

UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED

Name of the Bid: Bid for Empanelment of Agency for Audit Services

General Information

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 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>. 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 in 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 on extension of dates or change in specifications or any other information will be uploaded for information of the public on this website only. No separate individual letters/ E-Mails shall be sent regarding this.

The tender document consists of 3 parts:

I) General Conditions

II) Special Conditions

III) Bid Form

PART – I

General Conditions

1. **Name of the Bid: Bid for Empanelment of Agency for Audit Services.**

2. **Important Dates:**

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

To be able to participate in this tender, interested bidders are required to officially procure the tender document from <https://www.tenderwizard.com/UTIITSL> before 6:00PM on 27th November 2019.

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

The last date and time of raising the queries is before 3:00PM on 20th November, 2019.

Last Date/Time of uploading and receipt of tender bids: The last date of upload and receipt of tender bids is upto 3:00PM on, 28th November 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 uploading and receipt of the tenders, at 3:30PM. 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 of the offline documents.

3. **Name and Address for the submission of the offline documents (documents required necessarily in Hardcopy):** The offline/ physical documents in hardcopies should be submitted and addressed to “**Deputy Vice President (IT)**, UTI Infrastructure Technology And Services Limited, Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai - 400614” and deposited in the specified Tender Box at this address by the due date and time of submission in a sealed envelope. The envelope containing these documents must be superscripted as “**Bid for Empanelment of Agency for Audit Services**”.

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 should contain all information been asked for by the tendering authority, except for the prices. The TECHNICAL BID should include all items with complete specification as per setup/ 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).

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

For unsuccessful bidders, the same instrument shall be returned without encashing. However, the Bid Security / EMD of successful bidder shall be returned only on receipt of the Bank Guarantee as specified by UTIITSL.

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

If the Bid Security / EMD is not submitted alongwith the tender bid then UTIITSL reserves the right to reject the bid.

The Bid Security / EMD may be forfeited if the selected bidder fails to honour the terms and conditions of the work order placed on the basis of the tender or if the selected bidder does not start the work or if the selected bidder does not supply the goods or if the selected bidder does not render the services or if the selected bidder fails to enter into an agreement, as the case may be, which in the opinion of UTIITSL may delay or adversely affect the contract. Bid Security / EMD may also be forfeited if the bidder fails to provide the correct pass-phrase.

5. **Bank Guarantee:** For successful bidder/s, a Bank guarantee from Nationalized Bank of appropriate amount as decided by UTIITSL will have to be given by the bidder at the time and date specified by UTIITSL. The Bid Security / EMD would be returned thereafter on submission of Bank Guarantee.
6. **Validity of the bids:** Generally, the bids will be valid for a period of 3 (Three) years from the date of opening of the financial bid for acceptance, subject to increase in the validity of rates by mutual consent. The empanelment agreement which would be entered into with the successful bidder or the work order which would be issued to the successful bidder would define the validity of the rates more specifically and that would be overriding this clause.
7. **Authorized Signatory:** The bid can be submitted online by any prospective eligible bidder, who have their own setup for providing Call Centre Services without further outsourcing of the these services to any other agency or company. **The Bid shall have to be submitted only under the active Digital Signature of the official representative of bidder, duly authorized to bind the Bidder to the Contract.**

The Bid can be so signed and forwarded directly by the bidder or by the bidder's officially authorized representative.

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

8. **Conditions for offline documents sent by post/courier:** The offline/ physical 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 as invalid at the sole discretion of UTIITSL:
- A. Offline Documents should be sent preferably by Speed Post , Registered Post , Courier or otherwise be deposited in person only in the designated "Offline Documents Box" kept within UTIITSL's office premises at the address mentioned as above.
 - B. Documents duly superscripted, should be sent only to the address mentioned as above, (i.e. "**Deputy Vice President (IT)**, UTI Infrastructure Technology And Services Limited, Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai - 400614"), if sent by Speed Post or Registered Post or Courier.
 - C. Acknowledgement will be given to the Department of Post only for documents sent by Speed Post and Registered Post.
 - D. UTIITSL takes no responsibility for any tender not been submitted in time.
 - F. UTIITSL takes no responsibility for offline documents not reaching at all.
 - G. UTIITSL takes no responsibility for offline documents received in torn, opened or mutilated conditions. Such documents may not be accepted at all and may be liable for rejection.
 - H. In case of offline documents been received in proper condition by UTIITSL, the role of UTIITSL is limited and restricted to putting the same in the designated "Offline Documents Box" kept within UTIITSL's office premises at the address mentioned as above 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 i.e. bid, etc. if physically deposited in the “Offline Documents Box” shall not be considered. The bid shall be considered if and only if it is e-tendered. It is again being stated that the offline/ physical documents, being the supporting documents that cannot be uploaded online, only are to be deposited in the designated “Offline Documents Box”, however, **in no case should the bid per se be deposited in the tender box (“Offline Documents Box”)** kept within UTIITSL’s office premises at the address mentioned as above.
10. The authorized signatory (official representative) of the Bidder is required to digitally sign mandatorily 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 UTIITSL 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 UTIITSL.**
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 hardcopy.**
14. In the **offline documents**, all the over writings should be duly authenticated by signing alongside such over writings. Any cutting made while filling in the forms would have to be authenticated by signing alongside 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 website <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 downloaded from 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 UTIITSL 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 is released) will form a part of the agreement.
18. UTIITSL reserves the right to call for any clarification / papers required for scrutiny from anyone including the Bidder. UTIITSL is free to take any clarification or document or certificate from the associated banks and other agencies for scrutiny purpose or for deciding on the bid.
19. **Pre-bid Meeting:** There is no Pre-bid Meeting for this tender. The queries should be submitted online on the website <https://www.tenderwizard.com/UTIITSL> And the answer to all the queries raised by any prospective Bidders would be uploaded on the website <https://www.tenderwizard.com/UTIITSL> The last date of receiving queries shall be **20th November 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, UTIITSL 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. All amendment(s) if any whatsoever till the last date of tender bid submission, shall be made available, on the website <https://www.tenderwizard.com/UTIITSL> and shall 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 shall be declared open at 3.30PM on the last day of submission of Bids.
 - b. A Tender Opening Committee of UTIITSL shall be present for opening of the bids.
 - c. The bid shall be opened in simultaneous online presence of the intending bidders.
 - d. The Financial Bid shall not be opened on the day of opening of Technical Bids.
 - e. After declaration of opening of the technical bids, evaluation of the technical eligibility of the Bidders shall be carried out by the UTIITSL's 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 rest with UTIITSL and shall be final and binding on the bidders.

- f. Thereafter, the date of opening of the Financial Bid shall be intimated to the qualified bidders only. This would be informed through posting on the website <https://www.tenderwizard.com/UTIITSL>
 - g. No separate intimation shall be sent. The bidders are advised to regularly visit the aforesaid website.
 - h. The Financial Bids shall thereafter be opened by a Tender Opening Committee of UTIITSL as per mechanism set in the e-tenders.
 - i. The Financial Bids shall be opened in simultaneous online presence of the intending bidders.
 - j. It is clarified that the Financial Bids shall not be opened/ not be valid, for the Bidders who do not qualify in the Technical bids.
21. **Taxes (All Duty & taxes):** The bid shall be **exclusive** of all the applicable taxes, duty and any other outgoing payable to any authority. TDS as applicable will be deducted by UTIITSL.
22. **Central Excise:** Only in case of the applicability of the excise duty, the bidder/ agency merely by filling up of the tender form confirms if required under the applicable government law, they would get registered with Central Excise. Merely by filling up of this tender, the bidder indemnifies UTIITSL 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 up of 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 applicable to the bidder/agency. 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 shall remain with the bidder / agency till such time UTIITSL takes possession of the work / goods in writing. The bidder / agency shall be responsible for any loss before taking over by UTIITSL.

