

# **UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED**

**Name of the Bid: Bid for AMC Proposal for Network Equipments**

## **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](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 <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 AMC Proposal for Network Equipments.
2. **Important Dates :**  
**Last Date/Time of procuring of official copy of Tender Document:** 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 pm on 8th September, 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 p.m. on 27th August, 2019.

**Last Date/Time of uploading of tender bids:** The last date of receipt of tender bids is upto 3 pm on, 9th September, 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 AMC Proposal for Network Equipments**.

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.

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.1,00,000/- (Rupees One Lakh Only).

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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 after signing the maintenance agreement.

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 **Two years**, 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.
7. **Authorized Signatory:** The bid can be submitted **online by OEM/ OEM Authorized Channel Partner / Solution Provider**. The Bid shall be submitted under Digital Signature of person duly authorized to 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

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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”.
  - 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 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**” 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” to avoid any delay in submission or to avoid any tearing / accidental 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” would not be considered. The bid would be only

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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", 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 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.

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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 27<sup>th</sup> August 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 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

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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 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

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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:** A suitable agreement would have to be entered into with UTI ITSL, failing which the EMD 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 or forfeit the EMD. 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.
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: in case of applicable** - 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,

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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., Sales Tax / VAT / Central Excise/ GST 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 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 UTI 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

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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 non-compliance 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 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/support and deployment period stipulated as define below in on call maintenance support. 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 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. **Termination of Contract:** In case if 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.

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42. **Volume/Quantity of work:** Volume/Quantity is only indicative and the same may vary as per the requirement of UTI ITSL.

43. **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 / document of UTI ITSL should be with the agency once the work is over on a daily basis.

44. **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.

45. **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.

46. **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**

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**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.

47. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Mumbai only.
48. **Submission of bills:** 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 10<sup>th</sup> of every quarter at the end (or any other date specified) for 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 UTI ITSL.

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

49. **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.
50. **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.
51. **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

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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.

52. UTI ITSL reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
53. 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.
54. UTI ITSL reserves the right to call for further information / documents/ break-up of rates, taxes, etc. to decide on the tenders.
55. In the event the resultant L1 rate(s) obtained through this tender are perceived to be substantially higher than the rates at which the goods or services were being procured on the earlier tender then, **UTI ITSL reserves the right to:**
  - a) Request the L1 bidder of this tender to negotiate and try to match the rate on which the order was placed as per the earlier tender.
  - b) If L1 vendor agrees to do so, the work order will be placed to him. If not, this tender would be cancelled and the earlier bidder, who is presently carrying out the services / work would be then asked to continue on the old/ existing rates till new tender is floated and finalized.
  - c) The idea is to obtain the most beneficial rates for UTI ITSL.
  - d) The decision of the Tender Evaluation and Awards Committee would be final in this case

## **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 sealed bids from prospective OEM / OEM authorized channel partner / solution provider / dealers for AMC proposal for Network Equipments.

The selected vendor / bidder would have to provide onsite comprehensive support on the said 12 nos. of Network Equipments, which are installed at UTI ITSL and its third party offices/Data Centre across the country.

The bidder has to support for Hardware and software (iOS/Configurations / patches / firmware etc) related problem during the contract period of Two years. The AMC period of 2 (Two) years will start w.e.f. date of release of work order.

The bidder would provide direct onsite comprehensive support (having Back to Back OEM arrangement/support) for resolution on logged calls for hardware parts replacement/ Configuration Management/ or any other Change required on these Network Equipments at all the locations as per details given in Annexure -1. This should be made available by the selected agency.

The support would be provided for 24x7 with 6hrs CTR on all equipments listed out in Annexure-1 with back to back support with OEM.

Please note the equipments can be shifted to any where across country as per UTI ITSL requirement. The selected agency has to support on these equipments on the same terms and conditions. Any configuration, solution design or any other changes required in any of these network equipments after shifting or before shifting to other location or within the same premises, then selected agency will provide support/undertake the activity without any charges. The requirement details will be shared by UTI ITSL.

The shifting of equipments will be taken care by UTI ITSL and all the installation and configuration would be take care by the selected bidder.

During the AMC period, if any change in existing design, solution or new solution or new design required as per UTI ITSL business requirement then selected agency has to provide support/undertake the activity/plan with timelines without any charges.

