



U.P. Electronics Corporation Limited
(U.P. Government Undertaking)
10 Ashok Marg, Lucknow-226001

Telephones : (0522) 2286808, 2286809, 4130303

Fax : (0522) 2288583

Website : www.uplclko.in

E-mail : md@uplclko.in, uplclko@gmail.com

Request for Proposal (RFP)

For

Complete Solutions for Computerization of Integrated Milk Bill System of Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP).

Bid REFERENCE : UPLC/Software / 2013-14/ 12

E-tender Portal : <http://etender.up.nic.in>

Critical Dates

SN	Particulars	Date	Time
1	Publishing Date	20 Jul 2013	06:55 PM
2	Bid Submission Start Date	20 Jul 2013	6:55 PM Onwards
3	Bid Submission End Date	27 Jul 2013	5:00 PM
4	Bid Opening Date	27 Jul 2013	05:10 PM

Place of Opening e-Bids : UP Electronics Corporation Ltd
10-Ashok Marg, Lucknow-226001

This Document Contains – 35 pages



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e-Bid Notice (Short Term)

FOR

Complete Solutions for Computerization of Integrated Milk Bill System of Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP).

Online e-bids are invited from experienced Service Providers, who are already empanelled with U.P. Electronics Corporation Limited under Job Category I (Software Development) and Service Provider Category (“B”, ”C” & “D”) only for ***“Solutions for Computerization of Milk Bill System of Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP)”***, from 20 Jul 2013 to 27 Jul 2013 and e-Bids shall be opened on the 27 Jul 2013 or afterwards. The details of submission of e-Bids are available in the e-Bid document uploaded on the ***e-tender portal <http://etender.up.nic.in> and website www.uplclko.in***. The Corporation reserves the right to cancel any or all the e-Bids or annul the Bidding process without assigning any reason thereof.

Managing Director
U.P. Electronics Corporation Ltd.
10 Ashok Marg
Lucknow-226001

e-Bid Ref No : **UPLC/Software / 2013-14/ 12**



**Request for Proposal
For**

**Complete Solutions for Computerization of Integrated Milk Bill System of
Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP).**

The Information Technology (I.T.) Act, 2000 enacted by Government of India provides the necessary legal and regulatory frame work in which we will use IT in our daily lives. This law has created the right environment for the entry of the private entrepreneur and at the same time, defines the standards of services to the consumers and mainly to the rural masses.

U.P. Electronics Corporation Ltd (UPLC) is the nodal agency appointed by the Government of Uttar Pradesh to provide IT/ITES solutions to the departments. One of the main objectives of the State Government's IT effort is to provide speedy, transparent, accountable and efficient conduct of Government Systems and Delivery of Services. The Government of UP shall use Information Technology as a tool to reduce poverty. The Government is the largest service provider to the rural masses who are handicapped by the lack of information. The UPLC, being the nodal agency is committed to provide the necessary inventories for the spread of IT based education, healthcare, agriculture and allied informations in the rural areas.

SERVICES PROVIDED BY THE UPLC:

- (i) To Provide IT Consultancy to Various State Government Establishments of Uttar Pradesh.
- (ii) To provide services as 'System Integrator' to Various State Government Establishments of Uttar Pradesh.
- (iii) To Provide Hardware Solutions with Installation, Commissioning and Warranty (ICW) to meet out the requirement of Various State Government Establishments of Uttar Pradesh.
- (iv) To Provide Software Solutions to cater to the requirement of Various State Government Establishments of Uttar Pradesh.
- (v) To Provide IT&ITES Solution on a turnkey basis suitable for end-to-end or partial functioning of State Government Establishments.
- (vi) To provide Computer Education and Training to the officials of various Government Departments/ Organizations/Institutions



About Complete Solutions for Computerization of Integrated Milk Bill System of Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP).

(Web Site: <http://www.paragmilkup.in>)

PCDF was formed in 1962 with the aim to develop organized dairying in the State on Cooperative lines PCDF's is a cohesive body that successfully does away with the exploitative forces of years to years-the Middlemen. Therefore a direct link is established between the producer and the ultimate consumer . This Apex Milk Cooperative draws its inherent strength from the farmers committed participation , and injects corporate skills and dynamic professionalism into what is fundamentally a traditional institution.

Over the years PCDF has expanded, diversified ,channelized into new areas , over new dimensions, onto new challenges. Today it features prominently in the National Milk Grid, supplying Milk to Mother Dairy for sale in Delhi.

However, PCDF's achievement cannot be quantified in mere statistics . Its real sense of pride lies in the fact that its farmer members are heading surely and steadily towards a prosperous future and the knowledge that its consumers reaffirm their faith in Parag year after year. It is in this context that PCDF's success is to be measured.



SECTION I: Letter of Invitation

Through this Request for Proposal (RFP), it is intended to invite e-Bids for the selection of appropriate Software Agency/firm for the work of “**Complete Solutions for Computerization of Integrated Milk Bill System of Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP)**”.

1. Bidders are advised to study the e-Bid document carefully.
2. Submission of e-Bids against this tender shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the e-Bid document with full understanding and its implications.
3. The Corporation may, at its own discretion, extend the date for submission of e-Bids. In such case all the rights and obligations of the Corporation and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
4. **Only those Service Providers who are empanelled in U.P. Electronics Corporation Ltd under the Job Category – I (Software Development) and Service Provider Category (“B”, “C” & “D”) vide e-bid reference UPLC/Software /Empanelment 03/2012-13 & UPLC/Software /Empanelment 04/2012-13 are eligible to participate in this Tender. e-Bids submitted by any other bidders will be treated as non responsive and will not be considered against this e-Bid.**
5. The e-Bid document is available on e-tender portal <http://etender.up.nic.in> and also on UPLC's website www.uplclko.in. Interested Bidders May view, download the e-Bid document, seek clarification and submit these e-Bids online only on e-tender portal <http://etender.up.nic.in>, up to the date and time mentioned in the table below:-

e-Bid Reference No.	UPLC/Software / 2013-14/ 12
Purpose	Request For Proposal(RFP) for selection of Software Company/Firm for “ Complete Solutions for Computerization of Integrated Milk Bill System of Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP) ”.
Date of Publication of e-Bid notice	20 Jul 2013 on e-tender portal http://etender.up.nic.in and website of UPLC www.uplclko.in
Last date for submission of e-Bids	27 Jul 2013 up to 05:00 P.M.
Site for submission of e-Bid	http://etender.up.nic.in
Web site address	www.uplclko.in
e-mail address	md@uplclko.in , uplclko@gmail.com
e-Bid Inviting Officer	Shri Prabhat Mittal, Managing Director
Date of opening of e-Bids	27 Jul 2013 at 05:10 P.M. or afterwards
Venue of Opening of e-Bids	UP Electronics Corporation Ltd, 10, Ashok Marg, Lucknow-226001
Contact numbers	0522-2286808, 0522-2286809, 0522- 4130303
Fax number	0522-2288583

6. UPLC reserves the right to cancel any or all the e-Bids or annul the e-Bid process without assigning any reason thereof.

7. All the required documents must be uploaded by the Bidders electronically in the PDF format. It is suggested that the PDF Files should be made in grayscale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the e-Bid portal <http://etender.up.nic.in>. The required electronic documents for each document label of Technical (Fee details, Annexure etc) schedules/packets can be clubbed together to make single different files for each label. The size of single label file should not exceed 8 MB size.



SECTION II: INSTRUCTIONS TO BIDDERS (ITB)

1. DEFINITIONS

In this Contract, the following terms shall be interpreted:

- a. “The Software Company/Firm” means only those Software Firms/Companies who are empanelled in U.P. Electronics Corporation Ltd as Service Provides vide e-bid reference no, UPLC/Software /Empanelment 03/2012-13 & UPLC/Software /Empanelment 04/2012-13
- b. “e-Bid” means the Technical proposal and the financial proposal.
- c. “Instructions to Bidders” means the document which provides interested Bidders with all information needed to prepare their Bids. This document also details out the process for the selection of the Consultant for the work mentioned in this tender document.
- d. “Scope of work” (SOW) means Scope of work mentioned in Section III: Terms of Reference of the RFP which explains the objectives, Scope of work, activities, tasks to be performed, and expected results and deliverables of the assignment, respective responsibilities of the Purchaser and the Bidder.

