



# U.P. Electronics Corporation Limited

(U.P. Government Undertaking)

10 Ashok Marg, Lucknow-226001

Telephones : (0522) 2286808

(0522) 4130303

Website : www.uplclko.in

Fax : (0522) 2288583

E-mail : md@uplclko.in

: uplclko@gmail.com

## e-BIDDING

### FOR

### EMPANELMENT OF SOFTWARE DEVELOPERS, SYSTEM INTEGRATORS, IT ENABLED SERVICE PROVIDERS, NETWORK SECURITY, STORAGE, BACKUP, INTEGRATION & NETWORKING SOLUTION/ TURNKEY SOLUTION PROVIDERS, SECURITY & SURVEILLANCE SOLUTIONS

Bid REFERENCE

: UPLC/Software /Empanelment 04/2012-13

E-tender Portal

: <http://etender.up.nic.in>

#### Critical Dates

| SN | Particulars               | Date        | Time     |
|----|---------------------------|-------------|----------|
| 1  | Publishing Date           | 08 Nov 2012 | 06:00 PM |
| 2  | Bid Submission Start Date | 08 Nov 2012 | 06:00 PM |
| 3  | Bid Submission End Date   | 23 Nov 2012 | 06:00 PM |
| 4  | Bid Opening Date          | 23 Nov 2012 | 06:15 PM |

Place of Opening e-Bids

: UP Electronics Corporation Ltd  
10-Ashok Marg,  
Lucknow-226001

e-Bid Processing Fee

: Rs 20,000.00 (Rupees Twenty thousand only)  
(Non-refundable)

**This Document Contains – 31 Pages**

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## e-Tender Notice

Online e-bids are invited from experienced Software Developers & System Integrators /Companies/ Organizations in the areas of Software Developments, IT Enabled Services, Security, Storage, Backup, Integration And Networking Solutions, Turnkey Solutions, Security & Surveillance Solution for their empanelment as Service providers of **UPLC up to 06:00 PM on 23 Nov 2012 and shall be opened at 06.15 PM** on the same day or afterwards. The processing fee is Rs 20,000/- (Rupees Twenty thousand only). The existing Software empanelled vendors whose empanelment period has not expired, are not required to apply against this e-tender. However

Already empanelled Service Providers who have added their expertise in other Job Categories or Upgraded their financial capacity (Service Provider Categories (A/B/C/D)) during last one year, they may also apply against this tender.

The details of submission of e-Tender are available in the tender document uploaded on the e-Procurement website <http://etender.up.nic.in>. and [www.upclco.in](http://www.upclco.in). The Corporation reserves the right to cancel any or all the e-bids/annul the bidding process without assigning any reason thereof.

UPLC/Software/Empanelment-04/2012-13

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

## INVITATION FOR e-BIDS

This invitation for e-Bids is for empanelment of experienced companies / organizations in the areas of Software Developments, IT Enabled Services, Security, Storage, Backup, Integration And Networking Solutions, Turnkey Solutions, Security Surveillance as Service providers of UPLC for the period of two years.

1. Bidders are advised to study the tender Document carefully. Submission of e-Bid against this tender shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the tender Document with full understanding and its implications.
2. The e-Bids prepared in accordance with the procedures enumerated in ITB Clause 6 of Section-I should be submitted through e-Procurement portal <http://etender.up.nic.in>. by following the procedures given in ITB clause 11 of Section I.
3. The tender document is available at e-Procurement website <http://etender.up.nic.in>. Interested bidders may view, download the e-Bid document, seek clarification and submit their e-Bid online up to the date and time mentioned in the table below:

|     |  |  |
|-----|--|--|
| (a) | Date of publication of tender notice   | 08 Nov 2012 at e-Procurement web site<br><a href="http://etender.up.nic.in">http://etender.up.nic.in</a> |
| (b) | Availability of tender document on website   | 08 Nov 2012 from 06:00 PM  |
| (c) | e-Bid submission start date & time<br>(Submission of e-tender fee, EMD and other supporting documents in PDF format) | 08 Nov 2012 from 06:00 PM  |
| (e) | e-Bid submission end date & time   | 23 Nov 2012 at 06:00 PM  |
| (f) | Online Technical bids opening Date & Time  | 23 Nov 2012 at 06:15 PM or onwards   |
| (g) | Venue of Opening of Technical Bids   | UP Electronics Corporation Ltd<br>10-Ashok Marg, Lucknow-226001  |
| (h) | e-bid Inviting Officer   | Shri Prabhat Mittal,<br>Managing Director  |
| (i) | e-bid Processing Fee (non refundable)  | Rs. 20,000/- (Rupees Twenty thousand Only)   |

4. **All e-Bids must be accompanied by in the form of Demand Draft/Bankers Cheque in favour of U.P. Electronics Corporation Ltd., payable at Lucknow. The scanned copy of the processing fee must be uploaded along with the e-Bid and the original should reach the office UPLC at Lucknow before e-bid submission end date and time.**
5. UPLC reserves the right to cancel any or all the e-Bids/annul the e-Bid process without assigning any reason thereof.
6. All the required documents should be uploaded by the e-Bidder 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-tender portal <http://etender.up.nic.in>. The required electronic documents for each document label of Technical (Fee details, Declaration by the Bidder, Capability Statement and Annexures and Qualification details) schedules/packets can be clubbed together to make single different files for each label. The size of single label file should not exceed 5 MB size.

## **SECTION I : INSTRUCTIONS TO BIDDERS (ITB)**

### **(A) THE BIDDING DOCUMENT**

#### **1 Availability of Tender**

This e-tender document is available on the web site <http://etender.up.nic.in> and [www.upclcko.in](http://www.upclcko.in) to enable the bidders to view and download the bidding document. Submit their Bids online up to the last date and time mentioned in e-Tender notice/tender document against this e-Tender only on e-tender portal <http://etender.up.nic.in>.

#### **2 Contents of e-Bid Document**

- 2.1 The goods/services required to be supplied, Bidding procedure terms and conditions are prescribed in the bidding document. The bidding document includes:
- (a) Invitation for Bids
  - (b) Section I : Instruction to bidders (ITB);
  - (c) Section II : Requirement for Empanelment
  - (d) Section III : Capability Statement
  - (e) Annexure 1 to Annexure -6
- 2.2 The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required as per the bidding documents or submission of a Bid not responsive to the bidding documents in every respect will be at the bidder's risk and may result in rejection of his Bid.

#### **3 Clarification of Bidding Documents**

A prospective bidder requiring any clarification of the bidding documents may raise his point of clarification to UPLC's e-mail [md@upclcko.in](mailto:md@upclcko.in) or [upclcko@gmail.com](mailto:upclcko@gmail.com)

#### **4 Amendment of e-Bid Document**

- 4.1 At any time prior to the deadline for submission of Bids, the UPLC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding document by amendments. Such amendments shall be posted/ uploaded on the e-Procurement portal <http://etender.up.nic.in> through corrigendum and shall form an integral part of Bid documents. The relevant clauses of the Bid documents shall be treated as amended accordingly.
- 4.2 It shall be the sole responsibility of the prospective bidders to check the e-tender portal <http://etender.up.nic.in> and [www.upclcko.in](http://www.upclcko.in) from time to time for any amendment in the e-tender document. In case of failure to get the amendments, if any, the UPLC shall not be responsible there-for.
- 4.3 In order to allow prospective Bidders a reasonable time to take the amendment into account in preparing their Bids, UPLC at his discretion, may extend the deadline for the submission of e-Bids. Such extensions shall be posted/up-loaded on the e-Procurement portal <http://etender.up.nic.in>.

## **(B) PREPARATION & SUBMISSION OF e-Bid**

### **5 Documents Constituting the e-Bid**

5.1 The e-Bid prepared by the bidder shall comprise the following components:

**Technical e-Bid** - Technical e-Bid will comprise of :

- a) **Fee Details** – includes copies of e-Bid processing fee furnished in accordance with ITB Clause 7 in PDF format.
- b) **Declaration by the bidder** – includes signed copy of declaration and Requirements for Empanelment as per Section II in PDF Format.
- c) **Capability Statement and Annexures** – includes filled-in signed capability statement as per Section III and Annexures 1, 2, 3, 4, 5 and 6 in PDF format
- d) **Qualification Details** – includes copies of required documents as per ITB Clause 16.1 in PDF format justifying that the Bidder is qualified and meets the criteria for empanelment **as on 08 Nov 2012.**

### **6 Documents Establishing Bidder's Qualification**

Pursuant to ITB Clause 5, the bidder shall furnish, as part of Technical Bid, documents establishing the Bidder's qualification to perform the Contract if its bid is accepted. The documentary evidence should be submitted by the bidder 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-tender portal.

