53.3 Use of Confidential Information

The Receiving Party agrees to use the Confidential Information solely in connection with the performance of its obligations under the Contract and not for any purpose other than as authorized by this Agreement without the prior written consent of an authorized representative of the Disclosing Party. No other right or license, whether expressed or implied, in the Confidential Information is granted to the Receiving Party hereunder. Title to the Confidential Information will be and remain solely in the Disclosing Party. All use of



the Confidential Information by the Receiving Party shall be for the benefit of the Disclosing Party and any modifications and improvements thereof by the Receiving Party shall be the sole property of the Disclosing Party.

#### 53.4 **Compelled Disclosure of Confidential Information**

Notwithstanding anything in the foregoing to the contrary, the Receiving Party may disclose Confidential Information pursuant to any governmental, judicial, or administrative order, subpoena, discovery request, regulatory request or similar method, provided that the Receiving Party promptly notifies, to the extent practicable, the Disclosing Party in writing of such demand for disclosure so that the Disclosing Party, at its sole expense, may seek to make such disclosure subject to a protective order or other appropriate remedy to preserve the confidentiality of the Confidential Information; provided that the Receiving Party will disclose only that portion of the requested Confidential Information that, in the written opinion of its legal counsel, it is required to disclose. The Receiving Party agrees that it shall not oppose and shall cooperate with efforts by, to the extent practicable, the Disclosing Party with respect to any such request for a protective order or other relief. Notwithstanding the foregoing, if the Disclosing Party is unable to obtain or does not seek a protective order and the Receiving Party is legally requested or required to disclose such Confidential Information, disclosure of such Confidential Information may be made without liability.

#### 53.5 **Remedies**

The Receiving Party acknowledges that the Confidential Information to be disclosed hereunder is of a unique and valuable character, and that the unauthorized dissemination of the Confidential Information would destroy or diminish the value of such information. The damages to Disclosing Party that would result from the unauthorized dissemination of the Confidential Information would be impossible to calculate. Therefore, the Receiving Party hereby agrees that the Disclosing Party shall be entitled to seek damages and further entitled to injunctive relief preventing the dissemination of any Confidential Information in violation of the terms hereof. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or in equity. The Disclosing Party shall be entitled to recover its costs and fees, including reasonable attorneys' fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the Disclosing Party shall be entitled to recover its reasonable attorney's fees and expenses.

#### 53.6 **Return of Confidential Information**

The Receiving Party shall immediately return and redeliver to the Disclosing Party all tangible material embodying any Confidential Information provided hereunder and all notes, summaries, memoranda, drawings, manuals, records, excerpts or derivative information





deriving therefrom, and all other documents or materials (“Notes”) (and all copies of any of the foregoing, including “copies” that have been converted to computerized media in the form of image, data, word processing, or other types of files either manually or by image capture) based on or including any Confidential Information, in whatever form of storage or retrieval, upon the earlier of:

- (i) the completion or termination of the dealings between the parties contemplated hereunder;
- (ii) the termination of this Contract; or

(iii) at such time as the Disclosing Party may so request; provided however that the Receiving Party may retain such of its documents as is necessary to enable it to comply with its reasonable document retention policies. Alternatively, the Receiving Party, with the written consent of the Disclosing Party may (or in the case of Notes, at the Receiving Party’s option) immediately destroy any of the foregoing embodying Confidential Information (or the reasonably non recoverable data erasure of computerized data) and, upon request, certify in writing such destruction by an authorized officer of the Receiving Party supervising the destruction).

- 53.8 Notice of Breach

The Receiving Party shall notify the Disclosing Party immediately upon discovery of, or suspicion of,

- (1) any unauthorized use or disclosure of Confidential Information by the Receiving Party or its Representatives; or
- (2) any actions by the Receiving Party or its Representatives inconsistent with their respective obligations under this Contract, and the Receiving Party shall cooperate with any and all efforts of the Disclosing Party to help the Disclosing Party regain possession of Confidential Information and prevent its further unauthorized use.

## 54. Adherence to Terms and Conditions

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

## 55. Obligation of AIC

**55.1.1 Assistance and Exemptions:** Unless otherwise specified in the Contract, AIC shall use its best efforts to provide the Bidder, and Personnel with necessary Work Permits and such other documents as shall be necessary to enable the Bidder, or Personnel to perform the Services, issue to Officials, Agents and Representatives of AIC all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services, provide to the Bidder and Personnel such other assistance as may be specified in the SC.



**55.1.2 Substitute of Project Team Members** Except as AIC may otherwise agree, no changes shall be made in the Personnel deployed by the selected bidder to perform its obligations under the contract. If, for any reason beyond the reasonable control of the Bidder, such as retirement, death, medical incapacity, among others, it becomes necessary to replace any Personnel, the Bidder shall forthwith provide a replacement person of equivalent or better qualifications and experience.

**55.1.3** If AIC finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal offence, or has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Selected Bidder shall, at AIC's written request specifying the grounds, therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to AIC.

Any Personnel provided as a replacement under Clauses (a) and (b) above shall be subject to the prior written approval by AIC. All expenses for the purpose shall be borne by the Bidder.

## **56. Professionalism**

The selected bidder shall provide professional, objective and impartial advice at all times and hold AIC's interests paramount. It shall observe the highest standard of ethics while executing the assignment.

## **57. Standard of Performance**

The Selected Bidder shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods.

The Selected Bidder shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to AIC, and shall at all times support and safeguard AIC's legitimate interests in any dealings.

## **58. Authorized Signatory**

The selected bidder shall indicate the authorized signatories who will be duly authorized to discuss and correspond with AIC, with regard to the obligations under the contract.

Requisite power of attorney/ board resolution authorizing the signatories of the bid to respond to this RFP must be submitted along with the bid. The selected bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of its board, authenticated by Company secretary, authorizing an official or officials of AIC or a power of attorney copy to discuss or sign agreements/ contracts with AIC. The selected bidder shall furnish proof of signature identification for above purposes as required by AIC.