“The Contract” means the agreement entered into between the UPLC on behalf of end Customer Department i.e. Office of Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP).

- e. “The Contract rates” mean the charges for the various consultancy assignment payable to the Consultant under the Contract for the full and proper performance of its contractual obligations;
- f. “Services” means the Development and implementation of application Software services and other obligations of the Service provider covered under the Work Order/Contract;
- g. “The Project Site”, where applicable, means the sites or offices of Office of Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP). “Day” means a calendar day.
- h. The “End-Customer/Client Department” means the Office of Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP).

2. THE BIDDING DOCUMENT

1. Availability of e-Tender Document
This e-tender document is available on the e-tender portal <http://etender.up.nic.in> and UPLC's website www.uplclko.in to enable the Bidders to view and download the Bidding document, submit their e-Bids online up to the last date and time mentioned in e-tender document only on e-Bid portal <http://etender.up.nic.in>.
2. Contents of e-Bid Document



The nature and types of various consultancy services required, Bidding procedure, terms and conditions etc. are prescribed in the e-bid document. The e-bid document includes:

- SECTION I : LETTER OF INVITATION
- SECTION II : INSTRUCTIONS TO BIDDERS (ITB)
- SECTION III : TERMS OF REFERENCE (TOR) AND SCOPE OF WORK
- SECTION IV : BIDDER'S ELIGIBILITY CRITERIA
- SECTION V : STANDARD TERMS AND CONDITIONS
- SECTION VI : TECHNICAL PROPOSAL SUBMISSION FORM (Annexure I & II)
- DECLARATION FOR PROPOSAL SUBMISSION FORM (Annexure III)
- FINANCIAL PROPOSAL SUBMISSION FORM (Annexure IV)

The Bidders are expected to examine all the instructions, forms, terms and conditions, requirements and qualifications in the e-tender documents. Failure to furnish all the information required as per the Bidding documents or submission of an e-Bid not responsive to the e-tender document in every respect will be at the Bidder's risk and May result in the rejection of his e-Bid.

3. Clarifications of e-Tender Documents

A prospective Bidder requiring any clarification of the e-tender documents May raise his point of clarification to UPLC's e-mail md@uplclko.in or uplclko@gmail.com

4. Amendment of e-Tender Document

At any time prior to the deadline for submission of eBids, the UPLC May, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the e-tender document by amendments. Such amendments shall be posted/ uploaded on the e-tender portal <http://etender.up.nic.in> through corrigendum and shall form an integral part of the eBid documents. The relevant clauses of the e-tender documents shall be treated as amended accordingly.

It shall be the sole responsibility of the prospective Bidders to check the e-tender portal <http://etender.up.nic.in> and www.uplclko.in from time to time for any amendment in the e-Bid document. In case of failure to get the amendments, if any, the UPLC shall not be responsible for any negligence on part of the Bidder.

In order to allow prospective Bidders a reasonable time to take the amendment into account in preparing their e-Bids, UPLC at its discretion, May extend the deadline for the submission of e-Bids. Such extensions shall be posted/up-loaded on the e-tender portal <http://etender.up.nic.in>.

3. **PREPARATION & SUBMISSION OF e-Bids**

3.1 Documents Constituting the e-Bid

The e-Bids prepared by the Bidder shall comprise the following components:

e-Bids - e-Bids will comprise of :

- a) Technical proposal submission form – Annexure I & II
- b) Financial proposal submission form – Annexure III & IV



3.2 Documents Establishing Bidder's Qualification

The Bidder shall furnish, as part of Technical Proposal (Annexure I& II), documents establishing the qualification to perform the Contract. The documentary evidence in support of the information furnished should be submitted by the Bidder electronically in the PDF format. The Bidder's eligibility criteria and selection procedure are defined in Section IV of e-Tender document.

It is suggested that the PDF files should be made in grayscale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the e-Bid portal.

4 Format and Signing of e-Bids

The Bidder shall prepare one electronic copy for the e-Bids.

Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All the pages/documents of the e-Bid shall also be signed manually by the person authorized to sign the e-Bids before converting them into PDF and uploading them as bidding documents.

5 Submission of e-Bids

The e-Bid Submission module of e-tender portal <http://etender.up.nic.in> enables the Bidders to submit the e-Bid online against the e-tender published by the UPLC. Bid Submission can be done only from the Bid Submission start date and time till the e-Bid Submission end date and time given in the e-Bid. Bidders should start the Bid Submission process well in advance so that they can submit their e-Bid in time. The Bidders should submit their Bids considering the server time displayed in the e-tender portal. This server time is the time by which the Bid submission activity will be allowed till the permissible time on the last/end date of submission indicated in the e-tender schedule. Once the Bid submission date and time is over, the Bidders cannot submit their e-Bid. For delay in submission of e-Bids due to any reasons, the Bidders shall only be held responsible.

The Bidders have to follow the following instructions for submission of their e-Bids:

For participating in e-tender through the e-Bidding system, it is necessary for the Bidders to be the registered users of the e-tender portal <http://etender.up.nic.in>. For this, the Bidders have to register themselves by depositing a fee of Rs 6000/- (Rupees Six thousands only) in the office of U.P. Electronics Corporation Limited, 10, Ashok Marg, Lucknow-226 001 for getting a valid User ID and password and the required training/ assistance etc. on e-tender portal <http://etender.up.nic.in>. The Bidders May contact U.P. Electronics Corporation Limited at the contact details given in Section I of e-tender document.

In addition to the normal registration, the Bidder has to register with his/her Digital Signature Certificate (DSC) in the e-Bidding system and subsequently he/she will be allowed to carry out his/her e-Bids submission activities. Registering the Digital Signature Certificate (DSC) is a onetime activity till its validity. Before proceeding to register his/her DSC, the Bidder should first log on to the e-Bidding system using the User Login option on the home page with the



Login Id and Password with which he/ she has registered as enumerated in the preceding paragraph above.

For successful registration of DSC on e-Procurement portal <http://etender.up.nic.in> the Bidder must ensure that he/she should possess Class-2/ Class-3 DSC issued by any one of certifying authorities approved by Controller of Certifying Authorities, Government of India. The Bidder May also apply to office of U.P. Electronics Corporation Limited, (UPLC) for getting DSC at the address given in the preceding paragraph above on a prescribed form available at UPLC's website www.uplclko.in along with the payment of fee of Rs 1593/- per person, The Bidder is also advised to register his/her DSC on e-tender portal well in advance before Bid submission end date so that he/she should not face any difficulties while submitting his/her e-Bid against this e-tender. The Bidder can perform User Login registration/creation and DSC registration exercise as described in preceding paragraphs above even before e-Bid submission date starts. The UPLC shall not be held responsible if the Bidder tries to submit his/her e-Bids at the last moment before end date of submission but could not submit due to DSC registration or any other technical problems.

The Bidder can search for active Bids through "Search Active Bids" link, select a Bid in which he/she is interested in and then move it to 'My Bids' folder using the options available in the e-Bid Submission menu. After selecting and viewing the Bid, for which the Bidder intends to e-Bid, from "My Bids" folder, the Bidder can place his/her Bid by clicking "Pay Offline" option available at the end of the view Bid details form. Before this, the Bidder should download the Bid document and study hem carefully. The Bidder should keep all the documents ready as per the requirements of e-Bid document in the PDF format.

