

UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED

Name of the Bid: Bid for AMC renewal of HSM (Hardware Security Module) Device

General Information

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

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

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

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

The tender document consists of 3 parts:

I) General Conditions

II) Special Conditions

III) Bid Form

Signature of the Bidder

PART – I

General Conditions

1. **Name of the Bid:** Bid for AMC renewal of HSM (Hardware Security Module) Device.

2. **Important Dates :**

Last Date/Time of procuring of official copy of Tender Document: To be able to participate in this tender, interested bidders are required to officially procure the tender document from <https://www.tenderwizard.com/UTIITSL> before 6:00PM on 9th February, 2020.

Last date and time of raising the queries on the tender documents: The last date and time of raising the queries is before 5:00PM on 28th January 2020.

Last Date/Time of uploading of tender bids: The last date of receipt of tender bids is upto 3:00PM on, 10th February, 2019. After this time, no bids can be uploaded.

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

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

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

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

4. **Bid Security / Earnest Money Deposit (EMD):** The tender should be accompanied by a Demand Draft / Pay Order / Banker’s Cheque as Earnest Money Deposit (non-interest bearing) of Rs.15,000/- (Rupees Fifteen Thousand Only).

The Earnest Money Deposit should be paid by way of Demand Draft/ Pay

Signature of the Bidder

Order in favour of “UTI Infrastructure Technology And Services Ltd, Mumbai”.

For unsuccessful bidders, the same instrument may be returned without encashing. However, the Bid Security / EMD of successful bidder will be returned after signing of the Service Level Agreement (SLA).

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

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

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

5. **Validity of the bids:** Generally, the bids will be valid for a period of One Hundred Eighty days (180 days) from the date of opening of the financial bid for acceptance, subject to increase in the validity of rates by mutual consent. However, in case of rate contract, the rates will be valid for a period of minimum **Two years**, extendable by mutual consent for one more year. The agreement which would be entered into with the bidder / vendor or the work order which would be issued to the bidder / vendor would define the validity of the rates more specifically and that would be overriding this clause. In case of rate contract, the purchase order will be issued as and when the requirement arises.
6. **Authorized Signatory:** The bid can be submitted **online by OEM/ OEM Authorized Channel Partner / Solution Provider**. The Bid shall be submitted under Digital Signature of person duly authorized to bind the Bidder to the Contract.

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

7. **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

Signature of the Bidder

treated invalid:

- A. Offline Documents should be preferably sent by Speed Post or Registered Post or by depositing in the “Offline Documents Box”.
 - B. Documents duly superscribed, should be sent only to the address mentioned as above, (i.e. “**Deputy Vice President (IT)**, UTI Infrastructure Technology And Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400 614”), if sent by Speed Post or Registered Post.
 - C. Acknowledgement will be given to Department of Post only for documents sent by Speed Post and Registered Post.
 - D. UTI ITSL takes no responsibility for any tender not submitted in time.
 - F. UTI ITSL takes no responsibility for offline documents not reaching at all.
 - G. UTI ITSL takes no responsibility for offline documents received in torn, opened or mutilated conditions. Such documents may not be accepted at all and are liable for rejection.
 - H. In case of offline documents received in proper condition by UTI ITSL, the role of UTI ITSL is limited and restricted to putting the same in the appropriate “**Offline Documents Box**” if the aforesaid documents are received in time as stipulated in the conditions laid out.
 - I. It is, therefore, advised that prospective bidders should deposit the offline documents directly in the “Offline Document Box” to avoid any delay in submission or to avoid any tearing / accidental opening during sending by post.
 - J. Envelope, containing offline documents should be superscribed as advised above. Envelopes, which are not superscribed, or not addressed may not be considered.
 - K. Envelopes, which are not addressed properly, may not be considered.
8. **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.**
9. 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.

