

# UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED

[CIN: U65991MH1993GOI072051]

## **Bid for Appointment of Courier Agencies**

### **General Information**

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

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

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

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

The tender document consists of 3 parts:

**I) General Conditions**

**II) Special Conditions**

**III) Bid Form**

## **PART – I**

### **General Conditions**

**1. Name of the Bid: Bid for Appointment of Courier Agencies**

**2. Important Dates :**

**Last Date/Time of procuring of official copy of Tender Document:** To be able to participate in this tender, interested bidders are required to officially procure the tender document from <https://www.tenderwizard.com/UTIITSL> before 5:00PM on 16th December, 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 6th December, 2019.

**Last Date/Time of uploading of tender bids:** The last date of receipt of tender bids is upto 3:00PM on 17th December, 2019. After this time, no bids can be uploaded.

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

**3. Name and Address for the submission of the offline documents (documents in Hardcopy):** The documents should be addressed to “**Deputy Vice President (Admin)**, UTI Infrastructure Technology And Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400614” and deposited in the specified Tender Box at this address by the due date and time of submission in a sealed envelope. Envelope containing the documents must be superscribed as “**Bid for Appointment of Courier 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 contain all information asked for except prices. The TECHNICAL BID should include all items with complete specification as per the set up / solution proposed by the prospective bidders. The Technical bid should not contain any price information.

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

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

For unsuccessful bidders, the EMD may be returned without encashing. However, the EMD of successful bidder will be returned on the receipt of a Bank Guarantee as specified by UTIITSL either through the same instrument or through the cheque issued in their favour by UTI ITSL.

If the EMD in the form of DD / Pay Order is to be placed in a specified envelope, and if the EMD is enclosed in the envelope other than the specified envelope or enclosed along with Price Bid, the bid will be considered valid only if the requisite amount of EMD is found in the form of Demand Draft / Pay Order.

If the EMD is not enclosed then UTI ITSL reserves the right to reject the bid.

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

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

The Bid can be so signed and forwarded by bidder or bidder's representative. The Representative will have to enclose the Letter of Authority/ the Power of Attorney (POA) **duly executed by the bidder as offline document**; otherwise the offer is liable to be considered null and void at any stage as per the decision of 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 Organisation for whom the bid is submitted

8. **Conditions for offline documents sent by post/courier:** The offline documents may also be sent by post/courier to reach before the scheduled

date and time as indicated above. The following are essential conditions to be followed for the documents sent by post, failing which the tender may be treated invalid:

- A. Offline Documents should be preferably sent by Speed Post or Registered Post or by depositing in the "Offline Documents Box".
  - B. Documents duly superscribed, should be sent only to the address mentioned as above, (i.e. "**Deputy Vice President (Admin)**, UTI Infrastructure Technology And Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400 614"), if sent by Speed Post or Registered Post.
  - C. Acknowledgement will be given to Department of Post only for documents sent by Speed Post and Registered Post.
  - D. UTI ITSL takes no responsibility for any tender not submitted in time.
  - F. UTI ITSL takes no responsibility for offline documents not reaching at all.
  - G. UTI ITSL takes no responsibility for offline documents received in torn, opened or mutilated conditions. Such documents may not be accepted at all and are liable for rejection.
  - H. In case of offline documents received in proper condition by UTI ITSL, the role of UTI ITSL is limited and restricted to putting the same in the appropriate "Offline Documents Box" if the aforesaid documents are received in time as stipulated in the conditions laid out.
  - I. It is, therefore, advised that prospective bidders should deposit the offline documents directly in the "Offline Document Box" to avoid any delay in submission or to avoid any tearing / accidental opening during sending by post.
  - J. Envelope, containing offline documents should be superscribed as advised above. Envelopes, which are not superscribed, or not addressed may not be considered.
  - K. Envelopes, which are not addressed properly, may not be considered.
9. **Caution:** This is to be remembered that this is an e-tender and any tender document like bid, etc. if physically deposited in the "Offline Documents Box" would not be considered. The bid would be only considered when it is e-tendered. The physical offline documents are the supporting documents which cannot be uploaded and therefore be deposited in the "Offline Documents Box", however, **in no case should the bid per se may be deposited in the tender box.**
10. The authorized signatory of the Bidder is required to digitally sign on all the pages and submit the technical bid and financial bid as a token of acceptance of all the terms and conditions of the tender.