## 59. Applicable laws and jurisdictions

The Contract with the selected bidder shall be governed in accordance with the laws of India for the time being in force and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other courts).

## 60. Collusive Conduct

Bidders and their officers, employees, agents and advisers must not engage in any collusion, anti – competitive conduct or any other similar conduct with any other bidder or any other person in relation to the preparation or lodging of responses.

By submitting a signed proposal, the bidder certifies that:

- 60.1 It has arrived at the prices in its proposal without agreement or discussion with any other bidder of this RFP for the purpose of restricting competition.
- 60.2 The prices in the proposal have not been disclosed and will not be disclosed to any other bidder of this RFP.
- 60.3 No attempt by the bidder to induce any other bidder to submit or not submit a proposal for restricting competition has occurred.

## 61. Fraud and Corruption

**Definitions:** AIC's policy requires that AIC as well as the Bidder observe the highest standard of ethics during the execution of the Contract. In pursuance of this policy, AIC defines, for the purpose of this provision, the terms set forth as follows:

- 61.1 **"Corrupt Practice"** means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a Public Official in the selection process or in Contract execution.
- 61.2 **"Fraudulent Practice"** means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract,
- 61.3 **"Collusive Practices"** means a scheme or arrangement between two or more Consultants, with or without the knowledge of AIC, designed to establish prices at artificial, non-competitive levels.
- 61.4 **"Coercive Practices"** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a contract.
- 61.5 The bidder/s shall not indulge in any of the above activities at any point of time.

## 62. Settlement of Disputes

- 62.1 **Amicable Settlement:** Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to this Contract (including its interpretation) between the Parties shall in the first instance be settled in the manner provided hereinafter., Either Party to the Contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within



30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, Clause 2 shall become applicable.

- 62.2 **Arbitration:** Any dispute which has not been settled amicably between the parties hereto, either of the parties may refer such dispute for Arbitration under the Arbitration and Conciliation Act, 1996 including all amendments thereto. Such disputes shall be referred to an Arbitral Tribunal consisting of 3 (three) arbitrators, one each to be appointed by AIC and the Bidder, the third arbitrator shall be chosen by the two arbitrators so appointed by the parties and shall act as the Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by the Chairman-cum-Managing Director of AIC. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.
- 62.3 **Arbitration** proceedings shall be held in New Delhi, India and the language of the arbitration and that of all documents and communications between the parties shall be English.
- 62.4 The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by AIC and the Bidder. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. The arbitral award shall be in writing and shall state the reasons for the award.

### 63. Conflict of Interest

The bidder shall disclose to AIC in writing all actual and potential conflicts of interest that exist, arise or may arise (either for the bidder or the bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

### 64. Exit Management

The bidder shall promptly on the commencement of the exit management period (maximum of 3 Months or any mutually agreed period) supply to AIC or its nominated vendors the following:

- Information relating to the current services rendered, performance data relating to the performance in relation to System and reports;
- Documentation relating to Intellectual Property Rights

The bidder shall provide uninterrupted services on existing terms till an alternate solution is available.

Before the expiry of the exit management period, the bidder shall deliver to AIC or its nominated vendor all new or updated materials from the categories set out in point (1) above, and shall not retain any copies thereof, except that the bidder shall be permitted to retain one copy of such materials for archival purposes only.

**65. Payment Terms**

AIC will make payment as per following scheduled terms:

S. No	Items	Milestone	Payable %
1	Storage and its components	Delivery and submission of invoice with Proof of Delivery and other documents (after due inspection)	70%
		Successful installation, Configuration, Integration and acceptance by AIC	20%
		Post 6 months of "Successful installation and acceptance by AIC"	10% after 6 months from the day of Acceptance by AIC or on submission Security Deposit in the form of Bank Guarantee valid for 6 months from the day of acceptance by AIC
2	AMC	AMC	AMC cost will be paid annually in advance

All payments are subject to deduction of TDS as applicable from time to time. The payment should be all inclusive prices including any taxes, expenses and levies but excluding Good and Services Tax (GST) and is a fixed price. The GST shall be paid by AIC.

The 'Activities' shall be accepted by AIC only after a detailed analysis and examination of the same by the Technical Team/IT Department. AIC shall not be liable to make the payments until the Technical Team/IT Department is satisfied that the 'Activities' have been performed/submitted in accordance with the 'Scope of Work' as defined in this RFP. After an analysis of the Activity submitted for acceptance by the Selected Bidder, AIC may require the selected bidder to review the same and make suitable amendments/modifications/corrections etc. as may be deemed necessary by AIC.

If the Selected Bidder fails to complete the assignment as per the time frame prescribed in this RFP, and the extensions, if any allowed, such failure shall amount to breach of contract. In addition to the penalty which AIC is entitled to impose as per RFP. AIC reserves its right to cancel the order in the event of delay and invoke the Bank Guarantee."

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## 66. Miscellaneous Terms and Conditions and Provisions

The following are some of the general terms and conditions:

- 66.1 Bidder's Actions Requiring AIC's Prior Approval: The Bidder shall obtain AIC's prior approval in writing before taking any of the following actions:
- 66.2 Any change (addition, modification, deletion) to the Personnel listed in the work plan.
- 66.3 Documents Prepared by the Bidder to be the Property of AIC: All plans, drawings, specifications, designs, reports, other documents and software prepared by the Bidder for AIC under this Contract shall become and remain the property of AIC, and the Bidder shall, not later than upon termination or expiration of this Contract, deliver all such documents to AIC, together with a detailed inventory thereof. The Bidder may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from AIC and AIC reserves right to grant or deny any such request. If license agreements are necessary or appropriate between the Bidder and third parties for purposes of development of any such computer programs, the Bidder shall obtain AIC's prior written approval to such agreements, and AIC shall be entitled at its discretion to require recovering the expenses related to the development of the program(s) concerned.
- 66.4 Equipment, Vehicles and Materials Furnished by AIC: Equipment, vehicles and materials made available to the Bidder by AIC or purchased by the Bidder wholly or partly with funds provided by AIC, shall be the property of AIC and shall be marked accordingly. Upon termination or expiration of this Contract, the Bidder shall make available to AIC an inventory of such equipment, vehicles and materials and shall dispose of such equipment and materials in accordance with AIC's instructions. While in possession of such equipment, vehicles and material, the Bidder, unless otherwise instructed by AIC in writing, shall get them insured at the expense of AIC for an amount equal to their full replacement value.
- 66.5 Equipment and Materials provided by the Bidder: Either Equipment or materials brought into India by the Bidder and the Personnel and used for the Project or for personal use shall remain the property of the Bidder, or the Personnel concerned, as applicable.
- 66.6 Conflict of Interests: The Bidder shall hold AIC's interest paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the period of this Contract, a conflict of interest arises for any reason, the Bidder shall promptly disclose the same to AIC and seek its instructions.
- 66.7 Bidder not to benefit from Commissions, Discounts, etc.:
- 66.8 Furthermore, if the Bidder, as part of the Services, has the responsibility of advising AIC on the procurement of goods, works or services, the Bidder shall comply with AIC's applicable procurement guidelines, and shall at all times exercise such responsibility in the best interest of AIC. Any discount or commission obtained by the Bidder in exercise of such procurement responsibility shall be for AIC. Bidder and Affiliates Not to Engage in Certain Activities: The Bidder agrees that, during the term of this Contract and after its termination, the Bidder and any entity affiliated with the Bidder, shall be disqualified from providing goods, works or services (other than consulting services) resulting from



- or directly related to the Bidder's Services for the preparation or implementation of the project.
- 66.9 "Nothing contained in these Terms and Conditions be construed as establishing or creating between the Parties, a relationship of Master and Servant or Principal and Agent.
- 66.10 Any failure or delay on the part of any Party to exercise right or power under these Terms and Conditions shall not operate as waiver thereof.
- 66.11 The Bidder shall notify AIC of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract.
- 66.12 The Bidder shall at all times indemnify and keep indemnified AIC against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project.
- 66.13 The Bidder shall at all times indemnify and keep indemnified AIC against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (the Bidder's) employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Bidder.
- 66.14 The Bidder shall at all times indemnify and keep indemnified AIC against any and all claims by Employees, Workman, Contractors, sub-contractors, suppliers, agent(s), employed engaged or otherwise working for the Contractor, in respect of wages, salaries, remuneration, compensation or the like.
- 66.15 All claims regarding indemnity shall survive the termination or expiry of the Contract.
- 66.16 It is acknowledged and agreed by both Parties that there is no representation of any type, implied or otherwise, of any absorption, regularization, continued engagement or concession or preference for employment of persons engaged by the Bidder for any engagement, service or employment in any capacity in any office or establishment of AIC.

**67. Limitation of Liability:**

Unless otherwise stated in this Contract, neither Party shall, in any event, regardless of the form of claim, be liable for (a) any indirect, special, punitive, exemplary, speculative or consequential damages, including but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, unless it had an advance notice of the possibility of any such damages; or (b) damages relating to any claim that accrued more than two (2) years before the institution of adversarial proceedings thereon.

Subject to the above and unless otherwise stated in this Contract, the maximum aggregate liability of the Bidder shall be, regardless of the form of claim, the total contract value.

Exclusion of Implied Warranties: Except for the foregoing and unless otherwise stated or implied in this Contract, the Bidder excludes and disclaims all warranties, conditions or statements.

Both the Parties agree that the following shall be excluded from purview of such limitations



- a. Breach of Confidentiality;
- b. Breach of Intellectual Property Rights;
- c. Breach of gross negligence; and
- d. Breach of wilful misconduct.

## 68. Fairness and Good Faith

- 68.1 **Good Faith:** The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.
- 68.2 **Operation of the Contract:** The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause 61 hereof.

## 69. Normalization of bids

AIC will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that bidders are more or less on the same technical ground. After the normalization process, if AIC feels that any of the bids need to be normalized and that such normalization has a bearing on the commercial bid; AIC may at its discretion ask all the shortlisted bidders to resubmit the updated eligibility and commercial bids once again for scrutiny. AIC may repeat this normalization process at every stage of technical submission till AIC is reasonably satisfied. The bidders agree that they have no reservation or objection to the normalization process and all the eligible short-listed bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to AIC during this process. The bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process. Any non-compliance to the normalization process may result in disqualification of the concerned bidder.

AIC may call for any clarifications/ additional particulars required, if any, on the eligibility / commercial bids submitted. The bidder shall have to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. AIC also reserves the right to conduct reference site visits at the bidder's client sites. Based upon the final technical scoring, short listing would be made of the eligible bidders for final commercial bidding.





## 70. Instructions to Bidder

### 70.1 Bidding process

#### Procedure for submission of Bids

Bidders are required to submit Bids online through e-procurement portal - <https://aicofindia.auctiontiger.net/EPROC/>. Submission of Online Bids is mandatory for this Tender.

The bids in response to this RFP must be submitted online in TWO parts –TECHNICAL BID & COMMERCIAL BID.

The Bids will be submitted as below:

### 70.2 Technical Bid

The Technical bid should be complete in all respects and contain all information asked for.

**IT SHOULD NOT CONTAIN ANY PRICE INFORMATION** *If any price information is mentioned, the Bid will be rejected.*

The units registered under Single Point Registration Scheme of NSIC and Start-ups are eligible to get the benefits under Public Procurement Policy for Micro, small & Medium Enterprises (MSMEs) Order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012 and amendment vide order no. S.O. 5670(E) dated 9th November 2018.