Signature of the Bidder

10. **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.
11. **The price quote figure / amount shall be quoted in the financial bid only and not in the Technical Bid.**
12. **No price quote figure/ amount shall be quoted in the supporting Offline Documents which are to be deposited in hard copy.**
13. 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.
14. 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.
15. Interpretation and decision by UTI ITSL on the terms of the tender will be final and binding.
16. All the conditions of the tender and the advertisement in the press (if advertisement released) will form a part of the agreement.
17. 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.
18. **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 28th January 2020, afterward which no queries would be entertained. No telephonic discussion or personal meeting would be entertained.

Signature of the Bidder

- 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.

19. **The process:**

- a. The Technical bids would be declared opened at 3.30PM 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

20. **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

Signature of the Bidder

payment to the respective authorities. Income Tax / TDS or other statutory levies, in accordance with rules as applicable will be deducted at source by UTI ITSL from the quoted amount.

21. **Central Excise: Only in case of the applicability** of the excise duty, the bidder/ vendor merely by filling the tender form confirms that the payment to the central excise would be on his account and that 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.
22. **Insurance: Only in case of the applicability**, 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.

23. **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.
24. **Agreement:** A suitable agreement would have to be entered into with UTI ITSL, failing which the EMD would not be returned and the work order would not be issued. If the terms and conditions of the agreement are not acceptable to the Vendor, then UTI ITSL reserves the right to reject the tenders. In the absence of any specific agreement, any offer made in response to this tender, when accepted by UTI ITSL, will constitute a contract between UTI ITSL and vendor / bidder.

Signature of the Bidder

25. **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.
26. UTI ITSL reserves the right:
- i) To accept in its sole and unfettered discretion any tender for whole or part quantities/ part work.
 - ii) To award the contract to one or more number of bidders / vendors, either on lowest price, equal price or on different prices.
 - iii) To enter into parallel contracts simultaneously or at any time during the period of the contract with one or more tenderer(s) as UTI ITSL may deem fit.
 - iv) To place adhoc order simultaneously or at any time during the period of the contract with one or more tenderer(s) for such quantity and for such jobs as UTI ITSL may deem fit.
 - v) UTI ITSL does not bind itself to accept the lowest or any tender to assign any reason for non-acceptance of the same.
27. **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.
28. **Testing:** UTI ITSL reserves the right to get the material tested at the cost of the vendor/bidder.
29. **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.
30. **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.
31. **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

Signature of the Bidder

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.

32. **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.
33. **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.
34. **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.
35. **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.
36. **Extension of contract:** As stipulated by UTI ITSL, after the period of expiry, the agreement can be extended on mutual consent for a further period of one year or upto the period till new contract comes in force. However this option can be exercised only by UTI ITSL.

Signature of the Bidder

37. **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.
38. **Delay:** The supply/support and deployment period stipulated as define below in support terms clause no.40. 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.
39. **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.
40. **Support Terms:**
The vendor should clearly adhere to the following support terms,
For HSM Device and Associated Licenses
- The vendor should provide 2 Years onsite comprehensive AMC support which includes software Upgrades, Updates, patches & support on hardware from OEM.
 - **System Health Check and/or Performance Analysis:** The vendor should perform tool based health check on monthly basis for the HSM Device to assess HSM Device configuration, performance and security. Comprehensive health check reports including compliance against best practices in the areas of server configuration, performance and security should be delivered post the health check. The report should also highlight improvement areas and any gaps against best practices.
 - **Patch Analysis:** Vendor would be conducting routine check and patch analysis (OS/firmware) for HSM device and associated software.
 - **Firmware Upgrade:** Vendor would be conducting routine Firmware analysis, risk and exposure to environment. The upgrade activity would be carried out in accordance with the Vendor's laid down procedures for the firmware upgrade to ensure that there is minimum impact on the UTI ITSL's IT operations.
 - Half yearly (Six month) Proactive Services such as HA technical assessment for HSM Device etc, would be provided.
 - The service will be available 24X7X365 days with the exception of any unexpected outage and system maintenance.
 - For hardware equipment support, the vendor should provide 24X7X365 days with 6 hrs CTR.
 - **Unexpected outages:** In the case of an unexpected outage, Vendor personnel will provide support either remotely or onsite as per the criticality of the incident happened to restore the services to normal

operation level as quickly as possible. Communication about outages will be communicated by UTI ITSL.