11. **The Bid submitted by the Bidder**, all correspondence and documents relating to the bid exchanged by the Bidder and the UTI ITSL shall be written in the English language. Any printed literature/certificate/any other document furnished by the Bidder may be in another language, provided they are accompanied by an accurate translation of the relevant passages in the English language, in which case, for purpose of interpretation of the Bid the English translation shall prevail. In the event of submission of any document/ certificate by the Bidder in a language other than English, the English translation of the same duly authenticated by Chamber of Commerce of bidder's country shall be submitted by the bidder whenever demanded by UTI ITSL.
12. **The price quote figure / amount shall be quoted in the financial bid only and not in the Technical Bid.**
13. **No price quote figure/ amount shall be quoted in the supporting Offline Documents which are to be deposited in hard copy.**
14. In the **offline documents** all the over writings should be duly authenticated by signing beside such over writings. Any cutting made while filling in the forms would have to be authenticated by signing beside such cuttings, failing which the proposal is liable to be rejected.
15. The bid form which is to be filled by the bidder should be taken from the web site <https://www.tenderwizard.com/UTIITSL> and no attempt should be made for any changing or correcting it in any manner. It is clarified that only the conditions as appearing in the original bid form as uploaded at the above site will be treated as valid. If there are any changes / corrections in the form, then it is liable to be considered invalid.
16. Interpretation and decision by UTI ITSL on the terms of the tender will be final and binding.
17. All the conditions of the tender and the advertisement in the press (if advertisement released) will form a part of the agreement.
18. UTI ITSL reserve the right to call for any clarification / papers required for scrutiny from anyone including the Bidder. UTI ITSL is free to take any clarification or document or certificate from the associated banks and other agencies for scrutiny purpose or for deciding on the bid.
19. **Pre-bid Meeting:** There is no Pre-bid Meeting for this tender. The queries should be submitted online on the website <https://www.tenderwizard.com/UTIITSL>. And the answer to all the queries raised by any prospective Bidders would be uploaded on the website <https://www.tenderwizard.com/UTIITSL>. The last date of receiving queries would be **6<sup>th</sup> December 2019**, afterward which no queries would be entertained. No telephonic discussion or personal meeting would be entertained.

a) At any time before or after the submission of Technical Bid, UTI ITSL

may, for any reason, whether at its own initiative or in response to a clarification request from a Bidder, carry out amendment(s) to the Bid document/ Bid process. The amendment will be made available in the website <https://www.tenderwizard.com/UTIITSL> and will be binding on the bidders.

- b) The bidders are requested to regularly visit the website: <https://www.tenderwizard.com/UTIITSL> for any information. The final revised conditions, if any, as indicated in the corrigendum/ amendments/ clarifications/ extension/ changes regarding this tender as uploaded on the said website will be binding and may form a part of the agreement.

**20. The process:**

- a. The Technical bids would be declared opened at 3.30 p.m. on the last day of submission of Bids.
- b. A Tender Opening Committee of the officials of UTI ITSL would be formed for opening of the bids.
- c. The bid would be opened in simultaneous online presence of intending bidders.
- d. The Financial Bid will not be opened on the day of opening of Technical Bids.
- e. After declaration of opening of the technical bids, an evaluation of the technical eligibility of the Bidders would be carried out by the UTI ITSL Technical Evaluation Committee, thereafter a Technical Evaluation Report shall be prepared which shall detail the qualified/ disqualified bidders. The decision regarding qualification/ disqualification of the Bidders shall lie with UTI ITSL and shall be final and binding on the bidders.
- f. Thereafter, the date of opening of the Financial Bid will be intimated to the qualified bidders only. This would be informed through the posting on the website <https://www.tenderwizard.com/UTIITSL>.
- g. No separate intimation would be sent. The bidders are advised to regularly visit the aforesaid website.
- h. The financial bids will thereafter be opened by a Tender Opening Committee of the officials of UTI ITSL as per the mechanism set in the e- tenders.
- i. The Financial Bids would be opened in simultaneous online presence of intending bidders.
- j. It is clarified that the Financial Bids will not be opened/be valid, for the Bidders who do not qualify in the Technical bids.

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

22. **Central Excise:** Only in case of the applicability of the excise duty, the bidder/ vendor merely by filling the tender form confirms if required under the applicable government law, they would get registered with Central Excise. Merely by filling in this tender, the bidder indemnifies UTI ITSL of any liability from Central Excise by virtue of this contract coming into force.
23. **Insurance:** The insurance for the work carried out upto the stage of handover or insurance for the goods to be supplied upto the stage of handover and the requisite insurance policy as required by law for the personnel involved in the services to be rendered would have to be necessarily be taken by the bidder. In addition to this, the bidder should take insurance for any liability towards Third Party. Merely by filling in this tender, the bidder indemnifies UTI ITSL of any liability on the part of UTI ITSL.