### **7 e-Bid Processing Fee**

7.1 Pursuant to ITB Clause 5 the Bidder shall furnish, as part of its bid, a bid processing fee of Rs 20,000/- (Rupees Twenty thousands only) in favour of "**U.P. Electronics Corporation Ltd**" payable at "**Lucknow**". The scanned copy of the bid processing fee must be submitted along with the bids and the original one should reach the UPLC's office at Lucknow before bid submission end date and time. The existing Software empanelled vendors whose empanelment period has not expired, are not required to apply against this e-tender However,

(i) One more activity i.e. Smart Card/RFID support based on application has been added in Job Category –II (IT Enabled Services). Interested Service Providers, who are already empanelled, may like to apply in this additional Job Category i.e Smart Card/RFID support based on application against this e-tender.

AND

(ii) Already empanelled Service Providers who have added their expertise in other Job Categories or Upgraded their financial capacity (Service Provider Categories (A/B/C/D)) during last one year, they may also apply against this tender.

7.2 The bid processing fee shall be in Indian Rupees and shall be in the form of Bank Draft/ Bankers Cheque only.

7.3 Any bid not secured in accordance with ITB Clauses 7.1 and 7.2 above shall be treated as non responsive and rejected by the UPLC.

### **8 Period of Validity of e-Bids**

8.1 Bids shall remain valid for 150 days after the date of Bid opening prescribed by the UPLC, pursuant to ITB Clause 11. A Bid valid for a shorter period shall be rejected by the UPLC as non-responsive.

### **9 Format and Signing of e-Bid**

9.1 The Bidder shall prepare one electronic copy each of the Technical Bid.

9.2 The Bid documents shall be digitally signed, at the time of uploading, by the bidder or a person or persons duly authorized to bind the bidder to the Contract. All the pages/ documents of the Bid shall also be signed manually by the person authorized to sign the bid before converting them into PDF and uploading them as bidding documents.



## 10. Submission of e-Bids

The e-Bid Submission module of e-Procurement website <http://etender.up.nic.in> enables the bidders to submit the e-Bid online against the tender published by the UPLC. Bid Submission can be done only from the Bid Submission start date and time till the Bid Submission end date and time given in the e-tender. 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-Procurement 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 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:

- 10.1 For participating in Bids through the e-tendering system, it is necessary for the bidders to be the registered users of the e-Procurement 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 required training/ assistance etc. on e-procurement portal <http://etender.up.nic.in>. The bidders may contact U.P. Electronics Corporation Limited, 10-Ashok Marg, Lucknow-226 001 On Phone Nos 0522-2286808, e-mail [upclcko@gmail.com](mailto:upclcko@gmail.com) for getting registered at the e-Procurement portal <http://etender.up.nic.in>.
- 10.2 In addition to the normal registration, the bidder has to register with his/her **Digital Signature Certificate (DSC)** in the e-tendering system and subsequently he/she will be allowed to carry out his/her e-Bid submission activities. Registering the Digital Signature Certificate (DSC) is a one time activity till its validity. Before proceeding to register his/her DSC, the bidder should first log on to the e-tendering system using the User Login option on the home page with the Login Id and Password with which he/ she has registered as per clause 10.1 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 clause 10.1 above on a prescribed form available at UPLC's website [www.upclcko.in](http://www.upclcko.in) along with the payment of fee of Rs 1593/- (including Service Tax) per person, The bidder is also advised to register his/her DSC on e-procurement 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 tender. The bidder can perform User Login registration/creation and DSC registration exercise as described in clauses 10.1 and 10.2 above even before Bid submission date starts. The UPLC shall not be held responsible if the bidder tries to submit his/her e-Bid at the last moment before end date of submission but could not submit due to DSC registration or any other technical problems.
- 10.3 The bidder can search for active tenders through "Search Active tenders" link, select a tender in which he/she is interested in and then move it to 'My Tenders' folder using the options available in the e-Bid Submission menu. After selecting and viewing the tender, for which the bidder intends to e-Bid, from "My Tenders" folder, the bidder can place his/her Bid by clicking "Pay Offline" option available at the end of the view tender details form. Before this, the bidder should download the tender document and study them carefully. The bidder should keep all the documents ready as per the requirements of e-tender document in the PDF format.
- 10.4 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 documents as per Technical (Fee details, Declaration by the Bidder, Capability Statement & Annexures and Qualification details) schedules/packets given in the tender details. 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.
- 10.5 Next the bidder should upload the Technical Bid documents for Fee details (Processing Fee), Declaration by the Bidder as per Section II, Capability Statement as per Section-III and Annexures 1

to 6 and Qualification details as per "ITB Clause 16.1 of e-tender document. 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 and Financial 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 (Fee details, Declaration by the Bidder, Capability Statement & Annexures and Qualification details) schedules/packets can be clubbed together to make single different files for each label.

- 10.6 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.
- 10.7 After successful submission of Bid document, a page giving the summary of 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.
- 10.8 UPLC reserves the right to cancel any or all e-Bids/ annul the bidding process without assigning any reason.

## **11 Deadline for Submission of E-Bids**

- 11.1 e-Bids must be submitted by the bidders on e-procurement portal <http://etender.up.nic.in>, not later than the time specified in the tender document.
- 16.1 The UPLC may extend this deadline for submission of bids by amending the bid documents 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.

## **12 Late Bids**

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

## **13 Withdrawal and Resubmission of e-Bids**

- 13.1 At any point of time, a bidder can withdraw his/ her bid submitted online before the bid 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.
- 13.2 The bidder has to request the UPLC with a letter, attaching the proof of withdrawal and submission of bid processing fee in the office of UPLC, to return back the bid processing fee as per the procedure.
- 13.3 The bidder can resubmit his/ her bid as and when required till the bid submission end date and time. The bid submitted earlier will be replaced by the new one. The payment made by the bidder earlier will be used for revised bid and the new bid submission summary generated after the successful submission of the revised bid 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 bid documents by following the methodology provided in clauses 10.4 to 10.7.

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

13.5 No bid can be resubmitted subsequently after the deadline for submission of bids.



## **(C) BID OPENING AND EVALUATION OF BIDS**

### **14 Opening of Technical Bids by the UPLC**

- 14.1 The UPLC will open all technical e-bids at schedule date and time given in the Tender Document or afterwards at U.P. Electronics Corporation Ltd., 10, Ashok Marg, Lucknow-226001. In the event of the specified date of e-bid opening being declared a holiday for the UPLC then the e-bids shall be opened on the following day and time in the office of UPLC.
- 14.2 The bids of only those bidders shall be considered for evaluation that are found responsive to the terms and conditions of this tender document. The bids that are found non-responsive to the terms and conditions of tender document shall be liable to be rejected.

### **15 Clarification of Bids**

During evaluation of bids, the UPLC may, at its discretion, ask the Bidder for a clarification of his/her bid. The request for clarification and the response shall be in writing.

### **16 Evaluation of Technical bids and Evaluation Criteria**

The UPLC will examine the bids to determine whether they are complete, whether they meet all the conditions of the tender, whether required, bid processing fee and other required documents have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Any bid or bids not fulfilling these requirements shall be liable to be rejected.