- Issue of the Tender Sets free of cost;
- Exemption from payment of Earnest Money Deposit (EMD);

### 70.3 EMD

The Bidder shall furnish, as part of his Bid a tender processing fees of INR 5,000/- (Rupees Five Thousand only) in the form of NEFT/RTGS and EMD of INR 1,50,000/- (Rupees One Lakh Fifty Thousand only) in the form of NEFT/RTGS to Agriculture Insurance Company of India Limited, and the Eligibility Bid at the e-tender portal.

RFP response not accompanied by EMD and tender processing fee shall not be evaluated.

### 70.4 Commercial Bid

The SINGLE CONSOLIDATED COMMERCIAL BID must be submitted at the e-tender portal. The Commercial Bid should not contradict the eligibility Bid in any manner and shall be unconditional.

## 71. Submission of Documents in the Bids

The documents in the bids will be submitted as below:

Classification: **Public**



### 71.1 Technical Bid

Eligibility Bid will contain the details as required in the eligibility criteria, along with the documentary evidence, and other documents related to the bid.

1. Annexure A: Covering letter of Technical offer
2. Annexure B: Proposal Form
3. Annexure C: Bidder profile
4. Annexure D: Commercial Offer
5. Annexure E: Commercial Bid
6. Annexure F: Undertaking from the Bidder on their Company's letter head
7. Annexure G: Manufacturer Authorization Form (MAF)
8. Annexure H: Authorization Letter
9. Annexure J: Performa for Performance Bank Guarantee
10. Annexure K: Format of Bank Guarantee (EMD)
11. Annexure L: Land Border Sharing Undertaking by Bidder
12. Annexure M – Compliance for the required specification

### 71.2 EMD

71.2.1 The EMD shall be submitted through NEFT/RTGS with tender processing fees, if not already paid.

71.2.2 Any BID not accompanied by the Bid Security/EMD shall be summarily rejected by the AIC as non-responsive.

71.2.3 The AIC shall be entitled to claim Damages in any of the events specified in Clause 29.2.4 herein below. The Bidder, by submitting its BID pursuant to this RFP, shall be deemed to have acknowledged and confirmed that the AIC will suffer loss and damage on account of withdrawal of its BID or for any other default by the Bidder during the period of BID validity as specified in this RFP.

71.2.4 Bidder shall be suspended from participating in the tendering process of AIC for a period specified hereinabove, and the AIC shall be entitled for damages from such Bidder for, inter-alia, time, cost and effort of the AIC without prejudice to any other right or remedy that may be available to the AIC under the bidding documents and / or under the Contract, or otherwise, under the following conditions:

(a) If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as defined in this Tender;

(b) If a Bidder withdraws its BID during the period of Bid validity as specified in this RFP and as extended by mutual consent of the respective Bidder(s) and the AIC;

(c) In the case of Selected Bidder, if it fails within the specified/extended time limit by AIC–



- (i) to sign and return the duplicate copy of LOA;
- (ii) to furnish the Performance Security /Additional Performance Security (if any); or
- (iii) to sign the Contract.

### 71.3 COMMERCIAL BID

The Commercial Bid shall be submitted in the format as per specified in Annexure E.

## 72. Signing of RFP Bids

The original and a copy of the RFP Bid shall be downloaded and shall be digitally signed on each page, implying unconditional acceptance thereof, by the Bidder or a person or persons duly authorized in writing to bind the Bidder to the Contract. Power-of-attorney accompanying the RFP Bid shall indicate such authorization. All pages of the Bid, except for un-amended printed literature, shall be initialled by the person or persons signing the RFP Bid.

The RFP Bids shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case the person or persons signing the Bid shall initial such corrections.

## 73. Code of Integrity

No official of a procuring entity or a bidder shall act in contravention of the codes which includes prohibition of

- a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
- b. any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
- c. any collusion bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
- d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
- e. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
- f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
- g. obstruction of any investigation or auditing of a procurement process.
- h. making false declaration or providing false information for participation in a tender process or to secure a contract;
- i. disclosure of conflict of interest.
- j. Disclosure by the bidder of any previous transgressions made in respect of the

Classification: **Public**



- provisions of sub-clause (25.19.1) with any entity in any country during the last three years or of being debarred by any other procuring entity.
- k. The procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

The bidder needs to fully comply with the CVC circular no. 02/02/2015 dated 25.02.2015, have to go through the said Circular and agree to sign an Integrity Pact with AIC. In case, Bidder refuse to sign the Integrity Pact or fail to comply with the CVC circular No. 02/02/2015 dated 25.02.2015, the bid shall be liable to be rejected without assigning any further reason.

**The Bidder needs to submit undertaking in this regard as mentioned in Annexure I**



(Letter to the Company on the Service Provider's letterhead)

**74. Annexures**

**74.1 Annexure: A**

(Covering letter of Technical offer)

Date:

To,  
General Manager (IT)  
Information Technology Department  
**Agriculture Insurance Company of India Limited**  
**Plate B&C, Fifth Floor,**  
**Block 1, East Kidwai Nagar**  
**New Delhi -110023**

Dear Sir,

Sub: REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, CONFIGURATION AND INTEGRATION OF SAN STORAGE AT DC, BENGALURU

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer to provide our services for Service Provider for Supply, Installation, Configuration and Integration of SAN Storage at DC, Bengaluru as detailed in your above referred RFP. We agree to all the terms and conditions mentioned in the RFP. We hereby submit our Technical Offer in a sealed envelope.

We hereby declare that all the information and statements made in this Tender are true and accept that any misinterpretation contained in it may lead to our disqualification.

We understand you are not bound to accept any Tender you receive.

Yours faithfully,

Name

Designation,

Contact No.

Seal of the firm/Company

Encl: Technical Offer in sealed envelope.



