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Request for Proposal (RFP)

FOR

Re-Design and Development of Web Site/Web Portal for web hosting and maintenance of existing website (www.kumbhmelaallahabad.gov.in) for Kumbh Mela Allahabad (UP)

Bid REFERENCE

: UPLC/Software /2012-13/15

E-tender Portal

: <http://etender.up.nic.in>

Critical Dates

SN	Particulars	Date	Time
1	Publishing Date	15 Feb 2013	06:55 PM
2	Bid Submission Start Date	15 Feb 2013	06:55 PM Onwards
3	Bid Submission End Date	22 Feb 2013	6:00 PM
4	Bid Opening Date	22 Feb 2013	06:10 PM

Place of Opening e-Bids

: UP Electronics Corporation Ltd
10-Ashok Marg,
Lucknow-226001

This Document Contains – 35 pages



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e-Bid Notice

FOR

Re-Design and Development of Web Site/Web Portal for web hosting and maintenance of existing website (www.kumbhmelaallahabad.gov.in) for Kumbh Mela Allahabad (UP)

Online e-bids are invited from experienced Service Providers, who are already empanelled with U.P. Electronics Corporation Limited under Job Category I (Software Development) and Service Provider Category (“B”, “C” & “D”) only for Design and Development of Web site/Web Portal for web hosting and maintenance for Kumbh Mela Allahabad (UP) from 15 Feb 2013 to 22 Feb 2013 and e-Bids shall be opened on the 22 Feb 2013 or afterwards. The details of submission of e-Bids are available in the e-Bid document uploaded on the *e-tender portal <http://etender.up.nic.in> and website www.upclco.in*. The Corporation reserves the right to cancel any or all the e-Bids or annul the Bidding process without assigning any reason thereof.

Managing Director
U.P. Electronics Corporation Ltd.
10 Ashok Marg
Lucknow-226001

e-Bid Ref No : **UPLC/Software /2012-13/15**



**Request for Proposal
For**

Re-Design and Development of Web Site/Web Portal for web hosting and maintenance of existing website (www.kumbhmelaallahabad.gov.in) for Kumbh Mela Allahabad (UP)

The Information Technology (I.T.) Act, 2000 enacted by Government of India provides the necessary legal and regulatory frame work in which we will use IT in our daily lives. This law has created the right environment for the entry of the private entrepreneur and at the same time, defines the standards of services to the consumers and mainly to the rural masses.

U.P. Electronics Corporation Ltd (UPLC) is the nodal agency appointed by the Government of Uttar Pradesh to provide IT/ITES solutions to the departments. One of the main objectives of the State Government's IT effort is to provide speedy, transparent, accountable and efficient conduct of Government Systems and Delivery of Services. The Government of UP shall use Information Technology as a tool to reduce poverty. The Government is the largest service provider to the rural masses who are handicapped by the lack of information. The UPLC, being the nodal agency is committed to provide the necessary inventories for the spread of IT based education, healthcare, agriculture and allied informations in the rural areas.

SERVICES PROVIDED BY THE UPLC:

- (i) To Provide IT Consultancy to Various State Government Establishments of Uttar Pradesh.
- (ii) To provide services as 'System Integrator' to Various State Government Establishments of Uttar Pradesh.
- (iii) To Provide Hardware Solutions with Installation, Commissioning and Warranty (ICW) to meet out the requirement of Various State Government Establishments of Uttar Pradesh.
- (iv) To Provide Software Solutions to cater to the requirement of Various State Government Establishments of Uttar Pradesh.
- (v) To Provide IT&ITES Solution on a turnkey basis suitable for end-to-end or partial functioning of State Government Establishments.
- (vi) To provide Computer Education and Training to the officials of various Government Departments/ Organizations/Institutions



2. Introduction (about Kumbh Mela Allahabad)

website : www.kumbhmelaallahabad.gov.in

Kumbh Introduction

Kumbh Darshan - 2001

The Kumbh Festival – 2001 at Tirthraj Prayag began on the full moon night (Purnima) of the month of Paush. The Kumbh Festival is held at Haridwar, Ujjain and Nasik every four years, but the Kumbh at Prayag has a special significance. The Kumbh Festival is marked by the fact that it is held at the banks of holy rivers every 12 years. In Prayag it is held on the banks of the rivers Ganga-Yamuna and the mythical Saraswati, in Haridwar at Ganga and in Nasik at the Godavari. A great fair is held on these occasions on the banks of these rivers with a huge congregation of devoted pilgrims.

