

UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED

Name of the Bid: Bid for Supply of Security Software Solutions and Licenses

General Information

UTI Infrastructure Technology And Services Limited (UTI ITSL) advertises regarding tenders/ invitation to bids/ invitation of Expression of Interest and other information on the website regularly. We request you to visit the website www.utiitsl.com daily for updates and download the details and respond to the tenders on a regular basis.

The Tender documents can be downloaded free of cost from the website <https://www.tenderwizard.com/UTIITSL>. However, to be able to participate in the tender, bidders are required to download tender document officially from the above website without which bidders will not be able to participate. Since this tender shall be conducted electronically, bidders are requested to go through the Special Instructions on E-Bidding given at Annexure D

Any information to the bidders on these tenders/ invitation to bids/ invitation of expression of interest and any other information will be uploaded on this website only.

Similarly, any corrigendum's or extension of dates or change in specifications or any other information will be uploaded for the information of the public on this website only. No individual letters / emails are sent regarding this.

The tender document consists of 3 parts:

I) General Conditions

II) Special Conditions

III) Bid Form

Signature of the Bidder

PART – I

General Conditions

1. **Name of the Bid:** Bid for Supply of Security Software Solutions and Licenses
2. **Important Dates :**

Last Date/Time of procurement of official copy of tender Documents:

To be able to participate in this tender, interested bidders are required to officially procure the tender document from <https://www.tenderwizard.com/UTIITSL> before 6:00P.M on 13th August, 2019

Last date and time of raising the queries on the tender documents:

The last date and time of raising the queries is before 3:00P.M on 31st July, 2019.

Last Date/Time of uploading of tender bids: The last date of receipt of tender bids is upto 3:00P.M on, 14th August, 2019. After this time, no bids can be uploaded.

Date of Online opening of the tender bids: The tenders will be opened on the same day i.e. the last date of the receipt of the tenders, at 3:30 pm. It is to be noted that the offline documents will be checked first to know if the specified offline documents are available and thereafter the bids will be opened. The process will start by opening the offline documents.

3. **Name and Address for the submission of the offline documents (documents in Hardcopy):** The documents should be addressed to “**Deputy Vice President (IT)**, UTI Infrastructure Technology And Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400 614” and deposited in the specified Tender Box at this address by the due date and time of submission in a sealed envelope. Envelope containing the documents must be superscribed as “**Bid for Supply of Security Software Solutions and Licenses**”.

The Bids should be submitted online in two parts, the ‘**Technical Bid**’ and the ‘**Commercial Bid**’

The Technical bid should be complete in all respects and contain all information asked for except prices. The TECHNICAL BID should include all items with complete specification as per the set up / solution proposed by the prospective bidders. The Technical bid should not contain any price information.

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4. **Earnest Money Deposit (EMD):** The tender should be accompanied by a Demand Draft / Pay Order as Earnest Money Deposit (non-interest bearing) of Rs.50,000/-(Rupees Fifty Thousand Only).

The Earnest Money Deposit should be paid by way of Demand Draft/ Pay Order in favour of “UTI Infrastructure Technology And Services Ltd, Mumbai”.

For unsuccessful bidders, the same instrument may be returned without encashing. However, the Bid Security / EMD of successful bidder will be returned on completion of project or against the submission of Bank Guarantee.

This Bid Security / EMD should be kept in a separate cover **superscripted as “Bid Security / EMD”** and kept into the envelope containing offline documents.

If the Bid Security / EMD is not submitted then UTI ITSL reserves the right to reject the bid.

The Bid Security / EMD may be forfeited if the bidder fails to honour the terms and conditions of work order placed on the basis of the tenders or does not start the work or does not supply the goods or does not render the services or fails to enter into an agreement, as the case may be, which in the opinion of UTI ITSL may delay or adversely affect the contract.

5. **Bank Guarantee:** For successful bidder/s, a Bank guarantee of appropriate amount as decided by UTI ITSL will have to be given by the bidder at the time and date specified by UTI ITSL. The Bid Security / EMD would be returned thereafter.
6. **Validity of the bids:** Generally, the bids will be valid for a period of Ninety days (90 days) from the date of opening of the financial bid for acceptance, subject to increase in the validity of rates by mutual consent. However, in case of rate contract, the rates will be valid for a period of minimum one year, extendable by mutual consent for one more year. The agreement which would be entered into with the bidder / vendor or the work order which would be issued to the bidder / vendor would define the validity of the rates more specifically and that would be overriding this clause. In case of rate contract, the Purchase Order will be issued as and when the requirement arises. This may be treated as a rate contract.
7. **Authorized Signatory:** The bid can be submitted online by OEM / Dealers/ OEM Authorized Channel Partners / Solution providers. The Bid shall be submitted under Digital Signature of person duly authorized to
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bind the Bidder to the Contract.

The Bid can be so signed and forwarded by bidder or bidder's representative.

The Representative will have to enclose the Letter of Authority/ the Power of Attorney (POA) **duly executed by the bidder as offline document**; otherwise the offer is liable to be considered null and void at any stage as per the decision of UTI ITSL. This POA shall empower the representative for all actions related to this bid as required from time to time. All actions by the representative in relation to this bid shall be binding on the Organisation for whom the bid is submitted.

8. **Conditions for offline documents sent by post/courier:** The offline documents may also be sent by post/courier to reach before the scheduled date and time as indicated above. The following are essential conditions to be followed for the documents sent by post, failing which the tender may be treated invalid:
- A. Offline Documents should be preferably sent by Speed Post or Registered Post or by depositing in the "Offline Documents Box / Tender Box".
 - B. Documents duly superscribed, should be sent only to the address mentioned as above, (i.e. "**Deputy Vice President (IT)**, UTI Infrastructure Technology And Services Ltd, Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai 400 614"), if sent by Speed Post or Registered Post.
 - C. Acknowledgement will be given to Department of Post only for documents sent by Speed Post and Registered Post.
 - D. UTI ITSL takes no responsibility for any tender not submitted in time.
 - F. UTI ITSL takes no responsibility for offline documents not reaching at all.
 - G. UTI ITSL takes no responsibility for offline documents received in torn, opened or mutilated conditions. Such documents may not be accepted at all and are liable for rejection.
 - H. In case of offline documents received in proper condition by UTI ITSL, the role of UTI ITSL is limited and restricted to putting the same in the appropriate "Offline Documents Box / Tender Box" if the aforesaid documents are received in time as stipulated in the conditions laid out.
 - I. It is, therefore, advised that prospective bidders should deposit the offline documents directly in the "Offline Document Box / Tender Box" to avoid any delay in submission or to avoid any tearing / accidental

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opening during sending by post.

- J. Envelope, containing offline documents should be superscribed as advised above. Envelopes, which are not superscribed, or not addressed, may not be considered.
- K. Envelopes, which are not addressed properly, may not be considered.
9. **Caution:** This is to be remembered that this is an e-tender and any tender document like bid, etc. if physically deposited in the "Offline Documents Box / Tender Box" would not be considered. The bid would be only considered when it is e-tendered. The physical offline documents are the supporting documents which cannot be uploaded and therefore be deposited in the "Offline Documents Box / Tender Box", however, **in no case should the bid per se may be deposited in the tender box.**
10. The authorized signatory of the Bidder is required to digitally sign on all the pages and submit the technical bid and financial bid as a token of acceptance of all the terms and conditions of the tender.
11. **The Bid submitted by the Bidder**, all correspondence and documents relating to the bid exchanged by the Bidder and the UTI ITSL shall be written in the English language. Any printed literature/certificate/any other document furnished by the Bidder may be in another language, provided they are accompanied by an accurate translation of the relevant passages in the English language, in which case, for purpose of interpretation of the Bid the English translation shall prevail. In the event of submission of any document/ certificate by the Bidder in a language other than English, the English translation of the same duly authenticated by Chamber of Commerce of bidder's country shall be submitted by the bidder whenever demanded by UTI ITSL.
12. **The price quote figure / amount shall be quoted in the financial bid only and not in the Technical Bid.**
13. **No price quote figure/ amount shall be quoted in the supporting Offline Documents which are to be deposited in hard copy.**
14. In the **offline documents** all the over writings should be duly authenticated by signing beside such over writings. Any cutting made while filling in the forms would have to be authenticated by signing beside such cuttings, failing which the proposal is liable to be rejected.
15. The bid form which is to be filled by the bidder should be taken from the web site <https://www.tenderwizard.com/UTIITSL> and no attempt should be made for any changing or correcting it in any manner. It is clarified that only the conditions as appearing in the original bid form as

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uploaded at the above site will be treated as valid. If there are any changes / corrections in the form, then it is liable to be considered invalid.