- **Planned maintenance:** All disruptive system maintenance will be performed as per the schedule approved by UTI ITSL. This activity mostly will be held on Sundays or any public holidays. We anticipate that disruptions maintenance will occur rarely (less than two to three times per year).
- **Emergency maintenance:** In rare situations, it may become necessary to perform emergency maintenance to correct service issues or to prevent an imminent service issue. In these situations, vendors will arrange technical expert at the site to resolve the issues.
- Any activities which are not mentioned or missed to specify in this tender related to any configuration changes on HSM setup at DC-DR or Remotely from CBD Belapur should be performed by the selected vendor/agency at no extra cost.

Service Level Agreement (SLA): Mandatory & Non-negotiable:

Support Elements		
Overall Uptime commitment for existing installed HSM Device under this tender including hardware & software	99.5% i.e. max downtime allowed 1.82 days (43.68 hrs) per year	
Hardware Support	Critical Support (Type A)	Normal - Support (Type B)
Yearly Unplanned Downtime - Hardware (Maximum on cumulative basis)	0.91 days	1.82 days
Call to Resolution - Hardware	6 Hours 24x7x365 basis	12 Hours 24x7x365 basis
Software Support	Critical Support (Type A)	Normal - Support (Type B)
Response - Call logged to be attended (Software)	6 Hours 24x7x365 basis Monday to Sunday	6 Hours 0900 -1800 hrs, Monday to Sunday
Downtime affecting Business	Will be added to overall downtime	Will be added to overall downtime

Definitions & Explanations

- **Down Time:** - Any unplanned down time, irrespective of hardware or software, during which the services are not available due to the maintenance service provided by the selected vendor.
- **Cumulative downtime:** - Downtime for each instance of breakdown, irrespective of hardware or software, would be cumulated over one year.

Signature of the Bidder

- **Additional Cumulative downtime:** - Downtime over & above the permissible cumulative down time in one year. E.g. If Unplanned downtime as per SLA is 1.82 days (43.68 hours) then number of hours beyond 43.68 hours is treated as additional cumulative down time.
- **Additional Cumulative downtime per annum per site:** - Downtime over & above the permissible cumulative down time in one year per site.
- The penalty would be calculated on yearly basis and would be deducted / adjusted from the submitted bank guarantee or from balance amount due to the vendor.

Overall Uptime

- **Uptime:** The Agency / Vendor will ensure an uptime of 99.5 % on yearly basis.
- Every site is to be maintained separately as per above SLA.
- **For Violation of uptime clause during AMC period:** For every hour or part there of additional cumulative down time per annum per site. For every one percent less than the yearly uptime commit of 99.5% for the given setup, the penalty shall be calculated / charged 1% as per the uptime range defined below and the maximum penalty under this agreement will be limited to 10% of the yearly total payable amount or this amount may be adjusted in submitted PBG.
- These penalty terms will not be changed

Uptime	Penalty
99.5% & Above	No penalty
98.5 to 99.4%	2% of the yearly payable amount
97.5 to 98.4%	4% of the yearly payable amount
96.5 to 97.4%	6% of the yearly payable amount
95.5 to 96.4%	8% of the yearly payable amount
95.4 & Below	10% of the yearly payable amount

41. **Termination of Contract:** In case if it is found that the work/supply/service is not as per requirement / standards, time lines, or the frequency of corrective measures required is high then UTI ITSL retains the right to terminate the Contract with the selected vendor and in such case, the Vendor will not be entitled to claim any damages from UTI ITSL or make any claim for fees in respect of such unsatisfactory / substandard services / supply / work.

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

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

43. **Confidentiality:** The Agency shall maintain strict confidentiality of all the documents, information, data coming in possession of the Agency as a result of awarding the contract and also any oral, written or other information disclosed for evaluation or for any other purposes shall be considered as confidential information passed on to the Agency.

