

**SHRETRON INDIA LIMITED**  
**(A U.P. Govt. Undertaking)**  
**“UPTRON” Building, Near Gomti Barrage,**  
**Gomti Nagar, Lucknow (UP)-226010**

Tele: 0522-2307656  
[siletender2019@gmail.com](mailto:siletender2019@gmail.com)

E-mail:[shretrongzb@gmail.com](mailto:shretrongzb@gmail.com),

**REQUEST FOR EMPANELMENT (RFE)**  
**For**  
**SERVICE PROVIDER FOR COMPUTER TRAINING & OTHER TRAININGS**

Bid Reference	:	SIL/EMP-TRG/2021-22/03
Website	:	<a href="http://etender.up.nic.in">http://etender.up.nic.in</a>
Date of Publishing	:	18.06.2021 on 06:00 PM
Last Date of Time for Submission of Bids	:	17.07.2021 at 12.00 PM
Date and Time of opening of Bids	:	17.07.2021 at 05.00 PM
Place of opening of bids	:	SHRETRON INDIA LIMITED Gomti Barrage, Gomti Nagar Lucknow (UP) - 226010
<b>Tender Processing Fee (Non refundable)</b>	:	Rs. 35,400/-

It will be the responsibility of the Service Providers to check U.P. Government e-procurement website <http://etender.up.nic.in> for any amendment through corrigendum in the tender document. In case of any amendment, Service Providers will have to incorporate the amendments in their bid accordingly.

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**Gomti Nagar, Lucknow (UP)-226010**

**INVITING REQUEST for EMPANELMENT**

Online Proposal is invited for Empanelment of Companies/Firms of proven capabilities as a Service Provider for COMPUTER TRAINING & OTHER TRAININGS up to **12:00 P.M on 17.07.2021** and shall be opened at **05:00 P.M. on 17.07.2021**. The Proposal processing fee is Rs. 35400/- The details for submission of Proposal will be available in the tender document on the U.P. Government e-procurement website <http://etender.up.nic.in> from **18.06.2021 at 06:00 P.M.** The Company reserves the right to cancel any or all the Proposal / annul the bidding process without assigning any reason and decision of the company will be final.

Managing Director  
Shretron India Limited  
Gomti Nagar, Lucknow

SIL/EMP-TRG/2021-22/03

**INVITATION FOR e-BIDS**

This invitation for Proposal is for empanelment of experienced companies / organizations in the areas of COMPUTER TRAINING & OTHER TRAININGS for the period of **T w o** years.

1. Service Providers are advised to study the tender Document carefully. Submission of Proposal against this tender shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the tender Document with full understanding and its implications.
2. The Proposal prepared in accordance with the procedures enumerated in ITB Clause 6 of Section-I should be submitted through e-Procurement portal <http://etender.up.nic.in>. by following the procedures given in ITB clause 11 of Section I.
3. The tender document is available at e-Procurement website <http://etender.up.nic.in>. Interested Service Providers may view, download the e-Bid document, seek clarification and submit their Proposal online up to the date and time mentioned in the table below:

(a)	Date of publication of tender notice	18 June 2021 at e-Procurement web site <a href="http://etender.up.nic.in">http://etender.up.nic.in</a>
(b)	Availability of tender document on website	18 June 2021 from 06:00 PM
(c)	Proposal submission start date & time (Submission of Tender processing fee and other supporting documents in PDF format)	18 June 2021 from 06:00 PM
(e)	Proposal submission end date & time	17 July 2021 at 12:00 PM
(f)	Online Technical bids opening Date & Time	17 July 2021 at 05:00 PM or onwards
(g)	Selection method	Tender will be awarded to the Service Provider with the highest score based on Quality and cost based selection (QCBS). Evaluation Method.
(g)	Venue of Opening of Technical Bids	SHREETRON INDIA LIMITED Gomti Barrage, Gomti Nagar Lucknow
(h)	Inviting Officer	Managing Director
(i)	Processing Fee (non refundable)	Rs.35,400/- (Including GST) (in the form of RTGS or NEFT)
(j)	Empanelment fee (non refundable)	Rs. 100000/- (Including GST) (in the form of NEFT/RTGS)
(k)	Security deposit	Rs.3,00,000/- (Including GST) (in the form of NEFT/RTGS only)
(l)	Bank Account Detail	<b>Name of the Bank:-</b> Canara Bank <b>Name of the Branch:-</b> Sahibabad <b>Current Account No.:-</b> 87763070000672 <b>IFS Code of the Branch:-</b> CNRB0018776

4. **All e-Bids must be accompanied by Processing Fee in the form of through NEFT or RTGS in company's Bank Account. The scanned copy of the processing fee must be uploaded along with the e-Bid at Lucknow office before e-bid submission end date and time.**
5. SIL reserves the right to cancel any or all the Proposal /annul the e-Bid process without assigning any reason thereof.
6. All the required documents should be uploaded by the Service Provider electronically in the PDF format. It is suggested that the PDF Files should be made in grayscale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the e-tender portal <http://etender.up.nic.in>. The required electronic documents for each document label of Technical (Fee details, Declaration by the Service Provider, Capability Statement and Annexures and Qualification details) schedules/packets can be clubbed together to make single different files for each label. The size of single label file should not exceed 8 to 10 MB size.

**SECTION I: INSTRUCTIONS TO SERVICE PROVIDERS (ITB)**  
**(A) THE BIDDING DOCUMENTS**

**1. Cost of Bidding**

- a) The Service Provider shall bear all costs associated with the preparation and submission of its Proposal and SHREETRON INDIA LIMITED, LUCKNOW OFFICE (UP) hereinafter referred to as “SIL” will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- b) This tender document is available on the website <http://etender.up.nic.in> to enable the Service Providers to view, download the bidding document and submit their bids up to the last date and time mentioned in tender notice/tender document against this tender. The Service Providers shall have to pay tender processing fee of **Rs. 35,400/-** through NEFT or RTGS in company’s Bank Account (see clause 42 for Bank Account No.). The scanned copy of the transfer detail must be submitted along with the e-bids at Lucknow office on or before Proposal submission end date & time. This tender document fee will be non-refundable to the Service Providers.

**2. Contents of Bidding Documents**

**2.1** The services required to be delivered; bidding procedures and other terms and conditions are prescribed in the bidding documents. The bidding documents include:

- a) Invitation for Bids
- b) Section I : Instruction to Service Providers (ITB)
- c) Section II : Requirements for Empanelment.
- d) Section III : Capability Statement
- e) Annexure-1 to Annexure-5

**2.2** The Service Provider is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required as per the bidding documents or submission of a Proposal not responsive to the bidding documents in every respect will be at the Service Provider’s risk and may result in rejection of his Proposal.

**3. Clarification of Bidding Documents**

A prospective Service Provider requiring any clarification of the bidding documents may raise his point of clarification through Bid Management window after successfully logging to the e-procurement website <http://etender.up.nic.in>. The Service Provider may seek clarification by posting query in the relevant window after clicking “Seek Clarification” option in the view tender details window for tender which can be selected through my tender option of bid submission menu. The clarification will be replied back by SIL through the e-procurement website which can be read by the Service Provider through the “Clarification” option under Bid Submission menu. The prospective Service Provider may also seek clarifications by sending its written queries to SIL before the date of start of submission of e bid. Clarification may also be sent at e mail of the company.