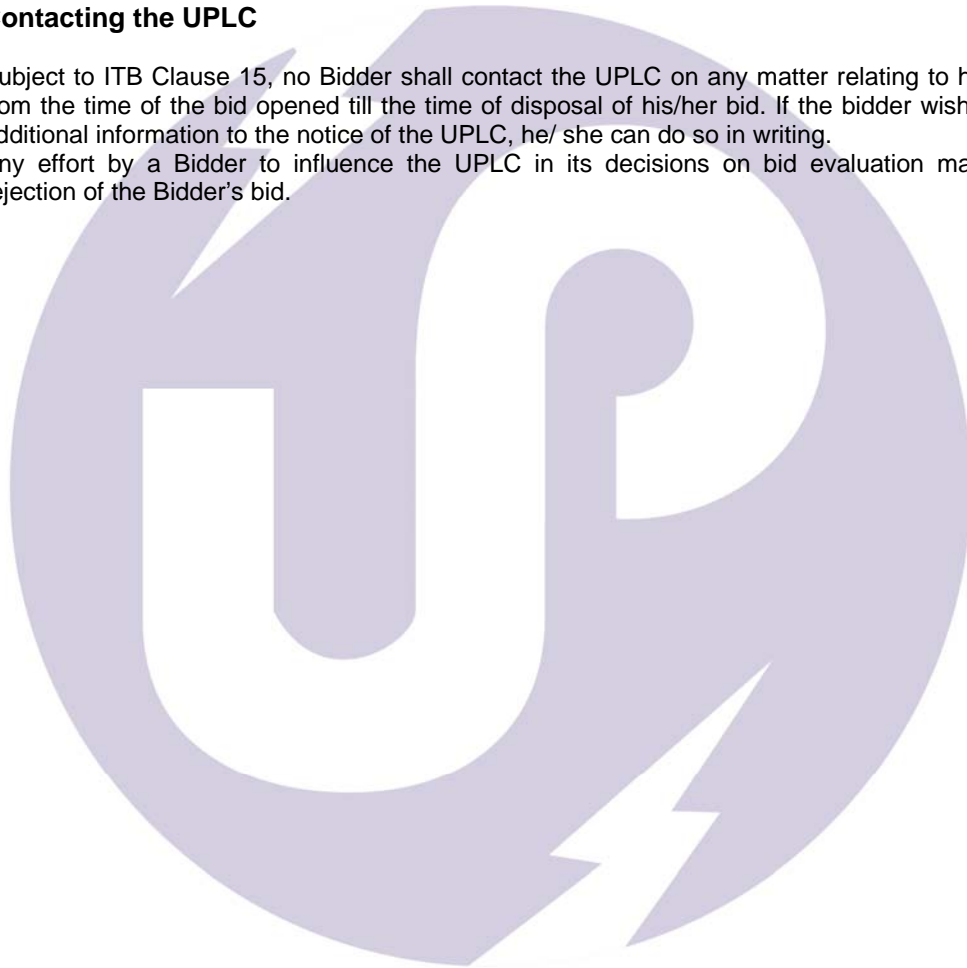
- 16.1 Technical evaluation of the bids shall be done on the following parameters. The bidders shall submit the scanned copies (of the original) of following as documentary proof for the same:-
- (i) Scanned copy of original Demand Draft/Banker's Cheque toward Processing Fee (Non refundable). However the original of above Demand Draft/Banker's Cheque to be submitted to UPLC.
  - (ii) The Job awards/orders and successful Job completion certificates and other supporting documents should be enclosed to confirm them. Job award/order and successful job completion certificates for jobs as mentioned in Annexure-2 during preceding one/two/three year(s) as per clause 4.1-(4)/ 4.2-(4)/ 4.3-(4)/ 4.4-(4) of Section II.**
  - (iii) Scanned copy of original documents in support of available manpower as mentioned in Annexure-3.
  - (iv) Scanned copy of original as proof of hardware/software /infrastructure available with Bidder/ genuine and licensed software for software as mentioned in Annexure-4.
  - (v) Scanned copy of original Audited Balance Sheet and P/L Account (clearly showing the CA's name, address and Registration number)for the last one year for category "A" and last two years for category "B" and last 3 years for Category "C" or Category "D" as mentioned in Section II & III.
  - (vi) Scanned copy of original Turnover Certificate from the Chartered Accountant in respect of the IT/ITES related Turnover information filled-in at serial no. '7' of the CAPABILITY STATEMENT (CS).
  - (vii) Scanned copy of original Income Tax Returns (ITRs) of the Applicant Entity for the years specified in the e-Tender document related to the specific Service Provider Category applied for.
  - (viii) Scanned copy of original of the relevant pages of Memorandum and Article of Association showing the relevant objectives of the Company/Organization and Registration Certificate.
  - (ix) Scanned copy of original Certificate showing the place of company's/ organization's Registration.
  - (x) Scanned copy of original documents in proof of Company's/Organization's premises whether owned/leased or on rent.
  - (xi) Scanned copy of original PAN certificate of the company/ organization.
  - (xii) Scanned copy of original TAN (if any) certificate of the company/ organization.

- (xiii) Scanned copy of original Trade Tax/VAT Registration (if any) Certificate of the company / organization.
- (xiv) **Scanned copy of original Service Tax Registration certificate of the company/ organization.**
- (xv) Depending upon Service Provider Category applied for empanelment, the Scanned copy of original certificate of ISO/CMM series certificate, obtained by the company/organization
- (xvi) Scanned copy of original Duly Notarized Affidavit on Non-judicial Stamp Paper of Rs 100/- regarding non-blacklisting on the Proforma given in the Tender Document at Annexure 5. However, the original of above Notarized Affidavit to be submitted to UPLC.

16.2 A team of UPLC may carry out physical inspection / verification of the information given by the bidder/ bidder's infrastructure setup.

## **17 Contacting the UPLC**

- 17.1 Subject to ITB Clause 15, no Bidder shall contact the UPLC on any matter relating to his/ her bid, from the time of the bid opened till the time of disposal of his/her bid. If the bidder wishes to bring additional information to the notice of the UPLC, he/ she can do so in writing.
- 17.2 Any effort by a Bidder to influence the UPLC in its decisions on bid evaluation may result in rejection of the Bidder's bid.



## (D) AWARD OF CONTRACT AND OTHER CONDITIONS

### 18 Selection of Service Providers

Tenders received will be screened for requirements, experience and qualifications. UPLC may carry out physical inspection/verification of the information given by the bidder/bidder's infrastructure setup in appropriate cases. The empanelment of successful bidders will be done thereafter. The bidders may in appropriate cases be empanelled in the Categories in which they have applied. The Service Providers will be selected on the basis of their existing experience, manpower availability, technical competence and experience of related Job category/ categories. Service providers may apply for the empanelment in different expertise / levels of competence.

### 19. Period of Empanelment

The empanelment of the service providers will be for a period of two years from the date of issuance of letter of empanelment after which the empanelment may be renewed on request of the service providers, based on their performance on the job awards/job orders during their empanelment period.

### 20. Allotment of Work

Enquiry received by UPLC will be allotted among empanelled Application software developers / Service providers in the following manner:-

- a) On receipt of enquiry in UPLC from the client department, UPLC shall study the client's requirement in consultation with the client department and UPLC will prepare scope of work and estimated cost of the project.
- b) The scope of work will be **circulated to the panel of empanelled Service Providers with demonstrable competence in the required field(s) {of specific Job Category/Categories (I/II/III/IV/V) in the Categories of Service Providers (A/B/C/D) as specified in this UPLC's e-tender document} equal to or above the estimated cost of the project.**
- c) The above panel of Service Providers will submit their financial proposal/quotation to UPLC within stipulated time and if project demands then bidder/bidders may be asked to submit techno-commercial proposal.
- d) The selection will be based on the proven competence and lowest quotation.
- e) Attempts will be made to allocate work to as many panelists as possible by rotation. Successful bidders will, unless demanded by project, technical or experience considerations, not be allocated subsequent work until the project in hand is completed satisfactorily.

### 21. 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 empanelled Service Provider: Dealings with other empanelled 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 empanelled Service Providers ought to be respected; and no engagement in harmful, disappearing or predatory tactics will be entertained.
- c) Relationship with Principals: Empanelled 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: Empanelled 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: Empanelled 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: Empanelled 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.

## **22. Use Of Documents And Information For Software Projects**

The empanelled 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 client 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.

## **23. 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 client after its completion at respective stages along with its soft copies on the latest media available at that time.

## **24. Agreement:**

If an Agreement/MOU is required to be signed by the UPLC with the client department for execution of the Job order, an Agreement/MOU with similar clauses shall have to be signed by the concerned empanelled Service Provider with UPLC on back to back basis for smooth execution of the order.