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

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

24. **Safety Norms:** The bidder hereby undertakes to follow all the safety norms as specified in the law for the assignment awarded to him through this tender. The bidder, merely by filling in this tender, indemnifies UTI ITSL of any consequences due to non-adherence of the safety norms as prescribed by the law. It is also clarified that any order, whether verbal or written, given by any official / representative of UTI ITSL, would not be valid if it is in contravention of any safety norms prescribed by law and the bidder is advised to follow the prescribed safety norms.
25. **Agreement:** A suitable agreement would have to be entered into with UTI ITSL, failing which the EMD as given, may be forfeited or the work order would not be issued. If the terms and conditions of the agreement are not acceptable to the Vendor, then UTI ITSL reserves the right to reject the tenders or forfeit the EMD. In the absence of any specific agreement, any offer made in response to this tender, when accepted by UTI ITSL, will constitute a contract between UTI ITSL and vendor / bidder.
26. **Right of Rejection:** UTI ITSL reserves the right to reject all / any bids / quotations without assigning any reasons thereof and without entitling the tenderer to any claim whatsoever.
27. UTI ITSL reserves the right:
- i) To accept in its sole and unfettered discretion any tender for whole or part quantities/ part work.

- i) To award the contract to one or more number of bidders / vendors, either on lowest price, equal price or on different prices.
  - ii) To enter into parallel contracts simultaneously or at any time during the period of the contract with one or more tenderer(s) as UTI ITSL may deem fit.
  - iii) To place adhoc order simultaneously or at any time during the period of the contract with one or more tenderer(s) for such quantity and for such jobs as UTI ITSL may deem fit.
  - iv) UTI ITSL does not bind itself to accept the lowest or any tender to assign any reason for non-acceptance of the same.
28. **Negotiation:** Generally, no negotiations would be carried out. However, if deemed fit, negotiation may be carried out only with the lowest bidder and if the order has to be split to more than one bidders then it could be done on L1 or negotiated rates with L1, whichever is lower.
29. **Testing:** UTI ITSL reserves the right to get the material tested at the cost of the vendor/bidder.
30. **Samples:** Wherever required, the bidders are advised to acquaint themselves with the samples and specifications before bidding to have more clarity. For this, they may contact the designated officer to whom the tender has to be submitted as per the address given herein above.
31. **Eligibility:** The bidder should adhere to the eligibility criteria. In any case, they should have prior experience in the same area as put to bid, for supply/service to other organizations of repute. UTI ITSL reserves the right to check their credentials with the organizations they have been associated with and if found incorrect, the tender is liable to be rejected.
32. **Availability of requisite permissions and licenses and compliance with the statutory provisions:** The bidder/agency/contractor is required to follow all the statutory acts as may be applicable for such type of work / supply / services for which they are bidding through this tender.

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

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

Valid registrations viz., GST / Sales Tax / VAT / Central Excise and with



any other authorities as per requirement should be available with the vendor and be produced as and when required.

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

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

the risk and cost of the contractor / bidder.

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

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

43. **Volume/Quantity of work:** Volume/Quantity is only indicative and the same may vary as per the requirement of UTI ITSL. The volume indicated is for 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 UTI ITSL is not used / shall not be used by the Agency for any other Organization / Entity under any circumstances. Any violation of the same will be liable for action under the law which shall entitle UTI ITSL to claim damages apart from taking action under the appropriate Law.

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

45. **Usage of data / documents / information: Only if applicable** to

this tender, the Agency shall ensure that the documents, data, information etc if imparted by UTI ITSL or if come to the knowledge of the bidder, are / is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by UTI ITSL in writing. The confidential information will be safeguarded and the Agency shall take all necessary actions to protect UTI ITSL's, its customers, and Government of India's interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law which shall entitle UTI ITSL to claim damages from the vendor apart from taking action under the appropriate Law. This is an irrevocable condition and it will continue to be in force even if the agreement between the vendor / bidder/agency is terminated with UTI ITSL.

