



**Expression of Interest (EOI)
For
Empanelment of Agencies for Supply of
Information Technology related
Manpower in PAN India**

Tender Ref No. UTI ITSL/DHRD/EOI/Recruitment/ 2015

UTI Infrastructure Technology And Services Ltd.
(ISO 27001:2005; ISO 20000-1:2011; ISO 9001:2008 certified and
CMMi Maturity Level 3 appraised Company)

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Head- HR

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INTRODUCTION

ABOUT UTIITSL

UTI Infrastructure Technology and Services Limited (UTIITSL) Incorporated in 1993, under Companies Act, 1956 and having its registered office at Plot No. 3, Sector 11, CBD Belapur, and a Government of India company under Section 2(25) of the Companies Act, 2013 .

Assisting the Government of India and its Various Departments in Information and Communication Technology Implementation programs and various other state e- Governance Programs.

UTIITSL CERTIFICATIONS

ISO 27001:2005; ISO 20000-1:2011; ISO 9001:2008 certified and CMMi Maturity Level 3 appraised Company

NATIONAL REACH

- Data Centres,
World class Central Data Centre (CDC, 8000 sq.ft.) and Central Processing Centre (CPC) housed in more than 75000 sq. ft. facility at Belapur, Navi Mumbai Business Continuity Centre (BCC, 5700 sq.ft.) at Hyderabad
- Branch Offices
83 branches all over India
- PAN Service Agents and NPS Agents More than 8000 touch points as PAN Service Agents and NPS Agents.

BUSINESS ACTIVITIES

Transaction Processing Services

- R&T services
- E-Claims Processing
- Scanning & Digitization
- FD Processing
- Franking
- AADHAAR Enrolments

Distribution of Financial Products

- Distribution of Mutual Fund Products (physical & Demat mode)
- Point of Presence for New Pension Schemes

IT&ITES Services

- Software Development
- Consulting

- Facility Management Services
- Business Processing Services
- IT Manpower Supply

Card Based Solutions

- PAN Cards
- Voter ID Cards
- Driving License Cards
- Address Proof Cards
- Debit & Credit Cards
- Smart Cards

Real Estate Services

- Acquisition/ Disposal of Property
- Leasing of Property
- Valuation
- Interior works
- Facility / Infrastructure Management

PART - I

GENERAL INSTRUCTIONS

1. UTI Infrastructure Technology And Services Limited (UTIITSL) advertises regarding tenders/ invitation to bids/ invitation of Expression of Interest and other information on the website regularly. We request you to visit the website www.utiitsl.com daily for updates.
2. The documents can be downloaded free of cost from the website www.utiitsl.com. Any information to the Agencies for Empanelment/ 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.
3. UTI Infrastructure Technology And Services Limited undertakes frequent procurement initiatives in IT for different projects. In many cases the subject matter of procurement / project details, its quantity, time and place is not known in advance. To expedite the procurement process, UTIITSL intends to empanel qualified and eligible organizations / firms for supply of Information Technology related Manpower on PAN India basis. For this purpose, UTI Infrastructure Technology And Services Limited would like to invite Expression of Interest from Agencies for short listing eligible organizations / firms and empanelling them for One calendar year which may further be extended for another one year. This empanelment initiative will be useful to expedite the procurement process. Through this empanelment process, the agencies who fulfil the requisite eligibility criteria will be empanelled for supply of Information Technology related Manpower on PAN India basis.
4. **Name of Empanelment : Agencies for supply of Information Technology related Manpower on PAN India basis** : This empanelment document is for shortlisting qualified agencies and empanelling them for providing technical support for implementation of Information Technology Enabled Projects as also E-Governance and processing projects. The technical support agencies would be required to provide on case-to-case basis the necessary hardware and/or software and/or manpower to operate the same. The actual requirement may differ from project to project. Therefore, it is requested to check the Scope of Work also.

The documents for Empanelment agencies for supply of Information Technology related manpower can be downloaded from 27/03/2015 On www.utiitsl.com.

5. **Empanelment Fee** : A non refundable fee of Rs.5,000/- should be paid by means of Demand Draft/ Banker Cheque drawn in favor of UTI Infrastructure Technology and Services Ltd,

Payable at Mumbai. UTIITSL reserves the right to reject the application for empanelment in case non submission of Tender fee in form of Demand Draft / Banker Cheque.

6. **Last Date of receipt of Empanelment documents:** The last date of receipt of documents is upto 3:00 pm on April 21, 2015. After this time, no documents will be accepted. The applications will be opened on the same day that is April 21, 2015 at same venue at 3:30 pm where the applications are received. All the agencies are invited for the Empanelment document opening. This is not a financial bid opening.

7. **Address of the submission of the documents:** The documents should be addressed to "Head – HR, UTI Infrastructure Technology And Services Ltd, UTI ITSL Tower, Plot 3, Sector 11, CBD, Belapur Navi Mumbai 400614." and deposited in the specified Box at this address before the due date and time.