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 up of 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.

25. **Agreement:** A suitable agreement, if required shall have to be entered into with UTIITSL by the successful bidder, 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 Agency, then UTIITSL 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 UTIITSL, will constitute a contract between UTIITSL and agency / bidder.
26. **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.
27. 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 / agencies, 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.
 - v) UTIITSL 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 across more than one bidders then it could be done on L1 or negotiated rates with L1, whichever is lower.
29. **Testing:** UTIITSL reserves the right to get the material tested at the cost of the agency/bidder.
30. **Samples:** Wherever required, the bidders are advised to acquaint themselves with the samples and specifications before bidding to have more clarity. For this, they may contact the designated officer to whom the tender has to be submitted as per 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, in their supply/service to other organizations of repute. UTIITSL 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 up of 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 up of 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 those for manpower. The bidder also confirms merely by filling up of 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., GSTIN Registration / Sales Tax / VAT / Central Excise and with any other authorities as applicable as per requirement should be available with the agency and be produced as and when required.

Consequences of insufficient permissions / licenses or compliances on the part of the bidder would be to the bidder's account and the bidder merely by filling up of the tender indemnifies UTIITSL of any or all such consequences.

33. **Blacklisting/Debarring:** The bidder merely by filling up of 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 agency has not given the correct information and flouted any condition or the agency 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 as deemed fit. This can be done at any stage.

35. **Indemnity:** Further, by submitting this bid, the bidder/ agency indemnifies UTIITSL for any of the consequences arising out of unavailability 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 bidder/ agency indemnifies UTIITSL for any of the consequences arising out of non-compliance of any of the conditions laid by the statute for bidders/agencies 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 shall not be entertained for the period as stipulated in the agreement.
37. **Extension of contract:** As stipulated by UTIITSL, after the period of expiry of contract, the agreement can be extended on mutual consent for a further period of one year or upto the period till a new contract comes into force. However this option can be exercised only by UTIITSL.
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, installation and implementation period stipulated is **One Week** from the date of work order. If the agency does not start the work or if it is felt by 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.
40. **Right to reject the work/ services which is not as per specifications or 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 terms of the tender / work order. No Charges will be paid for the defective work/service. UTIITSL reserves the right to reject the items of brand other than specified. This can be done at any stage of the work.
41. **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.
42. **Termination of Contract:** In case it is found that the work/ service/ supply is not as per requirement / standards, timelines, or the frequency of corrective measures required is high then UTIITSL retains the right to

terminate the Contract with the selected agency and in such case, the agency will not be entitled to claim any damages from UTIITSL or make any claim for fees in respect of such unsatisfactory / 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 Service Level Agreement would clearly specify the grounds of termination.

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

Only if applicable to this tender, the Agency should certify in writing that the design/ color 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 on a daily basis.

45. **Usage of data / documents / information :** **Only if applicable** to this tender, the Agency shall ensure that the documents , data, information etc if imparted by 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 agency 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 bidder/agency is terminated with UTIITSL.
46. **Breach of clause:** In the event of any breach or threatened breach of any

clause by the Agency / bidder and/or individual assigned by the Agency for the performance of the services, the Agency shall be liable to pay damages as may be quantified by UTIITSL. Apart from the above, UTIITSL shall have the right to proceed against the Agency and/or its assigned person/s under appropriate law.

47. **Essence of contract:** The Agency shall carry out the work / provide the services/ complete the supply as per the specifications and standards laid out within the stipulated time. **It is clarified that carrying out the work or providing services or supply of goods as per specified quality in specified quantity in specified time is the essence of the contract.** Not adhering to above shall entail 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 Agency. Further 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 Agency in default. The Agency 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 Agency.
48. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Mumbai only.
49. **Submission of bills:** The Agency shall submit the bills correct/accurate in all respects with required challans / receipts and with all relevant documents as specified by UTIITSL from time to time, by 10th of every month (or any other date specified) for the work carried out / services rendered / material supplied in the previous month and the same shall be settled by UTIITSL by the end of the month 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 UTIITSL will take required steps to settle the bill if it is complete in all respect and the goods/ services covered by it are rendered to the satisfaction of UTIITSL.

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

50. **Inspection:** Wherever required, UTIITSL 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 agency 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 agency will have to provide the necessary documents etc to UTIITSL to help UTIITSL ensure presence of appropriate and adequate controls on various processes. Inspection will be done, if so decided by UTIITSL on periodic basis also.

51. **Nomenclature:** In the said tender, the bidder or the agency or the vendor or the contractor or the supplier or the service provider or the company have the same meaning with reference to the context. As also, reference to any gender covers both the genders and reference to singular also covers plural.
52. **Corrections:** All the corrections made anywhere in the tender form will have to be authenticated. The corrections without authentication are liable to be rejected. This is an important condition as the correction may have a bearing on the rate/amount quoted resulting in altering L1 or L2 or L3 or any other position. Decision of UTIITSL will be binding in this case. The bidder/ agency merely by filling in this tender agree to this delegation of power to UTIITSL to decide in this matter.
53. UTIITSL reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
54. The Bidder must stamp and initial all pages and sign all forms at the end. The Bidder's participation in the bid shall be deemed to imply unqualified acceptance of the Terms and Conditions.
55. UTIITSL reserves the right to call for further information / documents/ break-up of rates, taxes, etc. to decide on the tenders.
56. 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, **UTIITSL 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 bidder agrees to do so, the work order will be placed to him. If not, this tender would be cancelled till/and new tender would be floated and finalized.
 - c) The idea is to obtain the most competitive and beneficial rates for UTIITSL.
 - d) The decision of the Tender Evaluation and Awards Committee of UTIITSL shall be final in this case.

PART II – SPECIAL CONDITIONS

Scope of Work:

- A. Specifications and Quantity
- B. Delivery Schedules
- C. Right to place the orders in parts
- D. Validity of Bid
- E. Payment Terms
- F. Unit Rate

A. Specifications and Quantity:

UTI Infrastructure Technology And Services Limited (henceforth referred as UTI ITSL) invites technically complete and commercially competitive sealed bids for empanelment of reputed Service Providers for providing auditing services for initial period of 3 years. This invitation of Bids is open to all firms/Company having presence in India to fulfill the minimum qualification criteria as mentioned in bid document. The main purpose of this RFP is to empanel Service Providers for conducting audits at UTI ITSL appointed agency's premise for different services which are being provided by respective Agency to UTI ITSL. The detailed scope of each service is being briefed below.

The bidder intended to quote for any region should have office in that respective region, mandatorily. The bidder should have atleast one office in the region for which they are intended to bid.

The bidder may quote for any one or more region depending upon the office presence in any city of that respective region wherein bidder is intended to participate.

The participating agency should have the requisite number of employees in their own payroll to carry out the work specified by UTI ITSL for the participating agency. UTI ITSL reserves the right to verify that the requisite numbers of employees are always available for such work with the agency. The onus/responsibility of such proof would lie on the participating agency. This condition would be valid for the full contract period.

The Agencies / Vendors may quote for one / more than one Region as per the eligibility criteria.

In case, the Agency / Vendor intended to bid for more than one Region, then he must submit Price Bid for each Region as per the commercial format given in Part-III.