After clicking the 'Pay Offline' option, the Bidder will be redirected to the Terms and Conditions page. The Bidder should read the Terms & Conditions before proceeding to fill in the Processing Fee offline payment details. After entering and saving the Processing fee details, the Bidder should click "Encrypt & Upload" option given in the offline payment details form so that "Bid Document Preparation and Submission" window appears to upload the required documents Technical Proposal Submission Form etc (Annexure "I" to Annexure "IV") of this e-tender document. The details of the Demand Draft or any other accepted instrument which is to be physically sent in original before Bid submission and date and time, should tally with the details available in the scanned copy and the data entered during e-Bid submission time otherwise the e-Bid submitted will not be accepted.

Before uploading, the Bidder has to select the relevant Digital Signature Certificate. He May be prompted to enter the Digital Signature Certificate password, if necessary. For uploading, the Bidder should click "Browse" button against each document label in Technical schedules/packets and then upload the relevant PDF files already prepared and stored in the Bidder's computer. The required documents for each document label of Technical. Schedules/packets can be clubbed together to make single different files for each label.

The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. During the above process, the Bid documents are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the Bid openers to ensure that the Bid documents are protected, stored and opened by concerned Bid openers only.



After successful submission of e-Bids, a page giving the summary of e-Bid submission will be displayed confirming end of e-Bid submission process. The Bidder can take a printout of the Bid summary using the "Print" option available in the window as an acknowledgement for future reference.

6 Deadline for Submission of e-Bids

e-Bids must be submitted by the Bidders on e-tender portal <http://etender.up.nic.in>, not later than the date and time specified in this e-tender document.

The UPLC May extend this deadline for submission of e-Bids by amending the e-tender document in accordance with ITB Clause 4, in which case all rights and obligations of the UPLC and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

UPLC shall not consider any request for date-extension for e-Bid-submission on account of late downloading of e-tender (RFP) by any prospective Bidder. E-Bids should be uploaded on e-tender portal <http://etender.up.nic.in> on or before 05.00 P.M. of 27 Jul 2013.

7 Late e-Bids

The server time indicated in the Bid Management window on the e-tender portal <http://etender.up.nic.in> will be the time by which the e-Bids submission activity will be allowed till the permissible date and time scheduled in the e-tender. Once the e-Bids submission date and time is over, the Bidder cannot submit his/ her Bid. Bidder has to start the e-Bid Submission well in advance so that the submission process passes off smoothly. The Bidder only, will be held responsible if his/ her e-Bids are not submitted in time due to any reasons.

8 Withdrawal and Resubmission of e-Bids

At any point of time, a Bidder can withdraw his/ her e-Bids submitted online before the e-Bids submission end date and time. For withdrawing, the Bidder should first log in using his/ her Login Id and Password and subsequently by his/ her Digital Signature Certificate on the e-procurement portal <http://etender.up.nic.in>. The Bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the Bids submitted by the Bidder will be displayed. Click "View" to see the details of the Bid to be withdrawn. After selecting the "Bid Withdrawal" option, the Bidder has to click "Yes" to the message "Do you want to withdraw this Bid?" displayed in the Bid Information window for the selected Bid. The Bidder also has to enter the Bid Withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "Ok" button before finally withdrawing his/ her selected Bid. Once the Bidder has withdrawn his /her Bid he/she cannot re-submit this Bid again.



The Bidder has to request the UPLC with a letter, attaching the proof of withdrawal and submission of e-Bids Processing Fee in the office of Managing Director, UPLC, to return back the e-Bids Processing Fee as per the procedure.

The Bidder can resubmit his/ her e-Bids as and when required till the Bid submission end date and time. The e-Bids submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used for revised e-Bids and the new Bid submission summary generated after the successful submission of the revised e-Bids will be considered for evaluation purposes. For resubmission, the Bidder should first log in using his/ her Login ID and Password and subsequently by his/ her Digital Signature Certificate on the e-procurement portal <http://etender.up.nic.in>. The Bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the Bids submitted by the Bidder will be displayed. Click "View" to see the details of the Bid to be resubmitted. After selecting the "Bid Resubmission" option, click "Encrypt & Upload" to upload the revised e-Bids documents by following the methodology provided in clauses 09 above.

The Bidders can submit their revised Bids as many times as possible by uploading their e-Bids documents within the scheduled date & time for submission of e-Bids.

No e-Bids can be resubmitted subsequently after the deadline for submission of e-Bids.

9 Receipt and Opening of e-Bids by the Purchaser

Bidders are advised to submit their e-bids in 'Two-Bid' system with Technical and Financial bids separately on e-tender portal.

Please note that prices should not be quoted in the Technical Bid. The Prices should be quoted in the Financial Bid only. On receipt on e-tender portal, the technical proposals will be opened first by the Committee members in the office of U.P. Electronics Corporation Ltd, Lucknow.

UPLC will open all e-Bids, in the presence of bidder's authorized representatives who choose to attend at 5:10 PM on 27 Jul 2013 at UP Electronics Corporation Ltd, 10 Ashok Marg, Lucknow-226010. The bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of e-Bid opening being declared a holiday for the Purchaser, the e-Bids shall be opened at the appointed time and place on the next working day. The bidder's names and the presence and other details as the Purchaser at its discretion May consider appropriate, will be announced at the opening. The name of such bidders not meeting the qualification requirement shall be notified subsequently.

After evaluation of technical e-Bids, UPLC shall notify those bidders whose e-Bids were considered non-responsive to the Conditions of the Contract and not meeting the Qualification Requirements indicating that they did not technically qualify for selection as Consultant. UPLC will simultaneously notify the bidders, whose technical e-Bids were considered acceptable and they have been short listed for opening of their financial e-bids.

Note:- The Bidder shall be required to use his own Digital Signature while uploading its Bid. Failure to comply or usage of Digital Signature of other firm shall be liable for rejection of Bid.



SECTION III: TERMS OF REFERENCE (TOR) AND SCOPE OF WORK

1.0 OBJECTIVES OF THE PROJECT

1.1 Pradeshik Cooperative Dairy Federation Ltd. (PARAG), 29 Park Road, Lucknow vide their letter No. 840/ihlhMh,Q@eSVhñ@,dhd`r nqCEfcy flCE@2013-14, dated 01.07.2013 requested UPLC to submit proposal for “*Complete Solutions for Computerization of Milk Bill System of Pradeshik Cooperative Dairy Federation Ltd. (PARAG), Lucknow (UP)*” as contained in their said letter -

“izns”k ds Lrj ij nqX/k miktZu izfdz;k esa fcfyax o Hkqxrku esa ,d:irk o ikjnf”kZrk ds n`f`Vdks.k ls fofHkUu nqX/k la?kksa esa lEcfU/kr nqX/k miktZu Lrjksa ij ,dhd`r nqX/k fcy flLVe ds dEI;wVjhdj.k dk dk;Z fd;k tkuk gS] rFkk bl gsrq ,d ,dhd`r nqX/k fcy flLVe lk¶Vos;j dk fodkl fd;k tkuk gSaA bl lEcfU/k esa *Terms of Reference* ds lkFk&lkFk fuEu fcUnqvksa dks Hkh vius izLrko esa lfEefyr djrs gq;s vkWQj izsf`kr djus dk d`V djsaA%&

1- dk;kZns”k fuxZr gksus ds mijkUr vf/kdre rhu ekg dh vof/k esa dk;Z dks iw.kZ djuk gksxk ftlesa flLVe dk lapkyu o dkfeZdksa ds izf`k{k.k dk dk;Z Hkh lfEefyr gksxkA