16. Interpretation and decision by UTI ITSL on the terms of the tender will be final and binding.
17. All the conditions of the tender and the advertisement in the press (if advertisement released) will form a part of the agreement.
18. UTI ITSL reserve the right to call for any clarification / papers required for scrutiny from anyone including the Bidder. UTI ITSL is free to take any clarification or document or certificate from the associated banks and other agencies for scrutiny purpose or for deciding on the bid.
19. **Pre-bid Meeting:** There is no Pre-bid Meeting for this tender. The queries should be submitted online on the website <https://www.tenderwizard.com/UTIITSL>. And the answer to all the queries raised by any prospective Bidders would be uploaded on the website <https://www.tenderwizard.com/UTIITSL>. The last date of receiving queries would be 31st July, 2019, afterward which no queries would be entertained. No telephonic discussion or personal meeting would be entertained.
 - a) At any time before or after the submission of Technical Bid, UTI ITSL may, for any reason, whether at its own initiative or in response to a clarification request from a Bidder, carry out amendment(s) to the Bid document/ Bid process. The amendment will be made available in the website <https://www.tenderwizard.com/UTIITSL> and will be binding on the bidders.
 - b) The bidders are requested to regularly visit the website: <https://www.tenderwizard.com/UTIITSL> for any information. The final revised conditions, if any, as indicated in the corrigendum/ amendments/ clarifications/ extension/ changes regarding this tender as uploaded on the said website will be binding and may form a part of the agreement.
20. **The process:**
 - a. The Technical bids would be declared opened at 3.30 p.m. on the last day of submission of Bids.
 - b. A Tender Opening Committee of the officials of UTI ITSL would be formed for opening of the bids.
 - c. The bid would be opened in simultaneous online presence of intending bidders.
 - d. The Financial Bid will not be opened on the day of opening of

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Technical Bids.

- e. After declaration of opening of the technical bids, an evaluation of the technical eligibility of the Bidders would be carried out by the UTI ITSL Technical Evaluation Committee, thereafter a Technical Evaluation Report shall be prepared which shall detail the qualified/ disqualified bidders. The decision regarding qualification/ disqualification of the Bidders shall lie with UTI ITSL and shall be final and binding on the bidders.
 - f. Thereafter, the date of opening of the Financial Bid will be intimated to the qualified bidders only. This would be informed through the posting on the website <https://www.tenderwizard.com/UTIITSL>.
 - g. No separate intimation would be sent. The bidders are advised to regularly visit the aforesaid website.
 - h. The financial bids will thereafter be opened by a Tender Opening Committee of the officials of UTI ITSL as per the mechanism set in the e- tenders.
 - i. The Financial Bids would be opened in simultaneous online presence of intending bidders.
 - j. It is clarified that the Financial Bids will not be opened/be valid, for the Bidders who do not qualify in the Technical bids.
21. **Taxes:** The bid should be exclusive of all the applicable taxes, cess and any other outgoing payable to any authority. The rate should be exclusive of any other present or future outgo (for the period of contract) by whatever name called. The service tax, GST as per applicability should be also exclusive. All such outgoings will be reimbursed on showing the proof of payment to the respective authorities. Income Tax will be deducted at source.
22. **Central Excise:** Only in case of the applicability of the excise duty, the bidder/ vendor merely by filling the tender form confirms if required under the applicable government law, they would get registered with Central Excise. Merely by filling in this tender, the bidder indemnifies UTI ITSL of any liability from Central Excise by virtue of this contract coming into force.
23. **Insurance:** The insurance for the work carried out upto the stage of handover or insurance for the goods to be supplied upto the stage of handover and the requisite insurance policy as required by law for the personnel involved in the services to be rendered would have to be necessarily be taken by the bidder. In addition to this, the bidder should take insurance for any liability towards Third Party. Merely by filling in this tender, the bidder indemnifies UTI ITSL of any liability on the part of UTI ITSL.

UTI ITSL may at its discretion take insurance policy and deduct
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the amount from the payment to the bidder/vendor. However, this does not absolve the bidder of his responsibility of not taking the requisite insurance policy as required. To clarify, the bidder is responsible for taking the insurance policy and is also responsible for the consequences of not taking it.

The liability of the work carried out or the goods supplied would remain with the bidder / vendor till such time UTI ITSL takes possession of the work / goods in writing. The bidder / vendor would be responsible for any loss before taking over by UTI ITSL.

24. **Safety Norms:** The bidder hereby undertakes to follow all the safety norms as specified in the law for the assignment awarded to him through this tender. The bidder, merely by filling in this tender, indemnifies UTI ITSL of any consequences due to non-adherence of the safety norms as prescribed by the law. It is also clarified that any order, whether verbal or written, given by any official / representative of UTI ITSL, would not be valid if it is in contravention of any safety norms prescribed by law and the bidder is advised to follow the prescribed safety norms.
25. **Agreement: If applicable,** a suitable agreement would have to be entered into with UTI ITSL, failing which the EMD/ the Bank Guarantee as given, may be forfeited or the work order would not be issued. If the terms and conditions of the agreement are not acceptable to the Vendor, then UTI ITSL reserves the right to reject the tenders. In the absence of any specific agreement, any offer made in response to this tender, when accepted by UTI ITSL, will constitute a contract between UTI ITSL and vendor / bidder.
26. **Right of Rejection:** UTI ITSL reserves the right to reject all / any bids / quotations without assigning any reasons thereof and without entitling the tenderer to any claim whatsoever.
27. UTI ITSL reserves the right:
 - i) To accept in its sole and unfettered discretion any tender for whole or part quantities/ part work.
 - ii) To award the contract to one or more number of bidders / vendors, either on lowest price, equal price or on different prices.
 - iii) To enter into parallel contracts simultaneously or at any time during the period of the contract with one or more tenderer(s) as UTI ITSL may deem fit.
 - iv) To place adhoc order simultaneously or at any time during the period of the contract with one or more tenderer(s) for such quantity and for such jobs as UTI ITSL may deem fit.
 - v) UTI ITSL does not bind itself to accept the lowest or any tender to assign any reason for non-acceptance of the same.

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28. **Negotiation:** Generally, no negotiations would be carried out. However, if deemed fit, negotiation may be carried out only with the lowest bidder and if the order has to be split to more than one bidders then it could be done on L1 or negotiated rates with L1, whichever is lower.
29. **Testing:** UTI ITSL reserves the right to get the material tested at the cost of the vendor/bidder.
30. **Samples:** Wherever required, the bidders are advised to acquaint themselves with the samples and specifications before bidding to have more clarity. For this, they may contact the designated officer to whom the tender has to be submitted as per the address given herein above.
31. **Eligibility:** The bidder should adhere to the eligibility criteria. In any case, they should have prior experience in the same area as put to bid, for supply/service to other organizations of repute. UTI ITSL reserves the right to check their credentials with the organizations they have been associated with and if found incorrect, the tender is liable to be rejected.
32. **Availability of requisite permissions and licenses and compliance with the statutory provisions:** The bidder/agency/contractor is required to follow all the statutory acts as may be applicable for such type of work / supply / services for which they are bidding through this tender.

It may or may not involve manpower. In case manpower is required, then the bidder merely by filling the tender confirms that the bidder has all the requisite permissions and licenses to carry out all the works as stipulated by this tender. Further, merely by filling the tenders, the bidder reconfirms that the bidder has complied with all the statutory provisions of the central, state, local and municipal laws in force including manpower. The bidder also confirms merely by filling the tenders, to comply with any future laws that may be enforced upon by the statute.

Agencies which do not have requisite permissions / licenses or who do not comply with the statutory provisions are requested to fill in the tenders only if they are eligible in this respect.

Valid registrations viz., GST / Sales Tax / VAT / Central Excise and with any other authorities as per requirement should be available with the vendor and be produced as and when required.