46. **Breach of clause:** In the event of any breach or threatened breach of any clause by the Agency / bidder and/or individual assigned by the Agency for the performance of the services, the Agency shall be liable to pay damages as may be quantified by UTI ITSL. Apart from the above, UTI ITSL shall have the right to proceed against the Agency and/or its assigned person/s under appropriate law.
47. **Essence of contract:** The Vendor shall carry out the work / provide the services/ complete the supply as per the specifications and standards laid out within the stipulated time. **It is clarified that carrying out the work or providing services or supply of goods as per specified quality in specified quantity in specified time is the essence of the contract.** Not adhering to above shall entail UTI ITSL to rescind the contract and forfeit the security deposit and in which case, there shall not be any claims for damages against UTI ITSL by the Vendor. Further the UTI ITSL shall have the right to get the unfinished services done/supply made, if any by virtue of the said revocation of the contract, through other sources and the expenses incurred thereof shall be borne by the Vendor in default. The Vendor shall also indemnify UTI ITSL against any loss, damage, expenses, costs etc, incurred by UTI ITSL as a result of the said delay in timely completion of the said services / jobs, by the Vendor.
48. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Mumbai only.
49. **Submission of bills:** The Vendor shall submit the bills correct/accurate in all respects with required challans / receipts and with all relevant documents as specified by UTI ITSL from time to time, by 10<sup>th</sup> of every 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 UTI ITSL 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 UTI ITSL will take required steps to settle the bill if it is complete in all respect and the goods/ services covered by it are rendered to the satisfaction of UTI ITSL.

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

50. **Inspection:** Wherever required, UTI ITSL reserves the right to depute its Officers, Auditors, other officials as it may decide etc. to visit the office / commercial / manufacturing site/s of the selected vendor/s for checking their infrastructure, man power and other related documents mentioned and for checking stock records, quality controls, work processes without advance intimation and the vendor/s will have to provide the necessary documents etc to UTI ITSL to help UTI ITSL ensure presence of appropriate and adequate controls on various processes. Inspection will be done, if so decided by UTI ITSL on periodic basis also.
51. **Nomenclature:** In the said tender, the bidder or the agency or the vendors or the contractor or the supplier and the service provider have the same meanings with reference to the context. As also, reference to any gender covers both the genders and reference to singular also covers plural also.
52. **Corrections:** All the corrections made anywhere in the tender form will have to be authenticated. The corrections without authentication are liable to be rejected. This is an important condition as the correction may have a bearing on the rate/amount quoted resulting in altering L1 or L2 or L3 or any other position. Decision of UTI ITSL will be binding in this case. The bidder/Vendor/ Agency merely by filling in this tender agree to this delegation of power to UTI ITSL to decide in this matter.
53. UTI ITSL reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
54. The Bidder must stamp and initial all pages and sign all forms at the end. The Bidder's participation in the bid shall be deemed to imply unqualified acceptance of the Terms and Conditions.
55. UTI ITSL reserves the right to call for further information / documents/ break-up of rates, taxes, etc. to decide on the tenders.
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, **UTI ITSL reserves the right to:**
- a) Request the L1 bidder of this tender to negotiate and try to match the rate on which the order was placed as per the earlier tender.
  - b) If L1 vendor agrees to do so, the work order will be placed to him. If not, this tender would be cancelled and the earlier bidder, who is presently carrying out the services / work would be then asked to continue on the old/ existing rates till new tender is floated and finalized.
  - c) The idea is to obtain the most beneficial rates for UTI ITSL.
  - d) The decision of the Tender Evaluation and Awards Committee would be final in this case

## **PART II – SPECIAL CONDITIONS**

- A. Specifications and Quantity
- B. Delivery Schedules
- C. Right to place the orders in parts
- D. Validity of Bids
- E. Unit Rate
- F. Procedure For Enclosing The Tenders

### **A. Specifications and Quantity:**

#### **Specifications: Scope of Work and Other Conditions**

The bids are invited for Appointment of courier agencies on all India basis as per the details mentioned in the Annexure –Option 1 to Option 7.

#### **Scope of work and other Conditions:**

1. The bids are invited for Agencies for Courier Services to transport material (office Documents) from one UTI ITSL office to other office. The material from one office (pick up point) should be collected before 5:00PM on working days as per our instruction by UTI ITSL and be delivered to the (destination point) before 11:00AM next day. This is a door to door delivery service. For reference the office addresses are given as per attached Annexure (Option 1 to Option 7).
2. The bids are invited for various option as indicated in the Bid Form. The agency who bids lowest from the point of pickup to the point of destination would be considered as L1, subject to satisfying the conditions of tender document. There are total 7 option from one office (pick up point) to different offices (destination point). The venders can apply for option 1 or option 2 or option 3 or options 4 option, or 5 option, or 6 option, or 7option or can apply for 2 option or 3 option or 4 option, or 5 option, or 6 option or 7 option for any combination or can apply for any of the one option, depending upon their service providing capacity / efficiency.
3. The courier agency should possess a software package/solution whereby they should be able to assign airway bill reference number of each of the pick ups and immediately thereafter should be able to convey the details to us via-email in excel format. We should also be in a position to track the docket from the time of pick up till its delivery.
4. The agency should provide identity cards to its employees who shall submit the same for verification to UTI ITSL or its representative whenever demanded. Also the employees should submit the copy of police verification along with the copy of employee identity card.