- 2- izLrkfor dk;Z gsrq Hkqxrku dh “krsZ ,oa okafNr /kujkf”kA
- 3- lk¶Vos;j ds vuqj{k.k gsrq dk;Z lapkyu izkjEHk gksus ds mijkUr de ls de ,d lky dh fu%”kqYd okjaVh nsuh gksxhA
- 4- lk¶Vos;j lapkyu esa fdllh dfBukbZ ds mRiUu gksus ij vf/kdre 24 ?kaVks ds vUnj ml Bhd djuk gksxkA
- 5- lk¶Vos;j ds lapkyu gsrq leLr lEcfU/kr dkfeZdksa dks vko”;drkuqlkj fu”kqYd izf”k{k.k dh O;oLFkk djuh gksxhA
- 6- lk¶Vos;j ds bEIyhesaV”ku gsrq dEI;wVj gkMZos;j@,lsljht@ usVofdZx vkfn dh vko”;drk ds vkWdyu dk lsok iznkrk laLFkk }kjk izLrqrdj.k nsuk gksxkA
- 7- lk¶Vos;j gsrq ljoj@fILVe lk¶Vos;j@MkVkos;j lk¶Vos;j vkfn ds vuqj{k.k gsrq vko”;drkuqlkj dkfeZdksa ds fu”kqYd izf”k{k.k dh O;oLFkk djuh gksxhA
- 8- lk¶Vos;j fgUnh rFkk vaxzsth nksuksa Hkk’kkvksa esa vko”;drkuqlkj mi;ksx fd;k tk lds ,slh O;oLFkk djuh gksxhA
- 9- lsok iznkrk laLFkk dks dqy dkUV^asDV dher dh 10 izfr”kr ds /kujkf”k ds cjkcj dh ijQkjesal flD;ksfjVh jk’V^{ah};d`r cSad ;k Hkkjr esa LFkkfir f”kM~;wYM cSad xkjaVh ;k cSad M^ak¶V ds :i esa tks ihlhMh,Q fy- ds i{k esa y[ku^Å ij ns; gks] miyC/k djkuh gksxhA tks fu/kkZfjr okjaVh vof/k ds lekIr gksus ds i”pkr 60 fnuksa rd oS/k gksxhA
- 10- lk¶Vos;j fILVe ds fodkl ds izR;sd pj.k esa foHkkx dh fjO;w desVh }kjk dk;ksZ dh leh{kk dh tk;sxh rFkk ;g lqfuf”pr fd;k tk;sxk fd fILVe dk fodkl laLFkk dh vko”;drkvksa ds vuq:Ik gS vFkok ugha rFkk desVh }kjk okafNr lq>ko fILVe esa ifjorZu ;k vkesayu gsrq fn;s tk ldsxs ftudk lekos”k fILVe lk¶Vos;j esa djuk gksxkA
- 11- dk;Znk;h alLFkk rFkkl ihlhMh,Q@nqX/k la?kksa ds chp fdllh izdkj ds fookn dh fLFkfr esa izdj.k nqX/k vk;qDr] nqX/k”kkyk fodkl foHkkx] m0iz0 dks vkchZV^a”ku ds fy;s izLrqr fd;k tk;sxk rFkk vkchZV^asVj dk fu.kZ; nksuksa i{kksa dks ekU; gksxkA fdllh izdkj ds fookn dk fu.kZ; vkchZV^as”ku ds ek;/e ls gy u gksus ij y[ku^Å {ks= ds dksVZ esa gh okn nk;j fd;k tk ldsxkA

2. TERMS OF REFERENCE

Pradeshik Cooperative Dairy Federation Ltd. (PARAG) is an apex cooperative society of the dairy cooperatives in the state. The organization is working on a three tier cooperative structure comprising of primary societies at the village level culminating into a milk union at the district level & these milk unions together federated in an apex body-the PCDF at the state level.

The Milk Bill System which is presently being running in all dairies in U.P. is based on batch-processing concept. The input data (ie tc-01,tc 02, tc-03, tc-04) keeps pouring in for the billing cycle of one week (10 days in some unions). The input data (TC-01) of milk from societies comes in mainly in two forms, viz, the raw input data sheet & secondly the generated data from BMC (Bulk Milk



Cooler) in Pen-Drive. The other input is the deductions pertains to the cattle feed, seed, ghee, testing chemicals etc. given to the societies .

Milk is supplied by Member societies to the dairy two times a day, ie morning & evening. This milk, either Buffalo, Cow or Mixed milk, can basically be classified into three types.

- Sour Milk
- Curd Milk
- Good Milk

Milk is collected from various routes spread over the district boundaries. These routes cover all the societies which are supplying milk to the district milk union two times a day, ie morning & evening.

For Milk Can Reception of Buffalo and Cow Milk

Milk is procured twice a day and has to reach the Raw Milk Receiving Dock (RMRD) either at main dairy or chilling centers as per the time schedule given , to be counted as in-time arrivals. The number of Member Societies contributing milk on each route varies according to season.

The milk received at RMRD (Raw Milk Receipt Dock) is poured into special vessels and their actual weight is measured. At this point, route-wise data regarding quantity or milk, type of milk etc are captured on a Truck sheet, If any of the trucks arrive in out-time i.e. after the time as per schedule given, the quality of milk is tested at RMRD and noted in the truck sheet along with a tag of late arrival. All the columns apart from the columns for fat and SNF are filled here. The columns for Fat and SNF are filled up at the Laboratory where the quality of milk is analysed.

At the Laboratory, samples for member societies are tested for Fat and SNF. After testing, these values are filled in TC-1.

For Automated data from AMCU societies & BMC

The societies where Automated Milk collection unit or Bulk milk coolers are installed, milk collection data is generated in the computers (Window based compatible PC) which can be taken out in secondary storage such as pen drive etc. As there is no data communication link in a most all village societies with the respective milk unions of the district, the data on pen drive can be carried regularly by the tanker to the milk union which goes there to fetch the milk. The Pen drive in turn in the milk union is handed over to MIS of milk union & after downloading the data, returned back to the tanker driver/conductor. Care has to be taken here that old data do not get copied into in PC of milk union. Only data of selected date range has to be copied.

Milk Bill Processing

The Truck sheets are aggregated at the end of a cycle i.e. after every 7 days (or 10 days in some unions). The Member, Societies also buy the following Goods and Services from the dairy:

- Ghee
- Cattle Feed
- Issue of materials from P&I/General Stores and veterinary services.
- Fodder and Seeds
- Chemicals



At the end of each cycle, society-wise detail of milk supplied and the goods and services availed of by them is listed out. The net amount due to each society is worked out as:

Net payable = Total milk value + Other earnings- Deductions for goods and services.

The transporters and appointed by the union through tenders specifying rate of payment on kilometer basis or quantity or route basis. If the transporter brings the milk within Intime, then, even, if the milk gets curdled/ spoiled, it is the responsibility of Union or the Member Society, and the transporter is paid the full dues according to the rates fixed. But if, the transporter is late, and the milk gets curdled/spoilt, then suitable deductions are made from his dues. So the basis of payment to both the Member societies and the transporters is the Truck Sheet. This is prepared as LIABILITY REPORT in the system. The milk Procurement and Billing system has the following modules:

Milk Procurement

This module will generate Truck sheet, which would act as a starting point for both the Member Society and transporter amount due calculation.

Functions and Features

- Capture of details of type, quantity, quality of milk, and the no. of cans delivered from each society on each route.
- Capture the automated data from AMCU/BMC.
- VDC organization structure and its classification (under various schemes)
- VDC/member details
- Details of DCS infrastructure facilities
- Classification of milk and quality parameters
- Details of milk received through cans.
- Generation of truck-sheets
- Weighment details directly from weighing scale/bowl.
- Sampling of incoming milk and capturing sample-wise FAT/SNF details from analyser/milk-tester.
- Calculation & generation of milk-bills of societies having details of quantity & quality of milk, and various earnings/deductions.
- Generation of various reports for MIS purpose and queries
- Details of operating routes of milk procurement.

Billing & MIS

This module would pass an aggregated net payable advice to the Accounts, with detailed bank statement of all amounts payable to and due from each Member Society. The calculation of milk solid amounts is based on the FAT& SNF rate, which is in turn based on the base rate. The standard procedure to calc. milk solids rate is given below.

Fat Rate = Base Rate * 8

SNF Rate = Fat Rate * 2/3

The various points on which the milk calculation has to be based are given below.



Two axis system: The calculation is done on the basis of Fat & SNF rate calculated on the base rate on Morning & Evening basis.

