



National Insurance Company Limited

Head Office, Information Technology Department

Premises No.18-0374, Plot No. CBD-81, New Town, Kolkata-700156

Tel: 2283 1739

Fax: 2283 1740

ONLINE TENDER INVITATION FOR PROVIDING THE AMC OF IBM POWER 8 SERVERS, IBM V5K STORAGE AND OTHER ACCESORIES PRESENT IN DATA CENTRE (DC)- KOLKATA AND DISASTER RECOVERY(DR)- BENGALURU SITES OF NIC INCLUDING A RESIDENT ENGINEER FOR THE PERIOD FROM 04-09-2023 TO 03-09-2025.

Last date of Submission: 1 PM on 04-09-2023

Tender Opening: 3 PM on 04-09-2023

Tender Reference: NIC/IT/2023/AMC-IBM P8 /01 dated 18/08/2023

Requirement: Procurement of AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC) - Kolkata and Disaster Recovery (DR) Sites of NIC including a Resident Engineer for the period from 04-09-2023 to 03-09-2025.

Technical Bid: Annexure-A

Commercial Bid: Annexure-B

Address for communication and dropping Hard Copy:

DGM-IT,

National Insurance Company Limited,

Registered and Head Office: Premises No.18-0374,

Plot No. CBD-81, New Town, Kolkata-700156

Tender Document can be downloaded from <https://nationalinsurance.nic.co.in>, [GEM Portal and CPP portal](#) from 18th August, 2023



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National Insurance Co. Ltd., Head Office invites tender offers from eligible bidders and their authorized distributors/dealers for providing the AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC) - Kolkata and Disaster Recovery (DR)- Bengaluru Sites of NIC including a Resident Engineer for the period from 04-09-2023 to 03-09-2025, as per the specifications and details given in Annexure – A.

Details are as follows:

- The offer shall be given in a sealed Covers, by marking **“Quotation for the AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC) - Kolkata and Disaster Recovery (DR) - Bengaluru Sites of NIC including a Resident Engineer for the period from 04-09-2023 to 03-09-2025”**.
- It will be a two packet bidding system.
- The documents should be signed by the authorized official.
- Commercial Bid will be considered only when the Eligibility criteria (Refer Point no.1 of Terms and Conditions) is met and Technical Bid (ANNEXURE A) is complied with, or else commercial bid shall not be considered and bid will be rejected.
- Any bid incomplete in any respect will not be considered and shall be rejected.

TERMS AND CONDITIONS OF THE TENDER

1. Technical Eligibility Criteria:

- a) The bidder must be authorized channel Partner of the OEM i.e. **M/s IBM India Pvt Ltd.** Documents needs to be submitted for the same.
- b) Manufacturer Authorization Form (MAF), as per attached Annexure-C should be submitted along with the Bid.
- c) The bidder must have an office in Kolkata.
- d) Self-attested BOM as provided in the Annexure- A, should be submitted along with the Bid.
- e) The L1 Bidder needs to submit the Back-to-back Support agreement with the OEM for providing the AMC within 14 days from the date of issuing the PO. Non Submission of the same may result to cancellation of PO.
- f) Bidder needs to submit POA and Integrity Pact in Non-Judicial Stamp Paper along with the bid as per format given in Annexure E.
- g) Bidder has to submit declaration for Conflict of Interest in their letter head at time of submitting bid as per format given below in Annexure-D
- h) Bidder has to submit self-declaration in their letter head at the time of submitting bid where they have to agree to all points mentioned pertaining to reverse auction process.
- i) ‘Bidders’ and ‘Suppliers/Authorized Channel Partners/Authorized Service Partners (ASP)’ who have failed to execute any purchase order issued by NIC, in last 5 financial years (2018-19, 2019-20, 2020-21, 2021-22, and 2022-23) are not eligible to participate in this tender exercise. Declaration needs to be submitted.



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- j) Bidder has to submit self-declaration in their letter head at the time of submitting bid where they have to agree to provide Resident Engineer at their payroll as per requirement given below by NIC and to accept the scope of work for Resident Engineer. Bidder needs to submit the CV before deputing RE for said job from contract start date.

Tender Fees of Rs. 5,000/- and EMD of Rs. 5,00,000/- needs to be submitted along with the bid in form of BG/DD in favour of National Insurance or through NEFT in mentioned Bank Account:

Name as per Bank Account	: National Insurance Company
Limited Bank Account Number	: 6762010554
Type of Account	: Current Account
Name of the Bank	: Indian Bank
Name of the Branch	: Russell Street, Kolkata –
700071 MICR Number of the Branch	700019018
IFSC No. of the Branch	: IDIB000R024

- Non-furnishing of Earnest Money Deposit along with the bid will disqualify the Bidder and his bids will not be entertained.
- The EMD amount submitted by the bidder will be returned without any interest to unsuccessful bidders after issuance of purchase order to the successful bidder.
- For the successful Bidder the EMD amount, without any interest, will be refunded on submission of Performance BG as Security Deposit which will not carry any interest till AMC period is completed. The Performance Guarantee should be as per format given in Annexure F.
- This RFP Document is not transferable.