The Prayag Kumbh

This Kumbh is considered to be the most significant of all as it marks the direction of wisdom or light. This is the place where the sun, symbolizing wisdom, rises.

Creation of the universe is supposed to have originated here and it is supposed to be the center of the earth. Prajapati Brahma, the God of Creation, is said to have created the Universe after conducting the Ashwamedh Yagna at the Dashashwamedh Ghat here. The Dashashwamedh Ghat and the Brahmeshwar Temple still exist here as if as symbols of that holy yagna, and that is another reason for the special significance of the Prayag Kumbh. In fact Prayag and Kumbh are synonymous to each other.

The Meaning of Kumbh

The literal meaning of Kumbh is a pitcher, but its elemental meaning is something else. Even as a symbol of pitcher, Kumbh is synonymous with holy activities as in daily life a pitcher (or kalash) is an integral part of all sacred activities in Hindu culture, and this pitcher is a symbol of Kumbh.

Holy scriptures say that in a pitcher, its mouth (opening) symbolizes the presence of Vishnu, its neck that of Rudra, the base of Brahma, all goddesses in the center and the entire oceans in the interior, thus encompassing all the four Vedas. This itself establishes the significance of the Kumbh as symbolized by the pitcher.



Different Forms of Kumbh

We shall not dwell upon the literary meaning of the word Kumbh, but we would like to mention the synonyms and origins. The Kumbh is a pitcher. Kumbh is the human body, it is the abdomen, and the sea, earth, sun and Vishnu are synonyms of Kumbh. The pitcher, sea, river, ponds and the well are symbols of Kumbh as the water from these places is covered from all sides. The sky has the cover of the wind, the sun covers the entire universe with its light, and the human body is covered with cells and tissues. That is why it is Kumbh. Desire, that is longing, is also Kumbh. God Vishnu is also Kumbh as He pervades the entire creation, and the creation pervades in Him.

Elemental Meaning of Kumbh

Kumbh is the confluence of all our cultures. It is the symbol of spiritual awakening. It is the eternal flow of humanity. It is the surge of rivers, forests and the ancient wisdom of the sages. It is the flow of life itself. It is the symbol of the confluence of nature and humanity. Kumbh is the source of all energy. Kumbh makes humankind realize this world and the other, sins and blessings, wisdom and ignorance, darkness and light. Holy rivers are the symbols of the lyrical flow of humanity. Rivers are indicators of the flow of water of life in the human body itself. In the human body that is an embodiment of home, nothing is possible without the five elements. The elements – fire, wind, water, earth and sky – symbolize the human body. The great sage-poet Sant Kabir has explained this sublime thought in his typical manner.

The Himalaya is the abode of the soul of the gods. The Holy Ganga embarks upon its journey from there, encompassing the forests, the mountain sages and the culture of the villages. The Yamuna is a co-traveler as it puts an end to all sins, and it is known variously as Tripathga, Shivpuri and other names. This is the Ganga that liberated the children of the Suryavanshi king Sagar. Its holy water is considered nectar itself.

Kumbh Mela 2013 at a glance

Factors considered for estimation of Pilgrim and Resource/Infrastructure Planning :

- Kumbh 2001 was for 44 days while Kumbh 2013 will be for 55 days (+25%).
- Country's population was 102.87 Crore in 2001, it is estimated to be 121.02 Crore in 2011 (+17.6%).
- The State population was 16.61 Crore in 2001 which has risen to 19.96 Crore in 2011 (+20%).
- Allahabad Nagar Nigam had 9.75 lakh population in 2001 which was 12.47 lakh in 2011 (+28%).

Estimated Pilgrims during Kumbh 2013

S. NO.	Bathing Days	Kumbh 2001		Kumbh 2013	
		Dates	Estimated Visitors	Dates	Projected Visitors
1	Makar Sankranti	14.1.2001	100 Lac	14.1.2013	110 Lac



2	Paush Purnima	09.1.2001	50 Lac	27.1.2013	55 Lac
3	Mauni Amawasya	24.1.2001	276 Lac	10.2.2013	305 Lac
4	Vasant Panchami	29.1.2001	175 Lac	15.2.2013	193 Lac
5	Maghi Purnima	08.2.2001	150 Lac	25.2.2013	165 Lac
6	Maha Shivratri	21.2.2001	50 Lac	10.3.2013	55 Lac

Comparative Chart Describing The Infrastrucure And Services Being Provided During Kumbh-2013

Mela

Sl. No.	Service/ Infrastructure	Unit	Kumbh-2001	Ardh Kumbh -2007	Kumbh-2013
1	Area	Hectare	1495.31	1613.80	1936.56
2	sectors	No.	11	11	14
3	Parking Lots	No.	35	44	99

