

# **UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED**

## **Name of the Bid: Bid for Conducting Synthetic Monitoring for Application Web Pages for UTIITSL**

### **General Information**

Penalty clause to be added

UTI Infrastructure Technology And Services Limited (UTIITSL) 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](http://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 [www.utiitsl.com](http://www.utiitsl.com).

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 Conducting Synthetic Monitoring for Application Web Pages for UTIITSL
2. **Important Dates :**

**Last Date of receipt of sealed tender bids:** The last date of receipt of sealed tender bids is upto 03:00PM on 14<sup>th</sup> August, 2019. After this time, no bids will be accepted.

**Date of 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 03:30 pm at the venue where the tenders are received. All the bidders are invited for the tender opening. In case, if due to a holiday or an emergency or due to some extra ordinary reasons, if the tenders remain unopened on this date, then, the tenders would be opened on the next working day at the same time and at the same venue.

3. **Name and Address for the submission of the bids:** The bids should be addressed to “**Deputy Vice President (IT)**, UTI Infrastructure Technology And Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400614” and deposited in the specified Tender Box at this address by the due date and time.
4. **Bid Security / Earnest Money Deposit (EMD):** The tender should be accompanied by a Demand Draft / Pay Order / Banker’s Cheque as Earnest Money Deposit (non-interest bearing) of Rs.5,000/- (Rupees Five 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.

This EMD should be in a separate cover **superscripted as “EMD”** and keep into the techno-commercial Bid.

If the Bid Security / EMD is not submitted then UTIITSL reserves the right

Signature of the Bidder

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 UTIITSL may delay or adversely affect the contract.

5. **Superscription:** The main envelope containing the tender must be superscribed as **“Bid for Conducting Synthetic Monitoring for Application Web Pages for UTIITSL”**

If the tender is not superscribed then there are chances of accidental opening and for liable rejection of the tender, therefore it is advised that the tender be superscribed as above and deposited in the tender box kept for the purpose at the address given.

6. **Tender Fee:** A non refundable tender fee of Rs.500/- (Rupees Five Hundred Only) should be paid by way of Demand Draft / Pay Order in favour of **“UTI Infrastructure Technology And Services Ltd, payable at Mumbai”**.

This tender fee should be in a separate cover **superscribed as “Tender Fee”** and should be enclosed in techno-commercial Bid.

7. **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.

8. **Authorized Signatory:** The bid for conducting synthetic monitoring can be forwarded by eligible agencies as per eligibility criteria, who conduct Synthetic Monitoring.

9. **Conditions for tenders sent by post/courier:** The tenders 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 tender sent by post, failing which the tender may not be opened and not considered or may be treated invalid:

A. Tender should be preferably sent by Speed Post or Registered Post if it is not possible to deposit the tender in the specified Tender Box.

B. Tender should be sent only to the address as given above in the name of the person / designation specified.

C. Acknowledgement will be given to Department of Post only for tender sent by Speed Post and Registered Post.

D. Tender should be superscribed as advised above. The tenderer has to

Signature of the Bidder

necessarily superscribe the envelope, failing which the tender may not be considered and may remain unopened, or be opened with some other tender or may be accidentally opened before due date rendering it to be treated invalid as per the discretion of UTIITSL.

- E. UTIITSL takes no responsibility for any tender not reaching in time.
  - F. UTIITSL takes no responsibility for tender not reaching at all.
  - G. UTIITSL takes no responsibility for tenders received in torn, opened or mutilated conditions. Such tenders may not be accepted at all and are liable for rejection.
  - H. In case of tenders sent by post or any other mode, if it reaches the address given for submission, duly superscribed, then the role of UTIITSL is limited and restricted to put it in the appropriate tender box if the aforesaid tenders are received in time as stipulated in the conditions laid out.
  - I. It is, therefore, advised that prospective bidders should deposit the tender directly in the tender box to avoid any delay in submission of the tender or to avoid any tearing / accidental opening during sending by post. Tenders, which are not super scribed or which are not addressed properly, are liable to be not considered.
10. **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 GST as per applicability should be also exclusive. All such outgoing will be reimbursed on showing the proof of payment to the respective authorities. The Income Tax will be deducted at source. taxes.
- UTIITSL reserves the right to call for the clarification on the break-up of the base rate, taxes, cess and other outgoings (and their percentages, etc.) with proof, if required, as and when needed to aid to evaluate the bids. However, the original quoted overall value would remain as quoted in the original tenders.
11. **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 UTIITSL of any liability from Central Excise by virtue of this contract coming into force.
12. **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

Signature of the Bidder

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 UTIITSL of any liability on the part of UTIITSL.

UTIITSL may at its discretion take insurance policy and deduct 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.