Please note that Bidder has to submit bids in both online and offline mode. Non-submission of any one, may result to the rejection of entire bid.

Note: SSI Units registered with NSIC and MSME can avail the following benefit on submission of relevant certificate:

Exemption from payment of EMD (Earnest Money Deposit) and Tender Fee.

Note: Only Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by department of Micro, Small and Medium Enterprises (MSME) are exempt from submission of EMD (Bid Security) and tender fees. Bidders claiming exemption of EMD under this rule (170 of GFR) are however required to submit a signed Bid securing declaration accepting that



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if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 12 months from being eligible to submit bids. Non submission against the same at bids submission stage, will disqualify the bidder. Certificate needs to be produced.

General Terms and Conditions of E-Reverse Auction:

NIC will resort to “E-Reverse Auction procedure” i.e. online bidding on GeM Portal. Details for the same may be downloaded from GeM portal against the said RFP.

1. Reverse Auction is enabled in this bid.
2. For the proposed Reverse Auction, technically and commercially acceptable qualified bidders only shall be eligible to participate.
3. Techno commercially qualified bidders will participate in RA after successfully evaluation of commercial bid.
4. NIC will utilize the services of GeM for the online bidding and reverse auction through GeM Portal.
5. Bidders will be notified through GeM Portal for e-Reverse Auction event.
6. Reverse Auction will be conducted after opening of commercial bid.
7. At the end of Reverse Auction event, the lowest bidder value will be made known on the network.
8. The L1 bidder after RA has to submit hard copy duly signed filled-in prescribed format (if required by NIC) as provided on case-to-case basis to NIC within 24 hours (Twenty Four) of Reverse Auction without fail. If not submitted, bids will be rejected.
9. GEM condition will prevail.

The Reverse Auction will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.

The successful bidder have to enter into a contract with National Insurance Company Limited within 14 working days of NIC from the date of receiving of purchase order. Failure to enter into Contract may result in cancellation of the Purchase Order. Once the contract is signed by both the parties, Bidder needs to get the contract notified and submit to NIC within 5 working days from signing the contract.

1.1 Other Conditions:

- i. Bids without proper authorization from the OEM (in case the Bidder is not the OEM) shall



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be treated as non-responsive and shall be rejected forthwith.

- ii. A bid determined not substantially responsive will be rejected by the purchaser and cannot be made subsequently responsive.
- iii. No consideration will be given to a bid received after the date and time stipulated by NIC and no extension of time will be permitted for submission of Bids. However, NIC reserves the right to extend the last date and time for submission of the bids at its own discretion.
- iv. Canvassing/misleading information in any form in connection with Bids is strictly prohibited and Bids submitted by bidders who resort to these types of activities are liable to be rejected.
- v. NIC reserves the right to call for any clarification from any/all Bidder during the evaluation of the bids. However, no other correspondence on bids will be entertained.
- vi. No price variation / adjustment, explanation, correction or any other escalations will be entertained.
- vii. Over-writing without proper authentication is not permitted in filling up the bids and may entail rejection of the bids.
- viii. 50% of commercially qualified bidders (Starting from L1) will be allowed to participate in RA. However, GEM condition will prevail.
- ix. RA will start immediately after commercial bid evaluation and will be valid for 48hours.
- x. Participated bidders will be notified through GeM for Reverse Auction.
- xi. Maximum 5 number of auto extension is allowed during participation in RA.
- xii. The products and price offered cannot be withdrawn by the bidder from GeM during the bid validity period.
- xiii. During Reverse auction, Start / Reference Price and Step Value of Decrement will be indicated to the Bidders at the start of the auction through GeM portal. Any participating bidder can bid one or multiple Step Decrement lower than the prevailing Lowest Bid at that time.
- xiv. The Bidder shall be able to view Bid Start Price, Bid Decrement Value, Prevailing Lowest Bid value and last Bid Placed by him.
- xv. Whenever a lower price bid is received in the closing moment i.e. within 15 minutes of existing end time of Reverse Auction, the end time of reverse auction will be extended automatically by another 15 minutes. All participant sellers of that RA shall be notified by the GeM system about extension of time through email and/or SMS and they shall be allowed to submit revised bid under the RA. The same process shall be repeated, if there is another lower bid received in the RA during last 15 minutes of RA.
- xvi. NIC will not have any liability to bidders for any interruption or delay in access to the GeM site / Reverse Auction link etc, irrespective of the cause.