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

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

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

45. **Breach of clause:** In the event of any breach or threatened breach of any clause by the Agency / bidder and/or individual assigned by the Agency for the performance of the services, the Agency shall be liable to pay damages as may be quantified by UTI ITSL. Apart from the above, UTI ITSL shall have the right to proceed against the Agency and/or its assigned person/s under appropriate law.

46. **Essence of contract:** The Vendor shall carry out the work / provide the services/ complete the supply as per the specifications and standards laid out within the stipulated time. **It is clarified that carrying out the work or providing services or supply of goods as per specified quality in specified quantity in specified time is the essence of the contract.** Not adhering to above shall entail UTI ITSL to rescind the contract and forfeit the security deposit and in which case, there shall not be any claims for damages against UTI ITSL by the Vendor. Further the UTI ITSL shall have the right to get the unfinished services done/supply made, if any by virtue of the said revocation of the contract, through other sources and

the expenses incurred thereof shall be borne by the Vendor in default. The Vendor shall also indemnify UTI ITSL against any loss, damage, expenses, costs etc, incurred by UTI ITSL as a result of the said delay in timely completion of the said services / jobs, by the Vendor.

47. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Mumbai only.
48. **Submission of bills:** The Vendor shall submit the bills correct/accurate in all respects with required challans / receipts and with all relevant documents as specified by UTI ITSL from time to time, by **10th of every quarter** at the end (or any other date specified) for the work carried out / services rendered / material supplied in the previous quarter and the same shall be settled by UTI ITSL by the end of the quarter or earlier. Applicable TDS, etc. will be deducted at source as per rules. The bidder may choose to send the bills early if they decide to do so and UTI ITSL will take required steps to settle the bill if it is complete in all respect and the goods/ services covered by it are rendered to the satisfaction of UTI ITSL.

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

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

Signature of the Bidder

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

PART II – SPECIAL CONDITIONS

A. Scope of Work:

UTI Infrastructure Technology and Services Limited (henceforth referred as UTI ITSL) invites technically complete and commercially competitive online bid from prospective OEM / OEM authorized channel partner / solution provider / Service provider / dealers for providing onsite comprehensive support for the period of Two years on the two nos. of HSM (Hardware Security Module) setup (Make/Model: Thales / n Shield Connect 500+) installed at our UTI ITSL Data Centre at RailTel Secunderabad and DR at RailTel Gurugram respectively.

The selected vendor would have to support for both Hardware and associated software related problem during the period of AMC support/contract.

All the parts i.e. Hardware, accessories and associated software should be covered under comprehensive maintenance support which should include all consumable parts, if any.

Direct onsite comprehensive 24X7X365 days with 6 hrs CTR support (**Back to Back OEM arrangement**) for hardware parts replacement and any reported call resolution on the said equipments / setup should be made available by the selected vendor at all the locations i.e. CBD Belapur (Navi Mumbai) where UTIITSL IT application team seated and HSM installed at Secunderabad and Gurugram.

Wherever the vendors are unable to repair the said equipment and other related parts then standby unit / part should be provided or else penalty will be imposed as per the support and penalty terms.

For maintenance services to be rendered, the services will be at the doorstep of the UTI Infrastructure Technology And Services Limited office where said HSM devices are installed and IT application team seated.

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

a) Eligibility Criteria:

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

- The Bidder should be authorized to bid the said tender from the OEM to support the specified model of HSM. (A letter to be submitted to UTI ITSL from the OEM stating that the Bidder is authorized to Participate in the said tender). The OEM authorization letter not required if OEM directly participate in the tender. **This Letter shall be submitted online along with the Technical bid.**

