

UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED
Plot No. 3, Sector-11
CBD Belapur, Navi Mumbai – 400 614

Date: 10th November 2020

**E-Tender Notice No. UTIITSL_43 Bid for Service Provider for Integration
and Implementation of Internet Payment Gateway Services**

General Information

UTI Infrastructure Technology And Services Limited (UTI ITSL) invites tenders/ invitation to bids/ invitation of Expression of Interest **for Service Provider for Integration and Implementation of Internet Payment Gateway Services.**

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

We request you to visit the website www.utiitsl.com daily for updates and download the details and respond to it on a regular basis.

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

The Tender document consists of 3 parts:

I) General Conditions

II) Special Conditions

III) Bid Form

Signature of the Bidder

PART – I

General Conditions

1. **Name of the Bid:** E-Bid for Service Provider for Integration and Implementation of Internet Payment Gateway Services

2. **Important Dates :**

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

To participate in this tender, interested bidders are requested to officially download the Bid form and other related documents from <https://www.tenderwizard.com/UTIITSL> on 10th November 2020 to 29th November 2020 upto 6:00PM

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

The last date and time of raising the queries is from 10th November 2020 to 17th November, 2020 upto 3:00PM

Last Date/Time of uploading of tender bids: The last date of upload and receipt of bids is upto 3:00PM on 30th November 2020. After this time, no bids can be uploaded.

Date of Online opening of the tender bids: The bids will be opened on the same day i.e. the last date of uploading and receipt of the tenders, at 3:30PM on 30th November 2020.

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

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

4. **Bid Security / Earnest Money Deposit (EMD):** The Bid should be accompanied by a e-payment as Earnest Money Deposit (non-interest bearing) of Rs.15,000/- (Rupees Fifteen Thousand Only) in favour of "UTI Infrastructure Technology And Services Ltd, Mumbai".

Bid Security / EMD exempted to MSME and NSIC Registered Company only. Registered bidder should submit valid MSME and NSIC registration Certificate along with the bid in support of the exemption.

For unsuccessful bidders, the EMD will be returned without any interest.

Signature of the Bidder

However, the Bid Security / EMD of successful bidder will be returned after submission of bank guarantee.

If the Bid Security / EMD is not submitted then UTI ITSL reserves the right to reject the bid without any further reference.

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

5. **Bank Guarantee:** For successful bidder/s, an independent, irrevocable, Continuing Bank guarantee of appropriate amount (i.e 10% of the work order value) as decided by UTI ITSL will have to be given by the bidder at the time and date specified by UTI ITSL. The Bid Security / EMD would be returned thereafter.
6. **Validity of the bids:** Generally, the bids will be valid for a period of 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 Three (3) 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. During this period of validity, there shall be no increase in rates.
7. **Authorized Signatory:** The bid can be submitted online by OEM/ OEM Authorized Channel Partner / Solution Provider. **The Bid shall be submitted under Digital Signature of the person duly authorized in this regard to bind the Bidder to the Contract.**

The Bid can be so signed and forwarded by bidder or bidder's representative.

The intending bidders should submit the proof for EMD deposit and request letter to participate in the E-Auction, in case of E-Auction tender alongwith self attested copy of 1. Proof of identity 2. Current address proof 3. PAN Card 4. valid email id 5. contact no. 6. Affidavit and Undertaking and other related documents as required to be submitted 7.

Signature of the Bidder

Bid application form etc.

The Representative of Bidder will have to enclose the Letter of Authority (LOA)/ the Power of Attorney (POA)/ Board Resolution as the case may be **duly executed by the bidder as online document**, otherwise the offer shall be liable to be considered as null and void at any stage as per the decision of UTI ITSL. This LOA/ POA/BR shall empower the representative to take 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/Entity for whom the bid is submitted. 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.

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 “**Tender Box**” would not be considered. The bid would be only considered when it is e-tendered. However, **in no case should the bid per se may be deposited in the tender box.**
9. **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.
10. **The price quote figure / amount shall be quoted in the financial bid only and not in the Technical Bid.**
11. **No price quote figure/ amount shall be quoted in the supporting online Documents to be submitted in technical bid.**
12. In the **online documents** all the over writings should be duly authenticated by signing beside such over writings. Any changes/addition/deletion made while filling in the forms would have to be authenticated by signing beside such changes/addition/deletion, failing which the proposal is liable to be rejected.
13. The bid form which is to be filled by the bidder should be downloaded from

Signature of the Bidder

the web site <https://www.tenderwizard.com/UTIITSL> and no attempt should be made for making any change or correction 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 will be liable to be considered as invalid.

14. Interpretation and decision of UTI ITSL on the terms of the Tender shall be final and binding.
15. All the conditions of the Tender and the advertisement in the press (if advertisement released) will form a part of the Agreement.
16. UTI ITSL reserve its right to call for any clarification / papers required for scrutiny from anyone including the Bidder. UTI ITSL will be at liberty to take any clarification or document or certificate from the associated banks and other agencies for scrutiny purpose or for deciding on the bid.
17. **Pre-bid Meeting:** No Pre-bid Meeting for this Tender will take place. The queries should be submitted online on the website <https://www.tenderwizard.com/UTIITSL> and the answer to all the queries raised by any prospective Bidders would be uploaded on the website <https://www.tenderwizard.com/UTIITSL>. The last date of receiving queries shall be **upto 3:00 pm on 17th November 2020**, thereafter 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. Amendment,) if any, whatsoever, till the last date of Tender bid submission shall be made available, on the website <https://www.tenderwizard.com/UTIITSL> and shall be binding on the bidders.
 - b) The bidders are requested to regularly visit the website: <https://www.tenderwizard.com/UTIITSL> for any information. The final revised conditions, if any, as indicated in the corrigendum/ amendments/ clarifications/ extension/ changes regarding this Tender as uploaded on the said website shall be binding and may form a part of the Agreement.
18. **The process (Online bid):**
 - a. The Technical bids would be declared opened at 3.30 p.m. on the last day of submission of Bids.

Signature of the Bidder

- 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, evaluation of the technical eligibility of the Bidders shall be carried out by the UTI ITSL's Technical Evaluation Committee, thereafter a Technical Evaluation Report shall be prepared which shall detail the qualified/ disqualified bidders. The decision regarding qualification/ disqualification of the Bidders shall rest with UTI ITSL and shall be final and binding on the bidders.
 - f. Thereafter, the date of opening of the Financial Bid shall be intimated to the qualified bidders only. This would be informed through posting on the website <https://www.tenderwizard.com/UTIITSL>.
 - g. No separate intimation would be sent to bidders in this regard. The bidders are advised to regularly visit the website to keep themselves updated.
 - h. The Financial Bids shall thereafter be opened by a Tender Opening Committee of UTI ITSL as per mechanism set in the e-tenders.
 - i. The Financial Bids shall be opened in simultaneous online presence of the intending bidders.
 - j. It is clarified that the Financial Bids shall not be opened/ not be valid, for the Bidders who do not qualify in the Technical bids.
19. **Taxes:** All duties, taxes and other levies payable by the Successful Bidder under the Contract, or for any other cause as applicable shall be exclusive in the rates, prices and the total Bid Price submitted by the Bidder. All such outgoings will be reimbursed on showing the proof of payment to the respective authorities.