#### 4. **Amendment of Bidding Documents**

- 4.1 At any time prior to the deadline for submission of Proposal, SIL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Service Provider, modify the bidding document by amendments. Such amendments shall be posted /uploaded on the e-procurement website <http://etender.up.nic.in> through corrigendum and shall form an integral part of bid documents. The relevant clauses of the Proposal documents shall be treated as amended accordingly.
- 4.2 It shall be the sole responsibility of the prospective Service Providers to check the website <http://etender.up.nic.in> Time to time for any amendment in the tender documents. In case of failure to get the amendments, if any SIL shall not be held responsible.
- 4.3 In order to allow prospective Service Providers a reasonable time to take the amendment into account in preparing their bids, SIL at its discretion, may extend the deadline for the submission of bids. Such extensions shall be posted/up-loaded on the e-procurement website <http://etender.up.nic.in>

### **(B) PREPARATION AND SUBMISSION OF BIDS**

#### 5. **Language of Proposal**

The Proposal prepared by the Service Provider, as well as all correspondence and documents relating to the Proposal exchanged by the Service Provider and SIL shall be written either in Hindi or English language. The correspondence and documents in Hindi must be accompanied by embedded/separate Hindi font files. Only English numerals shall be used in the bid.

#### 6. **Documents Constituting the Proposal**

The technical Proposal prepared by the Service Provider shall comprise the following components:

- (i) **Fee Details** - includes copies of Bid processing fee furnished in accordance with ITB clause 1 and 8 in PDF format.
- (ii) **Declaration by the Service Provider** - includes signed copy of declaration and Requirements for Empanelment as per Section-II in PDF format.
- (iii) **Capability Statement and Annexure** - includes filled in signed capability statement as per Section-1,2,4,5 and 6 in PDF format.
- (iv) **Qualification Details** - includes copies of required documents as per ITB Clause 17.1 in PDF format justifying that the Service Provider is qualified and meets the criteria for empanelment.

#### 7. **Documents Establishing Service Provider's Qualification**

Pursuant to ITB Clause 6, the Service Provider shall furnish, as part of its Technical Proposal, documents establishing the Service Provider's qualification to perform the Contract if its Proposal is accepted. The documentary evidence should be submitted by the Service Provider electronically in the PDF format. It is suggested that the PDF files should be made in grey scale

using the minimum appropriately readable resolution so that the size of the files is minimized for fast uploading on the website.

**8. Proposal Processing Fee**

8.1 Pursuant to ITB Clause 6, the Service Provider shall furnish, as part of its Proposal, a Proposal processing fee in the amount of in favour of SIL i.e. SHREETRON INDIA LIMITED as mentioned in clause 1(b) above . The scanned copy of the Proposal processing fee must be submitted along with the e-bid and the original one should reach SIL's office at Lucknow on or before Proposal submission end date & time.

8.2 The Proposal processing fee shall be in Indian Rupees and shall be in the following forms only:

The Proposal processing fee of the above amount shall be submitted in the form of through NEFT or RTGS in company's Bank Account.

8.3 Any Proposal not secured in accordance with ITB Clauses 8.1 and 8.2 above shall be treated as non-responsive and rejected by SIL.

**9. Format and Signing of Proposal**

9.1 The Service Provider shall prepare one electronic copy of the Company Profile.

9.2 The Proposal documents shall be digitally signed, at the time of uploading, by the DSC of Company/Firm or its authorized representative whose DSCL is authenticated with registered User-Id given for Company/Firm on e-procurement website <http://etender.up.nic.in>. All the pages/documents of the Proposal shall also be signed manually by the competent person authorized to sign the Proposal before converting them into PDF and uploading them as bidding documents.

**10. Submission of Proposals**

Service Provider should submit its Proposal electronically on e-procurement website <http://etender.up.nic.in> by adopting the procedure given in the tender as well as physically duly filled tender document along with all required enclosures including tender fee and processing fee in the form of original bank draft/banker's cheque/photocopy of cash deposit receipt in sealed cover clearly marked on the top of the envelop "Bid for service provider for software development" and should reach Managing Director, SHREETRON INDIA LIMITED, Gomti Barrage, Gomti Nagar, Lucknow" on or before the last date and time mentioned in the tender.

The Proposal submission module of e-procurement website <http://etender.up.nic.in> enables the Service Providers to submit the e-bids online against this tender published by SIL. Proposal submission can be done only from the Proposal submission start date and time till the Proposal submission end date and time given in the tender. Service Providers should start the Proposal submission process well in advance so that they can submit their Proposals in time. The Service Providers should submit their Proposals considering the server time displayed in the e-procurement website. This server time is the time by which the Proposal submission activity will be allowed till the permissible time on the last/end date of submission indicated in the tender

schedule. Once the Proposal submission date and time is over, the Service Providers cannot submit their e-bids. For delay in submission of Proposals due to any reasons, the Service Providers shall only be held responsible. The Shortfall of any documents can be requested by anytime during technical bid on the description of Management.

The Service Providers have to follow the following instructions for submission of their e-bids:

- 10.1 For participating in bids through the e-tendering system, it is necessary for the Service Providers to be the registered users of the e-procurement website <http://etender.up.nic.in>. For this, the Service Providers have to register themselves by depositing a fee in the office of U.P. Electronics Corporation Limited, 10 Ashok Marg, Lucknow, 226001 for getting a valid User ID and Password on e-procurement website <http://etender.up.nic.in>. The Service Providers may contact at U.P. Electronics Corporation Limited, 10 Ashok Marg, Lucknow 226001 or contact on phone numbers 0522-4130303 for getting registered at the e-Procurement website <http://etender.up.nic.in>. The Service Provider can enroll themselves through this site by clicking “online Service Provider enrollment” on the home page of the site.
- 10.2 In addition to the normal registration, the Service Provider has to register with his/her Digital Signature Certificate(DSC) in the e-tendering system and subsequently he/she will be allowed to carry out his/her bid submission activities. Registering the Digital Signature Certificate (DSC) is a one time activity. Before proceeding to register his/her DSC, the Service Provider should first log on to the e-tendering system using the User Login option on the home page with the Login ID and Password which he/she has got as per clause 11.1 above.

For successful registration of DSC on e-procurement website <http://etender.up.nic.in> the Service Provider must ensure that he/she should possess Class-2/Class-3 DSC issued by any one of the following certifying authorities approved by Controller of Certifying Authorities, Government of India such as Mahanagar Telephones Nigam Ltd. (MTNL), New Delhi and Tata Consultancy Services (TCS) Mumbai as the e-procurement website <http://etender.up.nic.in> is presently accepting DSCs issued by other authorities such as Customs & Central Excise, New Delhi; Institute for Development & Research in Banking Technology, Hyderabad; Safe Script, Chennai and (n) Code Solutions, Ahmedabad has been under active consideration. The Service Provider is advised to get his/her DSC issued by Mahanagar Telephones Nigam Ltd. (MTNL), New Delhi or Tata Consultancy Services (TCS), Mumbai on a safer side for successful registration of his/her DSC on e-procurement website. The Service Provider may also contact the office of U.P. Electronics Corporation Ltd. (UPLC) at the address given in clause 11.1 above for getting the desired DSC as UPLC also facilitates the Service Providers in getting the DSCs.