8. **Calling for the bids: These are not competitive bids.** These are only empanelment applications. The suitability of the agencies will be ascertained and if found suitable, they would be empanelled based on their experience and their standing in the field. Once the agencies are empanelled, then, sealed bids would be called from them (the empanelled agencies) for providing Quotes for supply of Information Technology related Personnel in PAN India from time to time and on project-to-project basis in the area deemed fit by UTIITSL. When the bids would be called for, then, the details of the project would be provided to the empanelled agencies. If required, in case of specific projects, certain additional criteria to be specified, the same shall be provided during invitation of financial bids. The empanelled agencies would be required to competitively bid at that point of time to obtain the contract from UTIITSL.

When bids are called for, the bid should be inclusive of all the applicable taxes, Cess and any other outgoing payable to any authority. The rates should be inclusive of any other present or future outgo (for the period of contract) by whatever name called. The Service Tax, ESIC, Provident Fund, GST, if applicable now, or if made applicable in future, would be on account of the agency. TDS as applicable will be deducted by UTIITSL.

However UTIITSL reserves the right to release the assignment directly through an open tender process, if the rates quoted by the agencies are not competitive. Decision of UTIITSL will be final in this regard.

9. **Authorized Signatory:** The documents can be forwarded by owner or owner's representative. Representative will have to enclose the Letter of Authority / the Power of Attorney along with this offer or when demanded by UTIITSL, otherwise the offer will be considered null and void at any stage as per the decision of UTIITSL.

10. **Superscription:** The envelope containing the documents must be superscribed as "for **Empanelment of Agencies for Supply of Manpower on PAN India basis related to Information Technology.**".

If the envelope is not superscribed then there are chances of misplacement, therefore it is advised that the envelope be superscribed as above and deposited in the box kept for the purpose at the address given.

11. **Conditions for envelopes sent by post/courier:** The 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 envelope may not be opened and not considered or may be treated invalid:

A. Documents should be preferably sent by Speed Post or Registered Post if it is not possible to deposit the documents in the specified Box.

B. Documents should be sent only to the address as given above in the name of the person specified i.e. "Head- HR, **UTI Infrastructure Technology And Services Ltd, UTI ITSL Tower, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400614**".

C. Acknowledgement will be given to Department of Post only for documents sent by Speed Post and Registered Post and not for the contents of the packets.

D. Envelope should be superscribed as advised above (in para 10 above). The agency has to necessarily superscribe the envelope, failing which the envelope may not be considered and may remain unopened, or be opened with some other documents or may be accidentally opened before due date rendering it to be treated invalid as per the discretion of UTIITSL.

E. UTIITSL takes no responsibility for any documents not reaching in time.

F. UTIITSL takes no responsibility for documents not reaching at all.

- G.** UTIITSL takes no responsibility for 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 envelopes sent by post or any other mode, if it reaches the address given for submission, duly superscribed, then the role of UTIITSL is limited and restricted to put it in the appropriate box if the aforesaid envelopes are received in time as stipulated in the conditions laid out.
- I.** It is, therefore, advised that prospective agencies should deposit the envelopes directly in the box to avoid any delay in submission of the documents or to avoid any tearing / accidental opening during sending by post.
- J.** Envelopes, which are not super scribed, may not be considered.
- K.** Envelopes, which are not addressed properly, may not be considered.
- 12 **Agreement:** A suitable agreement would have to be entered into with UTIITSL, after empanelment and being successful in the financial bids failing which the EMD/ the Bank Guarantee as given, may be forfeited or the work order would not be issued. If the terms and conditions of the agreement are not acceptable to the Vendor, then UTI ITSL reserves the right to reject the financial bid tenders or forfeit the EMD / revoke the Bank Guarantee. In the absence of any specific agreement, any offer made in response to this tender, when accepted by UTIITSL, will constitute a contract between UTIITSL and vendor / bidder.
- 13 **Bank Guarantee:** For successful bidder/s (after calling financial Bid) give a Bank guarantee of amount as may be decided by UTIITSL will have to be given by the bidder at the time and date specified by UTIITSL. The EMD would be returned thereafter.
- 14 **Taxes, Cess, Duty, VAT, Excise, Sales Tax, WCT, Service Tax and other taxes:** Details of the tax payable will be specified in Financial Bid from the empanelled agency only.
- 15 **Right of Rejection:** UTIITSL reserves the right to reject all / any applications without assigning any reasons whatsoever at any stage.
- 16 **Right to place the orders to multiple agencies:** UTIITSL reserves the right to place the orders to more than one agency after the financial bids and after the analysis of the bids. The decision of UTIITSL will be final in the distribution.
- 17 **Eligibility:** A bidder participating in the empanelment process shall possess the following minimum pre-qualification/ eligibility criteria.