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NATIONAL INSURANCE COMPANY LIMITED DOES NOT BIND ITSELF TO ACCEPT ANY BID AND RESERVES THE RIGHT TO ACCEPT/REJECT ANY BID WITHOUT ASSIGNING ANY REASONS THEREOF.

Note: Bidder has to submit self-declaration in their letter head at time of submitting bid where they have to agree to all points mentioned above pertaining to reverse auction process.

2. Payment Terms: National Insurance Co. Ltd., will make Payment quarterly on arrears basis through NEFT/RTGS upon submission of hard copy of invoices. No advance payment will be made by NIC.

3. Others:

- a) The offer must be made in Indian Rupees only, all costs should be given in figures and words. No upward revision of price will be acceptable even if any changes or fluctuation in rupee dollar rates.
- b) There shall be no deviation from the specified technical specifications given in ANNEXURE-A. The bid which deviates from the given BOM will be rejected.
- c) AMC will be for the period of **two years** starting from **04.09.2023 to 03.09.2025** with 3 months of termination notice.
- d) The bids will be opened through GEM Portal at 15:00 Hrs on 04-09-2023
- e) Price for the items shall be quoted as per the Annexure-B.
- f) L1 will be decided through reverse auction.
- g) Successful bidder needs to submit 3% of Performance bank guarantee of total contract value within 14 days of issuance of PO. Non Submission of the same may result to the cancellation of PO.
- h) Documentary proofs regarding eligibility criteria (Refer Point 1) must be enclosed or else bid shall be rejected.
- i) Resident Engineer should be in the payroll of bidder and to be deputed in NIC, HO.

4. Penalty Clause (Applicable during AMC Period):

Any Device part of the BOM under this AMC Contract that is reported to be down on any day should be attended as follows:

Location	Response Time (in Hours)
Kolkata & Bengaluru	6

Failure to comply with the above conditions will attract penalty as follows:



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- a) Penalty for call resolution within first two working days beyond above permissible period 0.25 % of contract value per NIC working day per call.
- b) Penalty for call resolution after first two working days beyond above permissible period: @ 0.50% of contract value per NIC working day per call.
- c) In case the penalty as per the above mentioned rates crosses 4 days cumulative penalty, for any call, NIC may consider the option of encashment and forefietment of the entire PBG amount.

The supplier will submit, to NIC Head Office, Quarterly Call Resolution Report together with individual Call Resolution Sheets duly signed by the concerned NIC officials.



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Technical Bid (Annexure-A)

Devices details under this AMC Scope:

DC Kolkata Site:-	DR Bengaluru Site:-
IBM Power E880C	IBM Power E880C
Model: 9080 - MHE	Model: 9080 - MHE
Serial No: 680AD28, 680AD08	Serial No: 680AD18, 680AD38
IBM Power S822	IBM Power S822
Model: 8284 – 22A	Model: 8284 – 22A
Serial No: 686997X, 686998X	Serial No: 686996X, 686999X
HMC Server	HMC Server
Model: 7063 – CR1	Model: 7063 – CR1
Serial No: 1308J6A, 1308EZA	Serial No: 1308J0A, 1308PHA
Console Monitor	Console Monitor
Model: 7316 – TF4	Model: 7316 – TF4
Serial No: 103194Y, 103197Y	Serial No: 103210Y, 103207Y
IBM V5000 Storage	IBM V5000 Storage
Model: 2077 – 124	Model: 2077 – 124
Serial No: 7818L93	Serial No: 7818R26
Model: 2077 – 24F	Model: 20177 – 24F
Serial No: 7818G75	Serial No: 7818G27
IBM Rack	IBM Rack
Model: 7014 – T42	Model: 7014 – T42
Serial No: 68DGBFG, 68DGBCG	Serial No: 68DGBBG, 68DGBAG



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Qualification of Resident engineer:

- Resident Engineer should have experience of minimum 4 years in providing support for IBM P8, P9 Servers, IBM blade servers and IBM V5000 Storage in PSU/Govt. Organisation and should be IBM certified AIX administrator.
- Should have experience in installing Software and patches in AIX Servers.
- Should have experience in installing firmware updates in P8 and P9 Servers.

Scope of work:

a)	Operating system (AIX) configuration and administration.
b)	IBM certified AIX administrator.
c)	Backup / Restore: NIC will give the procedure for it. IBM will follow the same without any addition / subtraction. The responsibility of correctness of procedure will be with NIC but responsibility of executing it correctly will be solely with IBM.
d)	Server performance monitoring and management: This will include monitoring of CPU, memory and disk utilization and raising alarm and taking corrective actions.
e)	Applying OS software upgrades fixes and patches as and when required.
f)	Perform scheduled backup of all important System file systems including root volume group.
g)	Management of file systems.
h)	Monitoring of Cron job.
i)	Daily health check of all critical in-scope servers.
k)	Bidder will provide backup engineer support remotely in case of resident engineer is absent/goes on leave for three contiguous working days and will provide onsite backup engineer if the absent /leave is more than three working days.