Single axis system; Also known as Pro-Rata System, calculation is based only on Fat Rate

Apart from it various incentives are given on the higher side % age of FAT & SNF and subsequently penalties on the lower side of FAT& SNF. A milk “ready reconer” at the union level to facilitate the calculation. This “ready reconer” is MS-Excel is being attached.

So it comes out that the milk price calculation has to be based on the “ready reconer”, for which the vendor has to develop a logic code.

2. OBJECTIVES & SCOPE OF WORK

Under this programme the procurement of milk activities are to be computerized. The main adjectives of the assignment are as under:

1. To design, develop and implement an efficient, user-friendly, menu-driven application of Milk Billing System to cater to the varying information needs of the PCDF & DUSS.
2. Incoming milk data Capture from Electronic Weighbridges, at dairy dock.
3. Capture stored milk procurement data from BMCs situated at various locations, for use in the software, on daily basis.
4. Generation of various reports based on data collected at Various points by the system.
5. Application should have an automated data sending mechanism through e-mail to h.o. This will contains the summary data generated after the successful running of each cycle of milk bill.
6. And to generate an MIS report from compilation of such data recd, from units.
7. The project shall be implemented in one DUSS on pilot basis and would be repeated to all DUSS of U.P. after successful implementation of pilot.
8. The This project has to be implemented in all district milk unions spread over all of Uttar Pradesh in a phased manner. Presently their total no. is. 59.

3. SOME FEATURES OF SOFTWARE:

- The developed software application should have Bilingual Capability (i.e. outputs can be in Hindi or English language as required).
- Screen view of each generated report.
- Add/Edit/Remove process is required on all type of masters & inputs.
- Formatted report output of all masters.
- Checklist report of all input transactions
- More reports based on process cycle & Annual Report are to be added after consultations.
- Proper Data Backup- general and year-wise required.
- Two Level Login-Password security options.
- Support for summery viewing at CEO level.
- Data file nomenclature should be such as it could depict the cycle # & unit code.



- RTGS for money transfer from milk union account to society/ farmer account.
- Printing should be optional, it should support both draft as well as graphics mode, and user should have choice to print in either mode.
- Operator friendly data entry screens for data inputs (should have min mouse usage in data entry screens)
- The system must be scalable and upgradable in future.

4. Integration with Head Office

Information regarding milk procurement from society, other unions, parties with details of type, quantity and quality with monthly averages, no of VDCs etc pertaining to respective milk processing cycle to be transmitted to Head Office as part of cycle Snap Data as per the existing format. For the purpose every district milk unions (unit) has to be allotted a unique unit-code. The information is supplied to **Head Office through a web based/e-mail system.** The software piece in head office in-turn would compile & print the report (s).

5. Stages under software development

The following major steps required to be carried out for the development of software.

- Study in detail the system of milk bill & prepare Software requirement specifications (SRS).
- Software development in consultation with our experts time-to-time.
- Provide software operational training to the operational staff at LUCKNOW & operation manual in printed form and soft copy in CD also.

Almost at all the locations (district milk unions) the milk weighing machines have been installed along with a data transfer units at the dairy dock of milk union. The machines were of make of M/s Avery India Limited and M/s Essae Teroka Limited and are equipped with standard RS-232/422 ports for data capture.

The farmer's milk is coming through two modes daily (1) through milk cans at dairy dock (2) through milk tanker from Bulk Milk Coolers (BMC). So in both the cases input milk data has to captured automatically.

6. The Output Reports

6.1.1 Overview Functions & Features

1. To work out the amount due to each Member societies the milk supplied by them based on the type, quantity and quality.
2. To work out the deduction for spoilage of milk.
3. To take into account any other earnings accruing to the Member Societies.
4. To aggregate the deductions to be made from Member Societies account for the goods and services availed by them and deduction for spoilage of milk for which the Member Societies are responsible.
5. To prepare a detailed statement of each Member Society's dues and deductions and the net amount due to them.
6. To work out the amount due to transporter based on the Truck sheet and also detail out the deductions for out-time delivery spoilage. To arrive at the net amount due to the transporter.
7. To analyse the supervisor-wise/route inchagre wise performance in the procurement of milk from VDCs.



8. To Prepare physical & financial details of milk recd. every cycle.
9. To Prepare the annual ledger of the society.
10. Member Society performance with respect to quantity, quality and timeliness of milk supplied.
11. Analysis of Goods provided to each member society. Periodwise analysis report.
12. Day-wise receipt of milk solids (FAT,SNF) fromVDC milk.
13. Closed societies report.
14. Mahila Dairy (or any other pariyojna) Pariyojna reports.

6.1.2 The Current output Reports

- Milk Bill
- Payment Summary
- Cattle Feed Register
- Miscellaneous Addition/ Deduction register.
- Advance Deduction register
- Route Summary
- Liability Report
- Bank Advice
- Daily Milk Report
- Supervisor Wise Milk Report (s)
- Monthly Society wise ledger
- Date (Range) with Fat/SNF Register
- Annual Society Ledger
- Other reports which are be identified after system study.

Please note that all reports mentioned above and existing master file formats have been attached in annexure.

7. The deliverables

(a) The Software

(i) The finished application software in CD (The setup files to be installed in computer)

(ii) User Manual (One Copy) for each location (Soft/Hard Copy)

(b) TRAINING

The party has to impart training for the software to the staff of the DUSS for the operation of software. Training programme would at PCDF head office.

9. For Software to be customized and implemented

1. Vendor would provide the required data base platform software.
2. Vendor would provide warranty for application software.
3. The maintenance support during this period would be provided by Software Engineer of Vendor regarding problems associated with the Application Software. Defects if any would be removed and Corrected Application Software would be provided (One copy on CDROM) to each location of implementation.
4. The cost of A.M.C. after warranty period.



- (a) In LUCKNOW
 - (b) Outside Lucknow
5. In case of system failure, the maximum time taken by Vendor to repair the system (1) Under warranty (2) Under A.M.C. The Vendor is supposed to provide the time-to-be taken.
 6. It will be the responsibility of Vendor to ensure communication between weigh bridge and the application software to be implemented.
 7. It will be the responsibility of Vendor to maintain communication with our experts during application software development.
 8. Since the application software is supposed to be utilized all over U.P. in the district milk unions, the license fee per site is to quoted by vendor.
 9. The vendor is not supposed to do any type of alteration changes in software for any milk union unless & until it is allowed by PCDF head office (through MIS Deptt.) Any change in the software would be only be notified by PCDF to vendor.
 10. The vendor has to provide its own team to implement the software on various locations Starting from weigh-bowl connection in RMRD to the final stage. After initial implementation, the vendor is supposed to provide warranty of minimum 6 months period or more for each locations.
 11. It has to provide its service engineer to remove problems reported at locations outside LUCKNOW. The costing has to be provided by vendor.

Note:- for further details you may contact to Incharge (Materials), M.S. and P & I Section of PCDF Head Office, 29 Park road, Lucknow (UP) Phone no: 0522- 2236469, 2236465, 2236035, Fax : 052- 2235878 and e-mail : mmd.pcdf@paragmilkup.in

Note:- The above Specification of Hardware has been provided/approved by the Client Department. If you feel that the above specifications are not sufficient for the proposed application software then in that case you are requested to kindly propose your Hardware Specifications on separate sheet.



SECTION IV: BIDDER'S ELIGIBILITY CRITERIA

Only those bidders shall be eligible for bidding in this tender who are empanelled in UPLC under *Job Category – I (Software Development) and Service Provider Category (“B”, “C” & “D”) only vide e-bid reference no UPLC/Software /Empanelment 03/2012-13 & UPLC/Software /Empanelment 04/2012-13.*

- a) Bids should comprise of following sections:
 - i) Technical Bid
 - ii) Financial Bid

- b) Both the bids must be submitted separately on e-tender portal <http://etender.up.nic.in>. Prices should not be quoted in the Technical Bid. The prices should be quoted in the Financial Bid only.