Sr. No	Eligibility Criteria	Documents/Information to be provided in the submitted proposal	Compliance (Yes / NO)	Document attached page Number
1.	The Agency / Company should be in the business of providing Human resource in the field of IT for at least 2 years as on the date of closing date of this EOI	In case of Company attach the Certified copy of the Memorandum & Articles of Association , in case of Partnership firm / LLP certified copy of the Partnership Deed should be attached, and works orders confirming year and area of activity		
2.	The Responding Agency / Company should have an average annual turnover of at least Rs 2 Crores as revealed in Annual Financial Statements reported in India in the last 2 financial years.	Certified Copy of the Audited Profit and Loss Account / Balance Sheet / annual report of the last three financial years.		
3.	<p>Tax Registration and Clearance :</p> <p>a. The bidder should have registration number of</p> <p>i. VAT/CST</p> <p>ii. Service Tax Registration Number</p> <p>iii. Income Tax / PAN Number</p> <p>b. The bidder should have cleared his VAT/CST/Service Tax dues upto March 31, 2014 to the Government.</p> <p>c. Application should be accompanied by income tax returns for the last two assessment years with PAN Number</p>	<p>Copies of relevant certificates of registration</p> <p>VAT/CST Clearance certificate if available</p> <p>Letter from CA mentioning that the firm has no dues as on March 31, 2014.</p> <p>IT returns and copy of PAN card</p>		

Agencies/ firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above statement, in absence of which their proposals will be rejected summarily at the qualification stage itself.

Note : The agency should adhere to the eligibility criteria specified from time to time. In any case, they should have prior experience in the same area for technical support in implementation of IT-Enabled, E-Governance and processing projects. UTIITSL reserves the right to check their credentials with the organizations they have been associated with. If required, by the specific projects, UTIITSL reserves the right to call for certain additional criteria or add / modified other terms and conditions during invitation of financial bids.

- 18 **Availability of requisite permissions and licenses and compliance with the statutory provisions:** The agency is required to comply all the Statutory Compliances as may be applicable for such type of work for which they are applying through this empanelment form. As manpower is required, then the agency merely by filling the empanelment form confirms that the agency has all the requisite permissions and licenses to carry out all the assignments as stipulated by this empanelment form. Further, merely by filling the empanelment form, the agency reconfirms that the agency has complied with all the statutory provisions of the Central, State, Local and Municipal laws in force. The agency also confirms merely by filling the empanelment form, 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 empanelment form only if they are eligible in this respect. Valid registrations viz., Service Tax, ESIC, Provident Fund, registration with Labour Commissioner and with any other authorities as per requirement should be available with the agency and be produced as and when required. Consequences of insufficient permissions / licenses or compliances on the part of the agency would be to the agency's account and the agency merely by filling in the empanelment form indemnifies UTIITSL of any or all such consequences.
- 19 **Blacklisting/Debaring:** The agency merely by filling the empanelment form confirms that the agency has not been blacklisted / debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body. The agency is advised not to fill in the empanelment form if they have been disqualified by any of the government agencies.
- 20 **False Information:** In case if it is found that the agency has not given the correct information and flouted any condition or the agency does not have all the appropriate licenses and all the statutory permissions, whatsoever required, to carry out the activity as required in these assignments then UTIITSL reserves the rights to cancel the order issued to them and award the assignment in the manner as deemed fit. This can be done at any stage.
- 21 **Indemnity:** Further, by submitting this empanelment form, the agency indemnifies UTIITSL for any of the consequences arising out of non- availability of any of the requisite permissions / licenses / any other statutory permission whatsoever required to carry out this assignment. Also by submitting this form, the agency indemnifies UTIITSL for any of the consequences arising out of non-compliance of any of the conditions laid by the statute for agency or their representatives / officials in carrying out this assignment.

- 22 **Extension of empanelment:** As stipulated by UTIITSL, after the period of expiry, the arrangement can be extended on mutual consent for a further period of one year or upto the period till new empanelment comes in force. However this option can be exercised only by UTIITSL.
- 23 **Review of list of empanelled Firms:** The list of empanelled Firms will be reviewed by UTIITSL from time to time during the period of Empanelment with regard to –
- a. Adhering to time schedule for completion of job.
 - b. Quality of service.
 - c. Adherence to terms and conditions of Work Order.
 - d. General Conduct of the firm.
 - e. Quality of supplied Manpower for the different IT Projects.
- 24 **Termination:** UTIITSL reserves the right not to empanel any or all applications without assigning any reasons as also to terminate the contract after the Financial bid process without assigning any reasons. As also, Firms who default on above points (23a to 23e) may be removed from the empanelled list either for a limited period or on a permanent basis on case-to-case basis in addition to imposing such liquidated damages / penalties and other actions as may be permissible under bid/tender conditions of the relevant work order / contract. As also UTIITSL reserves the right to terminate this contract if it is established on the basis of price discovery that it would be beneficial for UTIITSL to go in for a fresh empanelment / contract.
- 25 **Confidentiality:** The empanelled Agency after appointment shall maintain strict confidentiality of all the documents, information, data coming in possession of the Agency as a result of awarding the contract after financial bid process 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 and not going to share the same to any one.
- 26 **Code of Integrity for Applicants :**
- A) No person participating in a procurement process shall act in contravention of the code of integrity.
 - B) The code of integrity include provisions for: -
 - a. Prohibiting

- i. any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
 - ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
 - iii. any collusion, Application rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
 - iv. improper use of information shared between the procuring entity and the applicants with an intent to gain unfair advantage in the procurement process or for personal gain;
 - v. any financial or business transactions between the applicant and any officer or employee of the procuring entity;
 - vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
 - vii. any obstruction of any investigation or audit of a procurement process;
- b. disclosure of conflict of interest;
- c. disclosure by the applicant of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- C) Without prejudice to the provisions below, in case of any breach of the code of integrity by a applicant or prospective applicant, as the case may be, the procuring entity may take appropriate measures including: -
- a) exclusion of the applicant from the procurement process;
 - b) calling-off of pre-contract negotiations and forfeiture or encashment of Processing fee;
 - c) forfeiture or encashment of any other security or bond relating to the procurement;
 - d) recovery of payments made by the procuring entity along with interest thereon at bank rate;
 - e) cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
 - f) debarment of the applicant from participation in future procurements of the procuring entity for a period not exceeding three years.