Consequences of insufficient permissions / licenses or compliances on the part of the vendor would be to the vendor's account and the vendor

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merely by filling in the tender indemnifies UTI ITSL of any or all such consequences.

33. **Blacklisting/Debarring:** The bidder merely by filling the tender confirms that the bidder has not been blacklisted / debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body. The bidder is advised not to fill in the tenders if they have been disqualified by any of the government agencies.
34. **False Information:** In case if it is found that the vendor has not given the correct information and flouted any condition or the vendor does not have all the appropriate licenses and all the statutory permissions, whatsoever required, to carry out the activity as required in these tenders and allied works then UT ITSL reserves the rights to cancel the work order issued to him and award his quantum of work in the manner as deemed fit. This can be done at any stage.
35. **Indemnity:** Further, by submitting this bid, the vendor/bidder indemnifies UTI ITSL for any of the consequences arising out of non availability of any of the requisite permissions/ licenses / insurances / any other statutory permission whatsoever required for carrying out this work. Also by submitting this bid, the vendor/bidder indemnifies UTI ITSL for any of the consequences arising out of noncompliance of any of the conditions laid by the statute for vendors/bidders or their representatives/ officials in carrying out this work.
36. **Claim for increase in rates:** Any claim for increase in rates on account of any reason whatsoever will not be entertained for the period as stipulated in the agreement.
37. **Extension of contract:** As stipulated by UTI ITSL, after the period of expiry, the agreement can be extended on mutual consent for a further period of one year or upto the period till new contract comes in force. However this option can be exercised only by UTI ITSL.
38. **Readiness:** The Agency should have ready-to-deliver goods and services. The Agency should ensure that the manpower / machine/materials are procured well in time to ensure quality of work and adherence to the time period and the work / supply / service is not interrupted / delayed irrespective of volume assigned.
39. **Delay:** The supply, installation and implementation period stipulated is **Six Weeks** from the date of work order. If the agency does not start the work or if it is felt at UTI ITSL that the pace of work is slow and is likely to delay the work/ service / supply, UTI ITSL reserves the right to terminate the contract, levy the penalty and also reserves the right apart from legal remedies available, to carry out such work / service / supply at

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the risk and cost of the contractor / bidder.

40. **Right to reject the work/ service which is not as per the specifications or the terms:** UTI ITSL has right to reject the work/ services if they are not found to meet the specifications laid out or are not as per the terms of the tender / work order. No Charges will be paid for the defective work. UTI ITSL reserves the right to reject the items of brand other than specified. This can be done at any stage of the work.
41. **Penalty:** UTI ITSL reserves the right to levy penalty at its discretion for the delay in execution of the work/ delay in supply/ delay in service. The penalty amount would be **one percent** of the amount put to tender per week subject to a ceiling of 10%. This penalty would be more clearly specified in the agreement to be entered into.
42. **Termination of Contract:** In case it is found that the work/supply/service is not as per requirement / standards, time lines, or the frequency of corrective measures required is high then UTI ITSL retains the right to terminate the Contract with the selected vendor and in such case, the Vendor will not be entitled to claim any damages from UTI ITSL or make any claim for fees in respect of such unsatisfactory / substandard services / supply / work.

As also UTI ITSL reserves the right to terminate this contract if it is established on the basis of price discovery that it would be beneficial for UTI ITSL to go in for a fresh contract.

43. **Volume/Quantity of work:** Volume/Quantity is only indicative and the same may vary as per the requirement of UTI ITSL. The volume indicated is for the period specified in the work order / tenders. The work order would be more specific and binding.
44. **Confidentiality:** The Agency shall maintain strict confidentiality of all the documents, information, data coming in possession of the Agency as a result of awarding the contract and also any oral, written or other information disclosed for evaluation or for any other purposes shall be considered as confidential information passed on to the Agency.

Only if applicable to this tender, the Agency should certify in writing that the design / colour scheme of any document being printed/ processed for UTI ITSL is not used / shall not be used by the Agency for any other Organization / Entity under any circumstances. Any violation of the same will be liable for action under the law which shall entitle UTI ITSL to claim damages apart from taking action under the appropriate Law.

Only if applicable to this tender, the Agency will delete the data on daily basis, once the same is not legally required further. In short, no data /
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document of UTI ITSL should be with the agency once the work is over on a daily basis.

45. **Usage of data / documents / information: Only if applicable** to this tender, the Agency shall ensure that the documents, data, information etc if imparted by UTI ITSL or if come to the knowledge of the bidder, are / is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by UTI ITSL in writing. The confidential information will be safeguarded and the Agency shall take all necessary actions to protect UTI ITSL's, its customers, and Government of India's interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law which shall entitle UTI ITSL to claim damages from the vendor apart from taking action under the appropriate Law. This is an irrevocable condition and it will continue to be in force even if the agreement between the vendor /bidder/agency is terminated with UTI ITSL.
46. **Breach of clause:** In the event of any breach or threatened breach of any clause by the Agency / bidder and/or individual assigned by the Agency for the performance of the services, the Agency shall be liable to pay damages as may be quantified by UTI ITSL. Apart from the above, UTI ITSL shall have the right to proceed against the Agency and/or its assigned person/s under appropriate law.
47. **Essence of contract:** The Vendor shall carry out the work / provide the services/ complete the supply as per the specifications and standards laid out within the stipulated time. **It is clarified that carrying out the work or providing services or supply of goods as per specified quality in specified quantity in specified time is the essence of the contract.** Not adhering to above shall entail UTI ITSL to rescind the contract and forfeit the security deposit and in which case, there shall not be any claims for damages against UTI ITSL by the Vendor. Further the UTI ITSL shall have the right to get the unfinished services done/supply made, if any by virtue of the said revocation of the contract, through other sources and the expenses incurred thereof shall be borne by the Vendor in default. The Vendor shall also indemnify UTI ITSL against any loss, damage, expenses, costs etc, incurred by UTI ITSL as a result of the said delay in timely completion of the said services / jobs, by the Vendor.
48. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Mumbai only.
49. **Submission of bills: Only if applicable:** The Vendor shall submit the bills correct/accurate in all respects with required challans / receipts and with all relevant documents as specified by UTI ITSL from time to time, by 10th of every quarter (or any other date specified) for

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the work carried out / services rendered / material supplied in the previous quarter and the same shall be settled by UTI ITSL by the end of the quarter or earlier. Applicable TDS, etc. will be deducted at source as per rules. The bidder may choose to send the bills early if they decide to do so and UTI ITSL will take required steps to settle the bill if it is complete in all respect and the goods/ services covered by it are rendered to the satisfaction of UTIITSL.

The bidders/agencies / contractors/vendors are advised to submit the bills complete in all respects for immediate clearance.

50. **Inspection:** Wherever required, UTI ITSL reserves the right to depute its Officers, Auditors, other officials as it may decide etc. to visit the office / commercial / manufacturing site/s of the selected vendor/s for checking their infrastructure, man power and other related documents mentioned and for checking stock records, quality controls, work processes without advance intimation and the vendor/s will have to provide the necessary documents etc to UTI ITSL to help UTI ITSL ensure presence of appropriate and adequate controls on various processes. Inspection will be done, if so decided by UTI ITSL on periodic basis also.
51. **Nomenclature:** In the said tender, the bidder or the agency or the vendors or the contractor or the supplier and the service provider have the same meanings with reference to the context. As also, reference to any gender covers both the genders and reference to singular also covers plural also.
52. **Corrections:** All the corrections made anywhere in the tender form will have to be authenticated. The corrections without authentication are liable to be rejected. This is an important condition as the correction may have a bearing on the rate/amount quoted resulting in altering L1 or L2 or L3 or any other position. Decision of UTI ITSL will be binding in this case. The bidder/Vendor/ Agency merely by filling in this tender agree to this delegation of power to UTI ITSL to decide in this matter.
53. UTI ITSL reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
54. The Bidder must stamp and initial all pages and sign all forms at the end. The Bidder's participation in the bid shall be deemed to imply unqualified acceptance of the Terms and Conditions.
55. UTI ITSL reserves the right to call for further information / documents/ break-up of rates, taxes, etc. to decide on the tenders.

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PART II – SPECIAL CONDITIONS

A. Scope of Work:

UTI Infrastructure Technology and Services Limited (henceforth referred as UTI ITSL) invites technically complete and commercially competitive online bids from prospective OEM / OEM authorized channel partner / solution provider / dealers for supply of Security Software Solutions and Licenses.