**74.2 Annexure: B**  
**PROPOSAL FORM**

(To be included in Technical Proposal Envelope)

To,

General Manager (IT)

Information Technology Department

**Agriculture Insurance Company of India Limited**

**Plate B&C, Fifth Floor,**

**Block 1, East Kidwai Nagar**

**New Delhi -110023**

Dear Sir,

Sub: "REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, CONFIGURATION AND INTEGRATION OF SAN STORAGE AT DC, BENGALURU "

Reference Number:

Having examined the RFP Document, we, the undersigned, offer our services to provide consultancy services for selection of service provider for Supply, Installation, Configuration and Integration of SAN Storage at DC, Bengaluru in the Company in conformity with the requirements mentioned in said RFP documents.

We undertake, if our bid/Proposal is accepted, to carry out the work as per the scope of work, deliverables and in accordance with the time frames specified in the RFP document as well as on the payment terms mentioned therein.

We confirm that the information submitted by us in our Bid/Proposal is true and correct. We agree to abide by the Bid/ Proposal.

We hereby acknowledge and unconditionally accept that AIC may on its absolute discretion apply whatever criteria deemed appropriate in short listing and selection of the Service Providers.

We declare that we have not made any alterations/changes whatsoever in the RFP document and we are fully aware that in the event of any change, the RFP document maintained at AIC will be treated as authentic and binding and the Bid/Proposal submitted by us will be liable to be rejected by AIC in the event of any alteration made in the RFP document.

Classification: **Public**





**74.3 Annexure C**  
**TECHNICAL BID**  
**Request for Proposal**

To,  
General Manager (IT)  
Information Technology Department  
**Agriculture Insurance Company of India Limited**  
**Plate B&C, Fifth Floor,**  
**Block 1, East Kidwai Nagar**  
**New Delhi -110023**

Sub: "REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, CONFIGURATION AND INTEGRATION OF SAN STORAGE AT DC, BENGALURU "

Reference Number:

<b>Particulars</b>	<b>Details to be furnished for the particulars</b>	<b>Details of Enclosures to be submitted</b>
Name of the Firm/Company		
Address of Registered Office		
Country of Incorporation		
Date of incorporation of the firm and Registration Number		
Telephone/Mobile and fax Number		
E mail address		
Name and Designation of the person authorized to make commitments to the Company: Name Designation Contact No Fax No Mobile No Email ID		
Presence and locations of offices in India		
Name, address, and account		

Classification: **Public**





Number of Bidder's banker		
Details of Bid amount paid through NEFT/RTGS on Branch Amount - Rs. & date		
PAN NO GST NO		
Any other information considered relevant.		

(Please attach separate sheets if space is not sufficient in any row)

Dated This -----day of -----2021

(Signature) (In the capacity of)

Duly Authorized to sign proposal for and behalf of -----

Classification: **Public**



**74.4 Annexure D**

(To be furnished in the Company's letter head)

**Commercial Offer**

(To be submitted in sealed envelope)

Date:

To,

General Manager (IT)

Information Technology Department

**Agriculture Insurance Company of India Limited**

**Plate B&C, Fifth Floor,**

**Block 1, East Kidwai Nagar**

**New Delhi -110023**

Dear Sir/Madam,

We the undersigned offer to provide our services in Supply, Installation, Configuration And Integration OF SAN STORAGE in accordance with your RFP dated \_\_\_\_\_. Our Commercial Offer is for the sum of Rs. \_\_\_\_\_ (amount in words and figures). The amount is including any taxes, expenses and levies but excluding Good and Services Tax (GST) and is a fixed price. The GST shall be paid by AIC.

Our Commercial offer shall be binding upon us and the same is also subject to modification resulting from contract negotiations, up to expiration of the validity period 90 days of the proposal.

For the purpose of L-1 commercial evaluation only the total Bid amount will apply.

Yours faithfully,

(Name & designation, seal of the firm)

Encl: Commercial offer in sealed envelope.

Classification: **Public**



74.5 **Annexure E**  
**COMMERCIAL BID**

(To be included in Commercial Proposal Envelope)

To,  
General Manager (IT)  
Information Technology Department  
**Agriculture Insurance Company of India Limited**  
**Plate B&C, Fifth Floor,**  
**Block 1, East Kidwai Nagar**  
**New Delhi -110023**

Dear Sir,

**Request for Proposal**

Sub: "REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, CONFIGURATION AND INTEGRATION OF SAN STORAGE AT DC, BENGALURU"

Reference Number: RFP AIC/InfoTech Dept./2021/SAN Storage

In terms of the above-mentioned RFP document, we submit herewith the commercial bid (fees) for the assignment proposed by AIC as Service Provider.

SL	Item	Total Amount (excluding GST) (Rs.)
1	Hardware Cost (including AMC Cost for year 1)	
2	AMC Cost (For year 2)	
2	AMC Cost (For year 3)	
3	Any Other	
<b>Total Amount (excluding GST) (in figure)</b>		
<b>Total Amount (excluding GST) (in words)</b>		

The amount is including any taxes, expenses and levies but excluding Good and Services Tax (GST) and is a fixed price. The GST shall be paid by AIC on actual as per invoice submission.

For the purpose of L-1 commercial evaluation, the Total Bid Amount (in figure) will apply.

Terms and Conditions –

- 1) The above quoted fee is for all the phases as laid out in RFP.
- 2) We undertake to deliver all the deliverables as in RFP document.
- 3) AIC will deduct tax (TDS) while releasing payment, as applicable in law.

Classification: **Public**



**AGRICULTURE INSURANCE COMPANY OF INDIA LIMITED**

Regd. Office: Plate B&C, 5th Floor, Block 1, East Kidwai Nagar, New Delhi-110023

Dated this                      day of                      2021.

(Signature)    (In the capacity of)

Duly authorized to sign Proposal for and on behalf of

Classification: **Public**



## 74.6 Annexure F

### **Undertaking from the Bidder on their Company's letter head**

We (and our employees and agents) shall not, unless AIC gives permission in writing, disclose any part or whole of this RFP document, of the proposal, and/or contract, or any specification, plan, drawing, pattern, sample or information furnished by the Company (including the users), in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees engaged by us will maintain strict confidentiality.