- 27 **Usage of data / documents / information :** After appointment, the empanelled Agency shall ensure that the documents, data, information etc if imparted by UTIITSL or if come to the knowledge of the agency, are / is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by UTIITSL in writing. The confidential information will be safeguarded and the Agency shall take all necessary actions to protect UTIITSL's, its customers, and Government of India's interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law which shall entitle UTIITSL to claim damages from the agency apart from taking action under the appropriate Law. This is an irrevocable condition and it will continue to be in force even if the agreement is terminated.
- 28 **Breach of clause:** In the event of any breach or threatened breach of any clause by the Agency and/or individual assigned by the Agency for the performance of the services, the Agency shall be liable to pay damages as may be quantified by UTIITSL. Apart from the above, UTIITSL shall have the right to proceed against the Agency and/or its assigned person/s under appropriate law.
- 29 **Appeals:**
- a). If any applicant or prospective applicant is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
1. Provided that after the declaration of a applicant as successful in terms of "Award of Contract", the appeal may be filed only by a applicant who has participated in procurement proceedings:
 2. Provided further that in case a procuring entity evaluates the Technical Application before the opening of the Financial Application, an appeal related to the matter of Financial Application may be filed only by a applicant whose Technical Application is found to be acceptable.
 - b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.

c) The officer or authority to which an appeal may be filed under (a) above shall be :
Authority: Shri Deepak Kumar (Chief Technology Officer) UTI Infrastructure
Technology and Services Limited , Ground Floor Jeevan Tara Building Opp Patel
Chowk Metro Station , 5 Parliament Street , New Delhi - 110001 Phone: 011-
23741282-86

d) Form of Appeal:

1. An appeal under (a) above shall be as per Annexure-V along with as many copies as there are respondents in the appeal.
2. An appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
3. An appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorized representative.

g) Fee for Appeal: Fee for filing appeal:

1. Fee for appeal shall be rupees two thousand five hundred which shall be non-refundable.
2. The fee shall be paid in the form of bank demand draft or banker's cheque of a Nationalized Bank payable in the name of Appellate Authority concerned.

h) Procedure for disposal of appeal:

1. The Appellate Authority, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
2. On the date fixed for hearing, the Appellate Authority shall,-
 - a. hear all the parties to appeal present before him; and
 - b. Peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - c. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
 - d. The order passed under (c) shall also be placed on the website i.e www.utiitsl.com / copy provided to the Agency.

i) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate

commercial interests of the applicant or the procuring entity, shall be disclosed in a proceeding under an appeal

- 30 **Jurisdiction:** All matters pertaining to this empanelment shall be subject to the jurisdiction of the courts in Mumbai only.
- 31 **Inspection:** UTIITSL reserves the right to depute its Officers, Auditors, other officials as it may decide etc. to visit the office / commercial / of the selected agency for checking their infrastructure, man power and other related documents mentioned and for checking records, quality controls, work processes without advance intimation and the agency will have to provide the necessary documents etc to UTIITSL to help UTIITSL ensure presence of appropriate equipments, software, manpower, software and other licenses, permissions, etc. Inspection will be done, if so decided by UTIITSL on periodic basis also.
- 32 **Corrections:** All the corrections made anywhere in the empanelment form or the financial bid, whenever called, 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 position in the financial bids. Decision of UTIITSL will be binding in this case. The bidder/Vendor/ Agency merely by filling in this empanelment form agrees to this delegation of power to UTIITSL to decide in this matter.
- 33 **Preference:** UTIITSL reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
- 34 **Additional Information:** During the evaluation of empanelment, UTIITSL may, at its discretion, ask the agency for a clarification / additional information. The request for clarification / additional information and the response shall be in writing. If the response to the clarification/ additional information is not received by UTIITSL before the expiration of the deadline prescribed in the written request for clarification, UTIITSL reserves the right to make its own reasonable assumptions at the total risk and cost of the applicant. As also, the agency is required to update UTIITSL on any developments which may affect the evaluation. During the period of empanelment if the name of the Agency/company (or its division) has undergone a change due to acquisition, amalgamation etc., the Agency/company shall inform UTIITSL. In such cases, all the obligations under the contract with UTIITSL should be passed on for compliance to the new company or division.