5. An acknowledgement is to be obtained from addressee and date & time of delivery (and telephone / mobile number) is to be noted against each delivery.
6. The proof of Delivery (PODs) will be preserved and maintained by courier agency for a period of one year and the same should be forwarded to UTI ITSL. If the agency fails to provide the PODs on demand, then the Agency shall indemnify UTI ITSL against in loss, damage, claims or costs, if any incurred by UTI ITSL on account of such failure on the part of the Agency.
7. In the event of loss of the sealed packet or the cover containing the PAN Card /Applications or any Other document is found to be opened or reported to have been found open or tampered with, the courier agency shall be liable to pay UTI ITSL the compensation for the actual loss suffered by UTI ITSL and a penalty of Rs. 1000/- for per consignment whichever is higher. However, the decision of UTI ITSL will be final in this regard.
8. As a proof for consideration for empanelment the intending courier agency should submit a reference certificate in original from a Nationalised Bank or a PSU or a Government Department as per the following format (without which the order will not be placed). This is an essential condition.
9. In case, it is found that the services are not as per the acceptable standard the contract will be terminated at any time during the contract period without any compensation.
10. The vendor / agency shall provide the service as per stipulated time. Hence time and safety of the consignment are the essence of the contract. Not adhering to the time scheduled and safety norms shall enable UTIITSL to remind the order and in which case there shall not be any claims for damages against UTI ITSL by the vendor / supplier / agencies.
11. The vendor / agencies should be a profit making Company for the past three years. The Annual turnover of the Company should be 5 (Five) crores.
12. The vendor / agencies must have their Offices at all Metro cities. This is Mandatory.
13. The agency shall ensure the delivery of packets/covers to the addressee against acknowledgement. In case of non availability of the addressee after at least two visits on different days and by leaving suitable message at the address, the details of undelivered packets/ cover should be reached for tracking purposes and the packet should be returned to UTI ITSL pick up point immediately.

14. The required reports and updation of delivery details as per the prescribed format will have to be submitted to UTI ITSL in printed form or soft file as decided by UTI ITSL.
15. The rates to be quoted are for a load of upto 250 grams only in the financial bid. **GST** as applicable will be reimbursed separately after production of proof as per the Government Rules.
16. In case, the load exceeds 250 grams, then the charges will be calculated in multiples of 250 grams. As for example, if the charges quoted for 250 grams is Rs. P then the charges for a parcel weighing 1 kg (250+250+250+250) would be Rs. (P + P + P + P).
17. In case, the Government (Central or State) introduces any new Tax the same will be applicable as per the Government rules and regulations to the vendor.
18. The vendor should get the necessary registration done as prescribed under the GST law as and when notified.
19. The vendor should produce the proof of payment of Indirect Taxes / GST under Government notification prior to processing or submission of the Invoice.
20. **Damages:** UTI ITSL reserves the right to claim for damages for the items which were supposed to be delivered at the desired destinations which are either lost or have delayed.

**B. Delivery Schedules:** In case of goods/items to be delivered, it is clarified that the consignment should reach within **18 hours** from pick up points to all the destination points (**or as per the schedule in the work order which will override this condition**) at the doorstep of "UTI Infrastructure Technology And Services Ltd, at the address as detailed in the work order or at any other place specified in the work order. The bidders quote would be all inclusive of the loading, transportation, transit and other insurance and unloading of such goods and all other transit costs. This list is also available in the enclosed Annexures (Option 1 to Option 7).

**C. Right to place the orders in parts:** UTI ITSL reserves the right to place the orders in parts with more than one vendor at L1 rates (in any of the options or 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.

- (a) The **L1 (lowest) for each pickup to destination** will be determined for all the seven options separately. It is clarified **that single rate for the pickup to destination/s point in any of the option/s will have to be quoted.** The rate quoted for any of the option/s will be considered for all destination mentioned in that particular option/s. For example a vendor quote for option 2 than the rate quoted will be applicable to from pick up – to all destination point for that particular Option. UTI

ITSL will award the work on the basis of the lowest rates quoted for each of the options quoted. The L 1 (Lowest rate) for EACH OPTION will be determined on the basis of rates quoted in the Financial Bid form. UTIITSL will award the work on the basis of the lowest rates (L 1) quoted for that option.