13. The liability of the work carried out or the goods supplied would remain with the bidder / vendor till such time UTIITSL takes possession of the work / goods in writing. The bidder / vendor would be responsible for any loss before taking over by UTIITSL.
14. **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 UTIITSL 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 UTIITSL, 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.
15. **Agreement: If applicable,** In the absence of any specific agreement, any offer made in response to this tender, when accepted by UTIITSL, will constitute a contract between UTIITSL and vendor / bidder.
16. **Right of Rejection:** UTIITSL reserves the right to reject all / any bids / quotations without assigning any reasons thereof and without entitling the tenderer to any claim whatsoever.
17. UTIITSL 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 UTIITSL 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 UTIITSL may deem fit.

Signature of the Bidder

- v) UTIITSL does not bind itself to accept the lowest or any tender to assign any reason for non-acceptance of the same.

18. **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.
19. **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., 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 merely by filling in the tender indemnifies UTIITSL of any or all such consequences.

20. **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.
21. **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 UTIITSL reserves the rights to cancel the work order issued to him and award his quantum of work in the manner

Signature of the Bidder

as deemed fit. This can be done at any stage.

22. **Indemnity:** Further, by submitting this bid, the vendor/bidder indemnifies UTIITSL 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 UTIITSL 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.
23. **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.
24. **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.
25. **Empanelment Period:** The project is empanelment for One Year from the date of work order. If the agency does not start the work or if it is felt at UTIITSL that the pace of work is slow and is likely to delay the work/ service / supply, UTIITSL 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 the risk and cost of the contractor / bidder.
26. **Right to reject the work/ service which is not as per the specifications or the terms:** UTIITSL 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. UTIITSL reserves the right to reject the items of brand other than specified. This can be done at any stage of the work.
27. **Penalty:** UTIITSL 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.
28. **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 UTIITSL 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 UTIITSL or make any claim for fees in respect of such unsatisfactory /

Signature of the Bidder

substandard services / supply / work.

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

The contract could be terminated with one day notice.

29. **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 UTIITSL 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 UTIITSL 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 / document of UTIITSL should be with the agency once the work is over.

30. **Usage of data / documents / information : Only if applicable** to this tender, the Agency shall ensure that the documents , data, information etc if imparted by UTIITSL 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 UTIITSL in writing. The confidential information will be safeguarded and the Agency shall take all necessary actions to protect UTIITSL'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 UTIITSL 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 UTIITSL.
31. **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 UTIITSL. Apart from the above, UTIITSL shall have the right to proceed against the Agency and/or its assigned person/s under appropriate law.
32. **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**

Signature of the Bidder

**specified quantity in specified time is the essence of the contract.** Not adhering to above shall entail UTIITSL to rescind the contract and forfeit the security deposit and in which case, there shall not be any claims for damages against UTIITSL by the Vendor. Further the UTIITSL 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 UTIITSL against any loss, damage, expenses, costs etc, incurred by UTIITSL as a result of the said delay in timely completion of the said services / jobs, by the Vendor.

33. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Mumbai only.
34. **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.
35. **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 UTIITSL will be binding in this case. The bidder/Vendor/ Agency merely by filling in this tender agree to this delegation of power to UTIITSL to decide in this matter.
36. UTIITSL reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
37. 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.
38. UTIITSL reserves the right to call for further information / documents/ break-up of rates, taxes, etc. to decide on the tenders.

Signature of the Bidder

## **PART II – SPECIAL CONDITIONS**

### **A. Scope of Work:**

We, UTI Infrastructure Technology And Services Ltd (a Government of India Company) is looking for an agency / vendor to conduct Synthetic Monitoring i.e Website Uptime Monitoring with Zero False Alerts and Actionable Reports for UTIITSL developed web application pages which are hosted at UTIITSL data centre, Co-located at Railtel Premise Secunderabad. The whole monitoring activity would be conducted onsite/offsite as per the standard requirement.

The prospective eligible agencies need to understand the requirement as per tender scope of work only and the agency selected for the job would have to conduct Synthetic Monitoring i.e Website Uptime Monitoring with Zero False Alerts and Actionable Reports.

**Name of the Application:** The detail of application pages would be provided at the time of placing order. There would be minimum 14 web application pages, which may increase or decrease depending upon the requirement.

The objective of audit is to Monitor Website Uptime with Zero False Alerts and Actionable Reports.

The following are the indicative list of technical requirements for website uptime monitoring. However, the selected agency needs to conduct as per the latest guidelines as on the date of audit.

1. To do Synthetic monitoring on Production of UTIITSL website.
2. The motive is to find the Response times of pages in scope; from an end user's perspective.
3. All the pages will be in the final scope of synthetic monitoring.
4. Response times to be submitted for its minimum, average and maximum values.
5. The interval or frequency of accessing the pages to be set at 15 or 30 minutes i.e. All the pages to be accessed once in every 15 or 30 Minutes. UTIITSL will decide the frequency on time to time basis.
6. Further breakdown of the Response times of each page will be expected in terms of Page load time, DNS time & First Byte time.
7. Report any outages, downtime or Errors encountered to describe the overall status of the application's production performance.
8. Give an overall average Page Response Time as a key indicator of overall performance.