- Whether Eligibility criteria as per Point no.1 of Terms and Conditions is met? (YES/NO)
 - All the required documents related to Eligibility Criteria is submitted? (YES/NO)
- Authorized Signatory

Name & Designation

Stamp:



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Commercial Bid (Annexure-B)

Quotation for AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC)- Kolkata and Disaster Recovery(DR) Sites of NIC including a Resident Engineer				
Item Description	Unit Price (Exclusive of taxes)	Total Price (Exclusive of taxes)	Tax Applicable	Total Price (Inclusive of taxes)
AMC of IBM Power Servers, IBM V5K Storage and other accessories present in Data Centre (DC)- Kolkata Sites of NIC including a Resident Engineer for the period from 04-09-2023 to 03-09-2024				
AMC of IBM Power Servers, IBM V5K Storage and other accessories present in Disaster Recovery(DR) Sites of NIC including a Resident Engineer for the period from 04-09-2023 to 03-09-2024				
AMC of IBM Power Servers, IBM V5K Storage and other accessories present in Data Centre (DC)- Kolkata Sites of NIC including a Resident Engineer for the period from 04-09-2024 to 03-09-2025				
AMC of IBM Power Servers, IBM V5K Storage and other accessories present in Disaster Recovery(DR) Sites of NIC including a Resident Engineer for the period from 04-09-2024 to 03-09-2025				
Total Price In Rupees (Inclusive of taxes)	(Indian Rupees only)			

NOTE:

1. Commercial Bid will be valid only when the eligibility criteria (Refer Point no.1 of Terms and Conditions) is met and ANNEXURE-A is complied with, or else the commercial bid will not be considered.
2. Total Price discovered through GEM portal after reverse auction would be considered as final price.



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3. National Insurance Co. Ltd., reserves the right to accept/reject any or all the offers without assigning any reason whatsoever.

Note: The L1 price would be decided on the basis of 'Total Price' as given in Annexure B after Reverse Auction.

Authorized Signatory

Name:

Designation:

Stamp:

Note: While issuing PO for Resident engineer, bidder needs to provide CV of the resource, Bidder must follow Minimum wages Act policy as per Govt. guidelines, compliance framework for statutory and other norms (Documents need to be submitted).



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Manufacturer Authorization Form (Annexure –C)

MANUFACTURER'S AUTHORIZATION FORM (MAF)

(AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC)- Kolkata and Disaster Recovery(DR) Sites of NIC including a Resident Engineer)

To
National Insurance Company Limited,
Registered and Head Office: Premises No.18-0374,
Plot No. CBD-81, New Town, Kolkata-700156

Dear Sir,

Sub: Tender No _____ for providing AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC)- Kolkata and Disaster Recovery(DR) Sites of NIC including a Resident Engineer'

We who are established and reputable manufacturers/service provider of..... Having factories at..... do hereby authorize M/s. (Name and Address of Supplier/Partner) to submit a bid of the following Products and/or services, resell, negotiate, participate in reverse auction process and conclude the contract for the supply requirement associated with the above RFP, in their own capacity.

When resold by Supplier / Partner, the quoted products are subject to manufacturer's standard support and warranty terms. In the event of Supplier / Partner, not being able to fulfil its obligations in respect of applicable standard warranty terms with respect to the quoted products/services, we will take reasonable steps with National Insurance Company Limited for execution pertaining to our products through another authorized partner, in accordance with tender technical requirements applicable to our portion of deliverables on the terms and conditions as may be mutually agreed between M/s IBM India Pvt Ltd and National Insurance Company Limited.

Yours

faithfully, (Name)
For and on behalf of
M/s.

Signature of Witness

Dated:

Place:

Sd./-Seal

Signature of Manufacturer

Dated:

Place:

Note: This letter of authority should be on the letterhead/certificate form issued by the manufacturing concern



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and should be signed by a person competent and having the Power of Attorney (POA) to bind the manufacturer.