The payment of GST by service availer (i.e. UTI ITSL) to bidder (if GST payable by bidder) would be made only on the latter submitting a Bill/invoice in accordance with the provision of GST Act and the rules

Signature of the Bidder

made there under and after online filing of valid return on GST portal. Payment of GST is responsibility of bidder.

However, in case, the Successful bidder is unregistered under GST in compliance with GST rules, the bidder shall not charge any GST on the bill/invoice. In such case, applicable GST will be deposited by UTI ITSL directly to concerned authorities.

Input tax credit is to be availed by Paying Authority as per rule.

If UTI ITSL fails to claim Input Tax Credit (ITC) on eligible Inputs, input services and Capital Goods or the ITC claimed is disallowed due to failure on the part of supplier / vendor /bidder of goods and services in incorporating the tax invoice issued to UTI ITSL in its relevant returns under GST, payment of CGST & SGST or IGST, GST (Compensation to State) Cess shown in tax invoice to the tax authorities, issue of proper tax invoice or any other reason whatsoever, the applicable taxes & cess paid based on such Tax invoice shall be recovered from the bills or any other dues of the bidder/ agency/contractor/supplier / vendor along with interest, if any.

Income Tax will be deducted at source.

20. **Central Excise:** Only in case of the applicability of the excise duty, the bidder/ agency/contractor/supplier / vendor merely by submitting the Bid form confirms, that they would get registered with Central Excise, if required under the applicable law. Merely by submitting the Bid form, the bidder undertakes to indemnify UTI ITSL of any liability from Central Excise by virtue of this contract coming into force.
21. **Insurance: Only in case of applicability,** the Insurance for the work carried out upto the stage of handover and/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 submitting bid, the bidder/ contractor/supplier / vendor undertakes to indemnify UTI ITSL of any liability on the part of UTI ITSL.

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

Signature of the Bidder

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

22. **Safety Norms:** The intending bidder shall undertake to follow all the safety norms as specified in the law for the time being in force for the assignment awarded to him through this Tender. The bidder, merely by submitting the bid, undertakes to indemnify 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 in force and the bidder is advised to follow the prescribed safety norms.
23. **Agreement:** A valid, binding and legally enforceable Agreement, shall have to be entered into by and between UTI ITSL and the Successful Bidder, failing which the EMD, shall be forfeited or the work order would not be issued in favour of the successful bidder. If any of the terms and conditions of the Agreement are not acceptable to the Bidder, then UTI ITSL reserves its right to reject the Tender/s and forfeit the EMD. In the absence of any specific Agreement, any offer made in response to this Tender, will not constitute a valid and binding legal contract between UTI ITSL and Successful bidder.
24. **Right of Rejection:** UTI ITSL reserves its right to reject all / any bids / any part of it /quotations without assigning any reasons thereof and without entitling the Bidder to any claim or damages whatsoever.
25. UTI ITSL reserves its right in the following aspects:
 - i) To accept in its sole and absolute discretion any tender for whole or part quantities/ part work.
 - ii) To award the contract to one or more number of successful bidders, 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 bidder(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 bidder(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.

Signature of the Bidder

26. **Negotiation:** Generally, no negotiations would be carried out. However, if it deems fit, negotiation may be carried out only with the lowest bidder and if the order has to be split across more than one bidders then it could be done on L1 or negotiated rates with L1, whichever is lower.
27. **Testing:** UTI ITSL reserves its right to get the material tested at the cost of the bidder.
28. **Samples:** Wherever required, the bidders are advised to acquaint themselves with the samples and specifications before bidding to have more clarity. For this, they may contact the designated officer to whom the tender has to be submitted as per address given herein above.
29. **Eligibility:** The intending bidder should adhere to the eligibility criteria. In any case, they should have prior experience in the same area, as put to bid, in their supply/service to other organizations of repute. UTI ITSL reserves its right to check their credentials with the organizations they have been associated with and if found incorrect, the tender is liable to be rejected.
30. **Availability of requisite permissions and licenses and compliance with the statutory provisions:** The intending bidder is required to follow all Rules and Regulation laid down in the statute as may be applicable for such type of work / supply / services for which they are bidding through this tender.

The nature of work is such that it may or may not involve manpower. In case manpower is required, then the bidder merely by submitting of the tender form confirms that the bidder has all the requisite permissions and trade and other required licenses to carry out all the works as stipulated by this Tender. Further, merely by submitting the Bid form, the bidder reconfirms that the bidder has complied with all the statutory provisions of the Central, State, Local and Municipal laws in force including those for manpower. The bidder also confirms merely by submitting of the Tender form, to comply with any laws that may be enforced upon by the legislature in future.

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

Valid registrations viz., GSTIN Registration / Sales Tax / VAT / Central Excise and with any other authorities as applicable as per requirement should be available with the agency and be produced as and when required or demanded by UTI ITSL.

Signature of the Bidder

Consequences of insufficient permissions / licenses or compliances on the part of the bidder would be to the bidder's account and the bidder merely by submitting of the tender form shall be indemnifying UTI ITSL of any or all such consequences.

31. **Blacklisting/Debarring:** In case the Bidders has been black listed and/or debarred by any Government department / Agency, Reserve Bank of India, Nationalized bank, or any Public Sector Unit or Company or body, then bidder is advised not to submit the bid if they have been disqualified by any as such the Government department / Agencies /Bank /PSU/Company or body.
32. **False Information:** In case if it is found that the Successful bidder has not given the correct information and flouted any condition or the Successful bidder does not have all the required licenses and all the statutory permissions, whatsoever required, to carry out the activity as required in this Tender and allied works then UTI ITSL reserves its rights to cancel the work order at any stage issued to the Successful bidder and award quantum of work in the manner as deemed fit.
33. **Indemnity:** Further, by submitting this bid, the bidder undertakes to indemnify UTIITSL and/or its Affiliates for any of the consequences arising out of or in connection with unavailability of any of the requisite permissions/ licenses / insurances / any other statutory permission, quality of goods supplied and/or work required for the project, delay in completing the project whatsoever required for carrying out this work. Also by submitting this bid, the bidder undertakes to indemnify UTIITSL and/or its Affiliates for any of the consequences arising out of or in connection with noncompliance of any of the provisions laid down in the statute applicable for bidders or their representatives/ officials in carrying out this work.
34. **Claim for increase in rates:** Any claim for increase in rates on account of any reason whatsoever shall not be entertained for the period of Three years as stipulated in the Agreement.
35. **Extension of Contract:** As stipulated by UTI ITSL, after the time period of expiry of Contract, the time line stipulated in the Agreement may be extended on mutual consent for a further period of One year or upto the period as would be mutually decided by the parties to it or until a new contract comes into force. However this option shall be exercised solely by UTI ITSL.
36. **Readiness:** The Successful bidder should ensure that the manpower/

Signature of the Bidder

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.