- (b) UTIITSL reserves the right to place the order with L1 & L2 agencies for the respective pickup to all destination in that particular option on the L 1 rates, this is as per the discretion of UTI ITSL.
- (c) For each of the options, the applicable rates for the order given to L2 will be of L1 vendor.
- (d) In the event, two or more of vendor / suppliers / agencies / bidder have quoted the same and are all L1 then they will be considered of same ranking and then the order will be divided equally without placing any order to L2 vendor. In the event any of such L1 vendors is not agreeable to provide service then the work distribution will be done equally among remaining L1 Vendors.
- (e) In the event of vendor / suppliers / agencies / bidder have quoted the same then they will be considered of same ranking.
- (f) UTIITSL reserves the rights to not award the order for any pick up to any destination point at its discretion.
- (g) In case, L1 vendor or such vendors other than the L1 vendor; who have agreed to work at the L1 rate, refuse to supply the material / carry out the work either before or after placing of the work order or till the validity of the agreement, then such vendor/s shall be Black listed from the list of the Empanelled Vendors of UTI ITSL and their EMD/BG shall also be forfeited.

**D. Validity of bids:** 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 two years and the supplies will have to be made as per the orders placed from time to time. During this period of **two years**, there shall be no increase in rates. This period is extendable by additional one year on the same terms and conditions as per the discretion of UTI ITSL. The bids will be valid till 90 days from the date of opening of quotations.

**E. Unit Rate:** The quoted rates (load of 250 grams) would be valid for the consignments from pick up point to destinations or vice versa, wherever applicable.



### PART III

**(Bid Form to be printed on Company letterhead)**

#### **BID FORM**

The Deputy Vice President (Administration)  
UTI Infrastructure Technology And Services Limited,  
Plot 3, Sector 11, CBD Belapur,  
Navi Mumbai 400614.

Sir,

#### **Sub: Bid for Appointment of Courier Agencies**

This is with reference to your tender due on 17/12/2019. We are interested in getting our Company / firm empanelled in your organization for **Appointment of Courier Services**.

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 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 UTIITSL. We have seen the sample of the items. We certify that we are eligible and qualified as per the said Terms. The duly signed copies of the terms are attached herewith.

We have referred to the respective office addresses given in the annexure to the tender pages. We have quoted the rates as given in the below mentioned Table.

Sr. No.	Particulars	Rate to be quoted for one packet weighing upto 250 grams, Option Wise Only one rate to be quoted for all locations in each option  Rate quoted should be inclusive of transportation, Packing, Door Delivery.  All taxes , Octroi, Cess, Service Tax /GST as applicable will be reimbursed by UTI ITSL separately, on production of payment proof by Vendor / Agencies / Contractors
1	Option 1(Pick from Belapur to WRO Branches Or vice versa )- Refer Annexure Option 1	₹. _____ (in figures)  Rupees _____ (in words)
2	Option 2(Pick from Belapur to ERO Branches Or vice versa)- Refer	₹. _____ (in figures)

	Annexure Option 2	Rupees _____(in words)
3	Option 3(Pick from Belapur to NRO Branches Or vice versa)- Refer Annexure Option 3	· _____ (in figures) Rupees _____(in words)
4	Option 4(Pick from Belapur to SRO Branches Or vice versa)- Refer Annexure Option 4	· _____ (in figures) Rupees _____(in words)
5	Option 5(Pick from Kolkata to ERO Branches Or vice versa)- Refer Annexure Option 5	· _____ (in figures) Rupees _____(in words)
6	Option 6(Pick from New Delhi to NRO Branches Or vice versa)- Refer Annexure Option 6	· _____ (in figures) Rupees _____(in words)
7	Option 7(Pick from Chennai to SRO Branches Or vice versa)- Refer Annexure Option 7	· _____ (in figures) Rupees _____(in words)

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

We understand that separate cost comparative statement will be prepared for all the seven options (different pickup to destination point) & L 1 will be decided on basis of lowest rate quoted for that sector / region / option for empanelment and appointments of the courier agency. UTI ITSL reserves the rights not to operate any or all the sectors.

There are 7 options available and we can quote for any or all options as per our capability / efficiency and the cities covered.

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

### **CHECKSHEET**

Options	The Agencies to note that they have quoted for the option indicated from Option 1 to Option 7			
		<input type="checkbox"/>		<input type="checkbox"/>
Option 1	Quoted		Not Quoted	
Option 2	Quoted		Not Quoted	
Option 3	Quoted		Not Quoted	
Option 4	Quoted		Not Quoted	

Option 5	Quoted		Not Quoted	
Option 6	Quoted		Not Quoted	
Option 7	Quoted		Not Quoted	

All the options are annexed to this sheet.