Annexure-D

Self-Declaration (To be signed on Bidder's Company Letter-Head)

Re: Declaration regarding Conflict of Interest (COI) in Public Procurement

We, hereby declare that the participation by our bidding firm (Bidder's Name) or any of our affiliates are neither involved in the consultancy contract to which this procurement is linked; nor we are part of more than one bid in the procurement; nor our bidding firm or our organization personnel have relationships or financial or business transactions with any official of Procuring Entity i.e. M/s National Insurance Company Limited who are directly or indirectly related to tender or execution process of contract; nor have access to information of (procuring entity name) to gain unfair advantage in the procurement process. We, also confirm that:

1. We, (Bidder's Name) or our constituent do not have common controlling shareholding or other ownership interest
2. Any constituent of us (Bidder's Name) is not a constituent of another bidder.
3. We, (Bidder's Name) do not have the same legal representation with any other bidder for the purpose of the bid.
4. We, (Bidder's Name) do not have any relationship with any other bidder that puts us in a position to allow access to each other's information or to influence the bid of any other bidder.
5. We, (Bidder's Name) have not participated in preparation of any document, design or technical specification for the project.

(Signed & Stamped from Bidder)



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Annexure-E

"Bidder has to sign an Integrity pact as provided in the tender document, in original and should be submitted along with Pre-Qualification Bid in non-judicial stamp paper.

INTEGRITY PACT

BETWEEN

National Insurance Company Limited (NIC) hereinafter referred to as "PURCHASER" (which expression, unless repugnant to the context thereof, shall mean and include its legal representatives, heirs and assigns)

AND

..... hereinafter refer to us "The Bidder/Contractor" (which expression, unless repugnant to the context thereof, shall mean and include its legal representatives, heirs and assigns)

Preamble

The PURCHASER intends to award, under laid down organizational procedures, contract(s) for AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC)- Kolkata and Disaster Recovery(DR) Sites of NIC including a Resident Engineer for the period from 04-09-2023 to 03-09-2025 (hereinafter referred to as the 'Project'). The PURCHASER necessarily requires full compliance with all relevant laws of the land, rules, regulations, economic use of resources and off airiness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the PURCHASER may appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the Integrity Pact by all parties concerned, for all works covered in the Project.

Section 1 – Commitments of the PURCHASER

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



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a) No employee of the PURCHASER, personally or through family members or through any other channel, will in connection with the tender for or the execution of a contract, demand take a promise for or accept, for self or third person, any material or immaterial benefit, which the person is not legally entitled to. b) The PURCHASER will, during the tender process treat all Contractor(s)/Bidder(s) with equity and reason. The PURCHASER will in particular, before and during the tender process, provide to all Contractor(s)/Bidder(s) the same information and will not provide to any Contractor(s)/Bidder(s), confidential/additional information through which the Contractor(s)/Bidder(s) could obtain an advantage in relation to the tender process or the contract execution. The PURCHASER will exclude from the process all known prejudiced persons. The PURCHASER shall obtain bids from only those parties who have been short-listed or pre-qualified or through a process of open advertisement/web publishing or any combination thereof.

(2) If the PURCHASER obtains information on the conduct of any of its employees, Contractor(s) and/or Bidder(s), which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the PURCHASER will inform the Chief Vigilance Officer and subject to its discretion, can additionally initiate disciplinary actions.

(3) The PURCHASER will enter into agreements with identical conditions with all Contractor(s)/Bidder(s), in the different Work Packages in the aforesaid Project.

(4) The PURCHASER will disqualify from the tender process all Contractor(s)/Bidder(s) in the range of Rs 1 Crore and above, who do not sign this Pact or violate its provisions.

Section 2 – Commitments of the Bidder(s) / Contractor(s)

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

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

(b) The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specification, certifications, subsidiary contracts,



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submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

(c) The Bidder(s)/Contractor(s) will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or document provided by the PURCHASER as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. (d) The Bidder(s) / Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign PURCHASERS, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s) / Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. (e) The bidder(s) / Contractor(s) will, when submitting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

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

Section 3: Disqualification from tender process and/or exclusion from future contracts.

(1) If the Bidder(s) / Contractor(s), before awarding the Project or during execution has committed a transgression by violating Section 2 above or in any other form so as to put his reliability or credibility in question, the PURCHASER, at its sole discretion, is entitled to disqualify the Bidder(s) / Contractor(s) from the tender process or terminate the Contract, if already awarded, for that reason, without prejudice to any other legal rights or remedies available to the PURCHASER under the relevant clauses of GCC/SCC of the tender/contract.

(2) If the Contractor(s)/Bidder(s) has committed a transgression through a violation of any of the terms under Section 2 above or in any other form such as to put his reliability or credibility into question, the PURCHASER will also be entitled to exclude such Contractor(s)/Bidder(s) from future tenders/contract award processes. The imposition and duration of the exclusion will be determined by the PURCHASER, keeping in view the severity of the transgression. The severity will be determined by the circumstances of the case, in particular, the number of transgressions and/or the amount of the damage.