Interested Bidders/ Agencies are required to submit their proposals in strict adherence to the following:

Signature of the Bidder

UTIITSL will pay at the agreed Man-days Rate per Auditor for the total number of Auditors deployed for auditing UTIITSL appointed Agencies. The Auditor Man-days rate should be inclusive of all cost i.e. traveling, lodging, boarding and any other relevant cost, if any. UTIITSL shall not pay any additional cost other than Man-days.

Audit Periodicity: The Agency audit would be conducted once in the quarter and UTIITSL would be placing order for conducting audit at the end of each quarter only.

The table below is an illustrative (but not exhaustive) list of audit parameters to be covered in auditing services given in Annexure-A & B below:

Annexure-A (Essential Parameters applicable to all Category of Agencies)

GENERAL AUDIT CHECKLIST for All Category of Agencies	
S/N	General Essentials Audit Parameters Applicable to All Category of Agencies
1	Single entry and exit point
2	24x7x365 days physical security at Centres
3	Uninterrupted power supply for security Systems
4	CCTV monitoring/recording 24x7x365 days with 2 months recording back-up
5	Fire Fighting Teams & Routine Fire Drills
6	Periodic pest control
7	Operating Systems with latest Version and Patches/ Firmware across all machines (Desktop PCs)
8	Malware protection - Latest Anti-Virus S/W in all systems with Auto-update of anti-virus signature files and regular "full scans".
9	Malware protection - Installation of File Integrity Monitoring (FIM) software to protect your systems from new malware
10	Asset Classification - Classification, Labelling, Inventory, Physical verification, Ownership, Access rights of Assets and Information maintained and periodically reviewed
11	Is there any changes in Desktop Serial Number / Desktop Hard disk Serial No/ Server Serial No / Server Hard disk Serial No? If Yes, provide the Change Management Record and approval from Management Authority?
12	Asset Classification - Policy for acceptable use of company's Asset and Information
13	Asset Classification - Communication of Information handling guidelines/Procedures to the employees during the induction training and annual training
14	IT Help desk software for Service request
15	Hardening of Desktop machines - Access Protection to the BIOS by a non-default password
16	Hardening of Desktop machines - Disabled unused ports
17	Hardening of Desktop machines - Disabled USB ports
18	Hardening of Desktop machines - Turning off booting from USB disk
19	Hardening of Desktop machines - Disable and uninstall any unnecessary programs, services, scripts, drivers, features, subsystems, file systems, web servers and Removal of shared folders.
20	Software and Applications - Removal of unwanted software and applications from the desktops, and install only software which is required to carry-out

Signature of the Bidder

	work.
21	Software and Applications - Operating system or software versions which are officially supported by the corresponding vendor are installed
22	Software and Applications - Enable automatic updates via "Windows Update" or Linux "yum auto-update" & use a secure browser
23	Software and Applications - MAC address binding/mapping for successful connection with service provider software
24	Software and Applications - Enhance user privacy, use third-party trackers, ad blockers and HTTPS-enforcing extensions for your preferred browser.
25	Software and Applications - Deploy local intrusion detection system (IDS; e.g. system integrity checkers).
26	Software and Applications - Computer system support staff must monitor for announced vulnerabilities in their hardware and software
27	Software and Applications - Collection and storage of the information should be minimal for the efficient and effective conduct of business functions
28	Access and control - Creation of named password-based user accounts with secured password policy, which require changing of password periodically
29	Access and control - Maintain user accounts for active users only
30	Access and control - Passwords shall be changed from the vendor defaults
31	Access and control - Restriction or disabling remote access using privileged user accounts (Windows "Remote" Assistance", "TeamViewer" as well as remote SSH connections)
32	Access and control - Local Administrator Rights are generally disallowed. Least Privilege Mode will be used, such that running as an administrator is limited to those functions that actually require administrator privileges.
33	Access and control - Password required to access any of the features of the operating system
34	Access and control - Account access will be logged
35	Access and control - Logon banner will be displayed signifying agreement to abide by Service Provider policies. Continued use beyond the banner screen means concurrence.
36	Access and control - Disabling any guest or default user accounts that could be used to login locally or remotely.
37	Access and control - Restrict access to shared folders.
38	Access and control - Retention of System level audit logs, Application level audit logs, Network Level audit logs (e.g., firewall logs) showing both general and privileged access
39	Access and control - Enabling an automatic screen lock with password protection and lock the screen whenever the PC is unattended.
40	Physical Security - Disabling remote out-of-band management or protect it using a non-default password and make sure that you keep a back-up copy of that password.
41	Physical Security - Protection of confidential data in physical format store it under lock and key. The strength of the lock, and the characteristics of the storage facility (passive fire-resistance, fire alarms, fire suppression systems, break-enter alarms, humidity
42	Secure media sanitization, disk and file system is used prior to transfer of equipment. The level of sanitization will depend on the sensitivity of information previously on the machine
43	Media storing "Sensitive Data" is wiped, in whole or in relevant part, once the data has become obsolete pursuant to archiving instructions

44	Broken or defective secure media must be wiped unless repair is possible and under the condition that the acting company has an industry standard data protection policy in place. "Repair" also includes replacement of digital media under warranty provided that the acting company has an industry standard data destruction policy in place.
45	Secure media must be physically destroyed independent of the classification level of the data stored if wiping is not possible (and repair failed), .
46	Tapes are exempt from wiping due to technical and logistical reasons. However, they must be destroyed if they hold or have held "Sensitive Data".
47	Desktop Security - 1.Full disk encryption must be enabled and also maintain a back-up copy of that password 2.Full Disk encryption must be implemented to prevent recovery in the event of desktop theft. 3.File Encryption to be implemented for non-public files in any case where full disk encryption is not possible. 4.This includes OS files, temporary Data, recycled files and the windows registry even the paging and hibernation files are encrypted
48	Desktop Security - Single Sign on environment (ADS) to be implemented.
49	Desktop Security - Service provider information must have one or more of the following protections applied unless stored on server: 1. Be encrypted; have all personally identifiable information removed or obfuscated (anonymized); OR 2. be sanitized (have all verifiable information removed or obfuscated)
50	Desktop Security - Access to confidential information stored on secure at service provider must be controlled in proportion to the information's sensitivity, and provided on a need to know basis
51	Backups - Back up of critical data, with backups tested for readability and protected to the same level as data that is in use
52	Restricted area maintained for access and storage of Data in the company building/premises
53	No retention and automated deletion of customer data (or scanned images if applicable) from local systems/PCs
54	Forensic Audit will be conducted by UTIITSL during the time of Audit to ensure the data of customer is been deleted.
55	External VAPT on defined frequency on the IT setup
56	External Information System Audit of the IT Systems executed by Approved Scan Vendor (approved by CERT-In and/or PCI SSC if applicable) on defined frequency

Annexure-B (Category of Agencies)

SPECIFIC AUDIT CHECKLIST for Different Category of Agencies					
S/N	Printing Agency	Digitization Agency	Call Centre Agency	PAN Service Agency	Third Party Agency
1	Maintain minimum 1 Mbps internet connectivity per user	Maintain minimum 1 Mbps internet connectivity per user	Overall space as well as seating and workstation furnishing is established	Maintain minimum 1 Mbps internet connectivity per user	Maintain minimum 1 Mbps internet connectivity per user