## **25. Warranty Period and Maintenance for Software Projects**

- a) The Service Providers shall be responsible for providing technical support for the successful running of the software/system so developed/deployed during the period of Warranty (one year or otherwise specifically mentioned in the client's order, from the date of its delivery and successful installation).
- b) The empanelled Service Providers may 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 empanelled Service Provider, for the period mutually agreed upon with the client. In case of warranty, services on H/W items, OEM confirmation may be required.
- c) It shall be the responsibility of the Service Provider for the implementation and execution of the project in which hardware items are also required in it. The required hardware shall be procured by the Service Provider as per hardware procurement policy of U.P. Government/UPLC. The Service Provider shall procure the required hardware from the OEM with warrantee support from them. The Service Provider shall submit an undertaking that they shall be deploying the required manpower/representative (with list of manpower with their telephone numbers that may be given to the client department) to be deployment/posted at the locations required in the project/required by the client department for smooth services during implementation and warranty period.



## **26. Taxes and Duties**

The empanelled Service Providers shall be entirely responsible for all Taxes, Duties, License fees, Service Tax, Octroi etc. applicable from time to time. Service providers will deliver products and Services at the cost (all inclusive) as per terms and conditions of the Purchase Order released by UPLC. No additional cost will be payable.

## **27. Termination For Default**

UPLC may, without prejudice, to any other remedy for breach of contract, or on default by the empanelled Service Providers, terminate the contract in whole or in part if:-

- a) The empanelled Service Providers fail to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the client.
- b) The empanelled Service Providers fail to perform any other obligation(s) under the contract.
- c) The empanelled Service Providers will have to submit all the materials including software and documentation work towards assigned job to Service Provider.

## **28. Termination / Suspension of Empanelment**

- a. UPLC may at any time terminate empanelment of any empanelled Service Providers without compensation to the Service Provider, if the empanelled Service Providers becomes bankrupt or otherwise insolvent or / and
- b. UPLC may terminate any time the empanelment of any empanelled Service Providers for its convenience due to degraded performance of assigned work or due to false information provided by empanelled Service Providers during empanelment.
- c. UPLC may terminate empanelment of empanelled Service Providers on violation of **Code of Conduct** as defined at Para (5) of Section II.

## **29. UPLC's right to accept any bid and to reject any or all bids**

The UPLC reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or bidders.

**30.** All the documents required should be submitted along with the technical bid of the tender only.

**31.** The bidding documents, before converting them into PDF files, shall be free from cutting and erasures. However, alterations, if any, in the bidding documents should be attested properly by the bidder before conversion into PDF files, failing which the bid of the bidder is liable to be rejected.

**32.** Bids not conforming to any or all the above terms and conditions and mentioned elsewhere in the tender document, are liable to be rejected.

**33.** Incomplete bids are liable to be rejected. Bids found with false information shall stand rejected.

**34.** All disputes are subject to Lucknow jurisdiction.

## **SECTION II : REQUIREMENTS FOR EMPANELMENT**

1. The bids from reputed and experienced companies/organizations only in the areas of Software Developments, IT Enabled Services, Security, Storage, Backup, Integration And Networking Solutions, Turnkey Solutions, Security and Surveillance Solutions Providers for empanelment as Service Providers of UPLC for the period of two years against this invitation for bids. Companies/ organizations in the areas of Software Developments, IT Enabled Services, Security, Storage, Backup, Integration and Networking Solutions, Turnkey Solutions, Security Surveillance fields, would be empanelled of proven capabilities against this notification. The existing Software empanelled vendors whose empanelment period has not expired, are not required to apply against this e-tender. The existing Software empanelled vendors whose empanelment period has not expired, are not required to apply against this e-tender. However

(i) One more activity i.e. Smart Card/RFID support based on application has been added in Job Category –II (IT Enabled Services). Interested Service Providers, who are already empanelled, may like to apply in this additional Job Category i.e Smart Card/RFID support based on application against this e-tender.

AND

(iii) Already empanelled Service Providers who have added their expertise in other Job Categories or Upgraded their financial capacity (Service Provider Categories (A/B/C/D)) during last one year, they may also apply against this tender.

**The inexperienced Companies/Organization and the bidders for supply of Hardware items only will not be empanelled in this e-tender.**

### **2. CATEGORIES OF THE JOB**

The Categories of the Jobs are as follows:-

#### **2.1 Job Category-I (Software Development)**

Execution of order under this category will be in general, consist of the following steps of operations as per the requirement of individual orders:

- a) Preparation of Business Processing Diagram (BPD) or proposal on the basis of preliminary study
- b) System Requirement Specifications (SRS)
- c) System Design and Development (SDD)
- d) Development of the Application Software and website.
- e) Testing and Maintenance of the Software and website
- f) Application Software to be operated over the Existing Network with modifications.
- g) Data Entry and Processing related to Software Developed.
- h) Operation and maintenance under warranty period for minimum one year .
- i) Operational Manual in two copies, one for the Client Department and other for UPLC.
- j) Submission of copies of the Application Developed in Softcopy and hardcopy, User Manual, Design Documents.
- k) Deployment of Manpower at Client's site for running the system
- l) Conduct training programs for deployed Application Software.

#### **2.2 Job Category-II (IT Enabled Services)**

Execution of order under this category may consist of one or more of the following jobs:-

Projects like Scanning, Storing, Retrieval and all other aspects of Digitization process, Geographical Interface System (GIS), Survey based development of Application Software, Geo Positioning System (GPS) based tracking system, Records/Document Management Systems/ Storage, smart card/RFID support based application.

Execution of order under this category will be in general, consist of the following steps of operations as per the requirement of individual orders:

- a) Preparation of Business Processing Diagram (BPD) or proposal on the basis of preliminary study.
- b) System Requirement Specifications (SRS)
- c) System Design and Development (SDD)
- d) Development of the Software
- e) Testing and Maintenance of the Software

- f) Data Entry and Processing related to Software Developed
- g) Installation of Hardware, Software and Networking at site. The hardware required for the project shall be procured for the department(s) by the Service Provider as per hardware procurement policy of U.P. Government/UPLC)
- h) Submission of copies of the Application Developed in Softcopy and hardcopy, User Manual, Design Documents.
- i) Manpower deployment at Client's site for running the system.
- j) Conduct training programs for deployed Application Software.

### **2.3 Job Category-III (Network Security, Storage, Backup, Integration and Networking Solutions)**

Execution of order under this category may consist of one or more of the following jobs:

- a) Preparation of the Proposal / project report for implementation / up-gradation of computer networks
- b) Network Security Solutions related to System and Network through UTM, Firewalls, etc. Providing solutions for disaster recovery management.
- c) Up-gradation / Installation and commissioning of Networks (LAN, Campus Wide networking, MAN, WAN) related to projects of Network Security Solutions. The required hardware shall be procured by the Service Provider as per hardware procurement policy of U.P. Government/UPLC.
- d) Implementation of Network Management / Security / Storage / Backup Solutions
- e) Data Recovery, Network Administration related to Network Security Solutions
- f) Complete Facility Management related to Network Security Solutions
- g) Supply of Computer Hardware and Integration with existing networks. The hardware required for the project shall be procured for the department(s) by the Service Provider as per hardware procurement policy of U.P. Government/UPLC)

### **2.4 Job Category-IV (Turnkey Solutions)**

Execution of order under this category may consist of the following steps of operations (The turnkey solution must have application software component and provide Total Solution by supply of required software and required hardware environment to run the supplied software and its facility management shall be the responsibility of the service provider. The hardware required for the project shall be procured for the department(s) by the Service Provider as per hardware procurement policy of U.P. Government/UPLC) :

- a) Preparation of Business Processing Diagram (BPD) or proposal on the basis of preliminary study.
- b) System Requirement Specifications (SRS)
- c) System Design and Development (SDD)
- d) Development of Specialized/Customized System Software/Application Software, interface with the hardware. Supply of required hardware, networking etc. for the project.
- e) Testing and Maintenance of System
- f) Operational and Design Documents
- g) Installation and Implementation.
- h) Data Entry and Processing related to Turnkey Solution.
- i) Training on Software to Client Department and UPLC
- j) Operation and maintenance under one year warranty period.
- k) Providing Turnkey Solutions on basis of BOOT System (Build Own, Operate and Transfer) as per terms of order
- l) Submissions of two copies of software (Soft an Hard copy), User manual, Design Documents and Source code with Intellectual Property Rights (IPR) and Replication Right etc.
- m) Manpower Deployment at Site