Signature of the Bidder

- Certificate of Incorporation / Shop establishment Certificate should be attached. **This Certificate shall be submitted online alongwith the Technical bid.**
 - The turnover of the Company should be of minimum 3 Crore in each of the last 3 financial years – CA/ CS Certificate should be attached. Please do not attach the entire profit and loss statement (balance sheet). **This CA / CS Certificate shall be submitted online alongwith the Technical bid.**
 - The bidder should submit 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. **This Letter shall be submitted online alongwith the Technical bid.**
 - GST registration Certificate. **This Certificate shall be submitted online alongwith the Technical bid.**
 - Letter of acceptance of all terms and conditions. **This Letter shall be submitted online alongwith the Technical bid.**
 - Signing Authority Letter. **This Letter or Power of Attorney document shall be submitted offline alongwith the Technical bid.**
 - Vendor should have prior experience of carrying out such work/services to minimum 3 (Three) other organizations, submit the client list with complete contact details including Name of Company, Address, contact number and email ids etc. **This Letter shall be submitted online alongwith the Technical bid**
- b) UTI ITSL reserve the right to terminate the AMC contract at any time during the contract period by given a prior notice of Thirty (30) days and the AMC amount would be made on pro-rata basis.
- c) There are no consumables extra, if any
- d) In the event of likely termination of production of spare parts, the bidder should stock up such parts.
- e) **Order Cancellations:**
The Company reserves its right to cancel the AMC renewal order in the event of one or more of the following conditions:
- Delay in providing the services beyond 1 week from the date of complaint logged.
 - Serious discrepancy in products/ support SLA noticed during the post inspection.
 - In addition to the cancellation of AMC order, Company reserves the right to claim the damages from the vendor.
- f) The bidder shall provide a complete 2 (Two) Years onsite comprehensive AMC support on the said HSM (Hardware Security Module). This period shall cover all parts, labour and consumable item if any. The Proof of OEM Service and back to back support

Signature of the Bidder

would have to be provided by successful bidder in the name of UTI ITSL.

g) **Payment Terms:** AMC Payment would be made quarterly at the end of each quarter. These payment terms will not be changed. The vendors are required to quote on these payment terms only.

B. Delivery and Installation: The vendor shall be responsible for delivery, installation and support on the equipment ordered for replacement at specified office address and for making fully operational at no additional charges.

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

D. Technical Compliance sheet is given in the Annexure -1

HSM (Hardware Security Module) Device Technical Compliance Sheet:

S/N	Description of Item	Compliance (Yes/No)
1.	<p>Make/Model: Thales / n Shield Connect 500+</p> <p>Signing Speed: RSA 2048 bit-at least 100 TPS, RSA4096 bit-at least 50 TPS.</p> <p>OS Support: Windows server 2003, 2008, 2012, Sun Solaris, HP-UX, IBM AIX, Linux/Solaris for x86.</p> <p>Virtual system Support: VMWare, Hyper-V</p> <p>Host Connectivity: TCP/IP Network based appliance</p> <p>Safety, Security and environmental compliance: Comply to standards like FIPS 140-2 Level-3, EAL4+ROHS,FCC ,UL</p> <p>Hash/HMAC Algorithm: MD5, SHA-1, SHA-2, SHA-256</p> <p>Key Length Supported: 1024bit to 4096bit</p> <p>Symmetric Algorithm: AES, DES , Triple DES, MD5, SHA 1, SH 2, SHA-256</p> <p>Application Interfaces (APIs): Compatibility: PKCS#11, CAPI, OpenSSL, JCE/JCA</p> <p>Client Authentication: Support for hardware authentication of a client application server to a network attached HSM</p> <p>Support for multiple HSM: No additional / specific software's, required to support multiple HSM appliances</p> <p>Multiple HSM: The ability to combine multiple HSMs to create a highly resilient network for load balancing and failover.</p>	
2.	Application Integration Support	

Print on Bidder's Letter Head

PART III

COMMERCIAL BID FORM

Date:

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

Sir,

Sub: Bid for AMC renewal of HSM (Hardware Security Module) Device

This is with reference to your tender due on 10th February 2020. We are interested in getting our Company / firm empanelled in your organization for providing **AMC renewal of HSM (Hardware Security Module) device**.