- 35 The empanelled Agency/company shall indemnify UTIITSL of any infringement of third party rights be they under the Patents Act or the Intellectual Property Rights.
- 36 **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.
- 37 **Scope of Work:** Technical Support Agencies (TSA) with appropriate expertise and experience for providing support services to UTIITSL in execution, implementation and roll-out of IT projects (IT-Enabled, E-Governance and processing projects) across India. UTIITSL proposes to empanel multiple agencies meeting the eligibility criteria as mentioned below. The Technical Support Agency (TSA) would support UTIITSL in Execution, Implementation and Rollout of IT projects in one or more of the following:
- (A) e-Governance based Consultancy
 - (B) Implementation of IT Projects
 - (C) IT Infrastructure and Facility Management Services
 - (D) Card Based Projects (including ticketing, passes, driving license, Registration Certificates, Ration Cards, Toll / Fare collection, e-purse, etc.) including applications of smart cards in public utility / areas.
 - (E) Software Development Projects including web based applications / portals / traffic management systems and other similar applications of IT in general.
 - (F) The Company should have exposure in biometric integrated projects.
 - (G) Citizen centric projects as Registration of Land, citizen details like birth/ death, Health and Insurance Processing.
- 38 Agencies interested in applying may submit the proposal according to the eligibility criteria. Project specific documents should be submitted separately as per format specified.
- 39 **Corrections:** All the corrections made anywhere in the document 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 empanelment resulting in disqualification of the agency. Decision of UTIITSL will be binding in this case. The bidder/Vendor/ Agency merely by filling in this tender agree to this delegation of power to UTIITSL to decide in this matter.

- 40 The Agency 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.
- 41 UTIITSL reserves the right to call for further information / documents / break-up etc. to decide on the empanelment.
- 42 42. This Expression of Interest is for Empanelment of the agencies and does not guarantee placing of orders. In Normal circumstances, the order would be awarded to the lowest quote among the empanelled agencies through invitations of the financial bid as per the requirement of the UTIITSL. However, in appropriate cases UTIITSL reserves the right to reject even the lowest quote. UTIITSL is at liberty to disqualify the empanelled firm / bidder even after once empanelled if it is found subsequently that the quality of service is not up to the mark as per the terms, conditions and requirements laid down / informed to the agency at the time of execution. If it is detected that some concealment / non- disclosure of material facts made by the agency in order to qualify, UTIITSL reserves the right to disqualify subsequently. In the above eventuality, UTIITSL is entitled to forfeit the earnest money of the disqualified party and also realize the expenses/loss incurred by UTIITSL for re-tender/compensation at the discretion of the UTIITSL

PART - II

SPECIAL CONDITIONS

- A. Specifications (Qualification Criteria for candidates)
- B. Delivery Schedules
- C. Right to place orders in part
- D. Validity of Bids
- E. Unit Rate
- F. Tentative Locations where Manpower is required
- G. Validity of empanelment
- H. General Conditions

A. Specifications (Qualification Criteria for candidates)

It will be prescribed by UTIITSL from time to time or while calling Financial bids. However, for the present, we would require the following skill sets. It is also clarified that the present skill set may be different from the one which may be required at a later date. The requirement would have to be provided by the empanelled agency after going through the financial bid process.

CATEGORY A:

PROJECT IMPLEMENTATION AND SUPPORT PERSONNEL

Category in Experiences	Discipline	Profile
0 -5 years	<p>Project Manager : Full time B.Tech. / BE in Computer Science / Electronics and communication/Computer Engineering/MCA or higher qualification in the field of Information Technology from Government Engineering colleges and full time MBA from a reputed institute / PMP or Prince-2 certification.</p>	<p>At least 5 years experience after graduation in the field o Information Technology out of which at least 3 years should be in the "Project Management" Should be well versed with :</p> <ol style="list-style-type: none"> a. Oracle 10g and later. b. Windows & RedHat Linux c. LAN / WAN d. Backup and restoration using various tools. <p>He / She should have headed at least two large IT / FMS projects related to Govt. / PSU / Banking / Financial / Taxation sector.</p>
	<p>Project Coordinator : Project Coordination (Technical) Full time B.Tech. / BE in Computer Science / Electronics and communication/Computer Engineering/MCA or higher qualification in the field of Information Technology from Government Engineering colleges and full time MBA from a reputed institute / PMP or Prince-2 certification. For Project Coordinator (Administration) post Graduate from any recognized and reputed organization and MBA from any reputed institute,</p>	<p>Project Coordinator (Technical) At least 3 years experience after graduation in the field o Information Technology out of which at least 1 year should be in the "Project Management" Should be well versed with :</p> <ol style="list-style-type: none"> a. Oracle 10g and later. b. Windows & RedHat Linux c. LAN / WAN d. Backup and restoration using various tools. e. Should be well versed with J2EE and .NET framework. <p>For Projcet Coordinator (administration) : at least 7-8 years experience post qualification (academic) in Projcet Coordination in a reputed organization</p>
	<p>Web Developer (.Net & Java : Full time MCA / B.Tech / BE in Electronics and communications / Computer Engineering or higher qualification in the field of Information Technology.</p>	<p>At least 4 years experience post qualification experience in the field of Information Technology out of which at least 3 years should be in the development of application software in .NET & J2EE framework with SQL & management and reconciliation along with ability to coordinate</p>
	<p>Database Administrator : Full time MCA / B.Tech / BE in Electronics and communications / Computer Engineering or higher qualification in the field of Information Technology and oracle certified professional (OCP)</p>	<p>Total 3 years post qualification experience in Information Technology out of which minimum 2 years should be working as a core Database Administrator (DBA) in an enterprise environment should be well versed with</p> <ol style="list-style-type: none"> a. Oracle version 9i and later versions b. SQL statements / query with