The proposed software Licenses / subscription and support should be of 3 (Three) years. In case of any new patches/ release / upgrades / updates released by OEM then it should be available free of cost to the UTI ITSL from the Solution Provider/OEM / OEM Partners over the period of 3 (Three) years. UTIITSL would not pay any additional amount other than the agreed/quoted price. Freeware, or open source software solution will not be acceptable.

The selected vendor would have to deliver and install the said Software Product Licenses at our DC (Secunderabad), DR (Gurgaon) and or Mumbai location as per UTI ITSL requirement or any other location as decided by UTI ITSL. All the software / licenses should be Genuine and original. The delivery and installation address would be shared at the time of placing the work order.

The installation of software / licenses should be undertaken by the selected vendor at the location where the said Software are installed and implemented. Co-ordination would be available from UTI ITSL personnel for ensuring the running of the necessary packages at the remote locations for automated installation of the AVTK at the client machines.

Any issues thereof should be taken care of by the selected vendor.

The proposed solution should be On-Premise and should be perpetual Licenses. The centralized solution should be hosted/installed or configured at DC (Secundrabad) and should provide the Dashboard/console in single window (web based) and from ONE OEM to manage all the activities. The solution should be implemented for three years, hence all the necessary licenses should be for three years and it may renew from time to time. If any issues thereof during the contract /warranty/ support period should be taken care of by the selected vendor.

For maintenance services to be rendered, the services will be at the doorstep of the UTI Infrastructure Technology And Services Limited or where the software are installed and configured. As of now the Software are required to deliver and configured at UTI ITSL C/o Railtel Secunderabad and Gurgaon office and In case of UTI ITSL require for shifting of any Hardware equipments / software from the said location to any other location across
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India then the services / support should be made available by the selected vendor without any additional charges

In case of an outbreak, 4 hrs resolution time should be guaranteed by the selected vendor at DC (Secunderabad) at no extra cost or else penalty will be imposed of Rs.500 per day (on every 24 hours) call completion delay till the call completed.

The selected vendor / bidder would have to supply and install the below mentioned software/licenses;

1. Endpoint and Server Security Solutions (Antivirus):

The selected vendor has to supply, install and maintenance of Centralized Endpoints and Servers Security Solution. The Endpoints are having Windows and Ubuntu OS and Servers are having Windows and Linux Operating Systems.

The scope of services for Centralized Solution is as follows,

- a) The selected vendor should implement centralized **endpoint security solution** with Anti-Malware, Vulnerability Protection, HIPS, Endpoint Firewall, Application Control, Device control and Data Leakage (Loss) Prevention for Windows endpoints.
- b) The selected vendor should implement centralized **endpoint security solution** with Anti-Malware, Vulnerability Protection, HIPS, Endpoint Firewall and Application Control for Ubuntu endpoints.
- c) The selected vendor should implement centralized **server security solution** along with all modules, Anti malware, Web reputation, HIPS, Host Firewall, File Integrity Monitoring, Log Inspection and Application control.
- d) The selected vendor is fully responsible for installation, uninstallation / reinstallation, configuration, maintenance & troubleshooting of Antivirus console & centralized update and alerts over the period of three (3) years. Co-ordination should be available from UTI ITSL personnel.
- e) The selected vendor should provide an active response to all incidents related to proposed solutions that happen in UTI ITSL offices across India and may have to visit the sites at own expense if the problem is not resolved centrally.
- f) The selected vendor should also have to provide the Antivirus operational guide / training with architectural diagram.

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- g) The scope of the work should cover direct onsite comprehensive maintenance & support for installation / reinstallation / configure / reconfigure/ updates / upgrades etc in case of centralized Endpoint security and Server security solution with required licenses at our DC (Secunderabad), DR (Gurgaon) and Mumbai location as per UTI ITSL requirement and onsite up-gradation and deployment whenever major versions / revisions are released.
- h) The proposed solution should allow for installation in a virtualized environment (VMWare Technology)
- i) The selected vendor has to provide the Escalation Matrix in respect of calls that need to be attended for installation/support and maintenance
- j) All the above points are applicable in respect of all branches / offices of UTI ITSL throughout the country.

2. ENDPOINT ENCRYPTION

UTI ITSL is in the requirement to procure **Endpoint Encryption solution** with 3 (Three) years onsite support contract from the date of implementation / installation

- a) The selected vendor should provide onsite Installation, implementation and troubleshooting of the solution at DC (Secunderabad)
- b) The selected vendor should depute well qualified expert team onsite till complete installation, implementation and project signoff.
- c) Solution should have following features
 - i) Full Disk Encryption (Drive Encryption)
 - ii) File and Folder Encryption (FFE)
 - iii) Removable Media Encryption (RME)
- d) The proposed solution should have centralized management through standard server based or web console for management and should be able to enforce policies from remotely.
- e) The proposed solution should allow for installation in a virtualized environment (VMWare Technology).
- f) The proposed solution should support strong AES Encryption for Files and Folders on Local Hard Drives, Shared Folders, USB Flash Drives & CDs/DVDs.

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- g) The proposed solution should support centralized Policy Administration and Key Management.
- h) The proposed solution should integrate with Microsoft Active Directory and should support Single sign on. GPO-based policy deployment should be available

All the Software / Licenses should be integrated/configured as per the UTI ITSL requirement. The proposed solution should include all the necessary hardware or software / Licenses and other parts as per the requirement and the bidder shall include all the necessary parts / items / licenses and installation charges, even if not mentioned by UTI ITSL in the scope of work / bill of material. Bidder may include those missing items and other associated cost for implementation in their commercial proposal. UTI ITSL will not consider to pay any extra cost other than commercial proposal for solution while execution of order.

The selected vendor would have to take up the installation / integration activity in coordination manner with other selected vendor, if UTI ITSL split the order among multiple vendors.

The Bidders may visit at our DC (Secunderabad) or DR (Gurgaon) to study the current infrastructure setup.

Other General Instructions for Bid: In this Bid, authorization certificates / documents are required. If bidder fails to provide any of the relevant document / certificate on demand they would be technically disqualified.

a) **Eligibility Criteria:**

The bidder should submit the following required Certificate/ Documents/ Information;

1. The Bidder should have the valid OEM authorization Certificate to sale the specified range of Manufactured IT Software products from OEM. **This Certificate shall be submitted online alongwith the Technical bid.**
2. Certificate of Incorporation / Shop establishment Certificate should be attached. **This Certificate shall be submitted online alongwith the Technical bid.**
3. GST or Service Tax or Sales Tax registration Certificate should be attached. **This Certificate shall be submitted online alongwith the Technical bid.**
4. The turnover of the Company should be of minimum 5 (Five) Crore in each of the last 3 financial years – CA/ CS Certificate should be attached. Please do not attach the entire profit and

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loss statement (balance sheet). **This Certificate shall be submitted online alongwith the Technical bid.**

5. The bidder should be submit self declaration letter stated that the bidder has not been blacklisted / debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body. **This Letter shall be submitted online alongwith the Technical bid.**
 6. Letter of acceptance of all terms and conditions. **This Letter shall be submitted online alongwith the Technical bid.**
 7. Signing Authority Letter. This Letter or Power of Attorney document shall be submitted **offline alongwith the Technical bid.**
 8. Vendor should have prior experience of carrying out such work/services to minimum 3 (three) other organizations, submit the proof of satisfactory completion of the said work. **This Letter shall be submitted online alongwith the Technical bid**
 9. Signed & Stamped copy of Bid Document. **This Bid Document shall be submitted online alongwith the Technical bid.**
- b) If Price offer is enclosed in the Technical bid envelope then the vendor is liable to be technically disqualified.
 - c) Vendor should provide only specified Software Version / Higher Version in the proposal. Please note that we have specified the Version for the desired software and it is expected that specified version / Higher Version as outlined should be offered by the bidder. Multiple options for the requirement will not be entertained and it is expected of the **bidder to give us the Specified Software at the most reasonable rate.**
 - d) Purchase order will be issued as and when the requirement arises. In case there is any further reduction in price of the Software, the benefit should be passed on to UTI ITSL.
 - e) The bidder shall provide perpetual licenses for all the supplied Software Licenses at the time of delivery and installation.
 - f) **Cost Price for Comparison : No cost either on parts or for labour or for visit charges or for anything will be paid extra for the perpetual software licenses i.e. everything has to be inbuilt with the cost of the software and this is the cost which would be compared for ascertaining L1.**

Example:

For Software:

Suppose the cost of the said Software / License is ₹ A

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Suppose the cost of all the applicable taxes for that Software / License is ₹ B

Suppose the delivery and other costing for that software is ₹ C

Total Cost of Software = A+C

We would consider the Total Cost = A+C that will be compared to evaluate the lowest bidder.