2	Download the encrypted PAN Card Data from UTIITSL portal/site by authorised user only	Usage of Web Browser like Mozilla Firefox, Google Chrome or Internet Explorer installed on Desktop computer and should be of the latest version	Trespassers Restricted	Download the encrypted Data from UTIITSL portal/site by authorised user only	Download the encrypted Data from UTIITSL portal/site by authorised user only
3	Decryption Tool shall be used to decrypt the data downloaded from UTIITSL website	Printer of any make and model as per UTIITSL recommended specifications	Mobile Phones restricted inside operational floor	Decryption Tool shall be used to decrypt the data downloaded from UTIITSL website	Decryption Tool shall be used to decrypt the data downloaded from UTIITSL website
4	Data Validation and Integration Check by using proper validation tools/application	Document Scanner of any make and model as per UTIITSL recommended specifications	Paper less operations floor maintained	Data Eraser Application tool to delete the Data permanently	Data Eraser Application tool to delete the Data permanently
5	Duplication of Card Data Printing validation at their end and keep the records of such incidents	Biometric Authentication device procured from the registered/authorised vendor/manufacturer and a per STQC and UIDAI	User Access Policy in place to control the installations of software on operational/user systems	Firewall used only for data related working and no public network connectivity	Firewall used only for data related working and no public network connectivity
6	Data validation to correct the data field with consultation of UTIITSL	Maintain strict confidentiality of all the contents of application forms, documents, information, data and other information received	Employee awareness program on Information security during training period	Firewall used in production environment where confidential data is handled to protect the data from internal/external threat	Firewall used in production environment where confidential data is handled to protect the data from internal/external threat
7	Data Eraser Application tool to delete the Data permanently	Firewall used only for data related working and not for public network connectivity	Employee awareness program on Password and Clean Desk Policy	No Internet access / E-mail access provided to the user working on data environment	No Internet access / E-mail access provided to the user working on data environment
8	Firewall used only for data related working and no public network connectivity	Restricted Internet access / E-mail access provided to the user working on data environment	NDA document signed by the employees before access information assets documented	Public/static IP addresses are binded/natted with the UTIITSL public/static IP addresses to restrict data download from specific location only	Public/static IP addresses are binded/natted with the UTIITSL public/static IP addresses to restrict data download from specific location only

9	Firewall used in production environment where confidential data is handled to protect the data from internal/external threat	Sensitive Data will be strongly encrypted when transmitted over local or wide area network	Documented disciplinary process in place	Data is being shared with another location, sent to an application or stored at a location must be transmitted securely using TLS, SFTP, IPsec VPN or another acceptable technology.	Data is being shared with another location, sent to an application or stored at a location must be transmitted securely using TLS, SFTP, IPsec VPN or another acceptable technology.
10	Restricted Internet access / E-mail access provided to the user working on data environment	Data is being shared with another entity, sent to an application or stored at a location must be transmitted securely using TLS, SFTP, IPsec VPN or another acceptable technology.	Call Manager System / CRM System	Sensitive Data will be strongly encrypted when transmitted over local or wide area network	Sensitive Data will be strongly encrypted when transmitted over local or wide area network
11	Maintain specified procedural rules implemented for duplicated / missing cards	Sensitive communications will be encrypted. Sensitive communications may include email, attachments, text, fax, etc. Compensating controls may include network segregation	Call Centre Application	No retention and automated deletion of data	No retention and automated deletion of data
12	Public/static IP addresses are binded/natted with the UTIITSL public/static IP addresses to restrict data download from specific location only	Usage of unencrypted mails to be discouraged	CTI (Computer Telephony Interface) with Call Centre Application (Inbound & IVR applications using the industry standard interfaces for automatic pop-up of customer profile/360 degree view in CRM on every inbound call alert on Call Centre application)		

13	Data is being shared with another entity, sent to an application or stored at a location must be transmitted securely using TLS, SFTP, IPsec VPN or another acceptable technology.		Voice Logger (All recordings to be stored – 60 days online and minimum 120 days offline): Data Storage system and other available Infrastructure		
14	Encryption of sensitive communications may include email, attachments, text, fax, etc. Compensating controls may include network segregation		CTI Server, CTI Solution including ACD, Dialler, disaster recovery solutions, etc		
15	Use of unencrypted mails to be discouraged		ACD (Automatic Call Distributuion) System		
16	Sensitive Data will be strongly encrypted when transmitted over local or wide area network		Call Recording System		
17	Data is being shared with another entity, sent to an application or stored at a location must be transmitted securely using TLS, SFTP, IPsec VPN or another acceptable technology.		MIS Report		
18	Sensitive communications will be encrypted. Sensitive communications may include email, attachments, text, fax, etc. Compensating		Standard Security System/ Network Security Solutions and Firewalls		

	controls may include network segregation				
19	No retention and automated deletion of customer data		PRI Connections		
20			Call Tracking and Monitoring		
21			Live Call Transfer		
22			CRM integration		
23			Analytical Reports on Calls and e-mails handling		
24			Public/static IP addresses are binded/natted with the UTIITSL public/static IP addresses to restrict data download/accessed from specific location only		

***The approximate number of agencies under each category is given in Annexure-6 of this document.**

1. Explanation of the work:

- a) The Agency shall use its own staff members for the Auditing Services and shall not sub-contract the manpower.
- b) The Agency would have to deploy atleast two Auditors for auditing an Agency i.e. Team Leader and Audit Executive.
- c) UTI ITSL will provide the Agency detail such as Category of Agency, Address, Telephone number to audit the agency as per the checklist specified in Annexure-A & B respectively.
- d) The agency would have to complete the audit within 15 working days after placing the order and if Auditor find any non compliance of any parameters then final report would have to be submitted with closure action by Agency and same should be verified by

Signature of the Bidder

Auditor through second round of audit.

2. Eligibility Criteria :

Following are the minimum eligibility criteria which the Agency / Vendor should fulfill to become eligible for bidding. Copies of the following documents should be submitted along with the technical bid;

- a. Company Turnover should be of minimum Rs. 5 Crore in each of the last 3 financial years. This must be the individual company turnover and not that of any group of companies. Please do not attach the entire balance sheet or profit and loss statement. **The CA/CS Certificate to this effect should be submitted online alongwith the Technical bid.**
- b. The Agency / Vendor should have executed at least two contracts within the last two financial years. **This copy of work orders be submitted Online alongwith the technical bid.**
- c. Valid GSTIN Registration Certificate. **This shall be submitted online alongwith the technical bid.**
- d. Certification of Incorporation. **This certificate shall be submitted online alongwith the technical bid.**
- e. Valid copy of PAN Card. **This shall be submitted online alongwith the bid.**
- f. Self-Declaration letter regarding non-blacklisted/debarred by any government department/company/agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or Body (Format given as Annexure-2). **This Letter should be submitted online alongwith the Technical bid.**
- g. Letter of acceptance of all terms and conditions (Format given as Annexure-3). **This Letter shall be submitted online alongwith the technical bid.**
- h. Bidder should have valid ISO 9001 Certification and ISO 27001 certification for Information Security in their name. **These ISO certificate copies should be submitted online alongwith the Technical bid**
- i. The bidder must have an office in respective region wherein bidder intended to bid and their Audit team should be stationed in that office. **(Submit the Declaration Letter with Office contact detail mentioning name of auditing officials as Online documents).**
- j. The Bidding Organization should have atleast 5 qualified Auditors on its payroll, having certification and experience (As per below mentioned requirement in point no. i to v). The copies of relevant certificates / experience letter of Auditors duly attested from HR Department would have to be submitted.