Thanking you,

Yours faithfully,

Authorized Signatory (in full and initials)

Name and Title of Signatory):

Name of Firm:

Address:

Location: \_\_\_\_\_ Date: \_\_\_\_\_

**“Technical Bid”**

**Senders name & address:**

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Dated: \_\_\_\_\_

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

**Sir,**

**Technical Bid for Appointment of Courier Agencies**

I/We refer to the e-tender released by UTI ITSL in the Antares e-tender portal on 28th November, 2019 and I/We/ the undersigned am/are submitting this online bid for **Appointment of Courier Agencies**, the above mentioned requirement on the terms and conditions as mentioned in the online document as available on the website: <https://www.tenderwizard.com/UTIITSL>

I / We as an Service Provider “M/s\_\_\_\_\_ Whom I / We represent. The authority letter/ Power of Attorney from the agency, I/ We represent is submitted as a offline document in hard copy before the due date at the above address.

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

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

6	A) A private business entity, limited company or limited liability partnership or partnership etc.	
	B) Indian Government Company or a Public Sector Undertaking or a Public Sector Bank.	
	C) Indian/ State Government Department or Ministry or Body.	
<b>Online Documents</b>		
7	Certificate of Incorporation / Shop Establishment Certificate (Submit the Certificate as <b>Online Document</b> )	
8	Letter of acceptance for all terms and conditions ( <b>Annexure-2</b> )(Submit the Letter as <b>Online Document</b> )	
9	GSTIN Registration Certificate (Submit the Certificate as <b>Online Document</b> )	
10	The turnover of the Company should be of minimum 2 Crore in each of the last 3 financial years – CA/ CS Certificate should be attached. <b>Please do not attach entire balance sheet (booklet).</b> (Submit the Certificate as <b>Online Document</b> )	
11	Bidder should have minimum 3 years of experience. 3 Years old Copy of work order / Service Agreement should be submitted to evidence the experience. (Self declaration Letter Format given as <b>Annexure -4</b> ) (Submit the Self declaration letter with supportive document as <b>Online Document</b> )	
12	Self declaration letter stating 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 ( <b>Annexure -3</b> ). (Submit the Letter as <b>Online Document</b> )	
13	Signed & Stamped Print copy of Bid Document (Submit the Signed and Stamped tender document as <b>Online Document</b> )	
<b>Offline Documents</b>		
14	Signing Authority Letter / Power of Attorney (POA) ( <b>Submit the Signing Authority Letter as Offline Document &amp; format given as Annexure - 1</b> ) or Power of attorney may be a standard document of Bidder company	

15	The Proof of past 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). This certificate required from minimum 3 other clients.	
16	Bid Security / EMD (Earnest Money Deposit) (Submit the Bid Security / EMD as Offline Document)	

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

**Annexure -1**

**TO WHOMSOEVER IT MAY CONCERN**

Date: -

To,

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

**Subject:** Signing Authority Letter

Dear Sir,

This is with reference to the tender for “**Bid for Appointment of Courier Agency**” 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)

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

**Annexure -2**

**TO WHOMSOEVER IT MAY CONCERNED**

Date: -

To,

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

**Subject:** Letter of Terms & Conditions Acceptance.

Dear Sir,

This is with reference to the tender for “**Bid for Appointment of Courier Agency**” 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)



**SELF DECLARATION LETTER**

Date: -

To,

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

**Subject:** Self Declaration letter regarding “Not Blacklisted”

Dear Sir,

This is with reference to the tender for “**Bid for Appointment of Courier Agency**” 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)

**SELF DECLARATION LETTER**

Date: -

To,

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

**Subject:** Self Declaration letter regarding “**Appointment of Courier Agency**”

Dear Sir,

This is with reference to the tender for “**Bid for Appointment of Courier Agency**” for UTI Infrastructure Technology And Services Limited, we hereby declare that we (Name of the bidder company) have (Number of Years) of experience of providing Courier Services.

For (Name of the Bidder Company)

Authorized Signatory  
(Seal & Stamp)

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

**ANNEXURE-5**

**TO WHOMSOEVER IT MAY CONCERNED**

Date: -

To,

The Deputy Vice President (Admin)  
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 submitting the bid for Appointment of Courier Agency) of address \_\_\_\_\_

\_\_\_\_\_ has been empanelled with us as a courier agency since last three years. They have been carrying out the courier services for us.