37. **Delay:** The Integration, Testing, Commissioning of **Internet Payment Gateway services** period stipulated is **Six (6) weeks** from the date of purchase order. If the Successful bidder does not start the work as per work order and/or if it is felt at UTI ITSL that the pace of work is slow and/or is likely to delay the work/ service / supply/correction/modification required for completion of work is not taking place as per the requirement , UTI ITSL reserves its right to terminate the Contract, levy the penalty and also reserves its right apart from legal remedies available, to carry out such work / service / supply at the sole risk and cost of the bidder.
38. **Right to reject the work/ service which is not as per the specifications or the terms:** UTI ITSL shall have the right to reject the work/ services at any stage if they are found not meeting/matching the specifications laid down or are not as per the terms and conditions of the Agreement, Tender / work order. No Charges will be paid for the defective work/service. UTI ITSL reserves its right to reject the items of brand other than specified.
39. **Penalty:** UTI ITSL reserves its right to levy penalty at its discretion for the delay in execution of the work and/or delay in supply and/or delay in service. The penalty amount would be **one percent** of the amount put to Tender per week subject to a ceiling of 10%. This penalty would be more clearly specified in the Agreement to be entered into.
40. **Termination of Contract:** In case it is found that the quality of work/finished work/ service/ supply is not as per requirement and/or standards or stipulated timelines and/ or the frequency expected for corrective measures required is high then UTI ITSL shall have the right to terminate the Contract with the Successful bidder unilaterally and or its representatives/assignees, as the case may be, and in such case, the bidder shall not be entitled to any claim or damages or demand, whatsoever, from UTI ITSL or make any claim for fees in respect of such unsatisfactory and/or substandard services and/or supply and/or work.

As also UTI ITSL reserves its 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. The Service Level Agreement forms part of the Tender documents would clearly specify the grounds of termination.

Signature of the Bidder

41. **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 the period specified in the work order / tenders. The work order would be more specific and binding.
42. **Confidentiality:** The Bidders shall maintain strict confidentiality of all the documents, information, data coming in its possession 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 Bidder.

Only if applicable to this tender, the Bidders shall 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 Bidder for any other Organization / Entity under any circumstances. Any violation of the same will bring action under the law which shall entitle UTI ITSL and/or its Affiliates to claim damages apart from taking action under Law.

Only if applicable to this tender, Bidders 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 Bidders/ once the work is over on a daily basis.

43. **Usage of data / documents / information: Only if applicable** to this tender, Bidders 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 Bidders/ 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 agency apart from taking action under the appropriate Law. This is an irrevocable condition and it will be continued in force even if the agreement between the bidder is terminated with UTI ITSL.
44. **Breach of clause:** In the event of breach or threat of any breach of any of the clause/s by the Successful Bidder and/or / individual assigned by successful bidder for the performance of the services, the successful bidder/Assignee 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 successful bidder and/or its assigned person/s/ as the case

Signature of the Bidder

may be, as per the law.

45. **Essence of Contract:** The Successful Bidder shall carry out the work / provide the services/ complete the supply as per the specifications and standards laid down in the contract within the stipulated time. **It is clarified that carrying out the work and/or providing services or supply of goods / services as per specified quality and / or in specified quantity and/or standard deliverable in specified time is the essence of the contract.** Not adhering to above shall entitle UTI ITSL to rescind the Contract and forfeit the Security Deposit/Bank Guarantee and in such case, there shall not be any claim/s or damages against UTIITSL by the Successful bidder/representatives/assignees as the case may be. Further 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 Successful bidder in default. The Successful bidder shall also indemnify UTI ITSL and/or its Affiliates against any loss, damage, expenses, costs etc, incurred by UTI ITSL and/or its Affiliates as a result of the said delay in timely completion of the said services / jobs, by the Successful bidder.
46. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the Hon'ble Courts in Mumbai only.
47. **Submission of bills:** The Successful bidder 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 for the work carried out / services rendered / material supplied and the same shall be settled by UTI ITSL. Applicable TDS, etc. will be deducted at source as per Rules. The Successful 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 Successful bidder are advised to submit the bills complete in all respects for immediate clearance.

48. **Inspection:** Wherever required, UTI ITSL reserves its right to depute its Officers, Auditors, other officials as it may decide from time to time to visit the office/ commercial/ manufacturing site/s of the Successful bidder for checking their infrastructure, man power and other related documents mentioned and for checking stock records, quality controls, work processes without advance intimation and the agency will have to provide the necessary documents etc to UTI ITSL to help UTI ITSL

Signature of the Bidder

ensure presence of appropriate and adequate controls on various processes. Inspection will be done, if so decided by UTI ITSL on periodic basis also.

49. **Nomenclature:** In the tender, the bidder or the agency or the vendor or the contractor or the supplier or the service provider shall have the same meaning which includes their respective successors and assignees etc. with reference to the context. As also, reference to any gender covers both the genders and reference to singular also covers plural.
50. **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 shall be binding in this case. The bidder/ agency/contractor/supplier/vendor merely by filling in this tender form agree to this delegation of power to UTI ITSL to decide in this matter.
51. UTI ITSL reserves its right to give preference to Public Sector Enterprises/ Government undertakings.
52. The Bidder must put seal and signature at the bottom of all Bid forms and other related documents and may put short signature on all pages. The Bidder's participation in the bid shall be deemed to be unambiguous, unconditional and unqualified acceptance of the Terms and Conditions of the Tender.
53. UTI ITSL reserves its right to call for further information / documents/ break-up of rates, taxes, etc. to decide on the tenders.
54. 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 its right to:**
 - a) Request the L1 bidder of this tender to negotiate and try to match the rate on which the order was placed as per the earlier tender.
 - b) If L1 bidder agrees to do so, the work order will be placed to him. If not, this tender would be cancelled till/and new tender would be floated and finalized.
 - c) The idea is to obtain the most competitive and beneficial rates for UTI ITSL.