We (and our employees and agents) shall not without prior written consent from the Company make use of any document or information given by the Company, except for purposes of performing the Contract award.

In case of breach, the Company shall take such legal action as deemed fit.

Signature and seal of authorized person

Date:

Place:

Classification: **Public**



74.7 Annexure G - Manufacturers Authorization Form

Date

To,  
General Manager (IT)  
Information Technology Department  
Agriculture Insurance Company of India Limited  
Plate B&C, Fifth Floor,  
Block 1, East Kidwai Nagar  
New Delhi -110023

Dear Sir,

Ref. Your RFP document No ..... dated .....

We, ..... who are proven and reputed manufacturers of .....  
(name and description of the goods offered in the RFP) having factories at .....  
hereby

..... authorise Messrs (name and address of the agent) who is our authorised  
partner for ..... (Hardware and Software) solution to submit proposal in  
this RFP, process the same further and enter into a contract with you against your  
requirement as contained in the above referred RFP for the above goods manufactured by  
us.

We confirm that in case the bidder is not able to fulfil its obligation to the satisfaction of AIC  
as per the functional and technical specification of the bid, then we would continue to meet  
these obligations of the bidder either directly or through alternate arrangements without  
any additional cost to AIC.

Yours faithfully,

.....

.....

[signature with date, name and designation] for and on behalf of Messrs  
(name & address of the manufacturers]

Classification: **Public**



**AGRICULTURE INSURANCE COMPANY OF INDIA LIMITED**

Regd. Office: Plate B&C, 5th Floor, Block 1, East Kidwai Nagar, New Delhi-110023

Note: This letter of authorisation should be on the letter head of the manufacturing firm and should be signed by a person competent and having the power of attorney to legally bind the manufacturer

Classification: **Public**

AIC/InfoTech Dept./2021/SAN Storage



**Annexure H**

(To be furnished in the Company's letter head)

Place:

Date:

**AUTHORIZATION LETTER FORMAT**

Date:

To,

General Manager (IT)

Information Technology Department

**Agriculture Insurance Company of India Limited**

**Plate B&C, Fifth Floor,**

**Block 1, East Kidwai Nagar**

**New Delhi -110023**

Subject: Authorization Letter for attending the Bid Opening

Dear Sir/Madam,

This has reference to your REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, CONFIGURATION AND INTEGRATION OF SAN STORAGE AT DC, BENGALURU, Mr./Miss/Mrs. \_\_\_\_\_ is hereby authorized to attend the bid opening of the above RFP.

Dated \_\_\_\_\_ on \_\_\_\_\_ on behalf of our organization.

Specimen Signature of Representative

The specimen signature is attested below:

Signature of Authorizing Authority

Signature of Attesting Authority

Name of Authorizing Authority

Name of Attesting Authority

Classification: **Public**

AIC/InfoTech Dept./2021/SAN Storage





74.8 **ANNEXURE I: Integrity Pact Undertaking**

(Letter to the Company on the Service Provider's letterhead)

**UNDERTAKING BY BIDDER**

Date:

To,  
General Manager (IT)  
Information Technology Department  
**Agriculture Insurance Company of India Limited**  
**Plate B&C, Fifth Floor,**  
**Block 1, East Kidwai Nagar**  
**New Delhi -110023**

Dear Sir,

SUB:" REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, CONFIGURATION AND INTEGRATION OF SAN STORAGE AT DC, BENGALURU"

RFP Number - AIC/InfoTech Dept./2021/SAN Storage

With reference to the above RFP, we agree to fully comply with the CVC circular no. 02/02/2015 dated 25.02.2015, having gone through the said Circular and we also agree to sign an Integrity Pact with AIC. In case, we do not sign the Integrity Pact or for any reason whatsoever refuse to sign the Integrity Pact or fail to comply with the CVC circular No. 02/02/2015 dated 25.02.2015, our bid shall be liable to be rejected without assigning any further reason.

Signature and seal of authorized person

Date:

Place:

Classification: **Public**

AIC/InfoTech Dept./2021/SAN Storage



**74.9 Annexure J: Performa for Performance Bank Guarantee  
(To be stamped in accordance with stamp act)**

Reference No. : \_\_\_\_\_

Date

: \_\_\_\_\_

Bank Guarantee No: \_\_\_\_\_

To: \_\_\_\_\_

Against contract vide advance acceptance of the AIC/InfoTech Dept./2021/SAN Storage covering supply of \_\_\_\_\_(hereinafter called the said 'contract') entered into between Agriculture Insurance Company of India Limited (hereinafter called the Purchaser) and \_\_\_\_\_(hereinafter called the Vendor) this is to certify that at the request of the Vendor, we \_\_\_\_\_(Name of the Bank), are holding in trust in favour of the Purchaser, the amount of Rupees

\_\_\_\_\_ (write the sum here in words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Vendor of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Vendor and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

We \_\_\_\_\_(Name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Vendor ,hereinafter called the said date and that if any claim accrues or arises against us \_\_\_\_\_(Name of the Bank) by virtue of this guarantee before the said date, the same shall be forceable against us

\_\_\_\_\_ (Name of the Bank), notwithstanding the fact that the same is enforced within six months' after the said date, provided that notice of any such claim has been given to us \_\_\_\_\_(Name of the Bank), by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

It is fully understood that this guarantee is effective from the date of the said contract and that we \_\_\_\_\_(Name of the Bank), undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

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We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Vendor in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Vendor shall have no claim against us for making such payment.

We \_\_\_\_\_ (Name of the Bank), further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Vendor from time to time or to postpone for any time from time to time any of the power exercisable by the Purchaser against the said Vendor and to forbear or enforce any of the terms and conditions relating to the said contract and we, \_\_\_\_\_ (Name of the Bank), shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Vendor or for any forbearance by the Purchaser to the said Vendor or for any forbearance and/or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from liability under this guarantee.