B will be considered to be reimbursed at actuals on the basis on the proof rendered

- g) **Payment Terms:** i) **Software Licenses (Perpetual):** At the time of successful Installation and implementation: **90% of Total Cost** as explained above, the payment would be made only after the delivery, installation and successful implementation of the said Software Solutions at our DC (Secunderabad), DR (Gurgaon) or Mumbai location or any other location as decided by UTI ITSL. The invoice shall be raised with proper tax break-up detail which will be duly verified by UTI ITSL officer.

The balance **10% payment** would be made after the expiry of warranty / support contract period of three years.

OR

Against submission of 10% Bank Guarantee from Scheduled Commercial Bank, for an equivalent amount valid for the period till the warranty / support expiration. **100% of Total Cost** as explained above, Payment will be released.

ii) **Software Support Charges:** Payment for Software support Charges should be made quarterly at the end of each quarter. Payments will be made only in arrears after deducting the penalty (if any) as per the Scope of work mentioned in Part II (Special Conditions, A. Scope of Work).

The payment will not be released for any part-shipment or short shipment.

These payment terms will not be changed. The vendors are required to quote on above said payment term only.

- h) The vendor/ bidder shall be responsible for delivery and installation of all Software which is ordered for making fully operational at no additional charges as per scope of work.
- i) There are no consumables extra.
- j) UTI ITSL reserve the right to increase or decrease the quantity and locations depending on requirement. Vendor should agree to execute the order with the same agreed terms and conditions.

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- k) Purchase order will be issued as and when the requirement arises. In case there is any further reduction in price of the said equipment / Software, the benefit should be passed on to UTI ITSL.
- l) The order would be executed in phased manner or may be split into multiple vendors. The selected vendor has to supply, install the said software licenses as and when required by UTI ITSL at the agreed price.
- m) The vendor shall warrant that all equipments / Software supplied under the contract are new, unused and of the most recent or current model / version and shall incorporate all latest improvements in design and materials. Undertaking Certificate will be attached for reference. The vendor shall further warrant that the equipments / Software supplied under the contract shall have no defect arising out of faulty design, inadequate and / or inferior materials or workmanship or from any act of omission of the vendor, when used under normal use of the supplied goods in the conditions prevalent in India.
- n) **Order Cancellations:**
The Company reserves its right to cancel the order in the event of one or more of the following conditions:
- Delay in delivery and Installation beyond Eight (8) weeks from the date of the purchase order.
 - Serious discrepancy in products noticed during the post-delivery inspection.
 - In addition to the cancellation of purchase order, Company reserves the right to claim the damages from the vendor.
- o) UTIITSL shall inform the change in delivery schedule via mail and additional time would be given for installation as per the mail.

B. Delivery and Installation: The supply, installation and implementation period stipulated is **Six Weeks** from the date of work order. In case of Software to be delivered, it is clarified that the delivery will be at the doorstep of UTI ITSL office at CBD Belapur, Navi Mumbai.

For maintenance services to be rendered, the services will be at the doorstep of the UTI Infrastructure Technology And Services Limited or where the equipments / Software are installed and configured and maintenance service would have to be rendered directly from selected vendor / OEM itself.

C. Right to place the orders in parts: As indicated above, UTI ITSL reserves the right to place the orders in parts with more than one vendor at respective L1 rates without assigning any reason whatsoever to anyone for the distribution of the work. The decision of UTI ITSL will be final in the distribution.

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D. Unit Rate: The Unit Rate is indicated above in the schedule of Quantity.

E. Technical Compliance sheet (Specification and Quantity) are given in the Annexure – 1.

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Technical Compliance Sheet for Security Software Solutions and Licenses:

Table -1 (Endpoint Security Solutions - Antivirus)

| S/N | General Specifications | Compliance (Yes / No) |
|-----|--|-----------------------|
| | General | |
| 1 | Advanced malware and ransomware protection: Defends endpoints on or off the corporate network against malware, Trojans, worms, spyware, ransomware, and adapts to protect against new unknown variants and advanced threats like crypto malware and fileless malware. | |
| 2 | Automatic detection and response against an ever-growing variety of threats, including fileless and ransomware | |
| 3 | Using a blend of advanced threat protection techniques to eliminate Security gaps across any user activity and any endpoint. It constantly learns, adapts, and automatically shares threat intelligence across your environment | |
| 4 | Endpoint solution should have capability of AV, HIPS, Firewall, Application control, Device control, Integrated DLP with pre-execution. | |
| 5 | The industry's most timely virtual patching: Vulnerability Protection virtually patches known and unknown vulnerabilities, giving you instant protection, before a patch is available or deployable. | |
| 6 | Centralized visibility and control: multiple capabilities Antimalware, Application control, Vulnerability protection, Device control, Firewall, DLP, can be managed through a single console to provide central visibility and control across all functions | |
| 7 | Blends signature-less techniques, including high-fidelity machine learning, behavioural analysis, variant protection, census check, application control, exploit prevention, and good file check with other techniques like file reputation, web reputation, and command and control (C&C) blocking. | |
| 8 | Advanced ransomware protection monitors for suspicious file encryption activities at the endpoint, terminates malicious activities, and even recovers lost files if necessary | |
| 9 | Automatic sharing of threat intelligence across security layers enables protection from emerging threats across the whole organization | |
| 10 | Endpoint security & EDR Should be supported together in one agent. No need for multiple vendor agents on same endpoint in Future. | |
| 11 | Support different agent operating system like Windows 7, Windows 8.1 and Windows 10 etc. | |

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| Threat Detection Capabilities | | |
|--------------------------------------|---|--|
| 12 | High-fidelity machine learning (pre-execution and runtime) | |
| 13 | Behavioural analysis (against scripts, injection, ransomware, memory and browser attacks) | |
| 14 | File reputation – Variant protection – Census check – Web reputation | |
| 15 | Exploit prevention (host firewall, exploit protection) | |
| 16 | Command and control (C&C) blocking – Device control- Good file check | |
| 17 | Should have Integrated spyware protection and clean-up | |
| 18 | Should have the capability to assign a client the privilege to act as a update agent for rest of the agents in the network | |
| 19 | Safeguards endpoint mail boxes by scanning incoming POP3 email and Outlook folders for Threats | |
| 20 | shall be able to scan only those file types which are potential virus carriers (based on true file type) | |
| 21 | Should be able to detect files packed using real-time compression algorithms as executable files. | |
| Vulnerability Protection | | |
| 22 | Delivers the most-timely vulnerability protection in the industry across a variety of endpoints, including point of sale (POS) and Internet of things devices (IoT), and devices with end-of-support (EOS) operating systems | |
| 23 | Stop zero-day threats immediately on your physical and virtual desktops and laptops—on and off the network | |
| 24 | Blocks known and unknown vulnerability exploits before patches are deployed | |
| 25 | Should have protection from Document Exploits | |
| 26 | Protects endpoints with minimal impact on network throughput, performance, or user productivity. | |
| 27 | Filters forbidden network traffic and ensures allowed traffic through stateful inspection | |
| 28 | Blocks all known exploits with intrusion prevention signatures | |
| 29 | Shields operating system and common applications from known and unknown attacks. | |
| Application Control | | |
| 30 | Solution should allow to enhance your defences against malware and targeted attacks by preventing unknown and unwanted applications from executing on corporate endpoints. With a combination of flexible, dynamic policies, whitelisting and blacklisting capabilities | |
| 31 | Solution should Prevent potential damage from unwanted or unknown applications (executables, DLLs, Windows App store apps, device drivers, control panels, and other Portable Executable (PE) files) | |
| 32 | Solution should provide global and local real-time threat intelligence based on good file reputation data correlated | |