Signature of the Bidder

- d) The decision of the Tender Evaluation and Awards Committee of UTI ITSL shall be final in this case

Signature of the Bidder

PART II – SPECIAL CONDITIONS

UTI Infrastructure Technology And Services Limited (henceforth referred as UTI ITSL) invites technically complete and commercially competitive sealed bids for **Integration and Implementation of Internet Payment Gateway Services** from eligible, reputed and qualified Information Technology system integrator firms with sound technical and financial capabilities of Internet Payment Gateway Services. This invitation of Bids is open to all Indian firms/Companies who are reputed supplier of Internet Payment Gateway Services and having atleast one registered office and service support centre in India to fulfill the minimum qualification criteria as mentioned in bid document.

The selected Service Provider / bidder would have to supply solution as per the technical specifications mentioned in the tender document & integrate and implement internet payment gateway services.

The Service Provider / bidder intended to participate would have to quote for the complete list of instruments for IPG (Internet Payment Gateway).

A typical Internet Payment Gateway for UTI ITSL works on the following steps, however bidders may present an improved process followed by them:

- 1.1 The customer logs into UTI ITSL portal(s)/ Mobile App (s) (android/IOS/Windows) and accesses the Payment Gateway facilities to make payment for a particular service or any other online payment services available by UTI ITSL. The Customer can view his payment amount at the website and then proceed to make the payment.
- 1.2 The details of customer card or any payment instrument should not be retained by Service Provider.
- 1.3 Upon successful completion of the payment process the customer is then guided to online payments page where he is presented with option of making Online Payment using all major modes of payments.
- 1.4 The gateway should have options to accept all major modes of payment not limited to Debit Card, Credit Card (Domestic as well as international cards), Net Banking (For all major banks, private and public sector), Google Pay, Phone Pay, Razor Pay, Pay Later option.

Signature of the Bidder

- 1.5 Furthermore, in case any new payment mode is introduced in nearer future, the gateway should be flexible enough to adopt the same.
- 1.6 The data exchange for each transaction should be real time.
- 1.7 The gateway should be compatible enough to integrate with any of the existing technologies like java, android, php, ios, etc.
- 1.8 The customer then selects his preferred option of making the payment (i.e. through the Credit Gateway where he needs to use a VISA/MasterCard/ American Express Credit Card/Diners or the Debit Gateway where he need to use acceptable debit cards or net banking accounts).
- 1.9 If the customer chooses the credit card mode of payment, then it will open up the Credit Card Gateway section, where the customers enters the required validation details (card number, expiry date, verification number etc)
- 1.10 In case the customer chooses the Debit mode of payment, then it will open up the Debit payment Gateway section of the relevant bank where he enters the requisite validation details (Debit Card Number/net banking user ID and Password etc)
- 1.11 On successful validation, the Customer's account is checked for balance availability and the transaction is either successfully processed or rejected. The customer is intimated of the same instantly and an electronic acknowledgement on UTI ITSL controlled linked portal showing the payment confirmation number. Simultaneously data is transmitted electronically to UTI ITSL intimating the success/failure of the transaction.
- 1.12 Dashboard provided by the vendor to provide the detailed summary data for each transaction (success/Fail/Refund).
- 1.13 In case the transaction fails, the refund should be initiated. It should have both the options for refund viz. instant refund and the refund that gets credited within 2-3 working days.
- 1.14 The money collected from the successful transactions will be pooled into the designated collection account of UTI ITSL maintained with the identified bank. This money will typically be made available to UTI ITSL on real time basis.

Signature of the Bidder

- 1.15 There should be proper dispute handling policy for fraud transactions wherein the user is charged more or the refund is not initiated within the specified time limit.
- 1.16 The transaction details provided by various options like project wise, Service wise, Account wise, location wise, region wise, etc.
- 1.17 The Service Provider / Bidder will reconcile the money collected against the payment instructions issued and provide consolidated payment instructions to UTI ITSL in a format/frequency as desired by UTI ITSL.
- 1.18 The Service Provider / bidder will also provide a dashboard. The bidder will also provide API based integration of transactional data which will be settled in the accounts of UTIITSL as per the requirement of UTIITSL.
- 1.19 A collection account shall be opened by UTI ITSL and the bidder shall arrange to collect the amount through the payment gateway and credit the funds to this collection account as per the RBI guidelines. In case the appointed bidder, credits the stated transaction amount in bank account(s) other than that specified by UTI ITSL, the same would be treated as a case of fraud and breach of contract by the bidder. Such an action may invoke appropriate penal action against the bidder.
- 1.20 The Service Provider / bidder shall make all arrangement to ensure that the online payment transactions are executed using secure service that encrypts all Credit cards/Debit Cards/Cash Cards/Net banking/personal information details. These services should operate behind security firewall to ensure maximum protection of customer's information and use industry-standard SSL (secure sockets layer) technology, for encryption of this data.
- 1.21 For all online payment transactions, the payment gateway should provide a minimum of 128-bit SSL encryption, with real time authorization and capturing the transaction details. The robust security mechanisms should be followed at the architectural level as well as for the technology stack that are best as per the market standards.
- 1.22 Any payment made with a credit or debit card or any of the mode of payment or via a payment service must first be authorized by the card issuing authority. The service must afford a secure mechanism between UTI ITSL, user/ customer and credit card processor/ issuer

Signature of the Bidder

to avoid fraudulent transactions. The secure mechanism should also ensure fast and efficient transaction processing.

- 1.23 The payment gateway should generate authenticated receipts as proof of transactions. An automated generated receipt for the payment sent to the payer/customer through e-mail and SMS shall be an added advantage.
- 1.24 The Service Provider / Bidder would be responsible for maintaining all security compliances necessary for enabling the online transaction.
- 1.25 All guidelines issued by Reserve Bank of India(RBI) from time to time with respect to online payment transaction (including net banking, credit/debit/cash card/ECS etc) shall be mandatorily binding on the Bidder. The bidder should keep themselves updated on them and ensure necessary up gradations/ enhancements for complying with the guidelines.
- 1.26 The Service Provider / bidder shall be responsible for security/upkeep of data maintained on portal service located in its data center through proper security devices Firewall protection, IDS, IPS etc. The bidder should create back-up of the transaction data on weekly basis and maintain the same in a secure/protected environment. Any variations against the prescribed norms interpolation/tempering made by foreign elements shall be detected and reported to the UTI ITSL immediately who will then decide about the offence, if at all any, committed and take such action as deemed necessary for investigation and prosecution of the person(s) responsible for such offence under the Information Technology Act 2000 and its amendments or such other relevant provision applicable to the cyber offences.
- 1.27 At any point of time, UTI ITSL may add new services under online payment mechanism. For all such services, the Bidder shall provide the payment gateway services as per the terms and conditions agreed with in this contract.
- 1.28 Integration between the UTI ITSL Portal and Bidder site should be done by the bidder in consultation with the UTI ITSL team. Bidder should provide all the necessary connectors (inform of APIs etc.) and support whereas the UTI ITSL team will provide the required parameters for making the online transaction.