The Guarantee shall not be affected by any change in the constitution or winding up of the Vendor or the Bank or any absorption, merger or amalgamation of the Vendor or the Bank with any other person.

In order to give full effect to this Guarantee, AIC shall be entitled to treat the Bank as the principal debtor. AIC shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the contract or to extend time for performance of the contract or any part of the contract or to postpone for any time and from time to time any of the powers exercisable by it against the said Vendor and either to enforce or forbear from enforcing any of the terms and conditions contained in the said contract or the securities available to the Authority, and the Bank shall not be released from its liability under these presents by any exercise by AIC of the liberty with reference to the matters aforesaid or by reason of time being given to the said Vendor or any other forbearance, act or omission on the part of AIC or any indulgence by AIC to the said Vendor or by any change in the constitution of AIC or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which

Classification: **Public**



under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.

We undertake to make the payment on receipt of your notice of claim on us addressed to [name of Bank along with branch address] and delivered at our above branch which shall be deemed to have been duly authorised to receive the said notice of claim.

It shall not be necessary for the AIC to proceed against the said Vendor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the AIC may have obtained from the said Vendor or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the AIC in writing.

The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorised and has full power to execute this Guarantee for and on behalf of the Bank.

This guarantee shall also be operatable at our..... Branch at New Delhi, from whom, confirmation regarding the issue of this guarantee or extension / renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and payment there under claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Vendor.

Office Seal	(Authorized Signatory)
Place:	Name:
Date:	Designation:
	Mobile No:
	Business Address:

Classification: **Public**



**74.10 Annexure K - Format of Bank Guarantee (EMD)**

Transaction/NEFT details of the bidder is required to submit in the form of NEFT/Online EMD amount of INR 1,50,000/- (Rupees One Lakh Fifty Thousand Only) at the below account details:

**DETAILS OF EXPENSES OF MANAGEMENT CONTROL ACCOUNT OF AIC**

COMPANY NAME: AGRICULTURE INSURANCE COMPANY OF INDIA LTD.

ACCOUNT NAME: AIC OF INDIA EXPENSES OF MANAGEMENT CONTROL ACCOUNT

BANK NAME: AXIS BANK LIMITED

A/C TYPE: CURRENT ACCOUNT

ACCOUNT NO.: 007010200018780

BRANCH NAME: NEW DELHI (DL), NEW DELHI,110001

BANK BRANCH ADDRESS: STATESMAN HOUSE, 148, BARAKHAMBA ROAD, NEW DELHI 110001

IFSC CODE: UTIB0000007

MICR CODE: 110211002

GSTIN: 07AAECA2874P1Z7

**SCREENSHOT/DETAILS OF TRANSACTION TO BE SHARED:**



74.11 **Annexure L: Land Border Sharing Undertaking by Bidder**

(Letter to the Company on the Service Provider's letterhead)

**UNDERTAKING BY Bidder**

Date:

To,  
General Manager (IT)  
Information Technology Department  
**Agriculture Insurance Company of India Limited**  
**Plate B&C, Fifth Floor,**  
**Block 1, East Kidwai Nagar**  
**New Delhi -110023**

Dear Sir,

SUB: : REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, CONFIGURATION AND INTEGRATION OF SAN STORAGE AT DC, BENGALURU

I have read the clause of MoF circular No. F.No.6/18/2019-PPD dated 23.07.2020 regarding restriction on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. In case I fail to comply with the circular, my bid shall be liable to be rejected without assigning any further reason” [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]

Signature and seal of authorized person

Date:

Place:

Classification: **Public**



**74.12 Annexure M: Required Specification**

S.NO.	All Flash Storage array	Compliance (Yes/No)
1	The all flash storage should have Symmetric Active-Active Controller architecture where a LUN should be accessible by all the controllers simultaneously. Bidders has to quote minimum of four controllers incase of asymmetric active-active controller architecture.	
2	Vendor should be able to provide 100% Data Availability Guarantee.	
3	The Storage Systems should be Enterprise Class All Flash Storage System and supplied with 30 TB usable capacity using SSDs in RAID 6 ( 6D+2P).	
4	The proposed storage should support 1.92 TB SSD/3.8TB SSD /7.68 TB SSD/ 15.36 TB SSD or higher capacity	
5	The supported disks should be dual ported with minimum 12Gbps full-duplex data transfer capability	
6	The Storage should be scalable to at least 5 PB on the same set of controllers.	
7	The storage model offered should be capable of supporting minimum 100000 IOPS with 8 K block size, 80:20 read:write ratio.	
8	The Storage should support RAID 5, RAID 6, RAID10 etc.	
9	Storage System should have multiple Global Hot Spares.One Hot spare SSD should be provided for every 30 SSDs	
10	Storage should have minimum 8 x FC ports (32 Gbps) and 4 x 10 GbE SFP+ ports for host connectivity.	
11	Storage should have 12 Gbps SAS Links for Disk connectivity	
12	The storage system should have minimum 128 GB global cache. The complete cache should be accessible by all the controllers in the storage system. Only write cache must be mirrored. Cache memory should be delivered on DRAM, any other device or SSD should not be considered as cache.	
13	The storage should be with No Single Point of Failure (SPOF). All the components should be redundant and hot swappable including power supply, fans, batteries etc. The proposed storage must support non-disruptive replacement of hardware component	
14	The storage must provide non-disruptive firmware/micro code upgrade, device reallocation and configuration changes.	
15	The storage system should have support for multi-path configuration for redundant path to connected hosts. Any Licenses (unlimited/frame based) required for this should be provided with Storage.	
16	The storage should have protection of cache data during a power failures by destaging the data in cache to non-volatile Disk.	
17	The storage should have Virtual/Thin provisioning and traditional raid group provisioning for Storage allocation to hosts.	