### **2.5 Job Category-V (Security & Surveillance Solutions)**

The Security & Surveillance Solutions must have appropriate and certified software to support the Security & Surveillance equipment /devices. The Service Provider has to provide total solution in Security & Surveillance by supply of appropriate and certified software to run, operate, control, monitoring, storage of recorded data for analysis/ investigation purposes of the Security & Surveillance equipment /devices to be supplied with along with the adequate Networking. The Security & Surveillance equipment /devices must have proper certification and approval from the Government / Industry norms. Support for maintenance, repair / replacement of deployed Security & Surveillance equipment /devices must have proper support for seamless and uninterrupted services. Security & Surveillance Equipment /Devices etc. for the project shall

be procured for the department(s) by the Service Provider as per relevant procurement policy of U.P. Government/Govt. of India/UPLC

Execution of order under this category may consist of Security & Surveillance Solutions (includes Security & Surveillance Products and Solution, Security Detectors, Alarms along with total Solution) one or more of the following jobs:

- a) Up-gradation / Installation and commissioning of Surveillance equipment /devices and project related required Networks (LAN, Campus wide networking, MAN, WAN)
- b) Implementation of Surveillance equipment /devices and Network Management / Security / Storage / Backup Solutions /Network Administration
- c) Supply of Security Surveillance equipment /devices and Integration with existing /new hardware and networks.
- d) Maintenance of Security Surveillance equipment /devices and Networks

**2.6 The Bidder may apply for Empanelment for any one or all of the above Job Categories (I / II/ III/ IV/ V) based on their Technical Expertise, working experience and competence in the specific field.**

### **3. Categorization of Service Providers**

The service providers shall be categorized into the following four categories based on their financial and technical capability, infrastructure available with them

#### **3.1. Categories**

- 3.1.1.** Service providers competent to provide services with an estimated project value up to Rs 05 lakhs for the specific job category/ categories --**Category –‘A’**.
- 3.1.2.** Service providers competent to provide services with an estimated project value more than Rs 05 lakhs but less than Rs 25 lakhs --**Category –‘B’**.
- 3.1.3.** Service providers competent to provide services with an estimated project value more than Rs 25 lakhs but less than Rs 50 lakhs--**Category –‘C’**
- 3.1.4.** Service providers competent to provide services with an estimated project value above Rs 50 lakhs--**Category –‘D’**

**3.2. Service providers shall have to bid for Empanelment in any One (01) of the above 04 Categories of the Service Provider (A or B or C or D).**

### **4. Requirements and Experience ( as on 08 Nov 2012)**

- 4.1.** Service providers competent to provide services with an estimated value up to Rs 05 lakhs --**Category –‘A’**.

Service Provider Company/ Organization:

- (1) Should be at least one year old. Audited Balance Sheet and Profit/Loss Account for preceding 01 financial year.
- (2) Income Tax Return (ITR) for the preceding 01 financial year.
- (3) Should have at least a LAN installed with 5 desktops and one server, one printer and UPS of adequate capacity.
- (4) **At least two jobs should have been completed successfully of value around Rs 05 lakhs each for each specific Job Category/Categories Applied For the Empanelment, during preceding 1 year. Job Orders /Awards and their successful Job Completion Certificates are essential.**
- (5) **Should have at least 5 permanent employees on rolls for at least one year, out of which at least 3 employees should have recognized B.Tech/B.E./M.C.A/M.Sc. degrees, in the areas of Computers/IT/Electronics.**
- (6) Should have genuine and Licensed Software.



- 4.2. Service providers competent to provide services with an estimated value more than Rs 5 lakhs but up to Rs 25 lakhs --**Category –‘B’**.

Service Provider Company/ Organization:

- (1) Should be at least two years old. Audited Balance sheet and Profit/Loss Account for preceding 2 years.
- (2) Income Tax Returns (ITRs) for the preceding 02 financial years.
- (3) Should have at least a LAN installed with 8 desktops and one server, one network printer, scanner and UPS of adequate capacity.
- (4) **At least three jobs should have been completed successfully of value above Rs 05 lakhs to Rs 25 lakhs each, during preceding 2 years for each Job Category/Categories Applied For the Empanelment. Job Orders/Awards and their successful Job Completion Certificates are essential.**
- (5) **Should have at least 10 permanent employees on rolls for more than one year, out of which at least 6 employees should have recognized B.Tech/B.E./M.C.A/M.Sc. Degrees, in the areas of Computers/IT/Electronics.**
- (6) Should have Genuine and Licensed Software.

- 4.3. Service providers competent to provide services with an estimated value above Rs. 25 lakhs and up to Rs 50 lakhs--**Category –‘C’**.

Service Provider Company/Organization:

- (1) Should be at least three years old. Audited Balance sheet and Profit/Loss Account for preceding 3 years.
- (2) Income Tax Returns (ITRs) for the preceding 03 financial years.
- (3) Should have at least a LAN installed with 10 desktops and one server, one network printer, scanner and UPS of adequate capacity.
- (4) **At least three jobs should have been completed successfully of value above Rs 25 lakhs up to Rs 50 lakhs each, during preceding 03 years for each Job Category/Categories Applied For the Empanelment. Job Orders /Awards and their successful Job Completion Certificates are essential.**
- (5) **Should have at least 20 permanent employees on rolls for more than one year, out of which at least 15 employees should have recognized B.Tech/ B.E./M.C.A/M.Sc. Degrees, in the areas of Computers/IT/Electronics.**
- (6) Should have Genuine and Licensed software.
- (7) Should have ISO 9000 or CMM Series certification.

- 4.4. Service providers competent to provide services with an estimated value more than Rs 50 lakhs --**Category –‘D’**.

Service Provider Company/Organization:

- (1) Should be at least more than three years old. Audited Balance sheet and Profit/Loss Account for preceding 3 years.
- (2) Income Tax Returns (ITRs) for the preceding 03 financial years.
- (3) Should have at least a LAN installed with 15 desktops and two servers, one network printer, scanner and UPS of adequate capacity.
- (4) **At least three jobs should have been completed successfully of value above Rs 50 lakhs each, during preceding 03 years for each Job Category/Categories Applied for the Empanelment. Job Orders/Awards and their successful Job Completion Certificates are essential.**
- (5) **Should have at least 25 permanent employees on rolls for more than one year, out of which at least 20 employees should have recognized B.Tech/B.E./ M.C.A/ M.Sc. Degrees, in the areas of Computers/IT/Electronics.**
- (6) Should have Genuine and Licensed software.
- (7) Should have ISO 9000 or CMM Series certification.



**DECLARATION BY THE BIDDER  
(On Company's/Organization's Letterhead)**

It is hereby declared that I/we the undersigned has/have read and examined all the requirements, terms and conditions of the tender document for which I/we have signed and submitted the bid under proper lawful Power of Attorney. It is also certified that all the requirements, terms and conditions of the tender document are fully acceptable to me/us and I/We will abide by the conditions.

This is also certified that I/We/Our Principals have submitted all the genuine documents as per technical bid requirements. All the terms, conditions and requirements contained in the tender documents for empanelment as Service Provider with UPLC.