- c) The bidder should submit/upload the following documents as mentioned in SECTION VI (Annexure –I) of Technical Proposal Submission for technical eligibility of the tender failing which your bid may be rejected:-
 - i) Required/Proposed Hardware with Specifications
 - ii) Demo Screen Shots
 - iii) Business Process Logic



SECTION V – Standard Terms and Conditions

1. Prices

- 1.1 The total Prices (F.O.R. destination) quoted by the Service Provider should be F.O.R. destination and inclusive of all prevalent Taxes e.g. VAT, Service Tax, Duties, Licence fees, etc till delivery , installation and implementation of application software and all the services to the end-customer.
- 1.2 If at any time during the said period, the Service Provider reduces the sale price, sells, or offers to sell such Services and goods to any person/organization, Central or State Government Departments etc as the case May be, at a price lower than the price chargeable under the contract, the Service Provider shall forthwith notify such reduction, or sale or offer to sell to the UP Electronics Corporation Ltd (UPLC) and the price payable under the contract for the supply of Services and material after the date of coming into force of such reduction or sale or offer to sell, shall stand correspondingly reduced.

2. Period of Validity of Offer

The offer shall remain valid for 150 days after the date of offer opening prescribed by UPLC. Any offer valid for a shorter period shall be rejected by UPLC as non-responsive.

3. UPLC's Centage Charges

UPLC's Centage Charges as per norms, would be added over and above the prices quoted by the Vendor/negotiated prices payable to the Service Provider, before submission of final proposal of UPLC to the end-customer, by UPLC.

4. Scope of Work

The Scope of Work shall be as per requirement of the end-customer, as mentioned in Section –III (Terms of Reference (TOR) And Scope Of Work.

5. Time Schedule/Delivery Period

The supply or installation of Software and training as per schedule mentioned in Section-III and all other items and integrated Solution, if required in the project to the end-customer should be completed within the time (75 days) specified by the end-customer/as per requirement of the project.

6. Submission of Offer

The Service Provider should submit their e-bid duly signed and stamped by the authorized Signatory on each and every page of the documents..

7. Evaluation of Offers

The Service Providers will upload their e-bid within stipulated time. The selection will be based on the proven competence of technically qualified bidder and lowest bid.

8. Changes in Technical Specifications

- 8.1 UPLC reserves the rights to effect changes within the general scope of work in consultation with the end-customer in any one or more of the following:
 - (a) technical specifications of the systems and Goods to be furnished under the scope of work are to be specifically designed and manufactured to meet the requirement of project for supply to end-customer; and the application software so developed on the required SW environment to meet the requirement of project
 - (b) the method of transportation or packing;
 - (c) the place of delivery; and/or
 - (d) The Services to be provided by the Service Provider.



8.2 Any such change will be notified in writing, before opening of the financial proposal/quotation. In case, any of the Service Provider has already submitted its offer before receiving the notification of changes from UPLC, will be allowed to submit its revised offer.

If any such change causes an increase or decrease in the cost, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within seven (7) days from the date of the Supplier's receipt of the Purchaser's change order.

9. Right to negotiate

The negotiation, if required shall be carried out only with the technically qualified with the lowest Bidder by UPLC and/or end-customer / any other competent authority/ high power purchase committee of the State Government as per the procedures/policy of the Government of UP, prevailing at that point of time.

10. Award Criteria

10.1 The UPLC will determine to its satisfaction whether the Service Provider that is selected as having submitted the lowest evaluated responsive offer, meets the criteria specified, and is qualified to perform the contract satisfactorily.

10.2 The UPLC will award the contract/order to the lowest evaluated successful Service Provider whose offer has been determined to be responsive to all the conditions of the contract and meeting the Technical specification and qualification requirement of the end-customer.

11. Acceptance of the Bid

UPLC do not bind itself to accept the lowest or any bid, and reserves the right to:-

- (a) Reject any or all offers with/without any reason
- (b) Accept any offer of Service Provider without assigning any reason and also reduce or extend the period of contract without assigning any reason.
- (c) Accept any offer of Service Provider, who is capable to handle the project and/or whose offer is viable.

12. Notification of Award

12.1 After receiving the firm Order from the end-customer, prior to the expiration of the validity period (i.e. 150 days), UPLC will notify the successful Service Provider in writing by letter/e-mail/fax, that its offer has been accepted.

12.2 The notification of award will constitute the formation of the Contract.

13. Signing of Contract

13.1 As soon as the UPLC notifies the successful Service Provider whose offer has been accepted, the UPLC will send the Service Provider the Contract Form, incorporating all the conditions of the contract between the parties i.e. UPLC and successful Service Provider, and if required with the end-customer also.

13.2 Within 7 days of receipt of the Contract Form, the successful Service Provider shall execute, sign and date the Contract and return it to the UPLC.

14. Inspection & Tests

Inspection and tests prior to web enabled application software for Work Progress Information System (WPIS) and at final acceptance are as follows:



14.1

- (i) Service Provider shall intimate to the UPLC indicating that the developed Application Software and are ready for inspection and the UPLC can send their representative for inspection at their premises. After receipt of such intimation from the Service Provider, the UPLC shall arrange for test. The test will be conducted in the premises of the Service Provider prior to supply and installation at final destination. For conducting the inspection and tests at the premises of the Service Provider, all reasonable facilities and assistance, shall be furnished by the Service Provider at no charge to the inspectors of the UPLC/end-customer. The developed application Software, which is required to be carried out after approval of SRS, Design document etc by the end-customer, such approved application Software should be delivered and installed by the Service Provider at the respective sites within the time schedule and integrate it with the Hardware environment for satisfactory performance of the project. For site preparation, the Service Provider should furnish all details to the UPLC sufficiently in advance so as to enable to the en-customer to get the works completed before receipt of the equipment.
- (ii) The acceptance test will be conducted by the UPLC/end-customer, their consultant or any other person nominated by the UPLC/end-customer, at its option. There shall not be any additional charges for carrying out acceptance tests. The acceptance will involve trouble-free operation during acceptance testing period. No malfunction, partial or complete failure of any part of hardware or excessive heating of motors attached to printers, drivers etc. or bugs and malfunctioning in the software should occur. The software should be complete in itself in totality or module-wise as approved in the project by the end-customer. During acceptance tests, the items having the same or only higher technical specifications as given in the contract shall be accepted. The Service Provider shall maintain necessary log in respect of the result of the tests to establish to the entire satisfaction of the UPLC/end-customer. An average uptake efficiency of 98% for the duration of test period shall be considered as satisfactory.
- (iii) In the event of the developed Application Software and/or goods failing to pass the acceptance test, if carried out at site of installation, a period specified by UPLC/end-customer will be given to rectify the defects and clear the acceptance test, failing which the UPLC/end-customer reserves the rights to get the application SW/equipments replaced by the Service Provider at no extra cost.

14.2 The UPLC's rights to inspect, test and, where-ever necessary, reject the Goods after the Goods' arrival at Project Site shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the UPLC or its representative prior to the Goods shipment.

14.3 **Manual and Drawing**

14.3.1 The technical/operational/user manual shall be in the English or Hindi language and in such form and numbers as stated in the purchase order. Manual May be in CD/DVD Format also.

14.3.3 The Service Provider at its own expense will provide necessary training to the officials of the end-customer on the Software and Systems supplied by the Service Provider.

15. Incidental Services

All the incidental costs e.g. On-site delivery & satisfactory installation of all the items and/or LAN/WAN/Networking as per purchase order; Furnishing all the manuals as per purchase order to the project sites; and Maintenance and repair of the equipment at each location during the comprehensive warranty period including the cost of all spares shall be deemed to be



included in the Contracted Value with the Service Provider and the Service Provider should provide such services without claiming for any extra charges for it.