The Service Provider is also advised to register his/her DSC on e-procurement website well in advance before bid submission end date so that he/she should not face any difficulties while submitting his/her e-bid against this tender. The Service Provider can perform User Login registration/creation and DSC registration exercise as described in clauses 11.1 and 11.2 above even before bid submission date starts. SIL shall not be held responsible if the Service Provider

tries to submit his/her e-bid at the last moment before end date of submission but could not submit due to DSC registration or any other technical problem.

- 10.3 The Service Provider can search for active tenders through “Search Active Tenders” link, select a tender in which he/she is interested in and then move it to ‘My Tenders’ folder using the options available in the Bid Submission menu. After selecting and viewing the tender for which the Service Provider intends to bid from “My Tenders” folder the Service Provider can place his/her bid by clicking “Pay Offline” option available at the end of the view tender details form. Before this, the Service Provider should download the tender documents and study it carefully. The Service Provider should keep all the documents ready as per the requirements of tender document in the PDF format.
- 10.4 After clicking the ‘Pay Offline’ the Service Provider will be redirected to the Terms and conditions page. The Service Provider should read the Terms & Conditions before proceeding to fill in the Tender Fee and Processing Fee offline payment details. After entering and saving the Tender Fee and Processing Fee details, the Service Provider should click “Encrypt & Upload” option given in the offline payment details form so that “Bid Document Preparation and Submission” window appears to upload the documents as per Technical (Fee Details, Declaration by the Service Provider, Capability Statement & Annexures and Qualification details) schedule/packet given in the tender details. The details of the RTGS or any other accepted instrument which is to be physically sent in original before bid submission end date & time, should tally with the details available in the scanned copy and the data entered during bid submission time otherwise the bid submitted will not be accepted.
- 10.5 Next the Service Provider should upload the Technical Proposal documents for Fee Details (bid Processing Fee), Declaration by the Service Provider as per Section-II, Capability Statement as per Section-III & Annexures 1 to 5 and Qualification Details as per ITB Clause 17.1 of tender document. Before uploading, the Service Provider has to select the relevant Digital Signature Certificate. He may be prompted to enter the Digital Signature Certificate password, if necessary. For uploading, the Service Provider should click “Browse” button against each document label in Technical schedule/packet and then upload the relevant PDF files already prepared and stored in the Service Provider’s computer. The required documents for each document label of Technical (Fee Details, declaration by the Service Provider, Capability Statement & Annexures and Qualification Details) schedule/packet can be clubbed together to make single different file for each label
- 10.6 The Service Provider should click “Encrypt” next for successfully encrypting and uploading of required documents. During the above process, the bid documents are digitally signed using the DSC of the Service Provider and then the documents are encrypted / locked electronically with the DSC’s of the bid openers to ensure that the bid documents are protected, stored and opened by concerned bid openers only.
- 10.7 After successful submission of Proposal documents, a page giving the summary of Proposal submission will be displayed confirming end of e-bid submission process. The Service Provider

can take a printout of the b summary using the “Print” option available in the window as an acknowledgement for future reference.

10.8 SIL Management reserves the right to cancel any or all bids without assigning any reason.

## **11 Deadline for Submission of Proposal**

11.1 Proposals must be submitted by the Service Providers on e-procurement website <http://etender.up.nic.in> as well as physically in sealed cover addressed to Managing Director, SHREETRON INDIA LIMITED, Gomti Barrage, Gomti Nagar, Lucknow no later than the time specified in the tender document.

11.2 SIL may, at its discretion, extend this deadline for submission of Proposals by amending the bid documents in accordance with ITB Clause 4, in which case all rights and obligations of SIL and Service Providers previously subject to the deadline will thereafter be subject to the deadline as extended.

## **12 Late Bids**

12.1 The server time indicated in the Bid Management window on the e-procurement website <http://etender.up.nic.in> will be the time by which the Proposal submission activity will be allowed till the permissible date and time scheduled in the tender. Once the Proposal submission date and time is over, the Service Provider cannot submit his/her Proposal. Service Provider has to start the Proposal Submission well in advance so that the submission process passes off smoothly. The Service Provider will only be held responsible if his/her Proposal is not submitted in time due to any of his/her problems during Proposal submission process.

## **13 Withdrawal and Resubmission of Bids**

13.1 At any point of time, a Service Provider can withdraw his/her submitted online before the Proposal submission end date and time. For withdrawing, the Service Provider should first log in using his/her Login ID and Password and subsequently by his/her Digital Signature Certificate on the e-procurement website <http://etender.up.nic.in>. The Service Provider should then select “My Bids” option in the Bid Submission menu. The page listing all the bids submitted by the Service Provider will be displayed. Click “View” to see the details of the bid to be withdrawn. After selecting the “Bid Withdrawal” option, the Service Provider has to click “yes” to the message “Do you want to withdraw this bid”? displayed in the Bid Information window for the selected Proposal. The Service Provider also has to enter the Proposal Withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the “Submit” button. The Service Provider has to confirm again the pressing “OK” button before finally withdrawing his/her selected bid.

13.2 The Service Provider has to request SIL with a letter, attaching the proof of withdrawal and submission of Proposal processing fee in the office of SIL, to return back the Proposal processing fee as per the manual procedure.

- 13.3 The Service Provider can resubmit his/her Proposal as and when required till the Proposal submission end date and time. The Proposal submitted earlier will be replaced by the new one. The payment made by the Service Provider earlier will be used for revised Proposal and the new Proposal submission summary generated after the successful submission of the revised Proposal will be considered for evaluation purposes. For resubmission, the Service Provider should first log in using his/her Login ID and Password and subsequently by his/her Digital Signature Certificate on the e-procurement website <http://etender.up.nic.in>. The Service Provider should then select “My Bids” option in the Bid Submission menu. The page listing all the bids submitted by the Service Provider will be displayed. Click “View” to see the details of the bid to be resubmitted. After selecting the “Bid Resubmission” option, click “Encrypt & Upload” to upload the revised bid documents by following the methodology proved in clauses 11.4 to 11.7.
- 13.5 The Service Providers can submit their revised Proposals as many times as possible within the scheduled date & time for submission of Proposals.
- 13.6 No Proposal can be resubmitted subsequently after the deadline for submission of Proposals.

**(C) BID OPENING AND EVALUATION OF PROPOSALS**

**14 Opening of Technical Proposals by SIL**

- 14.1 SIL will open all technical Proposals at scheduled date and time given in the Tender Document at SHREETRON INDIA LIMITED, Gomti barrage, Gomti Nagar, Luckow 226010. In the event of the specified date of Proposal opening being declared a holiday for SIL then the Proposals shall be opened on next working day and at the same scheduled time in the office of SIL.
- 14.2 The Proposals of only those Service Providers shall be considered for evaluations that are found responsive to the terms and conditions of this tender document. The Proposals that are found non-responsive to the terms and conditions of tender document shall be out-rightly rejected and no fee shall be returned to the Service Provider.

**15 Clarification of Proposals**

During evaluation of Proposals, SIL may, at its discretion, ask the Service Provider for a clarification of his/her Proposal. The request for clarification and the response shall be in writing.