Signature of the Bidder

| | | |
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| | across a global network | |
| 33 | Solution should Categorize the applications and provides regular updates to simplify administration using Global Certified Safe Software Service | |
| 34 | Should uses intelligent and dynamic policies that still allow users to install valid applications based on reputation-based variables like the prevalence, regional usage, and maturity of the application | |
| 35 | Should uses application name, path, regular expression, or certificate for basic application whitelisting and blacklisting. | |
| 36 | Features system lockdown to harden end-user systems by preventing new applications from being executed | |
| | Data Loss Prevention | |
| 37 | Should empowers IT to restrict the use of USB drives, USB attached mobile devices, CD/DVD writers, cloud storage, and other removable media with granular device control and DLP policies | |
| 38 | Detects and reacts to improper data use based on keywords, regular expressions, and file attributes | |
| 39 | Should have granular device control with the following control actions: Read only, Read and write, Read, write and execute | |
| 40 | Provides regional specific templates and data protection options, helping customers comply with data protection guidelines such as GDPR, PCI/DSS, HIPAA, GLBA, SB-1386, and US PII | |
| 41 | Data in use control points: Provides visibility and control of data that's being used in USB ports, CDs, DVDs, COM and LPT ports, removable disks, infrared and imaging devices, PCMCIA, and modems. It can also be configured to monitor copy and paste and print screen | |
| 42 | Includes a granular list of truly international identifiers to identify specific data by patterns, formulas, positioning, and more. Identifiers can also be created from scratch | |

Table – 2 (Server Security Solutions - Antivirus)

| S/N | General Specifications | Compliance (Yes / No) |
|------------|--|------------------------------|
| 1 | The solution should be managed from a single centralized console. | |
| 2 | Solution should support Anti Malware, Host Firewall, Deep Packet Inspection (HIPS/HIDS), File Integrity Monitoring and Log Inspection in a single Agent | |
| 3 | Integrity Monitoring module should be capable of monitoring critical operating system and application elements (files, directories, and registry keys) to detect suspicious behavior, such as modifications, or changes in ownership or permissions. | |
| 4 | The solution should have a small overhead footprint such that it minimizes impact on system resource | |

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| 5 | The solution should offer AV, HIPS, Application Control, Firewall functionality to ensure optimal security and compliance for critical servers | |
| 6 | The proposed solution should provide Self-protection from modifying or disabling AntiVirus Client | |
| 7 | Should have enhanced tamper protection that guards against unauthorized access and attacks, protecting users from viruses that attempt to disable security measures | |
| 8 | Should support both Real Time and Schedule Antimalware scan | |
| 9 | Solution should support various Actions like, Clean, Delete, Quarantine, Pass | |
| 10 | Solution should also support restoration of quarantined files. | |
| 11 | It should support firewall capabilities to directly block unwanted traffic | |
| 12 | Firewall should detect reconnaissance activities | |
| 13 | HIPS solution should provide vulnerability shielding to the application not having patches installed | |
| 14 | Should support virtual patching both known and unknown vulnerabilities | |
| 15 | Solution should extend visibility and control across Amazon Web Services (AWS) and Microsoft Azure public clouds and physical servers. | |
| 16 | Solution should be able to monitor System Services, Installed Programs and Running Processes | |
| 17 | Should support forwarding suspicious files to local sandbox for generating real time Threat intelligence for server protection and to achieve Advanced Threat defense i.e must share IOCs across proposed solution (Minimum Four solutions out of Network IPS, Web Gateway & Email Gateway, Endpoint Security, Server Security) | |
| 18 | Auditable reporting should generate within the solution | |
| 19 | Once the policies are deployed, the agents should continue to enforce the policies | |
| 20 | The management console should be web-based | |
| 21 | The solution should be able to manage application control, HIPS, Firewall and Anti-Virus solution from a single management console | |
| 22 | The solution should be able integrate with SIEM solution | |
| 23 | The solution should be available in high availability mode | |
| 24 | Solution should support heterogeneous operating systems like Windows, Redhat Linux, Ubuntu, SUSE etc. | |

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Table - 3 (ENDPOINT ENCRYPTION)

| S/N | General Specifications | Compliance (Yes / No) |
|------------|--|----------------------------------|
| 1 | Encryption Policy Server should manage thousands of devices with a single server and management console which includes Full Disk and File and Folder Encryption. | |
| 2 | Solution should integrate with Microsoft Active Directory and should support Single sign on. GPO-based policy deployment should be available | |
| 3 | Full Disk encryption module should support multiple recovery option like stand alone and on line. | |
| 4 | Full Disk Encryption Solution should support Advanced Pre-boot Authentication | |
| 5 | Tamper Proof & Fault Tolerant | |
| 6 | Should support Single Sign-On | |
| 7 | Remote & Self Help for Password Reset | |
| 8 | Device & User Specific Auditing & Reporting | |
| 9 | Built-In Recovery Console | |
| 10 | Automatic policy sync at Pre-Boot | |
| 11 | File Folder Encryption should have following features | |
| 12 | Strong AES Encryption for Files and Folders on Local Hard Drives, Shared Folders, USB Flash Drives, CDs/DVDs, and Email Attachments | |
| 13 | Centralized Policy Administration and Key Management | |
| 14 | Fully encrypts the entire USB flash drive or individual files | |

Signature of the Bidder

To be printed on Bidder's Letter Head and submit online

PART III

COMMERCIAL BID FORM

Date:

The Deputy Vice President (IT)
UTI Infrastructure Technology And Services Limited,
Plot 3, Sector 11, CBD Belapur,
Navi Mumbai - 400 614

Sir,

Sub: Bid for Supply of Security Software Solutions and Licenses

This is with reference to your tender due on 14th August, 2019. We are interested in getting our Company / firm empanelled in your organization for **Supply of Security Software Solutions and Licenses.**

We have read and understood the details as given in the tender information (Part I and Part II) regarding the Scope of Work and Terms and Conditions for the selection of vendors for this tender and bidding for the contract. The tender conditions are acceptable to us. We have been given all the required information from UTI ITSL. We certify that we are eligible and qualified as per the said Terms. The duly signed copies of the terms are attached herewith. We understand that L1 will be decided by UTI ITSL as per the terms indicated.

In case of any ambiguity between arithmetic calculations, the basic rates will be considered correct and the amount will be derived on the basis of the basic rates quoted and the quantity originally mentioned in the Tender.

The supply of Software will be done as per the specified version or higher as mentioned in the tender form.

In case of difference in price quoted, the price in words will be taken as final.

An EMD of Rs.50,000/- (Rupees Fifty Thousand Only) is enclosed.

Signature of the Bidder

PRICE QUOTE

Table -1: (Endpoint and Server Security Solutions and ENDPOINT ENCRYPTION)

| Particulars | Unit Price | Qty | Total Amount in Rs. |
|--|------------|-----|---------------------|
| Endpoint Security Software License for Windows OS for Desktop PCs / Laptops / Netbook etc (As per the specification / technical compliance mentioned in Annexure -1 in Table -1) | | 780 | |
| Endpoint Security Software License for Ubuntu / Linux OS for Desktop PCs / Laptops / Netbook etc (As per the specification / technical compliance mentioned in Annexure -1 in Table -2) | | 255 | |
| Server Security Software License for Windows OS (for Virtualized & Standalone Server Environment) (As per the specification / technical compliance mentioned in Annexure -1 in Table -2) | | 56 | |
| Server Software License for RHEL OS (for Virtualized & Standalone Server Environment) (As per the specification / technical compliance mentioned in Annexure -1 Table -2) | | 65 | |
| ENDPOINT ENCRYPTION for Windows OS Desktop PCs / Laptop / Netbook etc (As per the specification / technical compliance mentioned in Annexure -1 Table -3) | | 780 | |
| Total Amount exclusive of all taxes (A) | | | |
| Total Amount In Word: | | | |

For payment terms, refer Part -II, Other General Instructions clause (g)

Signature of the Bidder

Table – 2: (Support Charges)

| Particulars | Total Amount in Rs for 3 Years Period |
|--|--|
| Overall Support Charges for all the above Solutions as per the Scope of Work defined. Also UTI ITSL reserved the right to modify the SOW as per the industry standard requirement / UTI ITSL requirement during the period of 3 years. | |
| Total Amount exclusive of all taxes (B) | |
| Total Amount In Word: | |