Date:

Address:

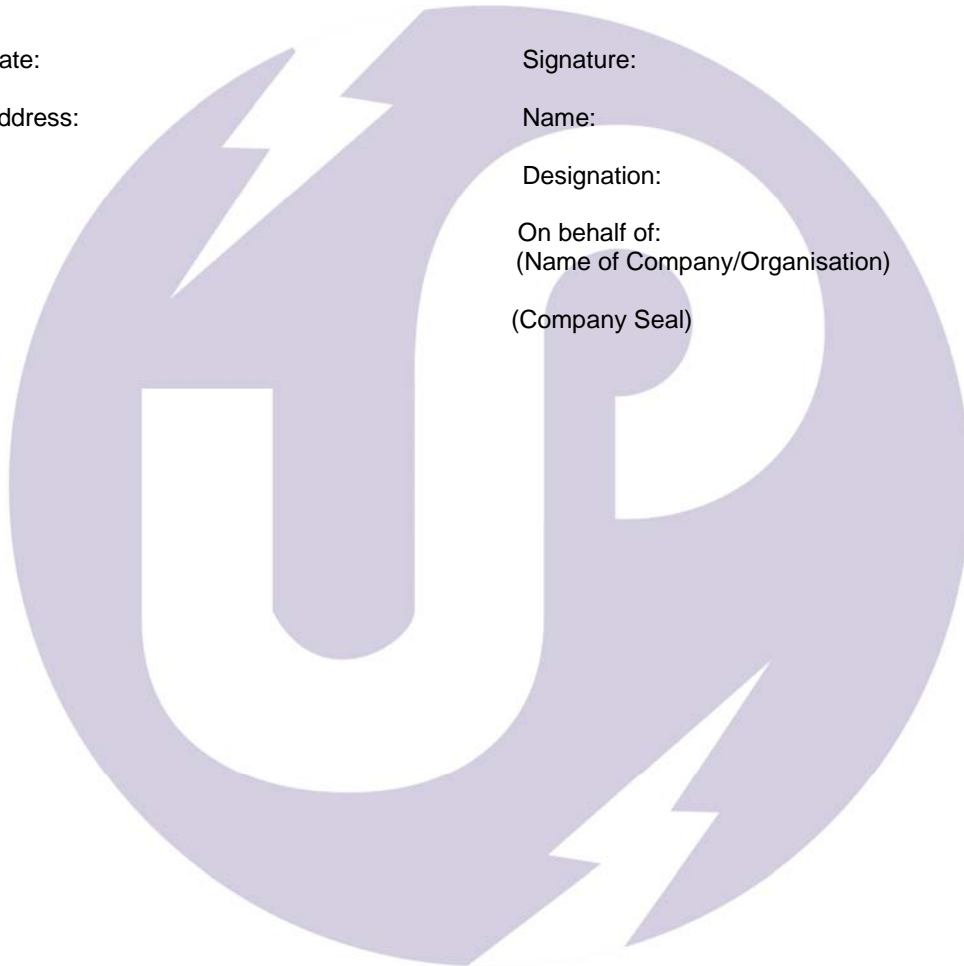
Signature:

Name:

Designation:

On behalf of:  
(Name of Company/Organisation)

(Company Seal)



### SECTION-III: CAPABILITY STATEMENT (CS)

| <b>1. Particulars of Applicant Company/Organization</b>  |   |                           |                |
|--|---|---------------------------|----------------|
| Name of the Company / Organization                       |   |                           |                |
| Registration No. of Company / Organization               |   |                           |                |
| Trade Tax / AT No. of Company / Organization             |   |                           |                |
| PAN No. of Company / Organization                        |   |                           |                |
| Service TAX Registration No. & Date                      |   |                           |                |
| <b>* E-tender Login ID</b>                               |   |                           |                |
| <b>DSC (Digital Signature Certificate) Holder's Name</b> |   |                           |                |
| <b>Class of DSC (Digital Signature Certificate)</b>      |   |                           |                |
| <b>Validity of DSC (Digital Signature Certificate)</b>   |   |                           |                |
| Registered Address                                       | Whether premises Owned /Leased / On rent (Please specify) : | STD Code                  |                |
|  |   | Tel No.1                  |                |
|  |   | Tel No.2                  |                |
|  |   | Fax No.                   |                |
|  | City  | e-mails:                  |                |
|  | PIN   |                           |                |
|  | State   |                           |                |
| Website Address  |   |                           |                |
| Type of Company/Organization (Please Tick)               | Government  | Public Sector Undertaking | Public Limited |
|  | Private Limited   | Partnership               | Proprietorship |

**\* You must write your E-Tender Login ID for participating in on line e-tenders over <http://etender.up.nic.in> . You will not change your E-Tender Login ID during empanelment period otherwise your bid would not be considered for evaluation.**

| <b>2. Details of Bid Processing Fee (Non-refundable)</b> |       |         |        |
|--|-------|---------|--------|
| Demand Draft/Banker's Cheque                             | No:   | Date:   | Amount |
| Drawn on   | Bank: | Branch: |        |

| <b>3. Whether the aforesaid Company/Organization/their Directors/Partners/Promoters/ Subsidiary Units Tried /Under trial by the Court /Govt. Investigating Agencies?</b> |                                  |                   |
|--|----------------------------------|-------------------|
| <b>If yes, furnish the details otherwise mention as "No" , below</b>   |                                  |                   |
| <i>(If at any stage found to be false or the facts concealed, the empanelment of the Applicant Company/Organization will be cancelled automatically)</i>                 |                                  |                   |
| Particulars of Case/Trial  | Court/ Investigating Agency Name | Brief Description |
|  |                                  |                   |
|  |                                  |                   |
|  |                                  |                   |

| <b>4. Particulars of Managing Director/CEO/Proprietor/ Managing Partner</b> |         |  |          |
|---|---------|--|----------|
| Name & Designation  | Address |  | STD Code |
|   |         |  | Tel No.1 |
|   |         |  | Tel No.2 |
|   |         |  | Fax No.  |
|   | City    |  | Mobile   |
|   | Pin     |  | e-mails: |
|   | State   |  |          |

| <b>5. Particulars of Contact Person</b> |         |  |          |
|---|---------|--|----------|
| Name & Designation                      | Address |  | STD Code |
|   |         |  | Tel No.1 |
|   |         |  | Tel No.2 |
|   |         |  | Fax No.  |
|   | City    |  | Mobile   |
|   | Pin     |  | e-mails: |
|   | State   |  |          |

| <b>6. Location of Other Offices in Uttar Pradesh and Other Parts of India</b> |  |         |  |          |  |
|---|--|---------|--|----------|--|
| S No.   | Name & Designation of Head of the Office | Address |  | Numbers  |  |
| 1.  |  |         |  | STD Code |  |
|   |  |         |  | Tel No.1 |  |
|   |  |         |  | Fax No.  |  |
|   |  | City    |  | Mobile   |  |
|   |  | Pin     |  | E-mail   |  |
| 2.  |  |         |  | STD Code |  |
|   |  |         |  | Tel No.1 |  |
|   |  |         |  | Fax No.  |  |
|   |  | City    |  | Mobile   |  |
|   |  | Pin     |  | E-mail   |  |
| 3.  |  |         |  | STD Code |  |
|   |  |         |  | Tel No.1 |  |
|   |  |         |  | Fax No.  |  |
|   |  | City    |  | Mobile   |  |
|   |  | Pin     |  | E-mail   |  |

| 7. Turnover of the Company/Organization for last three years |        |    |  | (Rupees in lakhs only)                                |
|--|--------|----|--|---|
| Year   | Period |    | Total Turnover of the Company / Organization | Out of Total Turnover, the Turnover from IT/ITES only |
|  | From   | To |  |   |
| 2008-2009 (Audited)  |        |    |  |   |
| 2009-2010 (Audited)  |        |    |  |   |
| 2010-2011 (Audited)  |        |    |  |   |
| 2011-2012*   |        |    |  |   |

\* In case Audited are available then only mention, otherwise provide for preceding year(s).