		<p>optimization techniques</p> <p>c. Error / Log handling</p> <p>d. Windows NT / 2000 / XP / 2003 server & RedHAt Linux ES/AS</p> <p>Should have good knowledge of TOAD, OEM, STATSPACK, RMAN, SQL plus backup and restoration using various tools.</p>
	<p>System Administrator : Full time MCA / B.Tech / BE in Electronics and communications / Computer Engineering or higher qualification in the field of Information Technology and Certification in LINUX/UNIX administration, preferably Red Hat.</p>	<p>At least 2-3 years experience in the field of Information Technology out of which at least 2 years should be in LINUX administration and Installation and Administration of Linux Operating System (RHEL)</p>
	<p>Web Developer /Developer (Dot Net / Java) : BE(IT) / B.Tech (IT) / MCA (With 60% marks and above)</p>	<p>At least 4 years experience post qualification experience in the field of Information Technology out of which at least 3 years should be in the development of application software in J2EE framework with Oracle as database respectively</p>
	<p>Team Leader / DBA / Sys Admin : BE(IT) / B.Tech (IT) / MCA (With 60% marks and above)</p>	<ol style="list-style-type: none"> 1. At least 2-3 years experience in the field of Information Technology out of which at least 2 years should be in LINUX Administration and Installation and Administration of Linux Operating System (RHEL). 2. Installation and Administration of Middleware software Tomcat, Jboss and JON (Jboss on Network Tool) 3. Basic administration of SAN storage 4. Scripting on Operating System. 5. Troubleshoot skills for OS and middleware software. 6. Working with Data centre Network Structure
	<p>District Coordinator: At least Full time B.Tech / BE in Electronics / Computer Engineering / MCA from a Government recognized college and MBA from a reputed institute or higher qualification in the field of Information Technology.</p>	<p>At least 2 year post qualification experience in the field of Information Technology</p>
	<p>Software Architect: Full time B.E. / B. Tech (in IT /Computer Science / Computer Engg) / MCA from recognized Institutes</p> <p>b. At least 5 year total experience in software development field</p> <p>c. At Least 2 years of experience as software architect in a CMMI Level 3 Firm</p>	<p>. Experience in designing and coding for handling very large databases</p>

	Accountant : Graduate with certificate course in Computer from any reputed institute	Should have well versed experience.
	Customer Support Executive/ Data Entry Operator : Graduate with certificate course in Computer from any reputed institute	Experiences in IT/ operations/Financial Services/ Banking Sector etc. English Typing is 30 w.p.m is must. Other language typing preferred.

Please note that Skill set, Qualifications and experience can be modified from time to time as per requirement.

CATEGORY B :

PROJECT CONSULTANCY PERSONNEL

Sr. No.	Designation	Qualification	Work Experience (Years)	Minimum E-Governance Experience (Years)
1	Project Manager / Principal Consultant	B.Tech / B.E /MCA+MBA	10+	3
2	Senior Consultant (Technology)	B.Tech / B.E + M.Tech / MBA	7+	1
3	Senior Consultant (Project Management)	B.Tech / B.E / MCA+MBA	7+	3
4	Consultant (Finance Management)	B.Tech / B.E / MCA / M.Tech + MBA(Finance)	5+	2
5	Consultant (Technology)	B.Tech / B.E / MCA / M.Tech + MBA preferred	5+	2
6	Jr. Consultant / Associate Consultant	B.Tech / B.E / MCA+ MBA preferred	2+	1
7	Sr. Executive	B.Tech / B.E / MCA+ MBA preferred	1+	1

B. Delivery Schedules : The resources provided will have to adhere to the timelines and deliverables and failing which they shall be penalized as given in Annexure III.

C. Right to place the orders

As indicated above, UTIITSL reserves the right to place the orders in parts or fully with more than one vendor at L1 rates without assigning any reason whatsoever to anyone for the distribution of the work. The decision of UTI ITSL will be final in the distribution. This condition would be more specified at the time of financial bid calling.

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

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

F. Tentative Locations where Manpower is required

It will be prescribed by UTIITSL from time to time. However, for the present, we would require the manpower at the places as mentioned in Annexure I. It is also clarified that the present requirement locations may be different from the one which may be required at a later date. The requirement would have to be provided by the empanelled agency after going through the financial bid process. Refer Annexure I.

G. Validity of empanelment

As mentioned under the heading "Validity of the bids", in Special Conditions, it is clarified that empanelment will be valid for a minimum period of three year which can be extended further and the supply of the resource will have to be made as per the orders placed from time to time. During the period of work order placed, there shall be no increase in rates.

H. General Conditions

General Information about the bidder as per Annexure II is required to be submitted.