For maintenance services to be rendered, the services will be at the doorstep of the UTI Infrastructure Technology And Services Limited and the third party locations/Data Centre across the country where Network Equipments are installed. The office locations and Network Equipments inventory is attached as Annexure -1.

The comprehensive maintenance of active networking equipment which includes preventive and remedial maintenance of the active network components. It will also include supply and replacement of parts as and

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when required.

The Bidder should have Minimum 2 Associate Engineers at Mumbai & at least 1 Professional Level Certifications in Switching & Routing. He should be capable enough to handle L3 Level Calls.

**Corrective maintenance** for the Networking Solution for the network equipments as below:

- Corrective Maintenance,
- Preventive Maintenance,
- System Tuning,
- 24 X 7 with 6hrs CTR Onsite assistance with Backline support from manufacturers / OEM.
- Patches enhancements/ Maintenance release, upgrade.
- Installation of all Updates given by manufacturer.
- Updates Subscription services with a right to new releases including product IOS and software, maintenance releases and Patches.
- Replacing the networking hardware with the same or the higher model to get the required services restored within the time line.

**Preventive Maintenance:** It should be done on quarterly for all the hardware with proper reports duly signed and stamped by the concerned person. The below some of the activities to be done under Preventive Maintenance:

- Checking of the physical connectivity of the network equipments.
- Making sure of the network equipments is physically safe and the area is properly clean and dust free.
- Checking of the network equipments for the performance and error detection.
- Checking of the CPU and RAM utilization and comparing it with the threshold.
- Checking and upgrading with the latest IOS, etc. as per the requirement.
- Checking, correcting and reporting of any error / improvement.
- Any other maintenance activity to be added which is required.
- Providing assistance and documenting the planning, Solution designing, testing and implementation of any other upgradation / changes / POC tests required in UTI ITSL network for the links and the hardware.
- Maintaining and updating of the inventory of all the network devices connected / replaced in the UTI ITSL network with UTI ITSL official confirmation.

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

Signature of the Bidder

a) **Eligibility Criteria:**

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

- The Bidder should be authorized to bid the said tender from the OEM to support the specified model of Network Equipments. (A letter to be submitted to UTI ITSL from the OEM stating that the Bidder is authorized to Participate in the said tender). The OEM authorization letter not required if OEM directly participate in the tender. **This Letter shall be submitted online alongwith the Technical bid.**
- Certificate of Incorporation / Shop establishment Certificate should be attached. **This Certificate shall be submitted online alongwith the Technical bid.**
- Service Tax or Sales Tax or GST registration Certificate should be attached. **This Certificate shall be submitted online alongwith the Technical bid.**
- The turnover of the Company should be of minimum 5Cr in each of the last 3 financial years – CA/ CS Certificate should be attached. Please do not attach entire balance sheet (booklet). **This CA / CS Certificate shall be submitted online alongwith the Technical bid.**
- Vendor should have prior experience of carrying out such work/services to minimum 3 (Three) other organizations, submit the client list with complete contact details including Name of Company, Address, contact number and email ids etc along with the copies of PO, work order rate may masked etc. **This Letter shall be submitted online along with the Technical bid**
- Bidder should have PAN India presence and give services to UTI ITSL offices located across the country either directly or through OEM. If the Network Equipments are moved from one location to other location at any time across the country, then vendor would have to provide the services without any delay as per the actual minimum time required. **(A self declaration letter for having PAN India presence shall be submitted online alongwith the Technical Bid).**
- 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.**
- Letter of acceptance of all terms and conditions. **This Letter shall be submitted online alongwith the Technical bid.**