| 8. Certifications  | Yes/No | Valid up to |
|--|--------|-------------|
| ISO-9000 Series<br>(Please specify)  |        |             |
| SEI- CMM Level<br>(indicate the level)                                       |        |             |
| Any other (Please specify)<br>(indicate the level wherever it is applicable) |        |             |
|  |        |             |

| 9. Whether Applicant Company/Organization already Empanelled with Other Organizations |                      |
|---|----------------------|
| <b>Name of Organization</b>   |                      |
| 1.  | 1. Empanelment date: |
| 2.  | 2. Empanelment date: |

| 10. Job Category/Categories AND Category of Existing Service Provider                     |  |  |   |  |   |
|---|--|--|---|--|---|
| (ONLY FOR EXISTING EMPANELLED SERVICE PROVIDERS)  |  |  |   |  |   |
| EXISTING CATEGORY OF SERVICE PROVIDER<br><br>(Tick √ against Only One Category (A/B/C/D)) | EXISTING JOB CATEGORIES<br>(Tick √ Any One or more Job Categories (I/II/III/IV/V)) |  |   |  |   |
|   | Software Development<br><br>(Job Category-I)                                       | IT Enabled Services<br><br>(Job Category-II) | Security, Storage, Backup, Integration and Networking Solutions<br><br>(Job Category-III) | Turnkey Solutions<br><br>(Job Category-IV) | Security Surveillance<br><br>(Job Category-V) |
| <b>A</b>  |  |  |   |  |   |
| <b>B</b>  |  |  |   |  |   |
| <b>C</b>  |  |  |   |  |   |
| <b>D</b>  |  |  |   |  |   |

| <b>11. Job Category/Categories AND Category of Service Provider Applied for</b>                         |  |   |  |   |  |
|---|--|---|--|---|--|
| <b>APPLIED FOR THE CATEGORY OF SERVICE PROVIDER</b><br><br>(Tick ✓ against Only One Category (A/B/C/D)) | <b>JOB CATEGORIES APPLIED FOR</b><br>(Tick ✓ Any One or more Job Categories (I/II/III/IV/V)) |   |  |   |  |
|   | <b>Software Development</b><br><br>(Job Category-I)  | <b>IT Enabled Services</b><br><br>(Job Category-II) | <b>Security, Storage, Backup, Integration and Networking Solutions</b><br><br>(Job Category-III) | <b>Turnkey Solutions</b><br><br>(Job Category-IV) | <b>Security Surveillance</b><br><br>(Job Category-V) |
| <b>A</b>  |  |   |  |   |  |
| <b>B</b>  |  |   |  |   |  |
| <b>C</b>  |  |   |  |   |  |
| <b>D</b>  |  |   |  |   |  |

| <b>12. Any other relevant information that Applicant Bidder may like to mention.</b> |
|--|
|  |

Signature, name and designation of authorized signatory



**Terms and Conditions of Empanelment with UPLC**

1. The company/ organization empanelled with UPLC shall be called as Service Provider.
2. The empanelment of the service providers will be for a period of two years from the date of issuance of letter of empanelment after which the empanelment may be renewed on request of the service providers, based on their performance on the job awards/job orders during their empanelment period.
3. Enquiry received by UPLC will be allotted among empanelled Application software developers / Service providers in the following manner:-
  - a) On receipt of enquiry in UPLC from the client department, UPLC shall study the client's requirement in consultation with the client department and UPLC will prepare scope of work and estimated cost of the project.
  - b) The scope of work will be circulated to the panel of empanelled Service Providers with demonstrable competence in the required field(s) {of specific Job Category/Categories (I/II/III/IV/V) in the Categories of Service Providers (A/B/C/D) as specified in this UPLC's e-tender document} equal to or above the estimated cost of the project.
  - c) The above panel of Service Providers will submit their financial proposal/quotation to UPLC within stipulated time and if project demands then bidder/bidders may be asked to submit techno-commercial proposal.
  - d) The selection will be based on the proven competence and lowest quotation.
4. Attempts will be made to allocate work to as many panellists as possible by rotation. Successful bidders will, unless demanded by project, technical or experience considerations, not be allocated subsequent work until the project in hand is completed satisfactorily.
5. All the correspondence with the client department will be done only by UPLC.
6. If an Agreement/MOU is required to be signed by the UPLC with the client department for execution of the Job order, an Agreement/MOU with similar clauses shall have to be signed by the concerned empanelled Service Provider with UPLC on back to back basis for smooth execution of the order.
7. All payments from the client department shall be received through Cheque/Draft favouring U P Electronics Corporation Limited, payable at Lucknow. After receipt of the payment from the client department and running payment may be released to the Service Providers as per the terms and conditions of the Job order awarded to the Service Provider by UPLC and review of the progress in project. The empanelled 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.
8. It shall be the responsibility of the Service Provider for the implementation and execution of the project in which hardware items are also required in it. The required hardware shall be procured by the Service Provider as per hardware procurement policy of U.P. Government/UPLC. The Service Provider shall procure the required hardware from the OEM with warrantee support from them. The Service Provider shall submit an undertaking that they shall be deploying the required manpower/representative (with list of manpower with their telephone numbers that may be given to the client department) to be deployment/posted at the locations required in the project/required by the client department for smooth services during implementation and warranty period.
9. The empanelment as Service Provider shall also be guided by the terms and conditions given in the e-tender document.
10. Tenders received will be screened for requirements, experience and qualifications. UPLC may carry out physical inspection/verification of the information given by the bidder/ bidder's infrastructure setup. The empanelment of successful bidders will be done thereafter. The bidders may not necessarily be empanelled in the Categories in which they have applied. The Service Providers will be selected on the basis of their existing experience, manpower availability, technical competence and experience of related Job category/ categories. Service providers may apply for the empanelment in different expertise / levels of competence.
11. Any Pre-conditions of the bidder submitted with the bid, shall not be binding on UPLC.
12. No Service Provider will directly or indirectly (through other agencies) bid for a job where UPLC is participating as bidder. Any Service Provider found opposing UPLC is liable to be disqualified and his

empanelment shall be cancelled and they will be barred from getting themselves re-empanelled for a period of at least 5 years.

13. If a Service Provider represents and obtains work directly from any client by mention of their empanelment in UPLC, their empanelment shall stand cancelled and any damages suffered by UPLC shall be recovered from the Service Provider.
14. UPLC reserves the right to inspect the site of the service provider at any time and if the infrastructure is not found adequate as per this tender document requirements, the empanelment of the service provider will be cancelled.
15. If the service provider hides some information or gives a wrong information or is found misrepresenting, empanelment of that Service Provider shall be cancelled and UPLC would not be under any obligation to give any clarification or damages.
16. Service Provider shall not divulge any contents of this agreement, in part or whole without express written permission of UPLC.
17. The service provider shall have to be careful, diligent and show workman like manner in conformity with the accepted standard practices as per industry norms.
18. Any dispute arising out of this empanelment process shall be subject to the jurisdiction of Lucknow only.
19. If a Service Provider is found to obtain jobs/services by means of using fraudulent techniques then their empanelment shall be cancelled and punitive actions may be initiated against them.

**Signature, name and designation of authorized signatory**

**STATEMENT OF EXPERIENCE AND COMPETENCE  
IN RESPECT OF THE JOB CATEGORY/ SERVICE PROVIDER CATEGORY APPLIED  
FOR EMPANELMENT WITH UPLC**

(Job Award/Order and Successful Job Completion Certificates are essential and to be Annexed)

| SN | Name of Projects successfully completed along with the Job Category (I/II/III/IV/V) of this tender document | Name of the Client | Year of     |                            | Value (Rs in lakhs) | Platform and the Software Environment |
|----|---|--------------------|-------------|----------------------------|---------------------|---------------------------------------|
|    |   |                    | Job awarded | Job Completed Successfully |                     |                                       |
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Signature, name and designation of authorized signatory

**STATEMENT OF MANPOWER AVAILABLE  
IN RESPECT OF THE JOB CATEGORY/ SERVICE PROVIDER CATEGORY APPLIED  
FOR EMPANELMENT WITH UPLC**

| SN | Name of Employee | Permanent / Temporary (Please Specify) | Total Experience (in Years) | Year of recruitment | Qualifications with Year of Passing | Specialization |
|----|------------------|--|-----------------------------|---------------------|-------------------------------------|----------------|
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Signature, name and designation of authorized signatory

**STATEMENT OF HARDWARE/ SOFTWARE INFRASTRUCTURE  
AVAILABLE WITH BIDDER**

| SN    | PARTICULARS                                      | QUANTITY | MODEL | MAKE | YEAR OF MAKE/<br>ACQUISITION | OWNED/LEASED/HIRED<br>(PLEASE SPECIFY) |
|-------|--|----------|-------|------|------------------------------|--|
| 1     | DESKTOPS   |          |       |      |                              |  |
| 2     | LAPTOPS  |          |       |      |                              |  |
| 3     | SERVERS  |          |       |      |                              |  |
| 4     | UPS  |          | -     |      |                              |  |
| 5     | PRINTERS   |          | -     |      |                              |  |
| 6     | SCANNERS   |          |       |      |                              |  |
| 7     | NETWORKING<br>ITEMS                              |          |       |      |                              |  |
| 8     | ANY OTHER<br>ITEM :- (Please<br>specify below)   |          |       |      |                              |  |
| (a)   |  |          |       |      |                              |  |
| (b)   |  |          |       |      |                              |  |
| (c)   |  |          |       |      |                              |  |
| 9     | GENUINE AND<br>LICENCED<br>SOFTWARES :-          |          |       |      |                              |  |
| (a)   | Client Server                                    |          |       |      |                              |  |
| (b)   | Front End  |          |       |      |                              |  |
| (c)   | RDBMS  |          |       |      |                              |  |
| (d)   | Development<br>Tools:- (Please<br>specify below) |          |       |      |                              |  |
| (i)   |  |          |       |      |                              |  |
| (ii)  |  |          |       |      |                              |  |
| (iii) |  |          |       |      |                              |  |
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**Signature, name and designation of authorized signatory**