Signature of the Bidder

- 1.29 The Service Provider / Bidder shall be responsible for reconciliation of all the transactions on a daily basis.
- 1.30 UTI ITSL should be enabled to aggregate the payments with reconciled information. In this regard Datewise/month wise/as required transaction summary (accepted, rejected, incomplete transaction, online payment charges collected from payers etc.), MIS reports in hard & soft copies (both non editable & editable) should be provided by bidder. **Note:** Encryption can be used for the generation of the reports.
- 1.31 Service Provider / Bidder should respond to systems malfunctions in timely manner; they must diagnose, respond and solve problem/issues related to online payment services in accordance with the *SLAs/ Merchant Legal Agreement.
- 1.32 The Service Provider / bidder needs to submit the indicative SLAs along with their pre-qualification bid (Technical Proposal). Before opening the financial quotes UTI ITSL would discuss the SLAs with all the shortlisted bidders and finalize the SLAs to be incorporated in the contract. Non-agreement on the SLAs as proposed by UTI ITSL may render the bid liable for rejection. UTI ITSL may then decide to open the financial quotes of the bidders.
- 1.33 A Daily/ Weekly/ biweekly/ monthly MIS report should be submitted to the UTI ITSL on the customer issues count, pending issues and resolved issues.
- 1.34 Administrator access should be provided to the designated UTI ITSL personal for viewing information on payments and relevant MIS reports.
- 1.35 The Service Provider / Bidder should provide 24X7 support & login facility. Bidder should also provide customer helpline through local & toll free telephone number to citizens who wish to make online payments.
- 1.36 The telephone numbers and support email ID must appear prominently on the bidder payment page.
- 1.37 The Service Provider / bidder should also take permission from UTI ITSL for displaying any content (advertisement, company logo, company name etc.) on the payment site.

Signature of the Bidder

- 1.38 Successful Service Provider / bidder should provide technical help as and when required for integration of the payment gateway API in UTI ITSL applications.
- 1.39 Successful Service Provider / bidder shall provide training for integration for a period of at least 1 week to the designated technical team of UTI ITSL.
- 1.40 The Service Provider / bidder shall provide all the material mentioned in the tender along with the technical support persons for onsite support if required.
- 1.41 The Service Provider / bidder shall be able to provide adequate training for installation and maintenance of any software required for this project to the staff of UTI ITSL onsite of the installation.
- 1.42 Overall timeframe for making the online payment gateway through the UTI ITSL portal (including integration with UTI ITSL) shall be 3 weeks from the date of the award of the contract.
- 1.43 A mere Non-Disclosure Agreement (NDA) sign-off may not work here; a technical solution is intended instead, preferably with use of 'https://' secured site that facilitates data transmission and storage in encrypted form with no accessibility or visibility to other than UTI ITSL authorized users.
- 1.44 Daily log/ MIS will be made readily available through the URL provided by the Service Provider software.

2. Eligibility Criteria:

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

- 2.1 Certificate of Incorporation / Shop establishment Certificate issued by State or Local Authority should be attached. **This certificate shall be submitted online alongwith the technical bid.**
- 2.2 The technical team of Service Provider/ intending Bidder as assigned for this job should be stationed in Delhi and Mumbai for close interactions with UTI ITSL team for system integration and implementation.

Signature of the Bidder

- 2.3 The Service Provider/ intending Bidder must have valid PAN Card/ TIN/ CIN. **This shall be submitted online alongwith the bid.**
- 2.4 The Service Provider/ intending Bidder must have a valid GST Registration / Sales Tax/ Service Tax/ VAT registration. **This Certificate shall be submitted online alongwith the Technical bid**
- 2.5 The Service Provider/ intending Bidder should have no record of being black-listed by any Government/ Public Sector/ Multinational/ National Companies/Reserve Bank of India/Nationalized Bank (a Self-declaration Certificate/Affidavit on a Rs.100/- stamp paper as a supporting document should be **submitted online alongwith the Technical bid**).
- 2.6 The Service Provider/ intending Bidder's turnover should not be less than Rupees 50 lakh (INR) and should be a Profit making organization in the last financial year. Attach CA Certificate for the last 3 Financial years. **The CA/CS Certificate shall be submitted online alongwith the Technical bid.**
- 2.7 Signed & Stamped copy of Bid Document. This Bid Document **shall be submitted online alongwith the Technical bid.**
- 2.8 Bank Details for Return of EMD shall be provided in the format given as Annexure-4. **This Annexure-4 shall be submitted online alongwith the technical bid.**
- 2.9 The Service Provider/ intending Bidder should be authorized by Reserve Bank of India (RBI) to provide Internet Payment Gateway Services (Relevant documentary proof should be **submitted online alongwith the Technical bid**).
- 2.10 The Service Provider/ intending Bidder should have experience in providing Internet Payment Gateway services during the last two years (Satisfactory Certification in support of live implementations for at least 5 clients should be **submitted online alongwith the Technical bid**).
- 2.11 The Service Provider/ intending Bidder should have high availability network/server infrastructure in place to support 24x7 mode.
- 2.12 The Service Provider/ intending Bidder should be certified for PCI DSS (Payment Card Industry Data Security Standard) and possess

Signature of the Bidder

ISO-27001 Certification (for Information Security Management System).

2.13 For internet payment gateway services, the Service Provider/ intending Bidder should comply to serve with multiple modes of payment enlisted, but not limited to, as under:

- i) **By Credit Card:** Acceptance of all major credit cards (Visa/ MasterCard/Amex/Diners/Maestro/Rupay); an undertaking to be provided with the bid.
- ii) **By Debit Card:** associated with all leading banks that should include most of the renowned nationalized/public sector banks as well; the list to be provided with the bid.
- iii) **By Net-banking:** associated with all leading banks out of which; the list to be provided with the bid.
- iv) **By Cash Cards:** associated with atleast five (5) different sources; the list to be provided with the bid.
- v) **By NEFT/RTGS** or any other available mode allowing citizens to make online payments through internet.
- vi) **By ECS/ NECS** services (optional): Registered with RBI for processing such transactions.
- vii) **By Other payment** instruments (Wallets): Google Pay/Phone Pay/ Razor Pay/ Pay Later/Whatsapp pay, etc.
- viii) **By UPI:** Payments by UPI.

2.14 The Service Provider/ intending Bidder may note that **MSME/NSIC registered firms/companies may avail the relaxation on submission of EMD and Tender fee as applicable on their registration.** The Valid MSME/NSIC Certificate should be submitted by bidding firm/company to evidence their registration to avail the relaxation.

Note:

- If at a later stage it is found that any Bidder has provided false information or has wrongly certified the conditions stated in eligibility criteria at 1 above, the bidder/ Service Provider shall be liable for legal action.
- Documentary proof for above Eligibility Criteria or Pre-qualification criteria, wherever necessary, has to be enclosed with the bid failing which the bid shall be liable for rejection.