Police

Sl. No.	Service/ Infrastructure	Unit	Kumbh-2001	Ardh Kumbh -2007	Kumbh-2013
1	Police Stations	No.	28	28	30
2	State Police Personnel	No.	9965	10913	12461
3	PAC	No.	35	45	46
4	Central Para Military Personnel	No.	7	40	40
5	CCTV Camera	No.	0	19	85



6	Variable Signage Board	No.	0	0	30
7	Fire Station	No.	28	28	30

PWD

Sl. No.	Service/ Infrastructure	Unit	Kumbh-2001	Ardh Kumbh - 2007	Kumbh-2013
1	Length of roads laid	Km	96.40	116.50	156.20
2	No of Pontoon bridges	No.	13	14	18

Jal Nigam

Sl. No.	Service/ Infrastructure	Unit	Kumbh-2001	Ardh Kumbh - 2007	Kumbh-2013
1	KLs of drinking water supply	KLs	56000	76000	80000*
2	length of Pipelines	Km	340	458	550
3	No of connections	No.	15430	18523	20000
4	No of active tube wells	No.	28	38	40
5	No of OHT in operations	No.	2	2	5

Power

Sl. No.	Service/ Infrastructure	Unit	Kumbh-2001	Ardh Kumbh - 2007	Kumbh-2013
1	KWh of power consumed(Load)	KWH	18 Mva	23 Mva	30Mva*
2	Length of electricity lines	Km	565	665	770
3	No of Street light Points	No.	16865	18000	22000



4	No of private connections	No.	69489	94000	130,000*
5	No of Substations in operation (various categories)	No.	49	62	73

Health and Sanitation

Sl. No.	Service/ Infrastructure	Unit	Kumbh-2001	Ardh Kumbh -2007	Kumbh-2013
1	No of Allopathic hospitals	No.	14	14	14
2	No of Homeopathy hospitals	No.	07	07	12
3	No of Ayurvedic hospitals	No.	10	10	12
4	No of beds in mela areas	No.	360	360	370
5	No of Toilets	No.			
	• Individual		20481	17000	35000*
	• public toilets				
	• Sulabh Complex (10 Seaters)		20	105	340
	• Trench Pattern		17100	12875	7500 (PRAI TYPE)
	• Non-conventional Toilets		0	0	1000*

Food and Civil Supplies

Sl. No.	Service/ Infrastructure	Unit	Kumbh-2001	Ardh Kumbh -2007	Kumbh-2013
1	No of ration cards issued	No.	127000	117481	200000*
2	Allotment of Wheat	MT	13500	10000	16200



3	Allotment of Rice	MT	7800	5000	9600
4	Allotment of Sugar	MT	5000	-	6000
5	Allotment of K Oil	KL	11000	6600	13200
6	PDS shops in the mela area	No.	107	107	125
7	Allotment of milk	KL	118	84.2	400
8	Milk Distribution shops in mela area	No.	106	98	150

Roadways

Sl. No.	Service/ Infrastructure	Unit	Kumbh-2001	Ardh Kumbh -2007	Kumbh-2013
1	No of Temporary bus stations	No.	4	4	5
2	No of buses in operation(Reg.)	No.	776	798	892
3	No of buses in operation(Spl)	No.	2824	2202	3608
4	No of Pilgrims	Lac	36.64	46.78	90.00*

Railways

Sl. No.	Service/ Infrastructure	Unit	Kumbh-2001	Ardh Kumbh -2007	Kumbh-2013
1	No of stations in operation	No.	7	N/A	7
2	No of trains	No.	600	N/A	750

Irrigation

Sl. No.	Service/ Infrastructure	Unit	Kumbh-2001	Ardh Kumbh -2007	Kumbh-2013
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1	Permanent Ghats	No.	0	0	4
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* - Approximate.

Allahabad Introduction

Allahabad is built on a very ancient site of the Aryans formerly known as Prayag. It is located at the junction of the holy rivers Ganga and the Yamuna. The city acquired its present name in one of largest religious gathering in the world, is held every 12 years at the confluence of the holy rivers attracting millions of Hindu devotees. This historically famous city was a centre of the Indian Independence movement and the home of the Nehru family. Today Allahabad is a rapidly growing commercial and administrative city in Uttar Pradesh.