**NOTARISED AFFIDAVIT**

**(On Non Judicial Stamp Paper of Rupees One Hundred only)**

I, ..... aged about .....years, Son of Sri  
....., Resident of .....  
....., the Deponent, do hereby solemnly affirm and state on oath as under:-

1 That the Deponent is the authorized representative of M/s .....  
.....(Name and address of Company/Organization) and holding the position of  
..... in the above Company/Organization. Deponent is duly  
authorized to sign and swear this Affidavit on behalf of M/s.....  
..... .

2 That the above Company/Organization has applied and submitted documents etc for  
empanelment with U P Electronics Corporation Limited ,10, Ashok Marg, Lucknow (UPLC) in  
response to their Offer for Empanelment bearing Ref No: UPLC/Software /Empanelment 04/2012-  
13 for development and execution of projects in the areas of Software Solutions, Design and  
Development, Consultancy, System and Application Software, Maintenance, Security, Backup and  
Recovery, Integration, GIS and Digitization etc for UP Government Departments/ Corporations/  
Institutions/ Authorities/ Councils/Societies/ PSUs etc.

3 That the Deponent submits the following information declaring that the above named  
Company/Organization is empanelled with the following Nodal Agency/Agencies of the State of  
U.P. Government under IT & Electronics Department:

| Sl. No. | Name of Nodal Agency | Validity Date and Period of Empanelment |
|---------|----------------------|---|
|         |                      |   |
|         |                      |   |
|         |                      |   |

*(If not empanelled with any of the Nodal Agencies, please fill-in "NIL" information)*

Contd. on Page 2



4 That the Deponent further declares that they have applied for empanelment of their Company/Organization with the Nodal Agency/Agencies namely M/s..... and in case of their selection by the said Nodal Agency/Agencies, Deponent shall inform the same to U.P. Electronics Corporation Ltd within a period of three days.

*(If not applied for, "NIL" information may be filled-in)*

5 That the Deponent declares that above named Company/Organization /their Associated Company/Firm/Society was Blacklisted .....

..... (Give name of Company/Organization) by ..... (Name of Department of State / Central Govt./Public/ Private Limited Company / Firm/ Society/ Any other Agency (please specify the name of Agency)

*(If not Blacklisted, "NIL" information may be filled-in, otherwise furnish the detail)*

6 That the Deponent declares that above named Company/Organization / their Associated Company/Firm/Society and/or any or all of their Directors/ Partners/Promoters trialed or under trial by the Court / Govt. Investigating Agencies .....

(Give the details with Name of Company / Firm / Society/ their Associated Company/Firm/ Society)

*(If no enquiry is pending or contemplated, "NIL" information may be filled in)*

7 That the Deponent declares that the Police/Vigilance/CBI enquiry is pending against above named Company/Firm/Society/their Associated Company/Firm/Society and/or any or all of their Directors/ Partners/Promoters, is being conducted by the following Department of State/Central Government:-

.....  
.....

DEPONENT

Date:

Place:

**VERIFICATION**

Deponent above named do hereby verifies that the contents of Paragraphs 1 to 7 of this Affidavit are true and correct to the best of my knowledge. No part of it is false and nothing material information is concealed there from. So help me God. Verified on ..... Day of ..... (Month and Year) at ..... (Name of place).

DEPONENT

## CHECKLIST

## Annexure 6

| SN | PARTICULARS   | WHETHER ORIGINAL DOCUMENTS SCANNED AND UPLOADED AS SPECIFIED IN TENDER DOCUMENT<br>(Please Tick ✓) |
|----|---|--|
| 1  | Valid Registration on e-Tender portal <a href="http://etender.up.nic.in">http://etender.up.nic.in</a> through U.P. Electronics Corporation Limited, 10 Ashok Marg, Lucknow.   |  |
| 2  | Demand Draft (DD)/Banker's Cheque towards the Processing Fee (Non- Refundable). (However, original Demand Draft (DD)/Banker's Cheque should be sent to U.P. Electronics Corporate Limited, 10 Ashok Marg, Lucknow so as to reach there latest by 10 JUN 2012)   |  |
| 3  | Duly signed "Declaration By the Bidder" (on company's/organization's Letter head) under Section II of e-Tender document   |  |
| 4  | Lawful Authorization by the Competent Authority of the Applicant Entity in favour of the bid document signing person for applying and signing the empanelment related documents.  |  |
| 5  | Each page of all the documents uploaded duly signed and stamped by the Authorized person.   |  |
| 6  | Each column of the CAPABILITY STATEMENT (CS) along with its Annexures - 1 to 4, properly and neatly filled-in. (No column should be left blank nor any vague terms such as "N.A." or "N/A" should be filled-in).  |  |
| 7  | Affidavit Duly Notarized (on Non-judicial Stamp Paper of Rs 100/-) as at Annexure- 5, of CAPABILITY STATEMENT (CS). (However, Original Affidavit should be sent to U.P. Electronics Corporation Limited, 10 Ashok Marg, Lucknow so as to reach there latest by 10 JUN 2011.   |  |
| 8  | List of existing Directors/Partners/Promoters of the Applicant Entity along with their addresses on letter head of the Applicant Entity.  |  |
| 9  | Latest and authenticated copy of the Articles and Memorandum of Associations of the Applicant Entity.   |  |
| 10 | Registration Certificate/Documents of the Applicant Entity (such as Registrar of Companies/Registrar of Firms and Societies etc).   |  |
| 11 | Original documents in proof of Company's/Organization's premises – Owned / Leased or On Rent.   |  |
| 12 | PAN Certificate of the Applicant Entity.  |  |
| 13 | Trade Tax/ VAT Registration Certificate of the Applicant Entity.  |  |
| 14 | TIN Registration (if any) Certificate of the Applicant Entity.  |  |
| 15 | Service Tax Registration Certificate of the Applicant Entity.   |  |
| 16 | Complete Audited Balance Sheets and Profit & Loss Accounts of the Applicant Entity for the period specified in the e-Tender document for the specific Category of Service Provider, applied for.<br>(Audited Balance Sheets and Profit & Loss Accounts should be clearly showing the Signature, Stamp and Membership number of the Chartered Accountant and also the Signature, Designation of the signing Authority and Stamp of the Applicant Entity on the Balance Sheets.)  |  |
| 17 | Turnover Certificate from the Chartered Accountant (CA) in support of the IT/ITES related Turnover information filled-in at serial no. '7' of the CAPABILITY STATEMENT(CS). (It should be on CA's Letter head clearly showing his/her Membership Number apart from his/her Name, Address, Contact detail etc. on it)  |  |
| 18 | Income Tax Returns (ITRs) of the Applicant Entity for the period specified in the e-Tender document for the specific Category of Service Provider, applied for.   |  |
| 19 | Satisfactory Project Completion Certificates along with copies of corresponding Work Awards/Job Orders – the numbers as specified in the Tender document in the <b>specific Category of Service Provider &amp; also the Specific Job category/categories applied for empanelment.</b><br>(Satisfactory Project Completion Certificates and also the corresponding Work Awards/Job Orders from the client Department should be on their letter head clearly showing Nature of Job, contact details (such as Phone/ Fax/email etc) and also the Name and Designation of the Job Awarding authority and the Satisfactory Project Completion Certificates issuing authority.) |  |
|    | Quality Certification Certificates, if any, of the Applicant Entity.  |  |

Signature, name and designation of authorized signatory