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3. Expected Volume of Transactions:

Going for the Transactions based service;

3.1 Expected Volume of Transactions:

Total Monthly Average figure: 60,000 online payment transactions

Figures above are provisional/ indicative and may vary substantially.

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

- 4.1 Printed terms and conditions, if any, of the Bidder will not be considered as forming part of the tender. In case any terms and conditions stipulated hereunder are not acceptable, the Bidder should clearly specify the deviation in his technical offer. Similarly, if any modifications of the scheduled/ Performa prescribed by UTI ITSL is considered necessary, the Service Provider/ intending Bidder should communicate the same by means of separate sheets and attach the same to the tender.
- 4.2 Please note that we have specified the functions and the modalities required for the services desired and it is expected that a model with these functionalities as outlined should be offered by the Service Provider/ intending Bidder. Multiple options for the requirement will not be entertained and it is expected of **the Service Provider/ intending Bidder to give us the most optimal solution at the most reasonable rate.**
- 4.3 If Price offer is enclosed in the Technical bid then the Service Provider/ intending Bidder is liable to be technically disqualified.
- 4.4 The Service Provider/ intending Bidder must stamp and initial all pages and sign all forms at the end. The Bidder's signature on the bid shall be deemed to imply unqualified acceptance of the General Terms and Conditions.
- 4.5 The support on the proposed software/ services should be available for a minimum of Three (3) years from the date of deployment/ commissioning.
- 4.6 **Cost Price for Comparison:** No cost either on parts or for labour or for visit charges or for anything will be paid extra for the contract

Signature of the Bidder

period i.e. everything has to be inbuilt within the cost quoted, this is the cost which would be compared for ascertaining L1.

- 4.7 The Service Provider/ intending Bidder has to support for software related problem during the period of contract.
- 4.8 Purchase order will be issued as and when the requirement arises. In case there is any further reduction in price of the Hardware/Software/Service Charges, the benefit should be passed on to UTI ITSL.
- 4.9 The Service Provider/ intending Bidder shall be responsible for delivery and deployment/ commissioning of services at specified branches/offices and for making fully operational at no additional charges.
- 4.10 **Payment Terms: For One Time setup Charges:** After the successful website Integration and Implementation of Internet Payment Gateway Services and submission of bank guarantee @ 10% of work order value, 100% payment would be made to the successful bidder.

Payment towards Yearly Maintenance Charges would be made yearly in advance after submission of Tax invoice during the period of 3 (three) years contract. Any claim for increase in rates on account of any reason whatsoever shall not be entertained.

For other Transaction charges payment will be released to the selected Service Provider/ intending Bidder by end of the month of earlier. The Service Provider/ intending Bidder cannot deduct any money from the payment received, and should transfer the money to UTI ITSL account on real time basis.

These payment terms will not be changed. The Service Provider/ intending Bidder are required to quote on above said payment term only.

4.11 **Support Terms:**

The Service Provider/ intending Bidder should clearly adhere to the following support terms:

1. 24*7*365 days direct comprehensive onsite/ remote / online technical support on the Internet Payment Gateway services should be made available by the Service Provider/ intending Bidder with maximum permissible downtime as specified in Clause 2 below.

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2. In case of a downtime beyond 2 hours, the Service Provider/ intending Bidder would have to arrange for standby solution/ manpower to ensure that the work is not held up for more than 8 hours.
3. In case call is not attended/ completed as in Clause 1 and 2 above then the penalty of Rs.1,000/- (INR One Thousand Only) per hour would be deducted till the call is completed. This will be deducted from the amount payable.
4. In case of services to be delivered, it is clarified that the service provider should commence the work within 2 weeks of date of the purchase order and accomplish the assignment making services as cited within this Scope of Work available for online services to the intended customers/users within next 4 weeks for overall implementation.

4.12 Order Cancellations:

The Company reserves all rights to cancel the order in the event of one or more of the following conditions:

- Delay in integration, implementation, deployment, commissioning for final operation of Internet Payment Gateway services beyond 6 weeks of the date of the purchase order.
- Serious discrepancy in services noticed.
- In addition to the cancellation of purchase order, Company reserves the right to claim the damages from the Service Provider.

4.13 The engagement of the Service Provider/ intending Bidder will be for an initial period of Three (3) Years. Post review by UTI ITSL management on service levels and cost terms, the contract period may be extendable for a further period as decided by the UTI ITSL management.

4.14 System Acceptance Testing:

Unsatisfactory performance of the System may result in rejection of part or all of the system under Acceptance testing. Acceptance testing will run for one week. Acceptance test will end when the performance of the system met the Functional & Technical requirement.

Signature of the Bidder

At the end of the successful completion of the acceptance test, the System shall be accepted.

4.15 Training:

1. Vendor shall organize for training as follows:
2. 1 – 2 days user level training at UTIITSL’s office at CBD Belapur or any other UTIITSL offices as decided by UTIITSL or online should be provided in batches during installation/configuration.
3. Hands on support to be provided to the users at UTI ITSL’s office for 1 week / Two cycle to the Users on use of the system/solution. This can be 1:1 training.
4. Minimum one trainer should be made available for hand holding i.e. on the job training period.
5. Service Provider/ intending Bidder will provide Documentation to each participant (hardcopy and softcopy).
6. Document should give illustration for each type of activity with issues and action steps.
7. Training also includes Knowledge transfer to core team, engineers/operators and support personnel.
8. User training should include amongst other the following:
 - a) Features/Functionality available
 - b) Administration/Parameterization
 - c) Trouble shooting,
 - d) Interpretation of Reports/logs etc

A. 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, though not binding the distribution will be given as follows:

Ranking	Rate	Percentage Allocation
L1 (1st lowest)	L1 rate	100 %

B. Validity of bids / rates: As mentioned under the heading “Validity of the bids”, in General Conditions, it is clarified that this tender is a rate contract and accordingly the rates will be valid for a minimum period of Three (3) years and the supplies will have to be made as per the orders placed from time to time. During this period of Three (3) years, there shall be no increase in rates. This period is extendable by additional one year on the same terms and conditions as per

Signature of the Bidder

discretion of UTI ITSL.

C. Subcontracting: The Service Provider/ intending Bidder will not subcontract or delegate or permit anyone other than the vendor's personnel to perform any of the work, service or other performance required of the Service Provider under this agreement. In the event of the SP's transferring or assigning the order whole or part to anyone without UTI ITSL's permission, he shall be considered as having thereby committed a breach of agreement in question and shall make the order liable to be cancelled and the security money/ Bank Guarantee shall be liable to be forfeited.