Annexure – I

Indicative list where manpower is required

The list is indicative but not limited to

EASTERN REGION		NORTHERN REGION	
States	City	States	City
Andaman	Port Blair	Delhi	Delhi South
Assam	Guwahati	Delhi	Delhi North
Assam	Tinsukhia	Delhi State	Laxmi Nagar
Bihar	Patna	Haryana	Rohtak
Bihar	Bhagalpur	Haryana	Gurgaon
Bihar	Muzaffarpur	Haryana	Faridabad
Jharkhand	Jamshedpur	Himachal Pradesh	Shimla
Jharkhand	Ranchi	Punjab	Amritsar
Meghalaya	Shillong	Punjab	Bhatinda
Orissa	Behrampur	Punjab	Jalandhar
Orissa	Rourkela	Punjab	Karnal
Orissa	Bhubaneshwar	Punjab	Ludhiana
Orissa	Koenjhar	Rajasthan	Jodhpur
Tripura	Agartala	Rajasthan	Udaipur
West Bengal	Durgapur	Rajasthan	Jaipur
West Bengal	Howrah	Rajasthan	Kota
West Bengal	Kolkata	UT	Chandigarh
West Bengal	Siliguri	Uttar Pradesh	Varanasi
West Bengal	Jalpaiguri	Uttar Pradesh	Kanpur
West Bengal	Park Street	Uttar Pradesh	Meerut
West Bengal	Darjeeling	Uttar Pradesh	Agra
West Bengal	Jangipur	Uttar Pradesh	Allahabad
West Bengal (Kolkata)	Barackpur	Uttar Pradesh	Bareilly
Sikkim	Gangtok	Uttar Pradesh	Lucknow
Mizoram	Aizwal	Uttar Pradesh	Noida
Meghalaya	Shillong	Uttar Pradesh	Gorakhpur
Manipur	Imphal	Uttaranchal	Haldwani
Nagaland	Kohima	Uttaranchal	Dehradun
Arunachal Pradesh	Itanagar		
Tripura	Agartala		

SOUTHERN REGION		WESTERN REGION	
States City		States	City
Andhra Pradesh	Cuddapa	Chattisgarh	Raipur
Andhra Pradesh	Nizamabad	Goa	Goa
Andhra Pradesh	Rajahmundry	Gujarat	Rajkot
Andhra Pradesh	Vishakhapatanam	Gujarat	Surat
Andhra Pradesh	Karim Nagar	Gujarat	Vadodara
Andhra Pradesh	Patten Cheru	Gujarat	Naroda
Andhra Pradesh	Hyderabad	Gujarat	Abmedabad
Andhra Pradesh	Raichur	Gujarat	Vatava
Andhra Pradesh	Warangal	Gujarat	Vapi
Andhra Pradesh	Kukatpalli	Madhya Pradesh	Bhopal
Andhra Pradesh	Siddipet	Madhya Pradesh	Gwalior
Karnataka	Hubli	Madhya Pradesh	Ujjain
Karnataka	Mysore	Madhya Pradesh	Jabalpur
Karnataka	Mysore Road	Madhya Pradesh	Indore
Karnataka	Bangalore	Madhya Pradesh	Sagar
Karnataka	Gulbarga	Maharashtra	Aurangabad
Karnataka	Guntur	Maharashtra (Mumbal)	Bandra
Karnataka	Bommasandra	Maharashtra (Mumbai)	Kandivili
Karnataka	Peenya	Maharashtra	Nagpur
Karnataka	Mangalore	Maharashtra	Pune
Karnataka	Shimoga	Maharashtra	Nasik
Karnataka	Udapi	Maharashtra (Mumbai)	Thane
Karnataka	Bellary	Maharashtra	Akola
Karnataka	Chickmanglur	Maharashtra	Kolhapur
Karnataka (Bangalore)	KR Puram	Maharashtra	Sholapur
Kerala	Kannur	Maharashtra (Mumbai)	Vashi
Kerala	Kochi	Daman & Diu	Daman
Kerala	Kozhikode	Dadra Nagar & Haveli	Silvasa
Kerala	Tiruanantpuram		
Kerala	Kottyam		
Kerala	Kollam		
Tamil Nadu	Pondicheri		

Tamil Nadu	Salem		
Tamil Nadu	Tirunelveli		
Tamil Nadu	Trichy		
Tamil Nadu	Tambaram		
Tamil Nadu	Ambatur		
Tamil Nadu	Chennai		
Tamil Nadu	Coimbatore		
Tamil Nadu	Madurai		
Tamil Nadu	Nagercoil		
Tamil Nadu	Vellore		

ANNEXURE II

DETAILS OF THE ORGANIZATION

1. Name and full address of the firm / company / Organization	
2. Registered Office with full address, Telephone No(s) Fax No(s) E-mail address Website URL	
3. Income Tax Registration number	
4. Service Tax Registration No.	
5. Whether public Limited company or private Limited Company or Partnership, or any other entity (Give details)	
6. In case of a company, details of Director, Managing Director etc.	
7. Name and addresses and designation of the persons who will represent the agency while dealing with the UTIITSL. (Attach letter of authority)	
8. Names of clients where IT manpower has been provided. Attach extra sheets, if required.	
9. Whether the agency has requisite permission / licenses for carrying out this activity. If so, attach the photocopy of these documents.	