We have read and understood the details as given in the tender information (Part I and Part II) regarding the scope of work and terms and conditions for the selection of vendors for the **Bid for AMC renewal of HSM (Hardware Security Module) Device** and bidding for the contract. The tender conditions are acceptable to us. We have been given all the required information from UTI ITSL. We certify that we are eligible and qualified as per the said Terms. The duly signed copies of the terms are attached herewith. We understand that separate cost comparative statement will be prepared for items and L1 will be decided by UTI ITSL as per the terms indicated.

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

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

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

An Bid Security / EMD of Rs.15,000/- (Rupees Fifteen Thousand only) is enclosed

Signature of the Bidder

PRICE QUOTE
Commercial Bid Form for AMC renewal of HSM (Hardware Security Module)

Table -1: (AMC renewal proposal for HSM (Hardware Security Module))

S/N	Location	Make/ Model	Description of Items	OEM Serial Number	AMC Period	Annual Per Unit AMC Rate	Total AMC Amount for 2 Years	
1	Secunderabad	Thales NH2054 / n Shield Connect 500+	Thales / n Shield Connect 500+ F3 with associated software licenses and other accessories, if any etc	36-NC5826A	Two Years			
2	Gurugram	Thales NH2054 / n Shield Connect 500+	Thales / n Shield Connect 500+ F3 with associated software licenses and other accessories, if any etc	36-NC5827A	Two Years			
Total AMC amount exclusive of all taxes								
Total AMC amount exclusive of all taxes for the period of two years in words:								

Price quoted for providing AMC renewal of HSM (Hardware Security Module) device is inclusive of everything i.e charges related to delivery, installation, transportation and Labour etc. but exclusive of all the applicable taxes, cess and any other outgoing payable to any authority. The rate should be exclusive of any other present or future outgo (for the period of contract) by whatever name called. The service tax, GST as per applicability should be also exclusive. All such outgoings will be reimbursed on showing the proof of payment to the respective authorities. Income Tax / TDS or other statutory levies, in accordance with rules as applicable will be deducted at source by UTI ITSL from the quoted amount.

Thanking you,

Yours faithfully,

Signature of Authorized Person

PAN Number of the agency

Signature of the Bidder

“Technical Bid”

Senders name & address:

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

Sir,

Technical Bid for AMC renewal of HSM (Hardware Security Module) Device

I/We refer to the e-tender released by UTI ITSL in the Antares e-tender portal on 20th January 2019 and I/We/ the undersigned am/are submitting this online Bid for AMC renewal of HSM (Hardware Security Module) Device, the above mentioned requirement on the terms and conditions as mentioned in the online document as available on the website:
<https://www.tenderwizard.com/UTIITSL>

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

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

S/N	Description	Details (as applicable)
1	Name of Company	
2	Address	
3	Contact Details:	
	(a) Name of the contact person.	:
	(b) Telephone no. with STD code	
	(c) Mobile No.	:
	(d) Fax No.	:
	(e) e-mail	:
4	PAN No. (enclose copy)	
5	GSTIN No. (enclose copy)	
6	Type of the bidder:	
	A) A private business entity, limited company or limited liability partnership or partnership etc.	

Signature of the Bidder

	B) Indian Government Company or a Public Sector Undertaking or a Public Sector Bank.	
	C) Indian/ State Government Department or Ministry or Body.	
7	Certificate of Incorporation / Shop Establishment Certificate (Submit the Certificate as Online Document)	
8	GSTIN Registration Certificate (Submit the Certificate as Online Document)	
9	Technical Compliance Sheet (Submit the Compliance sheet as Online Document & sheet given as Annexure -1)	
10	Turnover for each of the last three financial years: (Should be minimum 3 Crore) Provide a certificate from CA/CS. (Submit the Certificate as Online Document)	
11	OEM Authorization letter: A letter to be submitted To UTI ITSL from the OEM stating that the Bidder is authorized to Participate in the said tender (Submit the Letter as Online Document)	
12	Vendor should have prior experience of carrying out such work/services to minimum 3 (Three) other organizations, submit the client list with complete contact details including Name of Company, Address, contact number and email ids etc (Submit the Letter as Online Document)	
13	Self declaration letter for bidder has not been blacklisted / debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body. (Submit the Self Declaration Letter as Online Document & format given as Annexure - 2)	
14	Letter of Acceptance of all terms and conditions (Submit the Letter as Online Document & Format attached as Annexure - 3)	
15	Bid Form (Tender Document) (Submit the Signed and Stamped tender document as Online Document)	
Offline Documents		
16	Signing Authority Letter / Power of Attorney (POA) (Submit the Signing Authority Letter as Offline Document & format given as Annexure - 4) or Power of attorney may be a standard document of Bidder company	
17	Bid Security / EMD (Earnest Money Deposit) (Submit the Bid Security / EMD as Offline Document)	