Kumbh Mela

The Kumbh Mela, believed to be the largest religious gathering on earth is held every 12 years on the banks of the 'Sangam'- the confluence of the holy rivers Ganga, Yamuna and the mythical Saraswati. The Mela alternates between Nasik, Allahabad, Ujjain and Haridwar every three years. The one celebrated at the Holy Sangam in Allahabad is the largest and holiest of them. The Mela is attended by millions of devotees including Sadhus. A holy dip in the sacred waters is believed to cleanse the soul. The Sangam comes alive during Kumbh and Ardh Kumbh with an enormous temporary township springing up on the vacant land on the Allahabad side of the river.

The legend goes thus- the gods and the demons fight for a pot of nectar (Amrit Kumbh): the nectar of immortality. Lord Vishnu, disguising himself as an enchantress (Mohini), seized the nectar from the demons. While fleeing from the evil ones, Lord Vishnu passed the nectar on to his winged mount, Garuda. The demons finally caught up with Garuda and in the ensuing struggle, a few drops of the precious nectar fell on Allahabad, Nasik, Haridwar and Ujjain. Since then, the Kumbh Mela has been held in all these places, alternately, every 12 years.

Ardh Kumbh Mela and Magh Mela

The Ardh or half Kumbh, is held every six years on the banks of Sangam. Second only to the Kumbh in sanctity, the Ardh Kumbh also attracts devotees in millions, from all over the world. Magh Mela is an annual event held at the Sangam



SECTION I: Letter of Invitation

1. Through this Request for Proposal (RFP), it is intended to invite e-Bids for the selection of appropriate Software Agency/firm for the work of Re-Design and Development of Web Site/Web Portal for web hosting and maintenance of existing website (www.kumbhmelaallahabad.gov.in) for Kumbh Mela Allahabad (UP).
2. Bidders are advised to study the e-Bid document carefully.
3. Submission of e-Bids against this tender shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the e-Bid document with full understanding and its implications.
4. The Corporation may, at its own discretion, extend the date for submission of e-Bids. In such case all the rights and obligations of the Corporation and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
5. **Only those Service Providers who are empanelled in U.P. Electronics Corporation Ltd under the Job Category – I (Software Development) and Service Provider Category (“B”, “C” & “D”) vide e-bid reference no UPLC/Software /Empanelment 02/2011, UPLC/Software /Empanelment 03/2012-13 and UPLC/Software /Empanelment 04/2012-13 are eligible to participate in this Tender. e-Bids submitted by any other bidders will be treated as non responsive and will not be considered against this e-Bid.**
6. The e-Bid document is available on e-tender portal <http://etender.up.nic.in> and also on UPLC's website www.uplclko.in. Interested Bidders may view, download the e-Bid document, seek clarification and submit these e-Bids online only on e-tender portal <http://etender.up.nic.in>, up to the date and time mentioned in the table below:-

e-Bid Reference No.	UPLC/Software /2012-13/15
Purpose	Request For Proposal (RFP) for selection of Software Company/Firm for implementation of the work of Re-Design and Development of Web Site/Web Portal for web hosting and maintenance of existing website (www.kumbhmelaallahabad.gov.in) for Kumbh Mela Allahabad (UP).
Date of Publication of e-Bid notice	15 Feb 2013 on e-tender portal http://etender.up.nic.in and website of UPLC www.uplclko.in
Last date for submission of e-Bids	22 Feb 2013 up to 06:00 P.M.
Site for submission of e-Bid	http://etender.up.nic.in
Web site address	www.uplclko.in
e-mail address	md@uplclko.in, uplclko@gmail.com
e-Bid Inviting Officer	Shri Prabhat Mittal, Managing Director
Date of opening of e-Bids	22 Feb 2013 at 06:10 P.M. or afterwards
Venue of Opening of e-Bids	UP Electronics Corporation Ltd, 10, Ashok Marg, Lucknow-226001
Contact numbers	0522-2286808, 0522-2286809, 0522- 4130303
Fax number	0522-2288583

7. UPLC reserves the right to cancel any or all the e-Bids or annul the e-Bid process without assigning any reason thereof.

8. All the required documents must be uploaded by the Bidders 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-Bid portal



<http://etender.up.nic.in>. The required electronic documents for each document label of Technical (Fee details, Annexure etc) schedules/packets can be clubbed together to make single different files for each label. The size of single label file should not exceed 6-7 MB size.