16. Warranty and Maintenance Services

- a) The Service Providers shall be responsible for providing technical support for the successful running of the software/system so developed/ deployed as per the approved project during the period of Warranty (one year from the date of successful installation).
- b) The Service Providers shall be required to provide maintenance support of the developed software and/(or) hardware equipment etc, provided to the client, under the Specific Job awarded to the Service Provider, for the period mutually agreed upon with the client.
- c) The UPLC shall promptly notify the Service Provider in writing of any claims arising under this warranty.
- d) During warranty period, Any changes suggested within warranty period shall be take care, the defects/bugs/edit/modification of application software shall be rectified or repaired whatever required, by the Service Provider, to the satisfaction of the user departments. Period for correction of defects in the warranty period is 48 hrs.

17. UPLC's right to vary Quantities at the Time of Award

The UPLC reserves the right at the time of Contract award to increase or decrease the quantity of goods and services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.

If any such change causes an increase or decrease in the cost, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within seven (7) days from the date of the Supplier's receipt of the Purchaser's change order.

18. Payment Schedule

All payments from the client department shall be received through Cheque/Draft favouring U P Electronics Corporation Limited, payable at Lucknow. The payment/ running payment would be released to the Service Provider only after receipt of the payment from the end-customer and as per the terms and conditions of the Job order awarded to the Service Provider by UPLC and review of the progress in project.

19. Performance Bank Guarantee

24.1 The Service Provider will have to submit a Bank Guarantee (BG) of 10% of order value valid for warrantee period. In case of delay in submitting the BG, corresponding amount will be withheld by the Corporation out of payment payable to the service provider for a period till satisfactory project completion, or for a period specifically mentioned by the client department required for the smooth services during the Warranty period. The performance Bank Guarantee shall be denominated in Indian Rupees. After submission of Bank Guarantee in UPLC, its cognizance would be taken only after its verification from the concerned Bank.

24.3 The proceeds of the performance Bank Guarantee shall be payable to the authority in favour of whom the performance bank guarantees was prepared, as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.

24.4 The Performance Bank Guarantee will be discharged by the UPLC/ end-customer and returned to the Service Provider upon the written request as promptly as possible following the date of its validity or completion of the Service Provider's performance obligations including any onsite warranty/extended warranty obligations, whichever is later, under the contract.



20. Assignment/Sub-contracting

The Service Provider shall not assign/sub-contract, in whole or in parts its obligations to perform under the Contract to any other firm except with the UPLC's prior written consent, but not absolving of Sub-Provider's ultimate responsibilities to successfully implement the project in totality in proper functional performance.

21. Termination for Default

21.1 The UPLC May, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service Provider, terminate the Contract in whole or part:

- (a) if the Service Provider fails to deliver any or all of the Goods or services within the period(s) specified in the Contract/Purchase Order, or within any extension thereof granted by the UPLC/ end-customer
- (b) if the Service Provider fails to perform any other obligation(s) under the Contract or Purchase Order.

21.2 In the event the UPLC terminates the Contract in whole or in part, UPLC May procure, upon such terms and in such manner as it deems appropriate. Goods or Services similar to those undelivered, and the Service Provider shall be liable to the UPLC for any excess costs for such similar Goods or Services. However, the Service Provider shall continue the performance of the Contract to the extent not terminated.

22. Termination for Insolvency

The UPLC May at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the UPLC/end-customer.

23. Termination for Convenience

23.1 The UPLC, by written notice sent to the Service Provider May terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the UPLC/end-customer's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.

23.2 The Goods that are complete and ready for shipment at the time of Service Provider's receipt of notice of termination shall be accepted by the UPLC/end-customer's at the Contract terms and prices. For the remaining Goods, the UPLC/end-customer's May elect:

- (a) to have any portion completed and delivered at the Contract terms and prices; and/or
- (b) to cancel the remainder and pay to the Service Provider an agreed amount for partially Completed Goods.

24. Service Provider Integrity

The Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the contracts using state-of-the-art equipments/SW solutions, methods and economic principles and exercising all means available to achieve the performance specified in the contract.

25. Service Provider's Obligations



The Service Provider is obliged to work closely with the UPLC/end-customer's staff, act within its own authority and abide by directives issued by the UPLC/end-customer and implement all the activities. The Service Provider shall abide by the job safety measures prevalent in the country and will indemnify the UPLC from all demands or responsibilities arising from consequences, accidents or loss of life and property due to negligence of the Service Provider. The Service Provider will pay all indemnities arising from such incidents and will not hold the UPLC responsible or obligated. The Service Provider is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors. The Service Provider will treat all data and information as confidential about the UPLC and end-customer, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the UPLC/end-customer.

26. Patent Right

In the event of any claim asserted by a third party of infringement of copy right, patent, trademark or industrial design rights arising from the use of the services, Goods or any parts thereof in the country, the Service Provider shall act expeditiously to extinguish such claim. If the Service Provider fails to comply and the UPLC is required to pay compensation to a third party resulting from such infringement, the Service Provider shall be responsible for the compensation including all expenses (court costs and lawyer fees etc), without delay on getting demand notice from UPLC.

27. Site Preparation and Installation

Incharge of the project site, deputed by the end-customer will be solely responsible for site preparation in compliance with the technical and environmental specifications defined by the Service Provider. The incharge of project site will identify the installation site before the scheduled installation date to allow the Service Provider to perform a site inspection to verify the appropriateness of the sites before the installation of the Hardware and Software.

28. Software and System Installation

The Service Provider is responsible for all unpacking, the assemblies, installations of required hardware and software, cabling between hardware units and connecting to power supplies. The Service Provider will test all required hardware and software operations and accomplish all adjustments necessary for successful and continuous operation of the hardware and software at all installation sites.

29. Software and System Maintenance

The Service Provider will accomplish preventive and breakdown maintenance activities to ensure that all required Hardware execute without defect or interruption for at least 98% up time for 24 hours a day, 7 days of the week of operation of the machine worked on a quarterly basis. If any critical component of the entire configuration is out of service for more than two days, the Service Provider shall immediately replace the defective unit at its own cost. The Service Provider will ensure to respond to a project site visit and commence repair work on the equipment/ make functional the application Software within 24 hours of being notified of system malfunction.

30. Transfer of the Rights of the UPLC

All the items are being procured by the UPLC on behalf of end-customers (various offices/institutions of Government of Uttar Pradesh). Till successful installation and commissioning of all the items, the UPLC will be responsible for monitoring of the observance of the clauses under this contract. After successful installation & commissioning of all the items, all the rights, duties and obligations of the UPLC under this contract, shall be exercised by the concerned offices/ institutions of Government of Uttar Pradesh.



31. Code of Conduct

- a) Relationship with Client: Dealings with client must be conducted in an ethical manner, terms of agreement should be clearly and precisely expressed and fulfilled in good faith; work undertaken should be carried out promptly and efficiently and client's interests properly safeguarded and confidentiality maintained.
- b) Relationship with other Service Provider: Dealings with other Service Providers must be conducted in a positive and professional manner and in utmost courtesy and fairness; property rights, work results, confidential data and vendor/client relations of Service Providers ought to be respected; and no engagement in harmful, disappearing or predatory tactics will be entertained.
- c) Relationship with Principals: Service Providers shall represent Principals in a fair and business like manner in accordance with their contract, their property and other rights; and provide full and accurate business records.
- d) Relationship with Employees: Service Providers shall strive to employ high caliber staff and offer fair and equal opportunities for growth and development. Relevant training and constant upgrading of the employees has to be provided in line with job responsibilities. Also, employees have to be informed of their obligation to keep important data confidential. And of the fact that any professional misconduct constituting of unauthorized disclosure of confidential nature or violation of copyright laws will cause employers to take disciplinary action.
- e) Relationship with Public: Service Providers shall promote effective use of Information Technology as an instrument for social and economic good and act as good corporate citizens and fulfill their responsibilities to the community.
- f) Intellectual Property Protection: Service Providers shall neither use nor encourage the use of Pirated Software in their own and their client's organizations. All Software and other related Software Products must be Original, Licensed and Genuine and must conform to the norms and guidelines of Information Technology (IT) Act, 2000 and its amendments from time to time, failing which the empanelment of Service Providers will automatically stand terminated.