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:

## **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, UTIITSL 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 Class 3 issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

**Registration:****To use the Tenderwizard portal:** <https://www.tenderwizard.com/UTIITSL>

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

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

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

Tenderwizard Helpdesk	
Telephone/ Mobile	Customer Support: 080-40482000/ 080-40482121/ 2126/ 2133 (From 9 AM to 6 PM Monday to Saturday except on Govt. Holidays) Emergency Mobile Number: 9686115323 / 7892576395
E-mail ID	<a href="mailto:utiitsletenders@gmail.com">utiitsletenders@gmail.com</a> , [Please mark CC: <a href="mailto:raghuprashanth@etenderwizard.com">raghuprashanth@etenderwizard.com</a> , <a href="mailto:shreyas.n@antaressystems.com">shreyas.n@antaressystems.com</a>

UTIITSL Contact Person	(i) Ms.Bama Iyer / Mr. S. Sornavel (UTIITSL official for operational queries) email.id: <a href="mailto:bama.iyer@utiitsl.com">bama.iyer@utiitsl.com</a> / <a href="mailto:s.sornavel@utiitsl.com">s.sornavel@utiitsl.com</a> (ii) Mr. Rajinder Kumar (UTIITSL official for technical queries, Telephone No: 022-67931288 / 1292, Mob. No. 9892593339) email.id: <a href="mailto:rajinder.kumar@utiitsl.com">rajinder.kumar@utiitsl.com</a>
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## Some Bidding related Information for this Tender (Sealed Bid)

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

### Offline Submissions:

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

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


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




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

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

### Other Instructions:

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

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

	<p>8. Click  to print the detailed tender notice.</p> <p>9. Click  to print the tender notice.</p>
<b>Login</b>	<p>10. Open any Browser (Microsoft Internet Explorer or Mozilla Firefox).</p> <p>11. Type website addresses <a href="https://www.tenderwizard.com/UTIITSL">https://www.tenderwizard.com/UTIITSL</a> in the address bar, to access the Login Page.</p>
<b>Participation</b>	<p>12. Vendor should have User id, Password and Class III digital signature to participate in the tender online.</p> <p>13. Enter the website using user id, password and digital signature.</p> <p>14. Click <b>“UnApplied”</b> (if open tenders) to view / apply for new tenders.</p> <p>15. Click <b>“In Progress”</b> (if limited tenders).</p>
<b>To Upload / Attach the Additional Documents</b>	<p>1. To attach the additional documents to any tender click <b>“Document Library”</b> and upload the same.</p> <p>2. Attach the required documents to the concerned tenders from document library section to the tender document screen. <b>(More explanations can find in “detailed help Manual”).</b></p>
<b>Download Documents</b>	<p>3. Click  <b>“Edit Attachment”</b> to view the tender documents which are received by the user.</p> <p>4. Tender document screen appears.</p> <p>5. Click <b>“Download (empty Document)”</b> to download the documents.</p>
<b>Upload Files – Technical Sheet/Price or Commercial Sheet/ EMD/Mandatory Documents</b>	<p>6. Click <b>“Attach”</b> to attach all the documents which are already saved in the uploaded in Document Library. This is the important and first step to be performed to avoid disqualification.</p> <p>7. Click <b>“Update EMD Details”</b> to feed the EMD details and upload the scanned EMD.</p> <p>8. When the user finishes with the filling and uploading of scanned BG/DD, the <b>“Red Color”</b> will automatically turn to <b>“Black Color”</b> which reflects that the user is two steps ahead for the submission.</p> <p>9. Click <b>“Download (empty Document)”</b> to download the Technical/Price Sheet and fill the same without changing the <b>“File Name”</b> and save on to the computer.</p> <p>10. Click <b>“Upload (Filled Document)”</b>, select the filled file which was already filled and saved in the same name. Click <b>“click here to digitally sign and upload”</b> to upload the filled Technical/Price Sheet to the tender.</p> <p>11. Note that when the user uploads the filled</p>

	<p>Technical/Price Sheet, the “<b>Red Color</b>” will automatically turn to “<b>Black Color</b>” which reflects that user is ready for the final submission.</p> <p><b>12.</b> Provide all the mandatory documents required for the tender.</p>
To Submit the Tender	<p><b>13.</b> Prior to submission, verify whether all the required documents have been attached and uploaded to the particular tender.</p> <p><b>14.</b> Note down / take a print of Acknowledgement copy once it displayed on the screen</p>
To Participate for the Opening	<p><b>15.</b> Tender opening event can be viewed online.</p> <p><b>16.</b> Competitors bid sheets are available in the website for all the participated bidders.</p>
E-Teender Support Help Line	<p>Customer Support: 080-40482121/126/080-40482000 (From 9 AM to 6 PM Monday to Saturday except on Govt. Holidays) Emergency Mobile Numbers: 7011974208 Email ID: utiitsletenders@gmail.com, chandraprakash.t@antaressystems.com [Please mark CC: raghuprashanth@etenderwizard.com</p>
UTIITSL Contact Person	<p>Mr. Bama Iyer (UTIITSL official, Telephone No: 022-67931023 / 1045, email.id: bama.iyer@utiitsl.com</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.