For payment terms, refer Part –II, Other General Instructions clause (g)

Price quoted for Supply of Security Software Solutions is exclusive of all the applicable taxes, cess and any other outgoing payable to any authority. The rate is exclusive of any other present or future outgo (for the period of contract) by whatever name called. The service tax, GST as per applicability is also exclusive. All such outgoings will be reimbursed on showing the proof of payment to the respective authorities. Income Tax will be deducted at source

Thanking you,

Yours faithfully,

Signature of Authorized Person

PAN Number of the agency

Signature of the Bidder

“Technical Bid”

Senders name & address:

Dated: _____

Deputy Vice President (IT),
UTI Infrastructure Technology And Services Limited
Plot Number-3, Sector-11,
CBD Belapur, Navi Mumbai – 400 614

Sir,

Technical Bid for Supply of Security Software Solutions and Licenses

I/We refer to the e-tender released by UTIITSL in the Antares e-tender portal on 24th July, 2019 and I/We/ the undersigned am/are submitting this online bid for **Supply of Security Software Solutions and Licenses**, the above mentioned requirement on the terms and conditions as mentioned in the online document as available on the website: <https://www.tenderwizard.com/UTIITSL>

I / We are an OEM / OEM Authorized Channel Partner / Solution provider “M/s _____ Whom I / We represent. The authority letter/ Power of Attorney from the agency, I/ We represent is submitted as a offline document in hard copy before the due date at the above address.

The detail of the bidder and checklist for submission of bid is as under:

| S/N | Description | Details (as applicable) |
|------------|---------------------------------|--------------------------------|
| 1 | Name of Company | |
| 2 | Address | |
| 3 | Contact Details: | |
| | (a) Name of the contact person. | : |
| | (b) Telephone no. with STD code | |
| | (c) Mobile No. | : |
| | (d) Fax No. | : |
| | (e) e-mail | : |
| 4 | PAN No. (enclose copy) | |

Signature of the Bidder

| | | |
|-------------------------|--|--|
| 5 | GSTIN No. (enclose copy) | |
| 6 | Type of the bidder: | |
| | A) A private business entity, limited company or limited liability partnership or partnership etc. | |
| | B) Indian Government Company or a Public Sector Undertaking or a Public Sector Bank. | |
| | C) Indian/ State Government Department or Ministry or Body. | |
| Online Documents | | |
| 7 | Certificate of Incorporation / Shop Establishment Certificate (Submit the Certificate as Online Document) | |
| 8 | GSTIN Registration Certificate or Service Tax or Sales Tax (Submit the Certificate as Online Document) | |
| 9 | OEM Authorization letter: A letter to be submitted To UTI ITSL from the OEM stating that the Bidder is authorized to sale the specified range of Manufactured IT Software products from OEM (Submit the Letter as Online Document) | |
| 10 | Technical Compliance Sheet (Submit the Compliance sheet as Online Document & sheet given as Annexure -1) | |
| 11 | Self declaration letter for bidder has not been blacklisted / debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body. (Submit the Self Declaration Letter as Online Document & format given as Annexure - 2) | |
| 12 | Letter of Acceptance of all terms and conditions (Submit the Letter as Online Document & Format attached as Annexure – 3) | |
| 13 | Turnover for each of the last three financial years: (Should be minimum 5 Crore). [Provide certificate from CA/CS] (Submit the Certificate as Online Document) | |
| 14 | Vendor should have prior experience of carrying out such work/services to minimum 3 (three) other organizations, submit the proof of satisfactory completion of the said work. <u>This Letter shall be submitted online alongwith the Technical bid</u> | |

Signature of the Bidder

| | | |
|----|--|--|
| 15 | Bid Form (Tender Document) (Submit the Signed and Stamped tender document as Online Document) | |
| 16 | Signing Authority Letter / Power of Attorney (POA) (Submit the Signing Authority Letter as Offline Document & format given as Annexure - 4) or Power of attorney may be a standard document of Bidder company | |
| 17 | Bid Security / EMD (Earnest Money Deposit) (Submit the Bid Security / EMD as Offline Document) | |

Signature of the Bidder

SELF DECLARATION LETTER

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot No. 3, Sector -11,
CBD Belapur
Navi Mumbai -400 614

Subject: Self Declaration letter regarding “Not Blacklisted”

Dear Sir,

This is with reference to the tender for “Bid for Supply of Security Software Solutions and Licenses” for UTI Infrastructure Technology And Services Limited, we hereby declare that we have not been blacklisted / debarred by any government department / agency, Reserve Bank of India, Nationalized bank, or any Public Sector Unit or body.

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot No. 3, Sector -11,
CBD Belapur
Navi Mumbai -400 614

Subject: Letter of Terms & Conditions Acceptance.

Dear Sir,

This is with reference to the tender for “Bid for Supply of Security Software Solutions and Licenses” due on (Please specify tender due date).

We are agreeable to all the terms and condition mentioned in the tender.

For (Name of the Bidder Company)

Authorized Signatory

(Seal & Stamp)

Signature of the Bidder

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot No. 3, Sector -11,
CBD Belapur
Navi Mumbai -400 614

Subject: Signing Authority Letter

Dear Sir,

This is with reference to the tender for “Bid for Supply of Security Software Solutions and Licenses” due on (Please specify tender due date)

We hereby authorize (Name of the bidder’s official with designation) to sign the said bid on the behalf of (Name of the Bidder Company).

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

Successful Bidder to print on their Letter Head
To be submitted at the time of work order

Annexure - 5

The Deputy Vice President (IT)
UTI Infrastructure Technology And Services Ltd
Plot No. 3, Sector 11, CBD Belapur,
Navi Mumbai.
Dated: - _____

Sub: Undertaking of Authenticity for Software

Ref: 1. Your Purchase order no.: _____ Dated: - _____

2. Our Invoice no.: _____ Dated:- _____

With reference to the Supply of Software Licenses, being supplied / quoted to you vide our Invoice no. _____ cited above,

We hereby undertake that the above Hardware /Software shall be original new only from the OEMs of the products and that no refurbished/duplicate/second hand Hardware /software are being used or shall be used.

We also undertake that in respect of the Hardware /software /License if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e g Product Keys on Certification of Authenticity in case of Software and also that it shall be sourced from the Authorized source (e g Authorized Original Equipment Manufacturer).

Should you require, we hereby undertake to produce the Certificate from our OEM supplier in support of above undertaking at the time of delivery and installation. It will be our responsibility to produce such letters from our OEM suppliers at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the hardware /software already built, we agree to take back the Hardware/software without demur, if already supplied and return the money if any paid to us by you in this regards.

We (OEM) also take full responsibility of Hardware/ software and Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller SL etc.

Authorized Signatory

Name: _____

Designation: _____

Place: _____

Date: - _____

Signature of the Bidder

Check list for submission of Bids

| Forms for Submitting Bids | Explanatory Note |
|---|---|
| <p><u>A. Technical Bid</u></p> <ol style="list-style-type: none"> 1. EMD of Rs.50,000/- 2. OEM Authorization letter. 3. Certificate of Incorporation /Shop establishment Certificate 4. GST, Service Tax or Sales Tax registration Certificate 5. Turnover for each of the last three financial years: (Should be minimum 5 Crore). CA / CS Certificate should be attached. 6. Submit the proof of satisfactory completion of the said work minimum 3 (three) other organizations 7. Self Declaration letter regarding non black listed vendor (Format as per Annexure-2). 8. Letter of Acceptance of all terms and conditions (Format as per Annexure-3) 9. Signing Authority Letter (Format as per Annexure-4) 10. Bid Form (Tender document) 11. Compliance Sheet as mentioned in Annexure-1 | <p>Technical Bid for the equipments should be submitted in the relevant Forms.</p> |
| <p><u>B. Commercial Bid</u> Prices offered</p> | <p>Commercial Bid for the equipments should be submitted only in the relevant form.</p> |

Signature of the Bidder

Annexure -D

Special instructions to Bidders for e-Tendering

General

The Special Instructions (for e-Tendering) supplement 'General Instruction for the Bidders', as given in these Tender Documents. Submission of Online Bids is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, UTI ITSL has decided to use the portal:

<https://www.tenderwizard.com/UTIITSL> through Antares systems Ltd, This portal is based on the software from Electronic Tender®. A portal built using Electronic Tender's software is also referred to as **Tenderwizard**.