32. Use Of Documents And Information For Software Projects

The Service Providers shall not, without UPLC's prior written consent, disclose any document containing specification, plan, drawing, pattern, sample or information furnished by or on behalf of end-customer in connection therewith to any person other than a person employed by the Service Providers in the performance of the allotted job. Disclosure to any such employed person shall be made in confidence and shall extend only as far as May be necessary for purpose of such performance.

33. Intellectual Property Rights(IPR) and Replication Rights

Application software plans, drawings, specifications, design, reports and other documents prepared by the Service Providers in the execution of the allotted Job order shall become and remain the exclusive property of the UPLC. The Source Code of the Application Software and the documents will be the exclusive property of UPLC and UPLC will have the Intellectual Property Rights (IPR) and Replication Rights on developed software and documents. Service Providers will be obliged to submit at least two copies of Software with Source Code and complete SRS and Complete Operational documentation. The bound copies of Documentation of System Study, System Requirement Specification (SRS) and Users Manuals are to be handed over to the end-customer after its completion at respective stages along with its soft copies on the latest media available at that time.



34. Force Majeure

- 34.1 Notwithstanding the provisions of conditions of contract, the Service Provider shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 34.2 For purpose of this Clause, “Force Majeure” means an event beyond the control of the Service Provider and not involving the Service Provider’s fault or negligence and not foreseeable. Such events May include, but are not limited to, acts of the UPLC either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises the Service Provider shall promptly notify the UPLC in writing of such conditions and the cause thereof. Unless otherwise directed by the UPLC in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

35. Settlement of Disputes

- 35.1 If any dispute or difference of any kind whatsoever arises between the UPLC and the Service Provider in connection with or arising out of the Contract both the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 35.2 If, the parties have failed to resolve their dispute or difference by such mutual consultation within 30 (thirty) days, then aggrieved party May give notice to other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter May be commenced unless such notice is given.
- 35.3 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration May be commenced prior to or after delivery of the Goods and services under the Contract.

40. Arbitration

- 40.1 In case of dispute or difference arising between the UPLC and a Service Provider relating to any matter arising out of or connected with the award of contract, such dispute or difference shall be referred to Sole Arbitrator, the Principal Secretary/Secretary, IT & Electronics Department, Govt of U.P. or its nominee, to decide the dispute both in case of foreign supply as well as Indian supply. The provision of Arbitration and Conciliation Act, 1996 shall apply.
- 40.2 Arbitration proceedings shall be held at Lucknow, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English or Hindi.
- 40.3 The decision of the Sole Arbitrator or its nominee shall be final and binding upon both parties. The cost and expenses of arbitration proceedings will be paid as determined by the Arbitrator. However the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings shall be borne by each party itself.
- 40.4 Notwithstanding any reference to arbitration herein.
- (a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and
- (b) the UPLC shall pay the Service Provider any money due to the Service Provider.
- 40.5 All disputes shall be subject to the jurisdiction of the Courts at Lucknow only.



41. Limitation of Liability

Except in cases of criminal negligence or willful misconduct, and in the case of Infringement

- (a) the Service Provider shall not be liable to the UPLC/end-customer, whether in contract tort, or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to the UPLC; and
- (b) the aggregate liability of the Service Provider to the UPLC/end-customer, whether under the Contract, in tort or otherwise, shall not exceed the total value of items ordered under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

42. Governing Language

The Contract shall be written in English or Hindi language. Subject to condition of contract, English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same languages.

43. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India.

44. Notices

44.1 Any notice given by one party to the other pursuant to the award of Contract shall be sent to other party in writing by e-mail or by Fax or by post and confirmed in writing to the other Party's address. For the purpose of all notices, the following shall be the address of the UPLC and Service Provider

UPLC: U.P. Electronics Corporation Ltd,
10, Ashok Marg,
Lucknow (U.P.) - 226 001

Service Provider: (To be filled in at the time of Contract execution)

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A notice shall be effective when delivered or on the notice's effective date whichever is later.

45. Acquaintance with all Conditions

The Service Provider acknowledged that he has made himself duly acquainted with all the terms, conditions and circumstances under which the services/supplies required under the contract will have to be made or furnished and with all the terms, clauses, conditions, specifications and other details of the contract and the Service Provider shall not plead ignorance of any of those as excuse in case of complaint against or on rejection of supplies and services tendered by him or with a view either to ask for encashment of any rates agreed to in the contract or to evading any of his/her obligations under the contract.



SECTION VI - Technical Proposal Submission Form

Annexure -I

Bidder's General Information –

SN	Particulars	Description/Details	Reference Documents	Page No.
A.	Name of Bidding Company			
B.	Contact Details			
	a) Address			
	d) Telephone with STD Code e) Mob No.–			
	e) Fax			
	f) email			
	g) Website			
	h) Name of Managing Director/ CEO			
	C	a) Required/Proposed Hardware with Specifications	(attached separate sheet)	
	b) Demo Screen Shots	(attached separate sheet)		
	c) Business Process Logic	(attached separate sheet)		
D	Job Category and Service Provider Category in which your firm is empanelled.	(attached UPLC's letter of Empanelment)		



2- Technical / Managerial Staff [Enclosed Separate Sheet if required]

Sl. No.	Name	Qualification	Position	Task
1.				
2.				
3.				
4.				

3.0 List your clientele with amount of project completed

Name of Client:		Approx. Value of Services (INR)
Assignment Name:		Assignment Ref no:
Address:		Job Awarding Authority
Start date (Month / Year):	Completion date (Month / Year):	Job Completion Certificate Ref no:

NOTE:

1. Bidder must enclose copy of the LOI/LOA/WO/Agreement / Client certificate placed by the Procurer /Department/sponsoring authority on the Bidder towards award of Consultancy assignments.
2. Bidder must have sufficient infrastructure for smooth implementation of the project.
3. The Bidder must enclose separate sheets for each requirements.

Signature.....

In the capacity of.....

Duly authorized to sign proposal for and on behalf of.....

Date.....

Place.....



DECLARATION FOR PROPOSAL SUBMISSION FORM

The Managing Director,
UP Electronics Corporation Ltd.
10, Ashok Marg, Lucknow.

Sub: Submission of Techno- Commercial Proposal against your letter **UPLC/Software / 2013-14/ 12**, Dated 20 Jul 2013.

Dear Sir,

Kindly refer your letter no. **UPLC/Software / 2013-14/ 12**, Dated 20 Jul 2013 on the subject cited above and find enclosed our Techno-Commercial Proposal on your prescribed format .

We as an Empanelled Software Service Provider registered with your Corporation vide letter no: _____ Dated _____ , hereby declares that though we are bound by the terms and conditions laid down while empanelling us as a Software Vendor. We however specifically submitted that we are also bound by the terms and conditions of this tender and also full fill the eligible criteria as mentioned in this tender in addition to terms and condition aforesaid.

We are looking forward to take this opportunity.

Regards.

Your's faithfully

Date :
Place:

[authorized signatory]
Name of Firm with address
(seal)



Annexure IV

Financial Proposal Submission Form

Ref: Submission of Proposal against your RFP Reference No. : **UPLC/Software / 2013-14/ 12**

Our details financial proposal is as follows:

(1) Design, Development & Support Charges:

S. No.	Deliverables	Unit	Unit Cost (INR)	Service Tax	Total Cost (Rs.)
1.	SRS- System Requirement Specification Document Preparation and DPR-Detailed Project Report Submission.	01			
2.	Design, Development, Implementation and Computerization of <i>Integrated Milk Bill System</i> (as per scope of work mentioned above in Section –III)	01			
Amount in words					

(2) Annual Maintenance Charges for IInd Year:-

1.	AMC of Web Based Software Modules (Please Quote your financial in Percentage (%) only)				%
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Date :-
Place:-

[authorized signatory]
Name of Firm with address
(seal)