D. Non-Disclosure: The contents of the proposal and all the project outputs should not be disclosed to any party unless Service Provider/ intending Bidder and UTI ITSL mutually agree in writing to the same. Service Provider/ intending Bidder will not use the contents of this proposal to bid for any other contract. The Service Provider/ intending Bidder will also not disclose the projects being integrated with Service Provider/ intending Bidder for IPG.

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PART III

COMMERCIAL BID FORM

(Bidders are requested to submit this form **online** on Bidder's Letter Head)

Date:

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

Sir,

Sub: E-Bid for Service Provider for Integration and Implementation of Internet Payment Gateway Services

This is with reference to your tender due on 30th November, 2020. We are interested in getting our Company / firm empanelled in your organization for **Bid for Service Provider for Integration and Implementation of Internet Payment Gateway Services.**

We have read and understood the details as given in the tender information (Part I and Part II) regarding the Scope of Work and Terms and Conditions for the selection of vendors for this tender and bidding for the contract. The tender conditions are acceptable to us. We have been given all the required information from UTI ITSL. We certify that we are eligible and qualified as per the said Terms. The duly signed copies of the terms are attached herewith. We understand that separate cost comparative statement will be prepared for items and L1 will be decided by UTI ITSL.

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 EMD e-payment of Rs.15,000/- (Rupees Fifteen Thousand Only) is paid online through tender wizard portal.

Signature of the Bidder

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

PRICE QUOTE

Financial quotes must be provided as per format given below:

One Time Charges			
S/N	Items	Cost in Rs. (INR) (A)	Weightage (B)
1	Website Integration Fees/ Installation Charges (one time)		0.5
2	Yearly Maintenance Charges		0.5
	Sub Total (1)		1
For Transactions with Amounts less than /equal to Rs.2,000/-			
3	Particular/Channel	Per Transaction Charges in % /or Rs. (INR) (A)	Weightage (B)
	a) Credit Card		2
	b) Debit Card		8
	c) Netbanking		5
	d) Cash Card		2
	e) IMPS		5
	f) UPI		8
	g) Other payment instruments (Wallets)		7
	Sub Total (2)		37
For Transactions with Amounts greater than Rs.2,000/-			
4	Particular/Channel	Per Transaction Charges in % /or Rs. (INR) (A)	Weightage (B)
	a) Credit Card		3
	b) Debit Card		11
	c) Netbanking		9

Signature of the Bidder

	d) Cash Card		3
	e) IMPS		10
	f) UPI		14
	g) Other payment instruments (Wallets)		12
	Sub Total (3)		62

Taxes are all exclusive

Summary

Nomenclature		Total Amount In INR.
One Time Installation and Integration Charges and Yearly Maintenance Charges	Sub Total (1)	
For Transactions with Amounts less than /equal to Rs.2,000/-	Sub Total (2)	
For Transactions with Amounts greater than Rs.2,000/-	Sub Total (3)	
Grand Total Amount NETT R1 = (Sub Total 1 + 2 + 3)		
Total Amount exclusive of all taxes in Word:		

It is noted and accepted that:

1. Only Technically Qualified bidders will be evaluated further on Commercials quoted.
2. The lowest grand total as per summary table will be considered to be declared as L1
3. The final decision however on selection of the Service Provider will be at discretion of the tendering authority in UTI ITSL
4. All duties, taxes and other levies payable by the bidder under the Contract, or for any other cause as applicable shall be exclusive in the rates, prices and the total Bid Price submitted by the Bidder. All such outgoings will be reimbursed on showing the proof of payment to the respective authorities. Income Tax will be deducted at source. Refer Clause 19 as per Part I of the Tender Document for the tax aspect.

Authorized Signatory with Seal/Stamp (bidder)

Signature :
Name :
Designation :
Company Seal/Stamp :
(Bidder's Authorized Signatory)
PAN Number of the bidder:

Signature of the Bidder

Illustrative example

One Time Charges				
S/N	Items	Cost in Rs. (INR) (A)	Weightage (B)	Sample Calculation C = B x A
1	Website Fees/ Charges (one time)	100	0.5	50
2	Integration Installation Maintenance Charges	50	0.5	25
		Sub Total 1	1	75
For Transactions with Amounts less than /equal to Rs.2,000/- (Average Value consider for calculation Rs.1,500/-)				
3	Particular/Channel	Per Transaction Charges in % /or Rs. (INR) (A)	Weightage (B)	Sample Calculation C = 1500 x B x A x (%age) or C = A x B
	a) Credit Card	10	2	20
	b) Debit Card	2%	8	240
	c) Netbanking	10	5	50
	d) Cash Card	1.50%	2	45
	e) IMPS	0.50%	5	37.5
	f) UPI	0%	8	0
	g) Other payment instruments (Wallets)	1.20%	7	126
		Sub Total 2	37	518.5
For Transactions with Amounts greater than Rs. 2,000/- (Average Value consider for calculation Rs.5,000/-)				

Signature of the Bidder

4	Particular/Channel	Per Transaction Charges in % /or Rs. (INR) (A)	Weightage (B)	Sample Calculation C = 1500 x B x A x (%age) or C = A x B
	a) Credit Card	15	3	45
	b) Debit Card	1.5%	11	825
	c) Netbanking	20	9	180
	d) Cash Card	1.10%	3	165
	e) IMPS	0.50%	10	250
	f) UPI	0%	14	0
	g) Other payment instruments (Wallets)	1.00%	12	600
		Sub Total 3	62	2065
		Grand Total	100	2658.5

It is noted and accepted that:

1. The lowest grand total as per illustrated example will be considered to be declared as L1.

Signature of the Bidder

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

"Technical E- 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 (declaration of online submission)

I/We refer to the e-tender released by UTI ITSL in the Antares e-tender portal on 10th November, 2020 and I/we the undersigned am/are submitting this online bid on the terms and conditions as mentioned in the online tender document available on the website: <https://www.tenderwizard.com/UTIITSL> for the above mentioned requirement.

I/we are an OEM/ OEM Authorized Channel Partner/ Service Provider "M/s _____" whom I/we represent. The authority letter/ Power of Attorney from the agency I/we represent, is submitted as an online document.