**16. Evaluation of technical Proposals and Evaluation Criteria**

SIL will examine the Proposals to determine whether they are complete, whether they meet all the conditions of the tender, whether required Proposal processing fee and other required documents have been furnished, whether he documents have been properly signed, and whether the Proposals are generally in order. Any Proposal or Proposals not fulfilling these requirements shall be rejected.

16.1 Technical evaluation of the Proposals shall be one as per requirements and experience given in the tender based on the following parameters. The Service Providers shall submit the copies of following as documentary proof for the same:-

- (i) Scanned copy of original /transfer details towards Tender Processing Fee (non-refundable). However the original of above to be submitted to SIL.
- (ii) Scanned copies of the job award, their values and successful job completion certificates and other supporting documents of the related areas/fields for any of the preceding two financial years are essential.
- (iii) Scanned copy of documents in support of permanent employees as mentioned in Annexure-2.
- (v) Scanned copy of proof of LAN installed in the Service Provider's premises and genuine and licensed software available as mentioned in Annexure-4.
- (vi) Scanned copy of company's Audited/Certified statement of profit & loss account of the company (clearly showing the CA's name, address and Registration number) of the preceding three financial years
- (vii) Scanned copy of Turnover Certificate from the Chartered Accountant in IT/ITES related jobs as filled in the CAPABILITY STATEMENT (CS).
- (viii) Scanned copy of original Income Tax return (ITRs) of the preceding two financial years.
- (ix) Scanned copy of relevant pages of Memorandum and Article of association showing objectives of the company/organization and Registration Certificate.
- (x) Scanned copy of original certificate showing the place of registration of the Company/Organisation.
- (xi) Scanned copy of original document in proof of Company's premises owned/leased or on rent.
- (xii) Scanned copy of PAN card of the company/organization.
- (xiii) Scanned copy of GST registration number of the company/organization & Service Tax return of the preceding two financial years.
- (xiv) Scanned copy of self declaration/ Affidavit on company's letterhead regarding non-blacklisting of company/firm on the Performa given in the Tender Document at Annexure 5.

- (xv) Scanned copy of ISO 9000 or CMM-3 certificate obtained by the company/organization. If available.

### Evaluation Criteria

S.no	Basic Requirement	Specific Requirement	Marks
1	Financial Turnover	Average Turnover of Upto Rs 1 Crore in last 3 FY(2017-18, 2018-19 and 2019-20)	5
		Average Turnover of more than Rs 1 crore and upto 5 crore in last 3 FY(2017-18, 2018-19 and 2019-20)	10
		Average Turnover of more than Rs 5 crore and upto 20 crore in last 3 FY(2017-18, 2018-19 and 2019-20)	15
		Average Turnover of more than Rs 20 crore in last 3 FY(2017-18, 2018-19 and 2019-20)	20
2	No of Training Candidates	Upto 500	5
		More than 500 upto 1000	10
		More than 1000 upto 2500	15
		More than 2500	20
3	Experience in Domain	The Service Provider should have minimum of Upto 4 Work Orders in last 3 years of conducting TTF/ToT (training of trainers) in any state Govt / Central Govt/ PSU Corporation / other Government Institution/	5
		The Service Provider should have minimum of 5 Work Order upto 10 Work order in last 3 years of conducting TTF/ToT (training of trainers) in any state Govt / Central Govt/ PSU Corporation/ other Government Institution/	10
		The Service Provider should have minimum of 11 Work Order upto 20 Work order in last 3 years of conducting TTF/ToT (training of trainers) in any state Govt / Central Govt/ PSU Corporation/ other Government Institution/	15
		The Service Provider should have minimum of 20 Work Order in last 3 years of conducting TTF/ToT (training of trainers) in any state Govt / Central Govt/ PSU/ Corporation/ other Government Institution/	20

4	Current Experience	Company Should submit at least one running work order for Central Govt./State Govt/ PSU/ other Government	10
5	Team on the project	The agency should have at least 5 number of Trainers empanelled with them so as to undertake Four Simaltenous batches with at least two trainers in each batch. List of Trainers to be provided with technical Bid.	5
		The agency should have more than 5 and upto 10 number of Trainers empanelled with them so as to undertake Four Simaltenous batches with at least two trainers in each batch. List of Trainers to be provided with technical Bid.	10
		The agency should have more than 10 and upto 20 number of Trainers empanelled with them so as to undertake Four Simaltenous batches with at least two trainers in each batch. List of Trainers to be provided with technical Bid.	15
		The agency should have more than 20 number of Trainers empanelled with them so as to undertake Four Simaltenous batches with at least two trainers in each batch. List of Trainers to be provided with technical Bid.	20
6	ISO Certificates	Company should have ISO or CMMI Certificate ISO 9001:2008 or CMMI Level 3- 05 Marks ISO 27001:2013 or CMMI Level 5- 10 Marks	10

16.2 A team of SIL may carry out physical inspection and verification of the information given by the Service Provider/Service Provider's in their infrastructure setup at any time during or after the empanelment of the Service Provider.

## 17 Contacting SIL

17.1 Subject to ITB Clause 16, no. Service Provider shall contact SIL on any matter relating to his/her Proposal, from the time of the Proposal opening till the time of disposal of his/her Proposal. If

the Service Provider wishes to bring additional information to the notice of SIL, he/she can do so in writing.

- 17.2 Any effort by a Service Provider to influence SIL in its decisions on Proposal evaluation may result in rejection on the Service Provider's Proposal.

### **(D) AWARD OF CONTRACT AND OTHER CONDITIONS**

#### **18. Selection of service Providers**

Tender received will be evaluated on the basis of requirements and experience and other terms and conditions given in the tender and the empanelment of successful Service Providers will be done. SIL may inspect the facilities existing in the Service Provider's premises at any time prior or after the empanelment of the Service Provider. The service providers will be selected on the basis of their existing experience, manpower availability, technical competence and experience of working in the related field(s). Service providers may be empanelled for difference expertise, levels of competence required in the areas/fields given in the tender.

#### **19. Period of Empanelment**

The empanelment of the service providers will be for a period of Two years from the date of letter issued.

#### **20. Allocation of work**

The work will be allocated in the following manner.

- An initial System requirement, cost and man-days requirement assessment will be done by SIL. Based on the estimated requirements, e-tenders will be invited from the empanelled service providers' panel having demonstrable competence in the required field, from categories equal to or above the estimated cost of the project. The selection will be based on the proven competence and lowest value.

#### **21. Code of Conduct**

- a) Relationship with Client: Dealings with client must be conducted in an ethical manner, terms of agreement should be clearly and precisely expressed and fulfilled in good faith; work undertaken should be carried out promptly and efficiently and client's interest properly safeguarded and confidentiality maintained.
- b) Relationship with other empanelled Service Provider: Dealing with other empanelled Service Providers must be conducted in a positive and professional manner and in utmost courtesy and fairness; property rights, work results, confidential data and vendor/client

relations of empanelled Service Providers ought to be respected; and no engagement in harmful, disappearing or predatory tactics will be entertained.