(Authorized Signatory)

Name:

Designation & Authority:

Palace:

Date:

Annexure III

Expected service Levels

Sr. No.	Category of resource	Service	Expected Service level	Penalty level in case of default
1	Project Manager / Principal Consultant / 10+ yrs Exp. Resources	a. Positioning of resource for interview after placing order	With 7 Days	The penalty clause are subject to review from time to time and would be crystallized at the time of work order depending upon the assignment awarded to UTIITSL, generally, the penalty would be on back-to-back basis i.e., the entire penalty levied on UTIITSL would be passed on to the contractor.
		b. Deployment of the identified resource after successful interview / selection of candidate	With 15 Days	
2	Senior Consultant (Technology and Project Management) / 7+Years Exp Resources	a. Positioning of resource for interview after placing order	With 7 days	
		b. Deployment of identified resource after successful interview / Selection of candidate	With 15 Days	
3	Consultant (Technology and project management) / 5+ Years Exp Resources	a. Positioning of resource for interview after placing order	With 7 days	
		b. Deployment of the identified resource after successful interview / Selection of candidate	With 15 Days	
4.	JR. consultant / Associate Consultant / 3+ Yrs Exp Resources	a. Positioning of resource for interview after placing order	With 7 days	
		b. Deployment of the identified resource after successful interview / selection of candidate	With 15 Days	
5	Sr. Executive / up to 3 Yrs Exp Resources	a. Positioning of resource for interview after placing order	With 7 days	
		b. Deployment of the identified resource after successful interview / Selection of candidate	With 15 Days	

PART - III

APPLICATION FORM

(To be submitted on the letter head of the bidder)

Head- HR

UTI Infrastructure Technology And Services Limited (UTIITSL)
Plot No.3, Sector - 11
CBD Belapur,
Navi Mumbai - 400614, Maharashtra

Sir,

Sub: Empanelment of Agencies for Supply of Information Technology related of Manpower in PAN India.

This is with reference to your application due on . We are interested in getting our Company / firm / Agencies / vendor empanelled in your organization for Supply of Information Technology related personnel in different states in India.

We are aware that the financial bids will be called only from the empanelled (short-listed) Company / firm / agencies I vendor only.

We have read and understood the details as given in the information (Part I and Part II) regarding the Scope of Work and Terms and Conditions for the selection of vendors for this work. The conditions are acceptable to us. We have been given all the required information from UTIITSL. We certify that we are eligible and qualified as per the said Terms.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If we are empanelled as per decision of UTIITSL, only then, we will be allowed to participate in the financial bids.

We understand UTIITSL is not bound to accept any proposal they may receive and that the evaluation would be carried out based on the applicable eligibility criteria and the supported specific documents submitted by us. We understand that if empanelled, we would be called for financial bids on project-to-project basis in the area deemed fit by UTIITSL.

We agree to abide by all the terms and conditions of the empanelment document.

Yours sincerely,

Authorized Signatory (In full and initials) :

Name and Title of Signatory :

Name of Agency :

Address:

Location: _____ **Date:** _____

ANNEXURE IV:

Company Detail

(To be filled by all participants)

Name and full address of the Agency / Company / Organization	
Registered office with full address, Telephone no(s) Fax No(s) E-mail Address Website URL	
Income Tax Registration number. (PAN) (with certified copy)	
Service Tax Registration number (with certified copy)	
Certified copy of PF Registration along with PF code	
Certified copy of ESIC Registration along with ESIC code and sub-code of ESIC state wise.	
Whether public limited company or private limited company or any other entity (Give Details)	
Name and addresses and designation of the persons who will represent the Agency while dealing with the UTIITSL. (Attach letter of authority) with email id, landline no and Mobile No.	
Details of service / support network and infrastructure available in India.	

Note: Above details are mandatory, Agency may use additional sheets for above submittals.

(Authorized Signatory)

Name:

Designation & Authority:

Palace:

Date:

Stamp:

Company Name:

Business Address:

CHECK LIST FOR SUBMISSION OF BIDS

SR. No.	Forms for submitting bids	Yes / No
1.	Superscription on the envelop	
2	Tender fees – check if the tender fees is applicable and if it has been enclosed in form of bankers cheque / DD	
3	Signature on all the pages conveying the acceptance of all terms and conditions	
4	Check if all the required documents have been enclosed.	
5	Document (Part I, Part II & Part III) duly filled and signed and complete in all respect.	
6.	In case the applicant is an non-individual, then the letter authorizing the signatory to sign the tender documents must be enclosed. This letter would be on the Applicants / Agency / Bidders Letter Head	
7	Various annexure duly filled and signed	

ANNEXURE V:

MEMORANDUM OF APPEAL

Appeal Noof Before the (Appellate Authority)

1. Particulars of appellant:

- a. Name of the appellant: <please specify>
- b. Official address, if any: <please specify>
- c. Residential address: <please specify>

2. Name and address of the respondent(s):

- a. <please specify>
- b. <please specify>
- c. <please specify>

3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved: <please specify>

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative: <please specify>

5. Number of affidavits and documents enclosed with the appeal: <please specify>

6. Grounds of appeal (supported by an affidavit): <please specify>

7. Prayer: <please specify>

Place

Date

Appellant's Signature