The details of the bidder and the checklist for submission of bid are 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	
	I Mobile No.	:

Signature of the Bidder

	(d) Fax No.	:
	(e) e-mail	:
4.	PAN No. (enclose copy)	
5.	GSTIN No of Bidder	
6.	Type/ Category of the bidder (mention one): A) A private business entity, limited company or limited liability partnership or partnership etc. B) Indian Government Company or a Public Sector Undertaking or a Public Sector Bank. C) Indian/ State Government Department or Ministry or Body.	
Online Documents		
7.	Certificate of Incorporation / Shop Establishment Certificate and in existence for at least 3 years (Submit the Certificate as Online Document)	
8.	Valid GSTIN Registration Certificate. <u>This shall be submitted online alongwith the bid.</u>	
9.	Valid copy of PAN Card <u>This shall be submitted online alongwith the bid.</u>	
10.	The SP should be authorized by Reserve Bank of India (RBI) to provide Internet Payment Gateway Services <u>(Relevant documentary proof should be attached with the bid).</u>	
11.	Signing Authority Letter (Format given as Annexure-1)/ Power of Attorney (POA). The Power of attorney may be a standard document of Bidder company. <u>This letter shall be submitted online alongwith the technical bid.</u>	
12.	Self-Declaration letter regarding non-blacklisted/debarred by any Government department / Company /Agency, Reserve Bank of India, Nationalized bank, or any Public Sector Unit or Body (Format given as Annexure-2). <u>This Letter should be submitted online alongwith the Technical bid.</u>	

Signature of the Bidder

13.	Letter of acceptance of all terms and conditions (Format given as Annexure-3) <u>This Letter shall be submitted online alongwith the technical bid.</u>	
14.	Bank Details for Return of EMD shall be provided in the format given as Annexure-4. <u>This Annexure-4 shall be submitted online alongwith the technical bid.</u>	
15.	The technical team of SP their technical team as assigned for this job should be stationed in Delhi and Mumbai for close interactions with UTI ITSL team for system integration and implementation (Documentary evidence should be submitted). Only Indian companies are allowed to participate in this tender. <u>This evidence shall be submitted online along with the technical bid.</u>	
16.	The SP's turnover should not be less than Rupees 50 lakh (INR) and should be a Profit making organization in the last financial year. <u>Attach CA Certificate for the last 3 Financial years.</u>	
17.	Signed & Stamped Print copy or digitally Signed Tender Document. <u>This shall be submitted online alongwith the technical bid.</u>	
18.	The SP should have experience in providing Internet Payment Gateway services during the last two years <u>(Satisfactory Certification in support of live implementations for at least 5 clients should be attached).</u>	
19.	The SP should have high availability network/server infrastructure in place to support 24x7 mode <u>(A Self declaration to support the same)</u>	
20.	The SP should be certified for PCI DSS (Payment Card Industry Data Security Standard) and possess ISO-27001 Certification (for Information Security Management System). <u>Copy of the certificates should be submitted</u>	

Signature of the Bidder

21.	A compliance to all internet payment gateway services should be submitted please refer 2.13 of eligibility part of the tender. <u>(A Self declaration to support the same)</u>	
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Signature :

Name :

Designation :

Company Seal/Stamp :

(Bidder's Authorized Signatory)

Signature of the Bidder

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

Annexure - 1

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 “**E-Bid for Service Provider for Integration and Implementation of Internet Payment Gateway Services**” due on (Please specify tender due date)

We hereby authorize (Name of the bidder's official with designation) to sign the said bid on the behalf of (Name of the Bidder Company). (In case of company the bidder should submit the copy of Board Resolution providing the name / details of the authorized signatory alongwith this letter).

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

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

Annexure - 2

SELF DECLARATION LETTER

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot 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 "**E-Bid for Service Provider for Integration and Implementation of Internet Payment Gateway Services**" for UTI Infrastructure Technology And Services Limited, we hereby declare that we have not been blacklisted / debarred by any Government Department / Agency, Reserve Bank of India, Nationalized bank, or any Public Sector Unit or body.

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

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

Annexure - 3

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot 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 "**E-Bid for Service Provider for Integration and Implementation of Internet Payment Gateway Services** due on (Please specify tender due date).

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

For (Name of the Bidder Company)

Authorized Signatory

(Seal & Stamp)

Signature of the Bidder

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

Annexure-4

**Bank details for return of
EMD**

#	Name of Account Holder	Name of the Bank	Account No	Account Type	Bank branch / IFSC code	MICR Code

Note : This has to be duly signed and stamped by authorized signatory.

Signature of the Bidder

ANNEXURE D

Special instructions to Bidders for e-Tendering

General

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

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

<https://www.tenderwizard.com/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.

Signature of the Bidder

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 (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 ,

Signature of the Bidder




UTI ITSL Contact Person	Mr. Ram JK Mahato (UTI ITSL official for technical queries, Telephone No: 011-40044381, Mob. No. 9910056458) email.id: ramjatan.mahato@utiitsl.com
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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

Other Instructions:

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

Web Registration	<ol style="list-style-type: none"> 1. Type website address https://www.tenderwizard.com/UTIITSL under browser URL. 2. Click “Register Me”, provide all the details with Class III Digital Signature updating. 3. Get the User id and password.
Tender Free View (Only Open Tenders)	<p><u>To download the tender notifications and documents from website, follow the steps given below:</u></p> <ol style="list-style-type: none"> 4. Click “Tender Free View” under “Go to Tender” link on the home page. 5. Provide all or any one of the options like “Department”, “Tender Number”, “Region”, “Estimated Cost”, “Tender Request Dates (From and To)”, “Tender Submission date” or “any key words from Tender Description” 6. Click “Submit” to view the results. A list of tenders shall appear on the screen. 7. Click  to view the cost free documents. 8. Click  to print the detailed tender notice. 9. Click  to print the tender notice.
Login	<ol style="list-style-type: none"> 10. Open any Browser (Microsoft Internet Explorer or Mozilla Firefox). 11. Type website addresses https://www.tenderwizard.com/UTIITSL in the address bar, to access the Login Page.
Participation	<ol style="list-style-type: none"> 12. Vendor should have User id, Password and Class III digital signature to participate in the tender online. 13. Enter the website using user id, password and digital signature. 14. Click “UnApplied” (if open tenders) to view / apply for new tenders. 15. Click “In Progress” (if limited tenders).

Signature of the Bidder

<p>To Upload / Attach the Additional Documents</p>	<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>
<p>Download Documents</p>	<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>
<p>Upload Files – Commercial Bid/Mandatory Documents</p>	<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 “Download (empty Document)” to download the Commercial Bid and fill the same without changing the “File Name” and save on to the computer.</p> <p>23. Click “Upload (Filled Document)”, select the filled file which was already filled and saved in the same name. Click “click here to digitally sign and upload” to upload the filled Commercial Bid to the tender.</p> <p>24. Note that when the user uploads the filled Commercial Bid, the “Red Color” will automatically turn to “Black Color” which reflects that user is ready for the final submission.</p> <p>25. Provide all the mandatory documents required for the tender.</p>
<p>To Submit the Tender</p>	<p>26. Prior to submission, verify whether all the required documents have been attached and uploaded to the particular tender.</p> <p>27. Note down / take a print of Acknowledgement copy once it displayed on the screen</p>
<p>To Participate for the Opening</p>	<p>28. Tender opening event can be viewed online.</p> <p>29. Competitors bid sheets are available in the website for all the participated bidders.</p>

Signature of the Bidder

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.

Signature of the Bidder