- c) Relationship with Principals: Empanelled Service Providers shall represent Principals in a fair and business like manner in accordance with their contract, their property and other rights; and provide full and accurate business records.
- d) Relationship with Employees: Empanelled Service Providers shall strive to employ high caliber staff and offer fair and equal opportunities for growth and development. Relevant training and constant upgrading of the employees has to be provided in line with job responsibilities. Also employees have to be informed of their obligation to keep important data confidential. And of the fact that any professional misconduct constituting of unauthorized disclosure of confidential nature or violation of copyright laws will cause employers to take disciplinary action.
- e) Relationship with Public: Empanelled Service Providers shall promote effective use of Information Technology as an instrument for social and economic good and act as good corporate citizens and fulfill their responsibilities to the community.
- f) Intellectual Property Protection: Empanelled Service Providers shall neither use nor encourage the use of Pirated Software in their own and their client's organizations. All software and other related Software Products must be Original, Licensed and Genuine and must conform to the norms and guidelines of Information Technology (IT) Act, 2000 and its amendments from time to time, failing which the empanelment of Service Providers will automatically stand terminated.

**22. Use of Documents and Information for Projects:**

The empanelled Service Providers shall not, without SIL's prior written consent, disclose any document containing specification, plan, drawing, pattern, sample or information furnished by or on behalf of client in connection therewith to any person other than a person employed by the Service Providers in the performance of the allotted job. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purpose of such performance.

**23. Intellectual Property Rights (IPR) and Replication Right:**

IT/ITES Application plans, drawing, specifications, design, reports and other documents prepared by the Service Providers in the execution of the allotted Job order shall become and remain the exclusive property of SIL. The source code of the application Software and the documents will be the exclusive property of SIL and SIL will have the Intellectual Property Right (IPR) and Replication Rights on developed software and documents. Service Providers will be obliged to submit at least two copies of Software with Source Code and complete SRS and Complete Operational documentation. The bound copies of Documentation of System Study, System Requirement Specification (SRS) and Users Manuals are to be handed over to the client

after its completion at respective stages along with its soft copies on the latest media available at that time.

**24. Agreement:**

If an Agreement/MOU is required to be signed by SIL with the client department for execution of the Job order, an Agreement/MOU with similar clauses shall have to be signed by the concerned empanelled Service Provider with SIL on back to back basis for smooth execution of the order.

**25 Warranty Period and Maintenance for Projects:**

- a) The Service Providers shall be responsible for providing technical support for the successful running of the software/system so developed/deployed during the period of Warranty (one year or otherwise specifically mentioned in the client's order, from the date of its delivery and successful installation).
- b) The empanelled Service Providers may be required to provide maintenance support of the developed software, provided to the client, under the specific Job awarded to the empanelled Service Provider, for the period mutually agreed upon with the client.
- c) It shall be the responsibility of the Service Provider for the implementation and execution of the project in which hardware items are also required in it. The required hardware shall be procured by the Service Provider from hardware division of SIL if SIL's hardware division procures such item. The Service Provider shall submit an undertaking that they shall be deploying the required manpower/representative (with list of manpower with their telephone numbers that may be given to the client department) to be deployed/posted at the locations required in the project/required by the client department for smooth services during implementation and warranty period.

**26. Taxes and Duties:**

The empanelled Service Providers shall be solely responsible for all Taxes, Duties, License fees, GST, Octroi etc. applicable from time to time. Service providers will deliver products and Services at the cost (all inclusive) as per terms and conditions of the Work Order released by SIL. No additional cost will be payable. Documentary evidence for depositing the GST claimed by the service provider to be submitted to SIL as and when asked.

**27. Termination for Default:**

SIL may, without prejudice, to any other remedy for breach of contract, or on default by the empanelled Service Providers, terminate the contract in whole or in part if:-

- a) The empanelled Service Provider fails to deliver any or all of the obligations within the time period(s) specified in the work order/contract, or any extension thereof granted by the client.
- b) The empanelled Service Provider fails to perform any other obligations(s) under the work order/contract.
- c) The empanelled Service Provider fails to submit all the materials including software and documentation work towards assigned job to the client/SIL.

**28. Termination/suspension of Empanelment:**

- a. SIL may at any time terminate empanelment of any empanelled Service Providers without compensation to the Service Provider, if the empanelled Service Providers becomes bankrupt or otherwise insolvent or/and
- b. SIL may at any time terminate the empanelment of any empanelled Service Providers for its convenience due to degraded performance of assigned work or due to false information provided by the empanelled Service Providers during empanelment.
- c. SIL may terminate empanelment of empanelled Service Providers on violation of code of Conduct.

**29. Settlement of Disputes:**

- 29.1 If any dispute or difference of any kind whatsoever shall arise between SIL and the Service Provider in connection with or arising out of the Contract the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 29.2 If, any the parties have failed to resolve their dispute or difference by such mutual consultation, within thirty (30) days, then either SIL or the Service Provider may give notice to other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- 29.3 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the contract.
- 29.4
  - 29.4.1 In case of dispute or difference arising between the SIL and a domestic Service Provider relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act 1996. The Arbitral Tribunal shall consist of 3 arbitrators and one each to be appointed by SIL and the Service Provider. The third Arbitrator shall be chosen by the two Arbitrators appointed by the parties and shall act as Presiding Arbitrator. In case of failure of two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Principal Secretary/Secretary, I.T. & electronics Department, Govt. of U.P.
  - 29.4.2 If one of the parties fails to appoint its arbitrator in pursuance of sub-clause 30.4.1 above, within 30 days after receipt of the notice of the appointment of its arbitrator by the other party, then the Presiding Arbitrator shall be nominated by Principal Secretary/Secretary, I.T. & electronics Department, Govt. of U.P. both in case of foreign

supply as well as Indian supply, who shall appoint the arbitrator. A certified copy of the order of the Principal Secretary/Secretary, I.T. & Electronics Department, Govt. of U.P. marking such an appointment shall be furnished to each of the parties.

29.4.3 Arbitration proceedings shall be held at Ghaziabad, India and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English or Hindi.

29.4.4 The decision of the majority of the arbitrators shall be final and binding upon both parties. The cost and expenses of arbitration proceedings will be paid as determined by the arbitral tribunal. However the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

29.5 Notwithstanding any reference to arbitration herein.

(a) The parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and

### **30. Limitation of Liability:**

30.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Patent Rights.

(a) the service provider shall not be liable to SIL, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to SIL and

(b) The aggregate liability of the Service Provider to SIL, whether under the contract, in the tort or otherwise, shall not exceed the total value of order under this contract.

### **31. SIL's right to accept any bid and to reject any or all Bids**

SIL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Service Provider or Service Providers. The Managing Director on its description can give relaxation in the empanelment criteria to any Service Providers.

32. All payments will be received directly by SIL. Running payment if mentioned in the work order and as required by the job will be provided to the Service Providers only against Bank Guarrantee.

33. The empanelment as Service Provider shall also be guided by the terms and conditions as given at page 32. The Service Provider has to accept by signing these terms and conditions.

34. Empanelment of Service Providers will strictly be done for COMPUTER TRAINING & OTHER TRAININGS Suite. If job award, value and job completion certificates are annexed in original (or duly certified copies) as per the terms and conditions of the tender in the Technical bid. If no documents are attached, as specified, the tender shall be rejected.
35. All the documents required should be submitted along with the technical bid of the tender only.
36. Printed conditions of the Service Provider submitted with the bid will not be binding on SIL.
37. The bidding documents, before converting them into PDF files, shall be free from cutting and erasures. However, alterations, if any, in the bidding documents should be attested properly by the Service Provider before conversion into PDF files, failing which the bid of the Service Provider is liable to be rejected.
38. Bids not conforming to any or all the above terms and conditions are liable to be rejected.
39. Incomplete bids are liable to be rejected. Bids found with false information shall stand rejected.
40. All disputes are subject to Ghaziabad jurisdiction only.