The Auditor deputed should be capable to carry out assigned audit job related to Printing Agency, Digitization Agency, Call Centre Agency, PAN Service Agency and Third Party Agency (As per Audit Scope mentioned in the tender document). The below mentioned

certificates and experience letters are required to be submitted to meet the eligibility criteria. The bidder may note that the team of Auditors should have following certificates / experience letter, collectively. However it's not necessary that each team member should have all certificates / experience letter.

- i. ITIL Certification.
- ii. Windows/Linux OS knowledge (Server/desktop editions)- (Any Relevant Certification)
- iii. Basic Networking knowledge (Any Networking Certification like CCNA / CCNP / Firewall)
- iv. General IT Audit Experience with other Clients mentioning the name of the Auditor (The Experience Letter in Client letterhead need to be submitted)
- v. Forensic Audit handling experience (The Experience Letter in Client letterhead need to be submitted)

These certificates/ experience letter should be submitted offline alongwith the Technical bid.

- k. Client Satisfactory Cum Experience Certificate from 3 existing Clients (Format given as Annexure-5). **This certificate should be submitted offline alongwith the Technical bid.**
- l. Signed & Stamped Print copy or digitally Signed Tender Document **This shall be submitted online alongwith the technical bid.**
- m. Signing Authority Letter. (Format given as Annexure-4) **This Letter or Power of Attorney document shall be submitted offline alongwith the offline documents.**
- n. Bid Security / EMD (Earnest Money Deposit). **This shall be submitted offline alongwith the offline documents.**

All eligibility requirements as mentioned above should be complied by the bidders and the valid and relevant support documents should be submitted for the fulfillment of eligibility criteria failing which the Bids may be summarily rejected. Non-compliance of any of the criteria can entail rejection of the offer and no Technical evaluation will be done for that bidder who is non-compliant.

Self-certified photocopies of relevant documents/ certificates should be submitted as proof in support of the claims made for each of the above mentioned criteria. UTIITSL may call for the originals of the submitted certified copies if required during the verification stage of eligibility criteria. UTIITSL reserves the right to verify/ evaluate the claims made by the Bidder independently. Any misrepresentation may entail rejection of the offer ab-initio.

3. The above are essential conditions. Without this, the technical eligibility will not be considered. Apart from this, as a proof of auditing experience

with other clients, the bidding agency should submit a reference certificate in original from a Bank or a PSU or a Government Department / Institution on their Letter Head as per the format given as Annexure-5 in the tender document. **This experience certificate (Annexure-5) in the client letterhead shall be submitted offline alongwith the offline documents.**

4. The Audit Report on the Letter Head of the Agency / Vendor will have to be filled up at the address of the Agency and the Agency's authorized official signature has to be taken at the Agency premise. The Audit Report format prepared by agency as per checklist can be modified as per UTIITSL requirement and agency would have to adhere by any such changes in the format made on time to time basis.
5. This Audit of the Agency would preferably be carried out during working days from 09:00AM to 06:00PM. However, these timings may be fixed as per the discretion of the agency. It is enjoined upon the agencies to ensure that no audit is carried out during late evening and night hours.
6. The Agencies / Vendors will have to take care that their employees / Auditors who undertake the audit visit will be persons of repute and bear a good moral character and can be relied upon and that the agency will be accountable for all the acts of their employees/Auditors. Once the Agency / Vendor has filled in this tender it is irrevocably implied and agreed by the agency that the Agency / Vendor has indemnified UTI ITSL from all the consequences arising out of any act by any of their employees / Auditors who carry out this work. UTI ITSL shall not be responsible for the behavior of the employees / Auditors of the Agency / Vendor in case of any complaint from the UTIITSL appointed Agency. It would be preferable that the Agency / Vendor carries out Police Verification of the person/s who is/are deputed for such jobs.
7. The verification report should be true, factual and correct and the payment would be made for the correct reports received. UTIITSL reserve the right to re-verify the report visiting Agency premise or whatever way it may be. If UTIITSL find any discrepancy in the Auditor report then no Man-days payment would be made for the Audit conducted by Agency appointed Auditor.
8. The bidders would have to quote for Man-days requirement for each category of Agency as per the audit checklist mentioned in Annexure-A & Annexure-B and Per Man-day commercial need to be quoted in the Commercial Format given in Part-III.
9. **Selection of Vendors:** A region wise cost comparative statement will be prepared and region wise L1 evaluation / selection of agencies will be done. The Agency / Vendor quoting the least cost will be ranked as L1 (Lowest) and UTIITSL reserve the right to appoint more than one Agency

on L1 rate.

The selection of vendor will be done region wise and bidder participating for any particular region would have to carry out audit of all the category of agencies such as Printing Agency, Digitization Agency, Call Centre Agency, PAN Service Agency and Third Party Agency.

B. Delivery Schedules:

1. The duly signed final audit reports shall be delivered within 20 working days of the placing order.
2. Time is the essence of the contract. For delay beyond above mentioned working days the penalty per report will be the deduction of 10% of the consideration payable. In any case all the reports have to be submitted, even if delayed and penalty will be calculated 10% for delay against each week.
3. The report for each assignment is necessarily to be submitted. There has to be a factual report for each of the Audit assignment given to the agency.
4. The Agency / Vendor should ensure that the auditor deployment is made in sufficient numbers to carry out timely completion of work and that the audit activity is not interrupted / delayed.
5. UTI ITSL has right to re-verify and ascertain the correctness of the Audit reports. In case it is found that the reports are not correct or delayed or incomplete or the Agency / Vendor has taken undue benefit of the data and information supplied or the Agency / Vendor or its Auditors have taken any benefit, monetary or otherwise from the Agency then UTI ITSL reserves the right to levy penalty and cancel the contract. The decision, view and judgment of UTI ITSL will be final in this matter.
6. In case it is found that the service is not as per requirement / standards, timelines, or the frequency of corrections required is high then UTI ITSL retains the right to terminate the Contract with the selected Agency / Vendor and in such case, the Agency / 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. In such case UTI ITSL reserves the right to award the work to the any other agency.
7. After due submission of required Audit reports and any relevant documents as specified by UTI ITSL from time to time, the Agency / Vendor shall submit the correct /accurate bills in GST format for the Audit job carried out and the same shall be settled by UTI ITSL. Applicable TDS, etc. will be deducted at source as per rules.

8. The Agency / Vendor should take adequate care to see that the Data is always kept safely protected from any theft or destruction. In the event of any such loss the Agency / Vendor hereby agrees to keep UTI ITSL indemnified from all the consequences arising from such loss. By submission of this tender the Agency / Vendor is deemed to have agreed to this condition.
9. This Auditing Services is irrespective of the number of manpower deployed and therefore UTI ITSL may not be construed as the principle employer.
10. The Performa of the Audit Report shall be prepared by Agency as per Checklist given in Annexure-A & Annexure-B and the Agency would have to prepare and present Performa to UTI ITSL before submitting any Audit report.

C. Right to place the orders in parts: UTI ITSL reserves the right to empanel / place the orders in parts with more than one Agency / Vendor at L-1 rates (in any of the options for any or all of the items put to tender) without assigning any reason whatsoever to anyone for the distribution of the work. The decision of UTI ITSL will be final in the distribution.