Signature of the Bidder

9. The selected agency would have to submit weekly and monthly Reports along with trend analysis for each page for that entire week and month. The monitoring reports for each page shall be prepared and submitted weekly and monthly at the end of each week / month.
10. The synthetic monitoring to be kept active for a period of one year while monitoring all pages daily at a frequency of 15 or 30 Minutes; and reporting the status to UTIITSL team on a weekly and monthly basis.
11. The activity of Synthetic Monitoring would have to be carried out as per the industry standard and only licensed tools shall be used for conducting the same.
12. The auditing officials appointed by selected Agency would have to study and understand all the pages provided for Synthetic Monitoring.
13. As per UTIITSL expectation, the response time at web-server level should not exceed 5 seconds for 95% of the time during the entire calendar month.

The application response time shall be measured at Web-server level which indicates total turnaround time to respond to application hits starting from the time the hit was received from internet connection to web-server of Service Provider and time taken to respond to the application hit by this server (this time also includes time taken by downstream servers like Application and Database Servers) again to the User. The selected Agency would have to monitor and prepare the report in the presentable form as per our SLA requirement and parameter mentioned above.

UTIITSL may invite technically qualified bidders (as per tender eligibility criteria) to present the methodology and past experience on conducting Synthetic Monitoring.

Proposal should be given while taking into consideration the following terms and conditions:

**1) Documents submission:**

- a. Commercial bid should be submitted as per the format given and it should be on bidder's letter head with signed and stamped by authorized person.
  1. Signing Authority Letter (Annexure -1).
  2. Letter of acceptance for all terms and conditions (Annexure-2).
  3. Self Declaration letter regarding non black listed /debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body Annexure -3.

Signature of the Bidder

4. Organization should have performed Synthetic Monitoring for atleast 3 reputed BFSI organizations and should have minimum 5 years of experience in Web Security Audit. (Annexure -4 with supportive documents).

Supportive Documents to evidence minimum 3 Synthetic Monitoring Projects: Client Issued Copy of Work Orders or Invoice.

Supportive Documents to evidence 5 years experience: 5 Year Old Work Order or Invoice.

5. Certificate of Incorporation.
6. GSTIN Registration Certificate.
7. Signed & Stamped Print copy of Bid Document.

**2) Contract Period:** The Agency would be appointed for conducting Synthetic Monitoring activity for a minimum period of One Year from the date of placing the work order or commissioning the activity. UTIITSL 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 monthly billing amount put to tender per day subject to a ceiling of 10% of the total monthly bill.

**3) Audit Location:** The Synthetic Monitoring Activity would have to be conducted Onsite / Offsite as per the standard requirement.

**4) Payment Terms:** The monthly payment would be released at the end of each month after submission of invoice and duly signed monthly report.

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

**5) UTIITSL will not pay any extra charges towards the traveling expenses, lodging / boarding etc.**

**Print on bidder's letter head**

**PART III**

**PRICE QUOTE**

**Table- 1: Synthetic Monitoring (Website Uptime Monitoring with Zero False Alerts and Actionable Reports)**

**Table-1:**

<b>S/N</b>	<b>Per Web Page Monthly Cost (INR)</b>	<b>Total Page Count for Synthetic Monitoring</b>	<b>Total Monthly Cost (INR)</b>
1.		14 Pages	
<b>Total Monthly Payable Cost exclusive of all taxes</b>			
<b>Total Monthly Payable Cost exclusive of all taxes (In Words)</b>			

Price quoted for Synthetic Monitoring is exclusive of all the taxes and inclusive of transportation & other applicable charges, if any.

Thanking you,

Yours faithfully,

Signature of Authorized Person

PAN Number of the agency

Signature of the Bidder

**TO WHOMSOEVER IT MAY CONCERN**

Date: -

To,

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 Conducting Synthetic Monitoring for Application Web Pages for UTIITSL” 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

**TO WHOMSOEVER IT MAY CONCERNED**

Date: -

To,

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 Conducting Synthetic Monitoring for Application Web Pages for UTIITSL” 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

**SELF DECLARATION LETTER**

Date: -

To,

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 Conducting Synthetic Monitoring for Application Web Pages for UTIITSL” 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

**SELF DECLARATION LETTER**

Date: -

To,

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 “Synthetic Monitoring Experience”

Dear Sir,

This is with reference to the tender for “Bid for Conducting Synthetic Monitoring for Application Web Pages for UTIITSL” for UTI Infrastructure Technology And Services Limited, we hereby declare that we (Name of the bidder company) have (Number of Years) of experience in conducting Synthetic Monitoring and performed (Number of Synthetic Monitoring Projects) in BFSI Sector.

For (Name of the Bidder Company)

Authorized Signatory  
(Seal & Stamp)

Signature of the Bidder