#### **41.00 Bank Account details**

SHREETRON INDIA LIMITED

**Name of the Bank:** - Canara Bank

**Name of the Branch:** - Sahibabad

**Current Account No.:-** 87763070000672

**IFS Code of the Branch:** - CNRB0018776

### **SECTION II(a) : REQUIREMENTS FOR EMPANELMENT**

The category in which agencies shall be empanelled is summarized below:

1. **Empanelment for service provider for COMPUTER TRAINING & OTHER TRAININGS**

### **SECTION II (b) : ELIGIBILITY AND EVALUATION CRITERIA**

#### **3.1 COMMON ELIGIBILITY CRITERIA: \_**

- 3.1.1 The Applicant must be a Proprietorship Concern/Company registered under Indian Company Act, 2013/ Firm registered under The Partnership Act 1932/ Society registered under Societies Act, 1860/Autonomous bodies or any other venture not covered above and in similar business for the last three years as on 31<sup>st</sup> March 2020. Consortium of companies/firms etc. is not allowed to apply for empanelment ( Copy of valid Certificate of Incorporation or firms' registration attested by Company Secretary/ Authorized Signatory )
- 3.1.2 The applicant should have valid GST Registration in its name ( attach copy of registration)
- 3.1.3 The applicant should have Income Tax PAN in its name (Attach copy)
- 3.1.4 A Latest Notarized Affidavit on Rs. 100/-, self-certificate that the

Company has not been black listed by any department/autonomous body/PSU of the Central/State Government in the past three years as on last date of submission of the RFE ( submit as per Annexure 5 )

3.1.5 Average Annual Turnover for the year 2017-18., 2018-19 & 2019-20 from specific trade/group for which applicant seeking empanelment as per Evaluation Criteria above.

3.1.6 Specific eligibility criteria against each category has been mentioned

### **3.2 Evaluation criteria and Empanelment**

3.2.1. Agencies are expected to meet the eligibility criteria as mentioned in the RFE document for different categories. Agencies failing to either meet these criteria or not furnishing the requisite supporting documents/ documentary evidence is liable to be summarily rejected.

3.2.2. SIL shall constitute an Evaluation Committee, which shall carry out the entire evaluation process.

3.2.3. The SIL shall evaluate the proposal with reference to the information contained in RFE and other supporting documents furnished as mentioned in this document.

3.2.4 The Management on its discretion can provide relaxation in any eligibility Criteria.

#### **3.2.5 Technical Evaluation**

Service Providers who get a highest score shall be eligible for empanelment. The top 5 Highest Score Companies will be given opportunity to get empanelled with SIL.

### 3.3 REQUIREMENT FOR EMPANELMENT

#### 3.3.1 Empanelment for service provider for COMPUTER TRAINING & OTHER TRAININGS

- A. The tentative list of work for empanelment for COMPUTER TRAINING & OTHER TRAININGS category is mentioned below as per the requirement of individual orders from the client Departments:
1. Computer Training
  2. Skill Training
  3. Capacity Building
  4. Software Based ETC
- B. Specific Eligibility Criteria of empanelment for COMPUTER TRAINING & OTHER TRAININGS

S.no	Basic Requirement	Specific Requirement	Marks
1	Financial Turnover	Average Turnover of Upto Rs 1 Crore in last 3 FY(2017-18, 2018-19 and 2019-20)	5
		Average Turnover of more than Rs 1 crore and upto 5 crore in last 3 FY(2017-18, 2018-19 and 2019-20)	10
		Average Turnover of more than Rs 5 crore and upto 20 crore in last 3 FY(2017-18, 2018-19 and 2019-20)	15
		Average Turnover of more than Rs 20 crore in last 3 FY(2017-18, 2018-19 and 2019-20)	20
2	No of Training Candidates	Upto 500	5
		More than 500 upto 1000	10
		More than 1000 upto 2500	15
		More than 2500	20
3	Experience in Domain	The Service Provider should have minimum of Upto 4 Work Orders in last 3 years of conducting TTF/ToT (training of trainers) in any state Govt / Central Govt/ PSU Corporation/ other Government Institution/	5
		The Service Provider should have minimum of 5 Work Order upto 10 Work order in last 3 years of conducting TTF/ToT (training of trainers) in any state Govt / Central Govt/ PSU Corporation/ other Government Institution/	10

		The Service Provider should have minimum of 11 Work Order upto 20 Work order in last 3 years of conducting TTF/ToT (training of trainers) in any state Govt / Central Govt/ PSU Corporation/ other Government Institution/	15
		The Service Provider should have minimum of 20 Work Order in last 3 years of conducting TTF/ToT (training of trainers) in any state Govt / Central Govt/ PSU/ Corporation/ other Government Institution/	20
4	Current Experience	Company Should submit at least one running work order for Central Govt./State Govt/ PSU/ other Government	10
5	Team on the project	The agency should have at least 5 number of Trainers empanelled with them so as to undertake Four Simaltenous batches with at least two trainers in each batch. List of Trainers to be provided with technical Bid.	5
		The agency should have more than 5 and upto 10 number of Trainers empanelled with them so as to undertake Four Simaltenous batches with at least two trainers in each batch. List of Trainers to be provided with technical Bid.	10
		The agency should have more than 10 and upto 20 number of Trainers empanelled with them so as to undertake Four Simaltenous batches with at least two trainers in each batch. List of Trainers to be provided with technical Bid.	15
		The agency should have more than 20 number of Trainers empanelled with them so as to undertake Four Simaltenous batches with at least two trainers in each batch. List of Trainers to be provided with technical Bid.	20
6	ISO Certificates	Company should have ISO or CMMI Certificate ISO 9001:2008 or CMMI Level 3- 05 Marks ISO 27001:2013 or CMMI Level 5- 10 Marks	10

S.No	Criteria	Documents to be submitted as qualifying documents
7	Presentation	Approach and Methodology to perform the work in this assignment <ul style="list-style-type: none"> <li>a. Understanding of the scope of the project</li> <li>b. Training Content Development Methodology</li> <li>c. Methods used for Training need analysis (TNA)</li> <li>d. Methods to ensure learning objectives are met</li> </ul> Sample Study material that will be given to Trainees
8	The Service Provider should not have been blacklisted/ delisted or terminated by any Govt./ Semi Govt dept/ PSU in India	Notarized affidavit on Rs. 100/- should be submitted.
❖ All Annexures must be submitted		

**QUALIFYING MARKS=50**

**DECLARATION BY THE SERVICE PROVIDER**

**(On the letterhead of the company/firm)**

It is hereby declared that I/We, the undersigned, have read and examined all the requirements, terms and conditions of the tender document for which I/We have signed and submitted the bid under proper lawful Power Attorney. It is also certified that all the requirements, terms and conditions of the tender document are fully acceptable to me/us and I/We will abide by the conditions.

This is also certified that I/We our principals have submitted all the documents as per technical bid requirements, terms and conditions for empanelment as Service Provider of SIL.