(3) If it is observed after payment of final bill but before the expiry of validity of Integrity Pact that the contractor has committed a transgression, through a violation of any of the terms under Section 2 above or any other term(s)



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Premises No.18-0374, Plot No. CBD-81, New Town, Kolkata-700156

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of this Pact, during the execution of contract, the PURCHASER will be entitled to exclude the contractor from further tender/contract award processes.

(4) The exclusion will be imposed for a minimum period of six (6) months and a maximum period of three (3) years.

(5) If the Contractor(s)/Bidder(s) can prove that he has restored/recouped the damage to the PURCHASER caused by him and has installed a suitable corruption prevention system, the PURCHASER may, at its sole discretion, revoke or reduce the exclusion period before the expiry of the period of such exclusion.

Section 4: Compensation for Damages (1) If the PURCHASER has disqualified the Bidder(s)/Contractor(s) from the tender process prior to the awarding of the Project according to Section 3, the Earnest Money Deposit(EMD)/ Bid Security furnished, if any, along with the offer, as per terms of the Invitation of Tender, shall also be forfeited. The Bidder(s)/Contractor(s) understands and agrees that this will be in addition to the disqualification and exclusion of the Contractor(s)/Bidder(s) as may be imposed by the PURCHASER, in terms of Section 3 above.) If, at any time after the awarding of the Project, the PURCHASER has terminated the contract according to Section 3, or if the PURCHASER is entitled to terminated the contract according to Section 3, the security Deposit/ Performance Bank Guarantee furnished by the Contractor, if any, as per the terms of the RFP/Contract shall be forfeited without prejudice to any other legal rights and remedies available to the PURCHASER under the relevant clauses of General/Special Conditions of Contract. The Contractor(s)/Bidder(s) understands and agrees that this will be in addition to the disqualification and exclusion of the Bidder(s)/Contractor(s), as may be imposed by the PURCHASER in terms of Section 3 above.

Section 5: Previous transgression

(1) The Bidder(s)/Contractor(s) herein declares that it has committed no transgressions in the last 3 years with any other Company in any country confirming to the anti-corruption approach as detailed herein or with government/ any other Public Sector Enterprise in India that could justify its exclusion from the tender process.

(2) If at any point of time during the tender process or after the awarding of the Contract, it is found that the Bidder(s)/Contractor(s) has made an incorrect statement on this subject, he can be disqualified from the tender process or if, as the case may be, that the Contract, is already awarded, it will be terminated for such and the Bidder(s)/Contractor(s) can be black listed in terms of Section 3 above.

Section 6: Independent External Monitor / Monitors



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- (1) The PURCHASER shall, in case where the Project Value is in excess of Rs 1 Crore and above, may appoint competent and credible Independent External Monitor(s) with clearance from Central Vigilance Commission. The Monitor shall review independently, the cases referred to it to assess whether and to what extent the parties concerned comply with the obligations under this Integrity Pact.
- (2) In case of non-compliance of the provisions of the Integrity Pact, the complaint/non-compliance is to be lodged by the aggrieved party with the Nodal Officer only, as shall be appointed by the CMD, NIC. The Nodal Officer shall refer the complaint/non-compliance so received by him to the aforesaid Monitor.
- (3) The Monitor will not be subject to any instructions by the representatives of the parties and will perform its functions neutrally and independently. The Monitor shall report to the Chairman-cum Managing Director, NIC.
- (4) The Bidder(s) / Contractor(s) accepts that the Monitor shall have the right to access, without restriction, all Project documentation of the PURCHASER including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to its project documentation. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) with confidentiality.
- (5) The PURCHASER will provide to the Monitor, sufficient information about all meetings among the parties related to the Project, provide such meetings could have an impact on the contractual relations between the PURCHASER and the Contractor.
- (6) As soon as the Monitor notes, or believes to note, a violation of this Pact, he will so inform the PURCHASER and request the PURCHASER to discontinue and/or take corrective action, or to take other relevant action(s). The Monitor can in this regard submit non-binding recommendations. However, beyond this, the Monitor has no right to demand from the parties that they act in a specific manner and/or refrain from action and/or tolerate action.
- (7) The Monitor will submit a written report to the CMD, NIC within 4 to 6 weeks from the date of reference or intimation to it and, should the occasion arise, submit proposals for corrective actions for the violation or the breaches of the provisions of the agreement noticed by the Monitor.
- (8) If the Monitor has reported to the CMD, NIC, of a substantiated suspicion of an offence under relevant IPC/PC Act, and the CMD, NIC, has not, within the reasonable time taken visible action to proceed against such offence or



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reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Chief Vigilance Officer, NIC.

(9) The word 'Monitor' means Independent External Monitor and includes both singular and plural forms.