Benefits to Suppliers are outlined on the Home-page of the portal.

Instructions

Broad Outline of Activities from Bidder's Perspective:

1. Procure a Digital Signing Certificate (DSC)
2. Register on Electronic Tendering System® (ETS)
3. View Notice Inviting Tender (NIT) on ETS
4. Download Official Copy of Tender Documents from ETS.
Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. To participate in a tender, it is mandatory to procure official copy of Tender Documents for that tender.
5. Bid-Submission on ETS
6. Attend Public Online Tender Opening Event (TOE) on ETS
– Opening of Technical Bid-Part
7. Attend Public Online Tender Opening Event (TOE) on ETS
– Opening of relevant part (ie Financial-Part)
(Only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the Tenderwizard.

Signature of the Bidder

Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC) also referred to as Digital Signature Certificate (DSC), of Class 3 issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

Registration:

To use the Tenderwizard portal:

<https://www.tenderwizard.com/UTIITSL>

Vendors need to register on the portal tenderwizard. Registration of each organization is to be done separately for the e-tendering activities. For further details, please visit the website/portal, and click on the 'Register Me' (on the Home Page), and follow further instructions as given in the help manuals on the site. Pay Annual Registration Fee as applicable.

After successful submission of Registration details and payment of Annual Registration Fee, please contact Antares Systems Ltd/ Tenderwizard Helpdesk (as given below), to get your registration accepted/activated

Important Note: If any problems occurs during the use of Tenderwizard (including the Registration process), it is recommended that the user should read or follow the instructions given in the help manual which is uploaded in our Home Page, The instructions relating to 'Essential Computer Security Settings for Use of Tenderwizard' manuals has been uploaded in our portal.

| | |
|-----------------------|--|
| Tenderwizard Helpdesk | |
| Telephone/ Mobile | Customer Support: 080-40482000/ 080-40482121/ 2126/ 2133 (From 9 AM to 6 PM Monday to Saturday except on Govt. Holidays) Emergency Mobile Number: 8879375522 |
| E-mail ID | utiitsletenders@gmail.com , [Please mark CC: raghuprashanth@etenderwizard.com , |

Signature of the Bidder

| | |
|-------------------|---|
| UTIITSL Person | Contact (i) Mr. Rajinder Kumar (UTIITSL official, Telephone No: 022-67931288 / 1292, Mob. No. 9892593339 email.id: rajinder.kumar@utiitsl.com (ii) Mr. Shahid Akhtar (UTIITSL official, Telephone No: 022-67931288 / 1292, Mob. No. 9987376888 email.id: Shahid.akhtar@utiitsl.com |
|-------------------|---|

Some Bidding related Information for this Tender (Sealed Bid)

The entire bid-submission would be online only. i.e
www.tenderwizard.com/UTIITSL

Offline Submissions:

The bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope.

Deputy Vice President (IT),
 UTI Infrastructure Technology And Services Limited,
 Plot Number 3, Sector-11,
 CBD Belapur,
 Navi Mumbai-400614

The envelope shall bear (Name of the Bid), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).





1. Original copy of the Bid Security / EMD in the form of a Demand Draft / Pay Order / Banker's Cheque as Earnest Money Deposit (non-interest bearing)
2. Original copy of the Signing Authority Letter / Power of Attorney (POA) shall be indicated by written Authorization Letter.
3. Pass-Phrase to decrypt the relevant Bid-Part.

Note: The Bidder should also upload the scanned copies of all the above mentioned original documents as Bid-Annexures during Online Bid-Submission.

Signature of the Bidder

Other Instructions:

Website: <https://www.tenderwizard.com/UTIITSL>

| | |
|--|--|
| Web Registration | <ol style="list-style-type: none">1. Type website address https://www.tenderwizard.com/UTIITSL under browser URL.2. Click “Register Me”, provide all the details with Class III Digital Signature updating.3. Get the User id and password. |
| Tender Free View (Only Open Tenders) | <p><u>To download the tender notifications and documents from website, follow the steps given below:</u></p> <ol style="list-style-type: none">4. Click “Tender Free View” under “Go to Tender” link on the home page.5. Provide all or any one of the options like “Department”, “Tender Number”, “Region”, “Estimated Cost”, “Tender Request Dates (From and To)”, “Tender Submission date” or “any key words from Tender Description”6. Click “Submit” to view the results. A list of tenders shall appear on the screen.7. Click  to view the cost free documents.8. Click  to print the detailed tender notice.9. Click  to print the tender notice. |
| Login | <ol style="list-style-type: none">10. Open any Browser (Microsoft Internet Explorer or Mozilla Firefox).11. Type website addresses https://www.tenderwizard.com/UTIITSL in the address bar, to access the Login Page. |
| Participation | <ol style="list-style-type: none">12. Vendor should have User id, Password and Class III digital signature to participate in the tender online.13. Enter the website using user id, password and digital signature.14. Click “UnApplied” (if open tenders) to view / apply for new tenders.15. Click “In Progress” (if limited tenders). |
| To Upload / Attach the Additional Documents | <ol style="list-style-type: none">16. To attach the additional documents to any tender click “Document Library” and upload the same.17. Attach the required documents to the concerned tenders from document library section to the tender document screen. (More explanations can find in “detailed help Manual). |
| Download Documents | <ol style="list-style-type: none">18. Click  “Edit Attachment” to view the tender documents which are received by the user. |

Signature of the Bidder

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| | <p>19. Tender document screen appears.</p> <p>20. Click “Download (empty Document)” to download the documents.</p> |
| <p>Upload Files – Technical Sheet/Price or Commercial Sheet/ EMD/Mandatory Documents</p> | <p>21. Click “Attach” to attach all the documents which are already saved in the uploaded in Document Library. This is the important and first step to be performed to avoid disqualification.</p> <p>22. Click “Update EMD Details” to feed the EMD details and upload the scanned EMD.</p> <p>23. When the user finishes with the filling and uploading of scanned BG/DD, the “Red Color” will automatically turn to “Black Color” which reflects that the user is two steps ahead for the submission.</p> <p>24. Click “Download (empty Document)” to download the Technical/Price Sheet and fill the same without changing the “File Name” and save on to the computer.</p> <p>25. Click “Upload (Filled Document)”, select the filled file which was already filled and saved in the same name. Click “click here to digitally sign and upload” to upload the filled Technical/Price Sheet to the tender.</p> <p>26. Note that when the user uploads the filled Technical/Price Sheet, the “Red Color” will automatically turn to “Black Color” which reflects that user is ready for the final submission.</p> <p>27. Provide all the mandatory documents required for the tender.</p> |
| <p>To Submit the Tender</p> | <p>28. Prior to submission, verify whether all the required documents have been attached and uploaded to the particular tender.</p> <p>29. Note down / take a print of Acknowledgement copy once it displayed on the screen</p> |
| <p>To Participate for the Opening</p> | <p>30. Tender opening event can be viewed online.</p> <p>31. Competitors bid sheets are available in the website for all the participated bidders.</p> |
| <p>E-Tender Support Help Line</p> | <p>Customer Support: 080-40482000/ 080-40482121/ 2126/ 2133 (From 9 AM to 6 PM Monday to Saturday except on Govt. Holidays) Emergency Mobile Number: 8879375522</p> |

Signature of the Bidder

| | | |
|-------------------|---------|---|
| | | utiitsletenders@gmail.com , [Please mark CC: raghuprashanth@etenderwizard.com |
| UTIITSL Person | Contact | Mr. Rajinder Kumar (UTIITSL official, Telephone No: 022-67931288 / 1292, Mob. No. 9892593339 email.id: rajinder.kumar@utiitsl.com Mr. Shahid Akhtar (UTIITSL official, Telephone No: 022-67931288 / 1292, Mob. No. 9987376888 email.id: Shahid.akhtar@utiitsl.com . |

Minimum Requirements at Bidder's End

1. Computer System with good configuration (Min PIV, 1 GB RAM, Windows7 or above)
2. Dedicated Broadband connectivity
3. Microsoft Internet Explorer 7.0 or above
4. Class III Digital Signature Certificates

Signature of the Bidder