Date:

Signature:

Address:

Name:

Designation:

On behalf of  
(Company Seal)

**SECTION III: CAPABILITY STATEMENT (CS)****SERVICE PROVIDER FOR COMPUTER TRAINING & OTHER TRAININGS**

<b>1. Particulars of Applicant Company/Organization</b>			
Name of the Company/Organization			
Registration No. of Company/Organization			
Date of incorporation of Company/Organization			
PAN No. of Company/Organization			
GST Registration No. & Date			
Employees' Provident Fund (EPF) Registration No.			
<b>*E-tender Login ID</b>			
<b>DSC (Digital Signature Certificate) Holder's Name</b>			
<b>Class of DSC (Digital Signature Certificate)</b>			
<b>Validity of DSC (Digital Signature Certificate)</b>			
Registered Address	Whether premises Owned/Leased/On rent(Please specify)	STD Code	
		Tel.No.1	
		Tel.No.2	
		Fax No.	
	City	e-mails:	
	PIN		
	State		
Website Address			
Type of Company/Organization(Please Tick)	Government	Public Sector Undertaking	Public Limited
	Private Limited	Partnership	Proprietorship
Strength of Personnel	No. of Marketing Personnel	No. of Technical Personnel	No. of Supporting Personnel

\* ***You must write your E-Tender Login ID for participating in on line e-tenders over <http://etender.up.nic.in>. You will not change your E-Tedner Login ID during empanelment period otherwise your bid would not be considered for evaluation.***

2a. Details of Tender Processing fee (Non-refundable)			
RTGS/NEFT	No.	Date:	Amount
Drawn on	Bank:	Branch:	

3. Whether the aforesaid company/Organization/their Directors/Partners/Promoters/Subsidiary Units Tried/Under trial by the court/Govt. Investigating Agencies? If yes, furnish the details otherwise mention as “No”, below <i>(If at any stage, it is found to be false or the facts concealed, the empanelment of the Applicant Company/Organization will be cancelled automatically)</i>		
Particulars of Case/Trail	Court/Investigating Agency Name	Brief Description

4. Particulars of Managing Director/CEO/Proprietor/Managing Partner			
Name & Designation	Address		STD Code
			Tel.No.1
			Tel.No.2
			Fax No.
	City		Mobile
	PIN		e-mails:
	State		

5. Particulars of Contact Person			
Name & Designation	Address		STD Code
			Tel.No.1
			Tel.No.2
			Fax No.
	City		Mobile
	PIN		e-mails:

	State	
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6. Location of other offices in Uttar Pradesh and other parts of India					
S.No.	Name & Designation of Head of the Office	Address		Numbers	
1				STD Code	
				Tel.No.1	
				Tel.No.2	
				Fax No.	
		City		Mobile	
		PIN		e-mails:	
2				STD Code	
				Tel.No.1	
				Tel.No.2	
				Fax No.	
		City		Mobile	
		PIN		e-mails:	
3				STD Code	
				Tel.No.1	
				Tel.No.2	
				Fax No.	
		City		Mobile	
		PIN		e-mails:	

7. Turnover of the Company/Organization for last three financial years (Rupees in lakhs only)
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Year	Period		Total Turnover of the Company/Organization	Out of Total Turnover, the Turnover from IT/TES only	
	From	To			
2017-2018 (Audited/Certified)					
2018-2019 (Audited/Certified)					
2019-2020 (Audited/Certified)					

8. Certifications, if any	Yes/No.	Valid up to
ISO-9000 Series (Please specify) (IF any)		
SE-CMM Level (indicate the level) (IF any)		
Any other (Please specify) (indicate the level wherever it is applicable)		

9. Whether applicant Company/Organization already Empanelled with Other Corporations/Organizations under I.T. & Electronics Department, Government of Uttar Pradesh	
<b>Name of Corporation/Organization</b>	<b>Empanelment period (from-to):</b>
1.	1.
2.	2.

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<b>10. Any other relevant information that Applicant Service Provider may like to mention.</b>

Signature, name and designation of authorized signatory

Shreetron India Limited

**Terms and Conditions of Empanelment with SIL**

1. The companies/organizations empanelled with other I.T. Company/organization of I.T. & Electronics Department, Government of Uttar Pradesh are also eligible for empanelment in SIL. The companies / organization already empanelled with SHREETRON INDIA LIMITED are also required to participate again in this tender.
2. The Company empanelled with SIL shall be called a Service Provider for COMPUTER TRAINING & OTHER TRAININGS of SIL.
3. The empanelment of the service providers will be for a period of Two year from the date of empanelment. Before issue of letter of empanelment, the service provider shall submit a security deposit (refundable) in the form of RTGS in favour of SHREETRON INDIA LIMITED as follows:-

Category = Rs. 3 lakh

This security shall be returned to the service provider within one month after end of validity of empanelment and on receipt of written request for the same. The Service Providers, whose security (if any, deposited during empanelment in previous years) is available with the company, should provide complete details like copy of the instruments, acknowledgment from the company, if any.

4. The empanelment of the service providers will be for a period of two years from the date of empanelment. Before issue of letter of empanelment, the service provider shall submit a fee (Non refundable) for two years in the form of RTGS in favour of SHREETRON INDIA LIMITED as follows: \_

Category = Rs. 1 lakh

*During the evaluation, or after empanelment, if it is noticed that the bidder had submitted forged/fabricated documents to qualify in the tender, Shretron India Limited will have right to reject the bid, cancel the empanelment on being noticed, forfeit the security & empanelment fees submitted in the tender and also to debar the company to participate in future tenders of Shretron India Limited, legal action would also be taken against such bidders.*

5. The service provider and SIL shall work together in the respective areas/fields for providing quality services.
6. The job from the client department will be allotted to SIL. SIL will allocate the work to the empanelled Service Providers as follows:-
  - a) An initial System requirement, cost and man-days requirement assessment shall be done by SIL.

- b) Based on the estimated cost of work requirements of the department, sealed quotations (e tender) shall be invited from the empanelled service providers' having demonstrable competence in the required areas/fields, from categories equal to or above the estimated cost of the project.
- c) The selection shall be based on the proven competence and lowest quotation.
- d) At the time of allotment of the work to the service provider an MOU/Agreement defining the terms and conditions of the tender will have to be signed between SIL and the service provider.
7. All correspondence with the client will be done by SIL.
8. Payment from the client will be made to SIL and SIL will pass on the payment to the concerned Service Provider as per the terms and conditions of MOU/Agreement. Advance payment if any will be released only against bank guarantee of 110% of the advance amount.
9. No Service Provider will directly or indirectly (through other agencies) bid for a job where SIL is participating as Service Provider. Any Service Provider found opposing SIL is liable to be disqualified and his empanelment shall be cancelled and they will be barred from getting themselves re-empanelled for a period of at least 5 years.
10. If a Service Provider represents and obtains work directly from any client by mentioning their empanelment in SIL, their empanelment shall stand cancelled and any damages suffered by SIL shall be recovered from the Service Provider.
11. SIL reserves the right to inspect the site of the service provider at any time and if the infrastructure is not found adequate as per this tender requirement, the empanelment of the service provider will be cancelled.
12. If the service provider hides some information or gives wrong information or is found misrepresenting, empanelment of that Service Provider shall be cancelled and SIL would not be under any obligation to give any clarification or damages.
13. This empanelment is being done under the Policy and Rules of SIL and amendments incorporated in this policy from time to time by SIL and which shall be binding on the service provider. Any violation of the same shall lead to cancellation of empanelment of the service provider.
14. Service Provider shall not divulge any contents of this agreement, in part or whole without express written permission of SIL.
15. The service provider shall have to be careful, diligent and show workman like manner in conformity with the accepted standard practices as per industry norms.
16. SIL reserves the right to cancel the empanelment of the service provider without any prior notice, if any, of the above condition is violated.
17. Any dispute arising out of related with this empanelment shall be subject to the jurisdiction of Ghaziabad only.
18. If a Service Provider is found to obtain jobs/services by means of using fraudulent techniques then their empanelment shall be cancelled and punitive actions may be initiated against them.