Signature of the Bidder

SELF DECLARATION LETTER

Date: -

To,

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

Subject: Self Declaration letter regarding “Not Blacklisted”

Dear Sir,

This is with reference to the tender for “Bid for AMC renewal of HSM (Hardware Security Module) Device” for UTI Infrastructure Technology And Services Limited, we hereby declare that we have not been blacklisted / debarred by any government department / agency, Reserve Bank of India, Nationalized bank, or any Public Sector Unit or body.

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

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

Subject: Letter of Terms & Conditions Acceptance.

Dear Sir,

This is with reference to the tender for “Bid for AMC renewal of HSM (Hardware Security Module) Device” due on (Please specify tender due date).

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

For (Name of the Bidder Company)

Authorized Signatory

(Seal & Stamp)

Signature of the Bidder

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

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

Subject: Signing Authority Letter

Dear Sir,

This is with reference to the tender for “Bid for AMC renewal of HSM (Hardware Security Module) Device” due on (Please specify tender due date)

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

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

Annexure - 5**UTI ITSL office location details where the HSM devices are installed.**

S/N	Locations	Branch Address	Qty
1	Secunderabad	UTI Infrastructure Technology and Services Limited, C/o RailTel Corporation of India Limited, 2nd Floor, B-Block, Rail Nilayam, Secunderabad TELANGANA - Pin 500071	01
2	Gurugram	UTI Infrastructure Technology And Services Limited C/o Railtel Corporation of India (Corporate Office) First Floor, Plot No – 143, Industrial Area Sector – 44, Gurgaon – 122003	01
Total			02
Office where UTIITSL IT Application Team seated			
3	CBD Belapur	UTI Infrastructure Technology And Services Ltd Plot No 3, Sector 11, CBD Belapur, Navi Mumbai - 400 614	

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

Signature of the Bidder

Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 3 issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

Registration:

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

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

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

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

Tenderwizard Helpdesk	
Telephone/ Mobile (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 , sushant.sp@antaressystems.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 Mr. Shahid Akhtar (UTI ITSL official, Telephone No: 022-67931288 / 1292, Mob. No. 9987376888 email.id: Shahid.akhtar@utiitsl.com
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Signature of the Bidder

Some Bidding related Information for this Tender (Sealed Bid)

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

Offline Submissions:

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

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

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

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





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.

Signature of the Bidder

	<p>7. Click  to view the cost free documents.</p> <p>8. Click  to print the detailed tender notice.</p> <p>9. Click  to print the tender notice.</p>
Login	<p>10. Open any Browser (Microsoft 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 – Technical Sheet/Price or Commercial Sheet/ 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 Technical/Price Sheet and fill the same without changing the “File Name” and save on to the computer.</p> <p>25. Click “Upload (Filled Document)”, select the filled file which was already filled and saved in the same name. Click “click here to digitally sign and</p>

	<p>upload” to upload the filled Technical/Price Sheet to the tender.</p> <p>26. Note that when the user uploads the filled Technical/Price Sheet, the “Red Color” will automatically turn to “Black Color” which reflects that user is ready for the final submission.</p> <p>27. Provide all the mandatory documents required for the tender.</p>
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.