This is a right which UTI ITSL has but it is not a binding condition. UTI ITSL reserves the right to inspect the establishment and the infrastructure of the agency and award the job thereafter. Though not binding generally, the distribution will be as under:

Ranking	Rate	Approx. Percentage Allocation of work
L1 (1 st lowest)	L1 rate	60%
L2 (2 nd lowest)	L1 rate	40%

- a) Ranking from L1 to L2 will only be considered. Unless someone backs out and there are less than 2 rankings, in that case the bidder of the lower ranking will shift up.
- b) If in L1 category ranking if there are more than one bidder who have quoted the same rates, then there can be more than one bidder of the same L1 ranking. Hence in such case of a tie i.e. if there are more than one bidders quoting the same rate and falling in the same L1 ranking then the percentage allocation for that L1 ranking will be divided equally among all the valid bidders of that ranking and there will be no further ranking. .
- c) If in L2 category ranking if there are more than one bidder who have quoted the same rates then there can be more than one bidder of the same L2 ranking. Hence in such case of a tie i.e. if there are more than one bidders quoting the same rate and falling in the same L2 ranking then the percentage allocation for that

L2 ranking will be divided equally among (out of the 40%) all the valid bidders of that ranking and there will be no further ranking. The rates applicable will be as that of L1.

- d) In the matter of ranking and allocation of work the decision of UTI ITSL will be final and binding.

The Agencies / Vendor shall provide the services as per and within stipulated time. Hence, time, quality and specified quantity are the essence of the order. Not adhering to the time schedule and quality and quantity shall enable UTI ITSL to rescind the order and in which case there shall not be any claims for any payment or damages against UTI ITSL by the Agencies / Vendors.

D. Validity of Bid: As mentioned under the heading 'Validity of the bids' 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 three years. The empanelment agreement which would be entered into with the Agency / Vendor or the work order which would be issued to the Agency / Vendor would define the validity of the rates more specifically and that would be overriding this clause. In case of rate contract, the work order will be issued as and when the requirement arises. This period is extendable by additional one year on the same terms and conditions as per the discretion of UTI ITSL.

E. Payment Terms: The Payment would be made only after successful completion of the audit assignment with submission of final report. UTIITSL will process the payment only on receipt of the tax invoice by the agency. The invoice shall have to be raised by the selected agency with proper tax break-up details as per current GST Act, which will be duly verified by the designated UTIITSL officer. The invoice shall be raised as per agreed Man-days rate as per contract for the total Auditors deployed by the Agency.

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

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

- 17) **Unit Rate:** The Unit rate is indicated in the Financial Bid.

(to be printed on Bidder's Company Letter Head)

Date:

UTIITSL's Bid for Empanelment of Agency for Audit Services

Annexure-1

Technical Compliance Sheet for Providing Auditing Services:

No.	Description of Item	Compliance (Yes/No)
1.	The bidder has understood the requirement thoroughly as defined in Part -II, Scope of Work (Clause: A To F) and all other tender terms and eligibility criteria.	

Signature :

Name :

Designation :

Company Seal/Stamp :

(Bidder's Authorized Signatory)

Signature of the Bidder

(To be printed on Bidder's Letter Head)

PART III

COMMERCIAL BID FORM

Date:

Deputy Vice President (IT)
UTI Infrastructure Technology And Services Limited,
Plot no.3, Sector no.11, CBD Belapur
Navi Mumbai – 400614

Madam,

Bid for Empanelment of Agency for Audit Services

This is with reference to your tender due on **28.11.2019**. We are interested in getting our Company / Firm / LLP empanelled in your organization for Agencies for Auditing Services of UTITSL appointed agencies in the Location as per the table below.

We have read and understood the details as given in the tender information regarding the Scope of Work and Terms and Conditions for the selection of Agency / 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 Location wise separate cost comparative statement will be prepared for verification of Identity and Address and L1 will be decided on the basis of the lowest quote in each location.

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

The work will be done as per the specification mentioned and the rates quoted by us for the locations we intend to bid are as below:

(to be printed on Bidder's Company Letter Head)

Date:

UTIITSL's Bid for Empanelment of Agency for Audit Services

Commercial Bid

Table- 1: Auditing Services for Category of Agencies Mentioned in Annexure-B (Western Region)

S/N	Description of Item	Region	Audit Periodicity	Audit Cost for Each Agency (INR)
1.	Rate for Each Audit of Agency as per specific audit checklist mentioned in Annexure –B under each respective Category and covering general scope of audit mentioned in Annexure-A (Essential Parameters applicable to all Category of Agencies) This is inclusive of lodging, boarding and any other associated cost for Auditing, as per Part–II, Scope of Work (Clause: A To F) respectively and all other tender terms and criteria.	Western	Quarterly	
Total Amount exclusive of all taxes (A):				
Total Amount in Words:				

For payment terms, refer Part –II Tender document clause no. E

Table- 2: Auditing Services for Category of Agencies Mentioned in Annexure-B (Northern Region)

S/N	Description of Item	Region	Audit Periodicity	Audit Cost for Each Agency (INR)
1.	Rate for Each Audit of Agency as per specific audit checklist mentioned in Annexure –B under each respective Category and covering general scope of audit mentioned in Annexure-A (Essential Parameters applicable to all Category of Agencies) This is inclusive of lodging, boarding and any other associated	Northern	Quarterly	

Signature of the Bidder

	cost for Auditing, as per Part-II, Scope of Work (Clause: A To F) respectively and all other tender terms and criteria.			
--	-------------------------------------------------------------------------------------------------------------------------	--	--	--

Total Amount exclusive of all taxes (B):

Total Amount in Words:

For payment terms, refer Part –II Tender document clause no. E

Table- 3: Auditing Services for Category of Agencies Mentioned in Annexure-B (Southern Region)

S/N	Description of Item	Region	Audit Periodicity	Audit Cost for Each Agency (INR)
1.	Rate for Each Audit of Agency as per specific audit checklist mentioned in Annexure –B under each respective Category and covering general scope of audit mentioned in Annexure-A (Essential Parameters applicable to all Category of Agencies) This is inclusive of lodging, boarding and any other associated cost for Auditing, as per Part-II, Scope of Work (Clause: A To F) respectively and all other tender terms and criteria.	Southern	Quarterly	

Total Amount exclusive of all taxes (C):

Total Amount in Words:

For payment terms, refer Part –II Tender document clause no. E

Table- 4: Auditing Services for Category of Agencies Mentioned in Annexure-B (Eastern Region)

S/N	Description of Item	Region	Audit Periodicity	Audit Cost for Each Agency (INR)
1.	Rate for Each Audit of Agency as per specific audit checklist mentioned in Annexure –B under each respective Category and covering general scope of audit mentioned in Annexure-A (Essential Parameters applicable to all Category of Agencies)	Eastern	Quarterly	

Signature of the Bidder

	This is inclusive of lodging, boarding and any other associated cost for Auditing, as per Part-II, Scope of Work (Clause: A To F) respectively and all other tender terms and criteria.			
Total Amount exclusive of all taxes (D):				
Total Amount in Words:				

For payment terms, refer Part -II Tender document clause no. E

Summary

Nomenclature		Total Amount (INR)
Auditing Services for Category of Agencies Mentioned in Annexure-B (Western Region)	Total (A)	
Auditing Services for Category of Agencies Mentioned in Annexure-B (Northern Region)	Total (B)	
Auditing Services for Category of Agencies Mentioned in Annexure-B (Southern Region)	Total (C)	
Auditing Services for Category of Agencies Mentioned in Annexure-B (Eastern Region)	Total (D)	
Total amount NETT R1 = (A + B + C + D)		
Total Amount exclusive of all taxes in Word:		

It has further been noted and agreed upon that:

1. Payment terms are as per Part-II Tender document Clause No. E
2. The above price quoted is exclusive of all the applicable taxes, cess and any other outgoing payable to any authority like service Tax, GST as per applicability. The rate is exclusive of any other present or future outgo (for the period of contract) by whatever name called. All such outgoings shall be reimbursed on showing the proof of payment to the respective authorities. Income Tax will be deducted at source.
3. It is noted that bidding for any region should essentially have atleast one office of bidding agency in the city of that respective region.