The details of Independent External Monitor for PURCHASER is as under:

1. Shri Raghunath Prasad Tripathi.

Address: E8/31, Basant Kunj, Arera Colony, Bhopal, MP - 462039

e-mail id: trip1961[at]hotmail[dot]com

2. Shri Aditya Kumar Mittal.

Address: Flat C-2/10(3102), Vanashree CHS, Plot 1 & 2, Sector 58A, Palm Beach Road, Near Seawood Estates, Nerul (west), Navi Mumbai - 400706.

e-mail id: adityakumarmittal[at]gmail[dot]com

Section 7: Criminal charges against violating Bidder(s) / Contractor(s) /Subcontractor(s)

If the PURCHASER obtains knowledge of conduct of a Bidder/Contractor or any employee or a representative or and associate or a Bidder/Contractor, which constitutes a criminal offence under the IPC/PC Act, or if the PURCHASER has substantive suspicion in this regard, the PURCHASER will forthwith inform the same to the Chief Vigilance Officer, NIC.

Section 8: Duration of the Integrity Pact.

The Pact shall come into force when both parties have legally signed it. The Pact shall expire, in case of the Contractor(s), 3 (three) months after the last payment under the Contract is made and in case of the unsuccessful Bidder(s), 2 (two) months after the contract for the project has been awarded. If any claims is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by CMD of NIC. The Bidder(s)/Contractor(s), however, understands and agrees that even upon the completion of the Project and/or the last payment under the Contract having been made, if any transgression/violation of the terms of this Pact comes /is brought to the notice of the PURCHASER, it may, subject to its discretion, blacklist and/or exclude such Bidder(s)/Contractor(s) as provided for in Section3, without prejudice to any other legal right or remedy so available to the PURCHASER.



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Section 9: Other Provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the PURCHASER, i.e Kolkata.

(2) Changes and supplements as well as termination notice need to be made in writing.

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

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement shall remain valid and binding. In such a case, the parties will strive to come to an agreement in accordance to their original intentions.

(5) Wherever he or his as indicated in the above sections, the same may be read as he/she or his/her, as the case may be. _____

(For & On behalf of the PURCHASER) (For & On behalf of Bidder/Contractor)

(Office Seal) (Office Seal)

Place _____

Date _____

Witness 1:

(Name & Address) _____

Witness 2:

(Name & Address) _____



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BID SECURITY FORMAT (EMD): (In case of EMD in form of BG)

For AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC)- Kolkata and Disaster Recovery(DR) Sites of NIC including a Resident Engineer for the period from 04-09-2023 to 03-09-2025:

(To be given by the bank in appropriate stamp paper)

Whereas _____ (Hereinafter called the 'Bidder') has submitted its bid dated _____ for AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC)- Kolkata and Disaster Recovery(DR) Sites of NIC including a Resident Engineer for the period from 04-09-2023 to 03-09-2025' (hereinafter called the "Bid").

KNOW ALL MEN by these presents that WE _____ of _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto the National Insurance Company Limited, Registered and Head Office: Premises No.18-0374, Plot No. CBD-81, New Town, Kolkata-700156(hereinafter called "the Purchaser") in the sum of Rs.5,00,000/- (Rupees Five lakhs) only for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by ___ th Day of _____ 2023.

THE CONDITIONS of the obligations are:

If the Bidder, having its Bid during the period of bid validity specified by the Bidder on the Bid Form or if the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity.

a. Withdraws his bid at any time before the LOI or Purchase Order or Advice for execution is issued against the RFP.

OR

b. Fails or refuses to execute the work after having been identified L1 before or after LOI/Purchase Order/Advice for execution is issued.

OR

c. Fails or refuses to furnish the Performance Guarantee of 3% of the Contract Value OR

d. Fails or refuses to execute the Contract

OR

e. Fails or refuses to execute the work as per the Contract. OR

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or more of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to one year from the date of submission of the RFP, and any demand in respect thereof should reach the Bank not later than the above date.



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(Authorized Signatory of the Bank)

Annexure F

GENERAL FORMAT FOR PERFORMANCE BANK GUARANTEE

PROFORMA BANK GUARANTEE FOR PAYMENT (TO BE SUBMITTED IN NON- JUDICIAL STAMP PAPER OF APPROPRIATE VALUE PURCHASED IN THE NAME OF THE ISSUING BANK)

To

National Insurance Company Limited,
Registered and Head Office: Premises No.18-0374,
Plot No. CBD-81, New Town, Kolkata-700156

Dear Sirs,

In consideration of your having placed a Purchase Order for AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC)- Kolkata and Disaster Recovery(DR) Sites of NIC including a Resident Engineer for the period from 04-09-2023 to 03-09-2025 (with..... and your agreeing to pay the aforesaid