Signature of the Bidder



- Signing Authority Letter. **This Letter or Power of Attorney document shall be submitted offline alongwith the Technical bid.**
  - The Bidder should have Minimum 2 Associate Engineers at Mumbai & at least 1 Professional Level Certifications in Switching & Routing. He should be capable enough to handle L3 Level Calls.
- b) If Price offer is enclosed in the Technical bid envelope then the vendor is liable to be technically disqualified.
- c) The bidder shall provide a complete 2 (Two) Years onsite comprehensive AMC support 24x7x6 CTR on the said Network Equipments (Annexure-1). This period shall cover all parts, labour, design and solution change and consumable items, if any. The Proof of OEM Service and back to back support would have to be provided by successful bidder in the name of UTI ITSL.
- d) **Payment Terms:** AMC Payment would be made quarterly at the end of each quarter. These payment terms will not be changed. The vendors are required to quote on these payment terms only.
- e) Purchase order will be issued as and when the requirement arises. In case there is any further reduction in price of the Hardware/Software, the benefit should be passed on to UTI ITSL.
- f) In the event of likely termination of production of spare parts / consumables, the bidder should stock up such parts / consumables.
- g) **Support and penalty Terms:**  
 The Turn-Around-Time ("TAT") mutually agreed by Parties for problem response/resolution or for providing standby Equipment and software of similar configuration that does not warrant any system changes are as follows:
1. Direct onsite comprehensive support on the Network equipments (Hardware and Software) should be available by the vendor 24X7X6 CTR with maximum permissible downtime as specified in Clause 2 below.
  2. The vendor would have to arrange standby device / replacement of parts to ensure that the work is not held up for more than 6 hours.
  3. In case call is not attended / completed as in all above 1 and 2 clauses then the penalty of ₹1000/- (Rupees One Thousand Only) on delay of every (1hour) would be deducted till the call is completed.

Signature of the Bidder

The penalty amount would be charged by raising invoice or deduct from the submitted quarterly invoice.

h) **Order Cancellations:**

The Company reserves its right to cancel the AMC order in the event of one or more of the following conditions:

- Delay in providing the services beyond 24 hrs from the date of complaint logged.
- Serious discrepancy in products/ support SLA noticed during the post inspection.
- In addition to the cancellation of AMC order, Company reserves the right to claim the damages from the vendor.

**B. Delivery and Installation:** The vendor shall be responsible for delivery and installation of the equipment ordered for replacement items at specified branches /offices and for making fully operational at no additional charges as per the scope of work and support terms mentioned above. The bidders quote would be inclusive of the loading, transportation, insurance and unloading of such equipments.

For maintenance services to be rendered, the services will be at any of the place where the Network Equipments are installed and maintenance service would have to be rendered directly from OEM or selected bidder own arrangement.

**C. Validity of bid:** As mentioned under the heading “Validity of the bid”, in General Conditions, it is clarified that this tender is a rate contract and accordingly the rates will be valid for a minimum period of **Two years** and the supplies will have to be made as per the orders placed from time to time. During this period of two years, there shall be no increase in rates.

**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**

Signature of the Bidder

**To be printed on Bidder's Letter Head**

**Annexure -1**

**List of Network Equipments Installed at UTI ITSL Branch, Regional Offices and its Third party offices/Data Centre across the country.**

Sr.	Location	Equipments	Equipment details		Compliance (Y/N)
			Model No.	Serial No.	
1	CBD Belapur	Router	Cisco 3925	FGL162912SL	
2	CBD Belapur	Router	Cisco 3925	FGL162912SM	
3	DC Secunderabad	Router	Cisco 3925	FGL173010CM	
4	DC Secunderabad	Router	Cisco 3925	FGL162912SH	
5	NRO DELHI	Router	Cisco 2911	FGL193311HM	
6	Kolkata	Router	Cisco 2911	FGL162911SC	
7	CBD Belapur	Router	Cisco 2911	FGL162911SE	
8	SRO Chennai	Router	Cisco 2911	FGL190410ZE	
9	DC Secunderabad	Core Managed Switch	6509E	SMC16220030	
10	DC Secunderabad	Core Managed Switch	6509E	SMC1623001Q	
11	DR Gurgaon	Core Managed Switch	6509E	SMC1622001L	
12	DR Gurgaon	Core Managed Switch	6509E	SMC16190030	