Signature :
Name :
Designation :
Company Seal/Stamp :
(Bidder's Authorized Signatory)

PAN Number of the bidder :

Signature of the Bidder

(to be printed on Bidder's Company Letter Head)

Date:

UTIITSL's Bid for Empanelment of Agency for Audit Services

To,

Deputy Vice President (IT),
UTI Infrastructure Technology And Services Limited
Plot No. 3, Sector-11,
CBD Belapur, Navi Mumbai – 400614

Sir,

Technical Bid (declaration of online submission)

I/We refer to the e-tender released by UTIITSL in the Antares e-tender portal on **14th November, 2019** and I/we the undersigned am/are submitting this online bid on the terms and conditions as mentioned in the online tender document available on the website: <https://www.tenderwizard.com/UTIITSL> for the above mentioned requirement.

I/we are an OEM/ OEM Authorized Channel Partner/ Service Provider "M/s _____" whom I/we represent. The authority letter/ Power of Attorney from the agency I/we represent, is submitted as an offline/ physical document in hard copy before the due date at the above address.

The details of the bidder and the checklist for submission of bid are as under:

S/N	Description	Details (as
1.	Name of Company	
2.	Address	
3.	Contact Details:	
	(a) Name of the contact person.	:
	(b) Telephone no. with STD code	
	I Mobile No.	:

Signature of the Bidder

	(d) Fax No.	:
	(e) e-mail	:
4.	PAN No. (enclose copy)	
5.	GSTIN No of Bidder	
6.	Type/ Category of the bidder (mention one):	
	A) A private business entity, limited company or limited liability partnership or partnership etc.	
	B) Indian Government Company or a Public Sector Undertaking or a Public Sector Bank.	
	C) Indian/ State Government Department or Ministry or Body.	
Online Documents		
7.	Company Turnover should be of minimum Rs. 5 Crore in each of the last 3 financial years. This must be the individual company turnover and not that of any group of companies. (CA/CS Turnover Certificate)	
8.	The Agency / Vendor should have executed at least two contracts within the last two financial years. (Copy of Work Orders)	
9.	Valid GSTIN Registration Certificate	
10.	Certification of Incorporation	
11.	Valid copy of PAN Card	
12.	Self-Declaration letter regarding non-blacklisted/debarred by any government department/company/agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or Body (Format given as Annexure-2)	
13.	Letter of acceptance of all terms and conditions (Format given as Annexure-3)	
14.	Bidder should have valid ISO 9001 Certification and ISO 27001 certification for Information Security in the name of bidding company	
15.	The bidder must have an office in the any city of that respective region wherein bidder is intended to participate. (Letter of Declaration with Office contact detail mentioning name of auditing officials)	
16.	Signed & Stamped Print copy or digitally Signed Tender Document	

Signature of the Bidder

17	<p>The Bidding Organization should have atleast 5 qualified Auditors on its payroll, having certification and experience (As per below mentioned requirement in point no. i to v). The copies of relevant certificates / experience letter of Auditors duly attested from HR Department would have to be submitted.</p> <p>The bidder may note that the team of Auditors should have following certificates / experience letter, collectively. However it's not necessary that each team member should have all certificates / experience letter.</p> <ul style="list-style-type: none"> i. ITIL Certification. ii. Windows/Linux OS knowledge (Server/desktop editions)- (Any Relevant Certification) iii. Basic Networking knowledge (Any Networking Certification like CCNA / CCNP / Firewall) iv. General IT Audit Experience with other Clients mentioning the name of the Auditor (The Experience Letter in Client letterhead need to be submitted) v. Forensic Audit handling experience (The Experience Letter in Client letterhead need to be submitted) 	
18.	Technical Compliance Sheet Annexure – 1	
Offline Documents		
19.	Signing Authority Letter (Format given as Annexure-4)/ Power of Attorney (POA). The Power of attorney may be a standard document of Bidder company.	
20.	<p>The Proof of Auditing experience with other clients (Reference certificate in original from a Bank or a PSU or a Government Department / Institution on their Letter Head). (Format given as Annexure-5).</p> <p>This certificate required from minimum 3 other clients.</p>	
21.	Bid Security / EMD (Earnest Money Deposit)	

Signature

:

Signature of the Bidder

Name :

Designation :

Company Seal/Stamp :

(Bidder's Authorized Signatory)

Details of the Bid

Sr. No.	Particulars	Details
1	Name of the Bid	Bid for Empanelment of Agency for Audit Services
2	Name of the Company and Address	UTI Infrastructure Technology And Services Limited (UTIITSL), Plot No. 3, Sector 11, CBD Belapur – 400614
3	Date of Issue of the Bid Document	14 th November, 2019
4	Last date for Submission of Queries	20 th November, 2019
5	Email ID for seeking clarifications on the Bid Document	Online on the website https://www.tenderwizard.com/UTIITSL or Email: rajinder.kumar@utiitsl.com With the tender number in the subject.
6	Date, Time and Venue for submission of Bid	Bid to be submitted online upto 03:00PM on 28.11.2019 Offline Documents to be submitted by 03:00PM on 28.11.2019 at Deputy Vice President (IT), UTI Infrastructure and Technology Services Ltd, Plot no.3, Sector no.11, CBD Belapur, Navi Mumbai – 400614

Please note carefully that the Agency / Vendors should apply for any Region they intend to participate, as per eligibility criteria. The requirements for submitting bids as set forth in this bid document, and the date, time and more for submission of bids may also be read thoroughly. Late or delayed bids shall not be considered for evaluation and shall either not be received or rejected. UTIITSL reserves the right to reject any or all bids without assigning any reason thereof at anytime

(to be printed on Bidder's Company Letter Head)

ANNEXURE-2

SELF DECLARATION LETTER

Date: -

To,

The Deputy Vice President (IT)
UTI Infrastructure Technology And Services Limited,
Plot 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 Empanelment of Agency for Audit Services" 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

- 38 -

(to be printed on Bidder's Company Letter Head)

ANNEXURE-3

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

The Deputy Vice President (IT)
UTI Infrastructure Technology And Services Limited,
Plot 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 Empanelment of Agency for Audit Services" 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

- 39 -

(to be printed on Bidder's Company Letter Head)

ANNEXURE-4

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

The Deputy Vice President (IT)
UTI Infrastructure Technology And Services Limited,
Plot 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 Empanelment of Agency for Audit Services" 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

- 40 -

(to be printed on Bidder's Company Letter Head)

ANNEXURE-5

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

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

Subject: Client Satisfactory Certificate

Dear Sir,

This is to certify that M/s. _____ (name of the Agency /
Vendor submitting the bid for empanelment) of address

_____ has been empanelled with us
as a Auditing Agency / Document Verification Agency since last two years.
Their services have been found to be satisfactory.

Signature of the official:

Name of the official:

Official seal:

Name of the Organization:

Address of the Organization:

Signature of the Bidder

- 41 -

Annexure-6

Category wise list of Agencies			
S/N	Category of Agency	Approximate Number of Agencies	Locations
1.	Printing Agency	8	Mumbai (6 nos.), Pune (1 no.), Chennai (1 no.)
2.	Digitization Agency	19	Chennai (5 nos.), Delhi (3 nos), Kolkata (3 nos.), Mumbai (8 nos.)
3.	Call Centre Agency	1	Kolkata
4.	PAN Service Agency	75	(Please refer the Annexure-7)
5.	Third Party Agency	4	Mumbai (3 nos.), Kolkata (01 no.)