Messers

.....
.....(hereinafter referred to as 'The Supplier' and shall include his heirs, successors and permitted assigns) a sum of `..... (Rupees.....) as and by way of payment in terms of the Contract / Supply Order / Purchase Order No. dated with you (hereinafter referred to as 'Contract') on your agreeing to furnish to you with our guarantee in the manner hereinafter contained, we(Bankers Name) located atwith registered office at

DO HEREBY COVENANT AND AGREE AS FOLLOWS:

1. We,.....Bank Ltd. having our office located at do hereby undertake to indemnify National Insurance Company Limited or their heirs, successors or permitted assigns (hereinafter referred to as NIC) and keep indemnified to the extent of the sum of `.....(Rupees) from and against all losses and damages that may be caused to NIC in relation to the payment to be made by NIC to the Supplier as aforesaid by reason of any default or defaults on the part of the Supplier in the due supply of plant / machinery



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/ equipment / spares / services for carrying out any work or discharging supplier's obligations per the said contract in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof and in the event of any default or defaults on the part of the Supplier as aforesaid we shall forthwith on demand and without demur pay to NIC any sum not exceeding in the total the said sum of

` (Rupees) as may be claimed by NIC to be due from the Supplier by way of refund of such payment or any portion or otherwise as NIC's losses and / or damages, costs charges or expenses incurred by reason of such default or defaults on the part of the Supplier as aforesaid.

2. Notwithstanding anything to the contrary, NIC's decision as to whether the Supplier has made any such default or defaults and the amount or amounts to which NIC is entitled by reasons thereof will be binding on us and we shall not be entitled to ask NIC to establish their claim or claims under this guarantee, but will pay the same forthwith on NIC's demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by NIC on the applications by the Supplier after completion of AMC of IBM Power 8 Servers, IBM V5K Storage and other accessories present in Data Centre (DC)- Kolkata and Disaster Recovery(DR) Sites of NIC including a Resident Engineer for the period from 04-09-2023 to 03-09-2025/ services / terms and conditions at site provided always this guarantee shall in no event remain in force after the day of

..... Without prejudice to NIC's claim or claims arisen and demanded from or otherwise notified to us in writing on or before the seventh day after the said date of expiry of the guarantee which will be enforceable against us notwithstanding that the same is or not enforced after the said date.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period this agreement till such time with the Supplier's consent on the request by NIC.

5. NIC will have the fullest liberty without affecting this guarantee, either to vary, or to modify and to revoke any of the terms and conditions of the said contract or to extend the time of performance of the Supplier or to postpone for any time or from time to time any of NIC's rights or powers against the Supplier and either to enforce or to forbear to enforce any of the terms and conditions of the said contract and we shall not be released from our liability under this guarantee by the exercise of NIC's liberty. With reference to matters aforesaid or by reason of any time being given to the Supplier, or any other forbearance, act or omission on NIC's part or any indulgence by NIC to the Supplier or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties, would but for the provisions hereof, have the effect of so releasing us from our liability hereunder provided always nothing herein contained will enlarge our liability hereunder beyond the limit of ` (Rupees... ..) as aforesaid or extend

the period of the guarantee beyond the said day of Unless expressly agreed to by us in writing.

6. This guarantee shall not in any way be affected by NIC's taking or varying or giving up any securities from the Supplier or any other person, firm or company on their behalf or by winding up, dissolution, insolvency or death as the case may be of the Supplier or his company/firm.

7. In order to give full effect to the guarantee herein contained, NIC shall be entitled to act as



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if we were your principal debtors in respect of all NIC's claims against the Supplier hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the Supplier from time to time arising out of or in relation to the said contract and in respect of which NIC's claim in writing is lodged on us on or before the seventh day after expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been lodged / given / submitted when the same is posted.

10. This guarantee and the powers and provisions herein contained, are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees hereto before given to NIC by us and now existing un-cancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the Supplier or us nor shall it be affected by any change in your constitution or by amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

12. This guarantee shall come into force simultaneously with NIC's making the aforesaid payment to the Supplier and shall not be revoked by us whether before it's coming into force or any time during its currency without NIC's prior consent in writing.

13. We further agree and undertake to pay to NIC the amount demanded by NIC in writing irrespective of any dispute or controversy between NIC and the Supplier.

14. Notwithstanding anything contained hereinabove our liability under this agreement is restricted to `..... (Rupees). Unless a written claim is lodged on us for payment under this guarantee within seven days of the date of expiry of this guarantee i.e. on or before all NIC's rights under this guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us, discharged.

15. We have power to issue this guarantee in NIC's favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED ON THE DAY OF FOR & ON
BEHALF OF THE..... BANK LTD.

FOR & ON BEHALF OF (BANKER'S NAME)

Branch Manager (Banker's seal)



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Address.....

.....

P.S.: The amount referred to above will be as per the terms of payment specified