**Configuration details of Network Equipments**

S/N	Part No.	Description	Qty
<b>1</b>	<b>Core Network Switch-</b>	<b>Catalyst 6509 (VS-C6509E-S720-10G)</b>	
	VS-C6509E-S720-10G	Catalyst 6500 9-slot Chassis + Fan Tray + Sup720-10G. IP Base only incl. VSS	2
	X2-10GB-SR	10GBASE- SR X2 Module	18
	WS-X6708-10G-3C	C6K 8 Port 10 Gigabit Ethernet Module with DFC3C (reg X2)	2
	WS-X6748-GE-TX	Cat6500 48-Port 10/100/1000 GE Mod: Fabric Enabled RJ-45	4
	WS-X6700-DFC3C	Catalyst 6500 Dist Fwd Card for WS-X67xx Module	6
	WS-CAC-3000W	Catalyst 6500 3000W AC Power Supply	4
	Included: VS-S720-10G-3C	Cat 6500 Supervisor 720 with 2 ports 10GbE and MSFC3 PFC3C	2
	Included: VS-F6K-MSFC3	Catalyst 6500 Multilayer Switch Feature Card (MSFC) III	2
	Included: VS-S720-10G	Catalyst 6500 Supervisor 720 with 2 10GbE Ports	2
	Included: WS-C6509-E-FAN	Catalyst 6509-E Chassis FanTray	2

Signature of the Bidder

<b>2</b>	<b>Core Router- C3925-VSEC/K9</b>		
	C3925-VSEC/K9	Cisco 3925 Voice Sec Bundle, 4 GE, PVDM3-64 UC and SEC License P	2
	NM-HDV2-2T1/E1	IP Communications High Density Digital Voice NM with 2 T1/E1	2
	VWIC2-2MFT-T1/E1	2-port 2nd Gen Multiflex Trunk Voice/WAN Int Card T1/E1	2
	PVDM2-64	64- Channel Packet Voice/Fax DSP Module	2
	HWIC-2CE1T1-PRI	2 Port channelized T1/E1 and PRI HWIC	2
	HWIC-2FE	Two 10/100 routed port HWIC	2
	HWIC-4T	4 Port Serial HWIC	2
	SM-NM-ADPTR	Network Module Adapter for SM slot on Cisco 2900, 3900 ISR	2
	PWR-3900-AC/2	Cisco 3925/3945 AC Power Supply (Secondary PS )	2
	GLC-SX-MM	GE SFP, LC connector SX transceiver	4
	Included: PWR-3900-AC	Cisco 3925/3945 AC Power Supply	2
	Included: C3900-SPE100/K9	Cisco Services Performance Engine 100 for Cisco 3925 ISR	2
<b>3</b>	<b>Core Network Switch - Catalyst 6509 (VS-C6509E-S720-10G)</b>		
	VS-C6509E-S720-10G	Catalyst 6500 9-slot Chassis + Fan Tray + Sup720-10G. IP Base only incl. VSS	2
	X2-10GB-SR	10GBASE- SR X2 Module	18
	WS-X6708-10G-3C	C6K 8 Port 10 Gigabit Ethernet Module with DFC3C (reg X2)	2
	WS-X6748-GE-TX	Cat6500 48-Port 10/100/1000 GE Mod: Fabric Enabled RJ-45	4
	WS-F6700-DFC3C	Catalyst 6500 Dist Fwd Card for WS-X67xx Module	6
	WS-CAC-3000W	Catalyst 6500 3000W AC Power Supply	4
	Included: VS-S720-10G-3C	Cat 6500 Supervisor 720 with 2 ports 10GbE and MSFC3 PFC3C	2
	Included: VS-F6K-PFC3C	Catalyst 6500 Sup720 -10G Policy Feature Card 3C	2
	Included: VS-S720-10G	Catalyst 6500 Supervisor 720 with 2 10GbE Ports	2
	Included: WS-C6509-E-FAN	Catalyst 6509-E Chassis FanTray	2
<b>4</b>	<b>Core Router -C3925-VSEC/K9</b>		
	C3925-VSEC/K9	Cisco 3925 Voice Sec Bundle, 4 GE, PVDM3-64 UC and SEC License P	2
	NM-HDV2-2T1/E1	IP Communications High Density Digital Voice NM with 2 T1/E1	2
	VWIC2-2MFT-T1/E1	2-port 2nd Gen Multiflex Trunk Voice/WAN Int Card T1/E1	2
	PVDM2-64	64- Channel Packet Voice/Fax DSP Module	2
	HWIC-2CE1T1-PRI	2 Port channelized T1/E1 and PRI HWIC	2
	HWIC-2FE	Two 10/100 routed port HWIC	2