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18	The storage should support dynamic LUN expansion/concatenation while LUN is mounted on the host	
19	The proposed storage system should support more than 16000 LUNs or volumes	
20	The storage shall support data reduction capabilities like de-duplication and compression.	
21	The storage should be able to generate audit logs to record activities including host-initiated actions, physical component changes, attempts blocked by security control.	
22	The storage should support multiple operating systems such as Windows, Unix, Linux, Solaris etc. on a single port. The storage should support clustering solutions such as Microsoft cluster, MS SQL cluster, SUN Solaris cluster, Linux cluster etc.	
23	Storage should support VMware vStorage API for Array Integration including but not limited to VAAI, VVOL, VASA etc. and ODX for Microsoft Hyper-V.	
24	The storage should be supplied with Storage management, virtual/thin provisioning, snapshot, clone and other required software to meet the technical requirements. Licenses to be supplied for Unlimited capacity.	
25	The storage should be able to provide Quality or Service (QOS) to ensure bandwidth is allocated to desired servers or ports, storage should be capable of restricting IOs or throughput to LUNs or Volumes.	
26	The storage should support both Synchronous and Asynchronous Data Replication to remote site.	
27	The Proposed storage system should support Active-Active Storage configuration across two sites replicating to each other for same LUN/volume for zero RPO/zero RTO configuration.	
28	The Proposed storage system must support partitioning of resource in logical and physical level that is covering Front end ports, Cache and logical volume	
29	Offered Storage array shall support heterogeneous storage virtualization (native/external) for vendors like, but not limited to, EMC, HP, IBM, Hitachi, Netapp etc. Storage should be supplied with Unlimited capacity of virtualization license for existing storage. In case of non-native/external component used, it should be supplied in redundant mode with no single point of failure.	
30	The offered storage vendor should be placed in the leader's quadrant of the latest Gartner's report for General Purpose or ALL Flash Enterprise Storages.	
31	The storage should be configured with Hardware Controller based Encryption for data security.	
	<b>Storage Management Features</b>	
a	Storage management software should be browser based/ web enabled accessible over IP	
b	Storage management s/w should have roles-based access for user accounts to the storage system.	
c	Storage management software should provide interface/wizards to perform configuration operations like create LUNs present LUNs to host, set LUN attributes etc.	

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d	Storage management software should be able to perform and monitor local and remote replication operations	
e	Storage management software should be able to monitor alerts	
f	Storage management software should show end to end topological view of the infrastructure from virtual host to storage device including SAN interconnect	
g	Storage management software should be able to identify performance bottleneck at host, SAN and storage level and should be able to troubleshoot storage performance problems	
h	Storage management software should be able to send notifications for alerts generated in the end to end infrastructure i.e. virtual machines, Host OS, hypervisors, SAN devices, Storage devices	
i	Storage management software should be able to identify performance bottleneck for root cause analysis at host, SAN and storage level and should be able to troubleshoot storage performance problems	
j	Storage management software should be able to Orchestrate and Automate storage configuration operations	
k	Should support system management console. Solution should provide: 1. Performance Analytics (Minimum 01-year Historical data & Real-time), 2. Replication monitoring, 3. Management Utilities. Logging. All Licenses required for the features described shall be provided for unlimited capacity.	
l	Storage shall be configured with 3 years 24 x 7 support	
m	Bidder shall include all cables & accessories for storage connectivity along with installation and commissioning services.	

Signature and seal of authorized person

Date:

Place

Classification: **Public**



## 75. Instructions for e-tendering

### DEFINITIONS:

a. E-procurement Technologies Limited:

Service provider to provide the e-Tendering Software and facilitate the process of e-Tendering on Application Service Provider (ASP) model.

b. ETL e-Procurement Portal:

An e-tendering portal of Agriculture Insurance Company of India Limited (AIC) introduced for the process of e-Tendering which can be accessed on <https://aicofindia.auctiontiger.net/EPROC/>.

### Pre-requisites:

- (i) It is mandatory for all the bidders to have Class-II or Class-III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) from any of the licensed Certifying Agency under CCA, Ministry of Electronics and Information Technology, Government of India to participate in e-Tendering portal of ETL. Bidders can see the list of licensed CA's from the link [www.cca.gov.in](http://www.cca.gov.in) E-procurement Technologies Limited also facilitate Class II and Class III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) to the bidders. Bidder may contact E-procurement Technologies Limited at mobile no. +91- 6353217080, 6359576791 for DSC related queries or can email at [sonu@abcprocure.com](mailto:sonu@abcprocure.com) and [satabdi@abcprocure.com](mailto:satabdi@abcprocure.com)
- (ii) To participate in the online bidding, it is mandatory for the Applicants to get themselves registered with the ETL e-Tendering Portal (<https://aicofindia.auctiontiger.net/EPROC/>)
- (iii) System Requirement/ Registration Manuals/ Bid Submission Manuals are available at ETL Portal (<https://aicofindia.auctiontiger.net/EPROC/>)
- (iv) For helpdesk, please contact Help Desk Nos. 9081000427/9904406300/9510812960/ 9510812971 /9374519729
- (v) Participant are requested to email their issues to helpdesk at [support@auctiontiger.net](mailto:support@auctiontiger.net) This will help serving the participant better
- (vi) The amendments/ clarifications to the tender, if any, will be posted on the ETL e-Tendering Portal (<https://aicofindia.auctiontiger.net/EPROC/>)
- (vii) The Bidder may modify or withdraw their bid after submission prior to the Bid Due Date. No Bid shall be modified or withdrawn by the Bidder after the Bid Due Date and Time.

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- (viii) It is highly recommended that the bidders should not wait till the last date of bid submission to avoid complications like internet connectivity issue, network problems, system crash down, power failure, browser compatibility issue, system compatibility issue, improper digital signature certificate problem etc. In view of this context, neither M/s Agriculture Insurance Company of India Limited (AIC) nor M/s. E-procurement Technologies Limited will be responsible for such eventualities.