Annexure-7

List of PSA (PAN Service Agent)		
ANDHRA PRADESH	EAST GODAVRI	2
	GUNTUR	1
	VIZIANAGARAM	2
	WEST GODAVARI	1
Total (ANDHRA PRADESH)		6
Total (ASSAM)	DHEMAJI	1
BIHAR	MADHEPURA	1
	NAWADA	1
Total (BIHAR)		2
CHANDIGARH	CHANDIGARH	1
	(blank)	1
Total (CHANDIGARH)		2
CHHATTISGARH	BILASPUR	1
	JASHPUR	1
	KAWARDHA	1
Total (CHHATTISGARH)		3
DELHI	SOUTH DELHI	1
	SOUTH WEST DELHI	1
Total (DELHI)		2
Total (GUJARAT)	AHMEDABAD	1
HARYANA	FARIDABAD	1
	JIND	2
	ROHTAK	1
Total (HARYANA)		4
HIMACHAL PRADESH	KANGRA	1
	SIRMAUR	1
Total (HIMACHAL PRADESH)		2
JAMMU AND KASHMIR	JAMMU	1
	KATHUA	1
	RAJOURI	1
Total (JAMMU AND KASHMIR)		3
JHARKHAND	DEOGHAR	1
	EAST SINGHBHUM	1
Total (JHARKHAND)		2
KARNATAKA	BANGALORE RURAL	1
	BELGAUM	2
	HASSAN	1
	MYSORE	1
	UTTARA KANNADA	1
Total (KARNATKA)		6
KERALA	ALAPPUZHA	2
	KOZHIKODE	1
	WAYANAD	1

Signature of the Bidder

Total (KERALA)		4
MADHYA PRADESH	CHHATARPUR	2
	CHHINDWARA	2
	JHABUA	1
	MANDLA	1
Total (MADHYA PRADESH)		6
MAHARASHTRA	AKOLA	1
	BEED	1
	BHANDARA	1
	MUMBAI	1
	NAGPUR	1
	NASHIK	1
Total (MAHARASHTRA)		6
MEGHALAYA	SHILLONG	1
	WEST KHASI HILLS	1
Total (MEGHALAYA)		2
ODISHA	KEONJHAR	1
	SUNDARGARH	1
Total (ODISHA)		2
Total (PONDICHERY)		KARAIKAL
		1
PUNJAB	GURDASPUR	1
	LUDHIANA	2
Total (PUNJAB)		3
RAJASTHAN	BHARATPUR	1
	HANUMANGARH	1
	JAIPUR	1
	JODHPUR	1
	NAGAUR	1
	PALI	1
Total (RAJASTHAN)		6
TAMIL NADU	CUDDALORE	2
	MADURAI	1
Total (TAMILNADU)		3
TELANGANA	ADILABAD	1
	MAHABUBNAGAR	1
	MEDAK	1
Total (TELANGANA)		3
Total (TRIPURA)		WEST TRIPURA
		1
UTTAR PRADESH	Bahraich	2
	Firozabad	1
Total (UTTAR PRADESH)		3
Total (UTTARAKHAND)		DEHRADUN
		1
Grand Total (Across Country Total PSAs)		75

ANNEXURE D

Special instructions to Bidders for e-Tendering

General

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

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

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

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

Instructions

Broad Outline of Activities from Bidder's Perspective:

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

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

Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Signature of the Bidder

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 (E-Tender Support Help Line)	Customer Support: 080-40482000/ 080-40482121/ 2126/ 2133 (From 9 AM to 6 PM Monday to Saturday except on Govt. Holidays) Emergency Mobile Number: 7892576395 / 9686115323/ 8879375522
E-mail ID	utiitsletenders@gmail.com , [Please mark CC: shreyas.n@antaressystems.com raghuprashanth@etenderwizard.com ,

UTIITSL Contact Person	Mr. Rajinder Kumar (UTIITSL official for technical queries, Telephone No: 022-67931288 / 1292, Mob. No. 9892593339) email.id: rajinder.kumar@utiitsl.com
------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Some Bidding related Information for this Tender (Sealed Bid)

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

Offline Submissions:

Signature of the Bidder

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.

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




The envelope shall bear name of the Bid “Bid for Verification of Identity and Address of Individuals for 15 different locations”, the tender number and the words ‘DO NOT OPEN BEFORE 21.02.2019, 03:00 pm.


1. Original copy of the Bid EMD in the form of a Demand Draft / Pay Order / Banker’s Cheque as Earnest Money Deposit (non-interest bearing) as specified in the Tender document Above.
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>

Web Registration	<ol style="list-style-type: none"> 1. Type website address https://www.tenderwizard.com/UTIITSL under browser URL. 2. Click “Register Me”, provide all the details with Class III Digital Signature updating. 3. Get the User id and password.
Tender Free View (Only Open Tenders)	<p><u>To download the tender notifications and documents from website, follow the steps given below:</u></p> <ol style="list-style-type: none"> 4. Click “Tender Free View” under “Go to Tender” link on the home page. 5. Provide all or any one of the options like “Department”, “Tender Number”, “Region”, “Estimated Cost”, “Tender Request Dates (From and To)”, “Tender Submission date” or “any key words from Tender Description” 6. Click “Submit” to view the results. A list of tenders shall appear on the screen. 7. Click  to view the cost free documents. 8. Click  to print the detailed tender notice. 9. Click  to print the tender notice.
Login	10. Open any Browser (Microsoft

	<p>Internet Explorer or Mozilla Firefox).</p> <p>11. Type website addresses https://www.tenderwizard.com/UTIITSL in the address bar, to access the Login Page.</p>
Participation	<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 “UnApplied” (if open tenders) to view / apply for new tenders.</p> <p>15. Click “In Progress” (if limited tenders).</p>
To Upload / Attach the Additional Documents	<p>16. To attach the additional documents to any tender click “Document Library” and upload the same.</p> <p>17. Attach the required documents to the concerned tenders from document library section to the tender document screen. (More explanations can find in “detailed help Manual”).</p>
Download Documents	<p>18. Click  “Edit Attachment” to view the tender documents which are received by the user.</p> <p>19. Tender document screen appears.</p> <p>20. Click “Download (empty Document)” to download the documents.</p>
Upload Files – Commercial Bid/ EMD/Mandatory Documents	<p>21. Click “Attach” to attach all the documents which are already saved in the uploaded in Document Library. This is the important and first step to be performed to avoid disqualification.</p> <p>22. Click “Update EMD Details” to feed the EMD details and upload the scanned EMD.</p> <p>23. When the user finishes with the filling and uploading of scanned BG/DD, the “Red Color” will automatically turn to “Black Color” which reflects that the user is two steps ahead for the submission.</p> <p>24. Click “Download (empty Document)” to download the Commercial Bid and fill the same without changing the “File Name” and save on to the computer.</p> <p>25. Click “Upload (Filled Document)”, select the filled file which was already filled and saved in the same name. Click “click here to digitally sign and upload” to upload the filled Commercial Bid to the tender.</p> <p>26. Note that when the user uploads the filled Commercial Bid, the “Red Color” will automatically turn to “Black Color” which</p>

	<p>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>

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.