Signature of the Bidder

	HWIC-4T	4 Port Serial HWIC	2
	SM-NM-ADPTR	Network Module Adapter for SM slot on Cisco 2900, 3900 ISR	2
	PWR-3900-AC/2	Cisco 3925/3945 AC Power Supply (Secondary PS )	2
	GLC-SX-MM	GE SFP, LC connector SX transceiver	4
	Included: PWR-3900-AC	Cisco 3925/3945 AC Power Supply	2
<b>5</b>	<b>CISCO 2911 ROUTER</b>		
	CISCO2911/K9	CISCO2911/K9 chassis	4
	HWIC-1T	WAN Interface Card - HWIC Serial 1T	4
	WIC-1B-S/T-V3	Wan Interface Card BRI S/T (3086)	4
	VIC3-2FXS/DID	3rd generation two port FXS DID voice interface daughtercard	4
	PVDM3-16	PVDM3 DSP DIMM with 16 Channels	4
	PWR-2911-AC	C2911 AC Power Supply	4
	PWR-RPS-2300	RPS Adaptor	4

**UTI ITSL Office Addresses where all the existing Network Equipments are installed:**

S/N	Locations	Branch Address	Contact Person / Number
1	CBD Belapur, Navi Mumbai	UTI Infrastructure Technology and Services Ltd, UTI ITSL Tower Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai - 400 614	Mr. Sagar A Babhale Tel- 022-67931053 / 1076
3	New Delhi	UTI Infrastructure Technology and Services Ltd 1/28 Sunlight Building , Asaf Ali Road, New Delhi -110002	Mr. Dayanand Sharma Tel- 011-23211262, 011-23211273 / 74
4	Chennai	UTI Infrastructure Technology and Services Ltd D-1, First Floor, Thiru -Vi-Ka Industrial Estate, Guindy , Chennai -600032	Mr. Nagarathinam Tel - 044-22500426, 044-22500183
5	Kolkata	UTI Infrastructure Technology and Services Ltd 29,N.S.Road, Ground floor, Opp. Gilander House & Standard Chartered Bank, Kolkata - 700 001	Mr. Dilip Kumar Chauhan Tel - 033-22435258 Mob-9903965592
8	DC Secunderabad	UTI Infrastructure Technology And Services Ltd, C/O RailTel Corporation of India Limited, 3rd Floor, B-Block, Rail Nilayam, Secunderabad – 500071	Mr. Kishore Naik Mobile: 9704678988
9	DR Gurgaon	UTI Infrastructure Technology And Services Ltd C/o RailTel Corporation of India Ltd 1st Floor, Plot No. 143, Institutional Area, Sector 44, Gurgaon Haryana – 122003	Mr. Dayanand Sharma Tel- 011-23211262, 011-23211273, 011-23211274

Signature of the Bidder

**Print on Bidder's Letter Head**

**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 AMC Proposal for Network Equipments**

This is with reference to your tender due on 9<sup>th</sup> September, 2019. We are interested in getting our Company / firm empanelled in your organization for providing onsite comprehensive **AMC for Network Equipments.**

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 separate cost comparative statement will be prepared for items and L1 will be decided by UTI ITSL as per the terms indicated.

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

The supply of items / services will be done as per the specification mentioned in the tender form.

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

An Bid Security / EMD of Rs.1,00,000/-(Rupees One Lakh Only) is enclosed

Signature of the Bidder

## PRICE QUOTE

### Commercial Bid Form for AMC Proposal for Network Equipments

**Table -1:**

<b>Description of Items</b>	<b>Qty</b>	<b>Per Unit /per year in Rs.</b>	<b>Total AMC amount for One Year in Rs.</b>	<b>Total AMC amount for 2 Years in Rs.</b>
	<b>A</b>	<b>B</b>	<b>C= A x B</b>	<b>D=2 x C</b>
<b>Core Routers</b> Cisco 3925VSEC -K/9	4			
<b>Regional office Routers</b> Cisco 2911-VSEC/K9	4			
<b>Core Network Switch</b> VS-C6509E-S720-10G	4			
Total Amount Exclusive of all Taxes (INR)				
Total Amount Exclusive of all taxes (In Words):				

Price quoted for providing AMC for Network Equipments is inclusive of everything i.e. charges related to delivery, installation, transportation and Labour etc. but 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 / TDS or other statutory levies, in accordance with rules as applicable will be deducted at source by UTI ITSL from the quoted amount.