19. After completion of the software development project/job minimum deliverables by the service provider to SIL and to the client shall be as follows: \_

- (i) Installable software modules.
- (ii) Final version of the source code of the software.
- (iii) Installation procedure.
- (iv) Operation procedure.
- (v) Documentation of the application software (module wise).
- (vi) Related supporting routines/DLLs.
- (vii) Operational Training.

20. Service Provider will not automatically empanelled by mere participation in the present tender.

Signature, name and designation of authorized signatory

Shreetron India Limited





Annexure – 3DETAILS OF INFRASTRUCTURE IN SERVICE PROVIDER'S PREMISES

S No.	Details	Numbers	Processor Type	Year of Make/Acquisition	Make	Own/Lease/Hired
1	Computer lab					
2	Skill Development Lab					
3	List of Training Centres in India					
<b>Add more rows &amp; columns as per the requirement</b>						

Annexure – 4DETAILS OF LAN INSTALLED IN SERVICE PROVIDER'S PREMISES

S No.	Details	Numbers	Processor Type	Year of Make/Acquisition	Make	Own/Lease/Hired
1	Desktops					
2	Servers					
3	Deskjet Printers					
4	D.M.P.					
5	Laser Printer					
6	Network Printer					
7	Scanners					
8	CD Writers					
9	Networking Items					
10	UPS					
11	LICENCED SOFTWARES					
i)	Client server					
ii)	Front End					
iii)	RDBMS					
12	Dedicated Internet Connectivity					

Signature, name and designation of authorized signatory

**Annexure – 5****SELF DECLARATION /AFFIDAVIT****(On Company's letterhead)**

I, ..... aged  
 about..... Years, Son of  
 Sri..... Resident  
 of....., the Deponent, do hereby solemnly affirm and  
 state on oath as under:-

1. That the Deponent is the authorized representative of  
 M/s..... (Name and address of  
 Company/Organization) and holding the position of ..... in the  
 above Company/Organization. Deponent is duly authorized to sign and swear this Affidavit on behalf of  
 M/s.....

2. That the above Company/Organization has applied and submitted documents etc for  
 empanelment with SHREETRON INDIA LIMITED,GOMTI BARRAGE, GOMTI NAGAR,  
 LUCKNOW, 226010) in response of Tender Notice for Empanelment bearing Ref. No. SIL/EMP-  
 TRG/2021-22/03 for areas/fields given in this tender.

3. That the Deponent submits the following information declaring that the above named  
 Company/Organization is empanelled with the following Nodal Agency/Agencies of the State of U.P.  
 Government under IT & Electronics Department:

Sl.No.	Name of Nodal Agency	Validity Date and Period of Empanelment

(If not empanelled with any of the Nodal Agencies, please fill-in "NIL" information)

4. That the Deponent further declares that they have applied for empanelment of their Company/Organization with the Nodal Agency/Agencies namely

M/s.....

.....and in case of their selection by the said Nodal Agency/Agencies, Deponent shall inform the same to SHREETRON INDIA LIMITED within a period of three days. (If not applied for, "NIL" information may be filled-in)

5. That the Deponent declares that above named Company/Organization/their Associated Company/Firm/Society was

Blacklisted.....

... (Give name of Company/Organization) by..... (Name

of Department of State/Central Govt./Public/Private Limited Company/Firm/society/Any other Agency (please specify the name of Agency)

(If not Blacklisted, "NIL" information may be filled-in, otherwise furnish the detail)

6. That the Deponent declares that above named Company/Organization/their Associated Company/Firm/Society and/or any or all of their Directors/Partners/Promoters trialed or under trial by the Court/Govt. Investigating Agencies .....

(If no enquiry is pending or contemplated, "NIL" information may be filled in)

7. That the Deponent declares that the Police/Vigilance/CBI enquiry is pending against above named Company/firm Society/their Associated Company/Firm/society and/or any or all of their Directors/Partners/Promoters, is being conducted by the following Department of State/Central Government:-

.....

DEPONENT

Date:  
Place:

**VERIFICATION**

Deponent above named do hereby verifies that the contents of Paragraphs 1 to 7 of this Affidavit are true and correct to the best of my knowledge. No part of it is false and nothing material information is concealed there from. So help me God. Verified on.....Day of ..... (Month and Year) at.....(Name of place).

DEPONENT

Date:  
Place:

Shretron India Limited

Annexure – 6STATEMENT OF CHECKLIST

The Service Provider is required to include scanned copies of following documents in their e-bids that are mandatorily to be submitted by them on e-procurement website <http://etender.up.nic.in>.

After submission of e-bids by the Service Providers on website, the original hard copy of same should also be submitted in the office of SIL on or before **17-07-2021 upto 12:00 P.M.** If the last date of submission is declared as holiday, the original hard copy of Proposals shall be accepted by SIL up to the appointed time on next working day. However the last date for submission of e-bids on e-procurement website <http://etender.up.nic.in>. shall remain same i.e. **17-07-2021 upto 12:00 P.M.** even if this date is declared as holiday.

Sl.No.	Required Documents	Submitted (Yes/No)	Page No.
1	Bid processing fee in accordance with ITB Clause 1 & 8		
2	Signed Declaration		
3	Signed Requirements for Empanelment as per Section-II(b)		
4	Signed Capability Statement as per Section-III		
5	Signed Terms and Conditions of Empanelment as per Tender		
6	Signed Statement of Experience and competence in related areas/fields as per Annexure-1		
7	Job award and successful job completion certificates, as mentioned in Annexure-1, during each of the preceding two years as per Section II(b)		
8	Signed Statement of Manpower Available in related areas/fields as per Annexure-2		
9	Documents in support of Infrastructure as mentioned in Annexure-3		
10	Signed Statement regarding LAN installed in the premises of Service Provider as per Annexure-4		
11	Proof of licensed software for software as mentioned in Annexure-4		

12	Affidavit as per Annexure-5		
13	Company's Balance Sheet and P/L Account in any of the preceding 03 financial years		
14	Relevant pages of Memorandum and Article of Association showing objectives of the company		
15	Certificate for place of registration		
16	Proof of Company's premises owned/leased or on rent		
17	Income Tax registration number of the company		
18	GST registration number of the company		
19	ISO/CMM certificate, if any		
20	EPF Registration copy		
21	Copy of empanelment letter with another Nodal Agencies		
22	Details of Security, if any deposited with SIL against earlier empanelment (Attach copy of earlier empanelment letter, copy of instrument or any other documentary evidence)		
23	All Annexures must be filled		

Signature, name and designation of authorized signatory