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 AMC Proposal for Network Equipments**

I/We refer to the e-tender released by UTI ITSL in the Antares e-tender portal on 19<sup>th</sup> August, 2019 and I/We/ the undersigned am/are submitting this online bid for **AMC Proposal for Network Equipments**, the above mentioned requirement on the terms and conditions as mentioned in the online document as available on the website: <https://www.tenderwizard.com/UTITSL>

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:

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

<b>S/N</b>	<b>Description</b>	<b>Details (as applicable)</b>
1	<b>Name of Company</b>	
2	<b>Address</b>	
3	<b>Contact Details:</b>	
	(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	GST 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.	
<b>Online Documents</b>		
7	OEM Authorization letter: A letter to be submitted To UTI ITSL from the OEM stating that the Bidder is authorized to Participate in the said tender <b>(Submit the Letter as Online Document)</b>	
8	Certificate of Incorporation / Shop Establishment Certificate <b>(Submit the Certificate as Online Document)</b>	
9	Service Tax or Sales Tax or GST Registration Certificate <b>(Submit the Certificate as Online Document)</b>	
10	Turnover for each of the last three financial years: (Should be minimum 5 Crore) Provide a certificate from CA/CS. <b>(Submit the Certificate as Online Document)</b>	
11	The bidder should have prior experience of carrying out such work/services to minimum 3 (Three) other organizations, submit the client list with complete contact details including Name of Company, Address, contact number and email ids etc along the PO copies <b>(Submit the Letter as Online Document)</b>	
12	Bidder should have PAN India presence and give services to UTI ITSL offices located across the country either directly or through Associate partners or OEM. If the equipments are moved from one location to other location at any time across the country, then vendor would have to provide the services without any delay as per the actual minimum time required <b>(Submit the self declaration letter for having PAN India presence as Online Document)</b>	

Signature of the Bidder

13	Technical Compliance Sheet <b>(Submit the Compliance sheet as Online Document &amp; sheet given as Annexure -1)</b>	
14	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. <b>(Submit the Self Declaration Letter as Online Document &amp; format given as Annexure - 2)</b>	
15	Letter of Acceptance of all terms and conditions <b>(Submit the Letter as Online Document &amp; Format attached as Annexure - 3)</b>	
16	Bid Form (Tender Document) <b>(Submit the Signed and Stamped tender document as Online Document)</b>	
<b>Offline Documents</b>		
17	Signing Authority Letter / Power of Attorney (POA) <b>(Submit the Signing Authority Letter as Offline Document &amp; format given as Annexure - 4)</b> or Power of attorney may be a standard document of Bidder company	
18	Bid Security / EMD (Earnest Money Deposit) <b>(Submit the Bid Security / EMD as Offline Document)</b>	

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 AMC Proposal for Network Equipments**” 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 **AMC Proposal for Network Equipments**” 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 AMC Proposal for Network Equipments**” 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

## **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/UTITSL> 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.

#### **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

Signature of the Bidder

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	<b><a href="mailto:utiitsletenders@gmail.com">utiitsletenders@gmail.com</a>,</b> [Please mark CC: <b><a href="mailto:raghuprashanth@etenderwizard.com">raghuprashanth@etenderwizard.com</a>,</b>
UTI ITSL Contact Person	Mr. Mohammed Anshad.P (UTI ITSL official, Telephone No: 022-67931053 / 12076, Mob. No. 9967011500 email.id: <a href="mailto:anshad.p@utiitsl.com">anshad.p@utiitsl.com</a>

Signature of the Bidder

### Some Bidding related Information for this Tender (Sealed Bid)

The entire bid-submission would be online only. ie [www.tenderwizard.com/UTIITSL](http://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.





#### Other Instructions:

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

<b>Web Registration</b>	<ol style="list-style-type: none"><li>1. Type website address <a href="https://www.tenderwizard.com/UTIITSL">https://www.tenderwizard.com/UTIITSL</a> under browser URL.</li><li>2. Click "Register Me", provide all the details with Class III Digital Signature updating.</li><li>3. Get the User id and password.</li></ol>
<b>Tender Free View (Only Open Tenders)</b>	<p><u>To download the tender notifications and documents from website, follow the steps given below:</u></p> <ol style="list-style-type: none"><li>4. Click "<b>Tender Free View</b>" under "<b>Go to Tender</b>" link on the home page.</li><li>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"</li><li>6. Click "<b>Submit</b>" to view the results. A list of</li></ol>

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	<p>tenders shall appear on the screen.</p> <p>7. Click  to view the cost free documents.</p> <p>8. Click  to print the detailed tender notice.</p> <p>9. Click  to print the tender notice.</p>
<b>Login</b>	<p>10. Open any Browser (Microsoft Internet Explorer or Mozilla Firefox).</p> <p>11. Type website addresses <a href="https://www.tenderwizard.com/UTIITSL">https://www.tenderwizard.com/UTIITSL</a> in the address bar, to access the Login Page.</p>
<b>Participation</b>	<p>12. Vendor should have User id, Password and Class III digital signature to participate in the tender online.</p> <p>13. Enter the website using user id, password and digital signature.</p> <p>14. Click <b>“UnApplied”</b> (if open tenders) to view / apply for new tenders.</p> <p>15. Click <b>“In Progress”</b> (if limited tenders).</p>
<b>To Upload / Attach the Additional Documents</b>	<p>16. To attach the additional documents to any tender click <b>“Document Library”</b> and upload the same.</p> <p>17. Attach the required documents to the concerned tenders from document library section to the tender document screen. <b>(More explanations can find in “detailed help Manual”).</b></p>
<b>Download Documents</b>	<p>18. Click  <b>“Edit Attachment”</b> to view the tender documents which are received by the user.</p> <p>19. Tender document screen appears.</p> <p>20. Click <b>“Download (empty Document)”</b> to download the documents.</p>
<b>Upload Files – Technical Sheet/Price or Commercial Sheet/ EMD/Mandatory Documents</b>	<p>21. Click <b>“Attach”</b> 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 <b>“Update EMD Details”</b> 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 <b>“Red Color”</b> will automatically turn to <b>“Black Color”</b> which reflects that the user is two steps ahead for the submission.</p> <p>24. Click <b>“Download (empty Document)”</b> to download the Technical/Price Sheet and fill the same without changing the <b>“File Name”</b> and save on to the computer.</p> <p>25. Click <b>“Upload (Filled Document)”</b>, select the filled file which was already filled and saved in the same</p>

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	<p>name. Click “<b>click here to digitally sign and upload</b>” 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 “<b>Red Color</b>” will automatically turn to “<b>Black Color</b>” which reflects that user is ready for the final submission.</p> <p>27. Provide all the mandatory documents required for the tender.</p>
To Submit the Tender	<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>
To Participate for the Opening	<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>
E-Tender Support Help Line	<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 <a href="mailto:utiitsletenders@gmail.com">utiitsletenders@gmail.com</a>, [Please mark CC: <a href="mailto:raghuprashanth@etenderwizard.com">raghuprashanth@etenderwizard.com</a></p>
UTI ITSL Contact Person	<p>Mr. Mohammed Anshad.P (UTI ITSL official, Telephone No: 022-67931053 / 12076, Mob. No. 9967011500 email.id: <a href="mailto:anshad.p@utiitsl.com">anshad.p@utiitsl.com</a></p>

#### **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.

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**Check list for submission of Bids**

<b>Forms for Submitting Bids</b>	<b>Explanatory Note</b>
<p><b><u>A. Technical Bid</u></b></p> <ol style="list-style-type: none"> <li>1. EMD of Rs.1,00,000/-</li> <li>2. OEM Authorization letter stated that to participate in the said tender</li> <li>3. Certificate of Incorporation /Shop establishment Certificate</li> <li>4. Service Tax or Sales Tax or GST registration Certificate</li> <li>5. Turnover for each of the last three financial years: (Should be minimum 5 Crore). CA / CS Certificate should be attached.</li> <li>6. Submit the client contact details minimum 3 (three) other organizations.</li> <li>7. Submit the self declaration letter for having PAN India Presence for support.</li> <li>8. Compliance Sheet as mentioned in Annexure-1</li> <li>9. Self Declaration letter regarding non black listed vendor (Format as per Annexure-2).</li> <li>10. Letter of Acceptance of all terms and conditions (Format as per Annexure-3)</li> <li>11. Signing Authority Letter (Format as per Annexure-4)</li> <li>12. Bid Form (Tender document)</li> </ol>	<p>Technical Bid for the equipments should be submitted in the relevant Forms.</p>
<p><b><u>B. Commercial Bid</u></b> Prices offered</p>	<p>Commercial Bid for the equipments should be submitted only in the relevant form.</p>

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