SECTION II: INSTRUCTIONS TO BIDDERS (ITB)

1. DEFINITIONS

In this Contract, the following terms shall be interpreted:

- a. “The Software Company/Firm” means only those Software Firms/Companies who are empanelled in U.P. Electronics Corporation Ltd as Service Provides vide e-bid reference no UPLC/Software /Empanelment 02/2011, UPLC/Software /Empanelment/03/2012-13 and UPLC/Software /Empanelment 04/2012-13.
- b. “e-Bid” means the Technical proposal and the financial proposal.
- c. “Instructions to Bidders” means the document which provides interested Bidders with all information needed to prepare their Bids. This document also details out the process for the selection of the Consultant for the work mentioned in this tender document.
- d. “Scope of work” (SOW) means Scope of work mentioned in Section III: Terms of Reference of the RFP which explains the objectives, Scope of work, activities, tasks to be performed, and expected results and deliverables of the assignment, respective responsibilities of the Purchaser and the Bidder.
- e. “The Contract” means the agreement entered into between the UPLC on behalf of end Customer Department i.e. Commissioner, Kumbh Mela Samiti, Allhabad (UP) .
- f. “The Contract rates” mean the charges for the various consultancy assignment payable to the Consultant under the Contract for the full and proper performance of its contractual obligations.
- g. “Services” means the Development and implementation of application Software services and other obligations of the Service provider covered under the Work Order/Contract;
- h. “The Project Site”, where applicable, means the sites or offices of Kumbh Mela, Allhabad (UP) .
- i.
- j. “Day” means a calendar day.
- k. The “End-Customer/Client Department” means the Kumbh Mela Samiti, Allhabad (UP) .
- l.

2. THE BIDDING DOCUMENT

1. Availability of e-Tender Document

This e-tender document is available on the e-tender portal <http://etender.up.nic.in> and UPLC's website www.upclco.in to enable the Bidders to view and download the Bidding document, submit their e-Bids online up to the last date and time mentioned in e-tender document only on e-Bid portal <http://etender.up.nic.in>.



2. Contents of e-Bid Document

The nature and types of various consultancy services required, Bidding procedure, terms and conditions etc. are prescribed in the e-bid document. The e-bid document includes:

- SECTION I : LETTER OF INVITATION
- SECTION II : INSTRUCTIONS TO BIDDERS (ITB)
- SECTION III : TERMS OF REFERENCE (TOR) AND SCOPE OF WORK
- SECTION IV : BIDDER'S ELIGIBILITY CRITERIA
- SECTION V : STANDARD TERMS AND CONDITIONS
- SECTION VI : TECHNICAL PROPOSAL SUBMISSION FORM (Annexure I & II)
- DECLARATION FOR PROPOSAL SUBMISSION FORM (Annexure III)
- FINANCIAL PROPOSAL SUBMISSION FORM (Annexure IV)

The Bidders are expected to examine all the instructions, forms, terms and conditions, requirements and qualifications in the e-tender documents. Failure to furnish all the information required as per the Bidding documents or submission of an e-Bid not responsive to the e-tender document in every respect will be at the Bidder's risk and may result in the rejection of his e-Bid.

3. Clarifications of e-Tender Documents

A prospective Bidder requiring any clarification of the e-tender documents may raise his point of clarification to UPLC's e-mail md@uplclko.in or uplclko@gmail.com

4. Amendment of e-Tender Document

At any time prior to the deadline for submission of eBids, the UPLC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the e-tender document by amendments. Such amendments shall be posted/ uploaded on the e-tender portal <http://etender.up.nic.in> through corrigendum and shall form an integral part of the eBid documents. The relevant clauses of the e-tender documents shall be treated as amended accordingly.

It shall be the sole responsibility of the prospective Bidders to check the e-tender portal <http://etender.up.nic.in> and www.uplclko.in from time to time for any amendment in the e-Bid document. In case of failure to get the amendments, if any, the UPLC shall not be responsible for any negligence on part of the Bidder.

In order to allow prospective Bidders a reasonable time to take the amendment into account in preparing their e-Bids, UPLC at its discretion, may extend the deadline for the submission of e-Bids. Such extensions shall be posted/up-loaded on the e-tender portal <http://etender.up.nic.in>.

3. **PREPARATION & SUBMISSION OF e-Bids**

3.1 Documents Constituting the e-Bid

The e-Bids prepared by the Bidder shall comprise the following components:

e-Bids - e-Bids will comprise of :

- a) Technical proposal submission form – Annexure I & II
- b) Financial proposal submission form – Annexure III & IV



3.2 Documents Establishing Bidder's Qualification

The Bidder shall furnish, as part of Technical Proposal (Annexure I& II), documents establishing the qualification to perform the Contract. The documentary evidence in support of the information furnished should be submitted by the Bidder electronically in the PDF format. The Bidder's eligibility criteria and selection procedure are defined in Section IV of e-Tender document.

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-Bid portal.

4 Format and Signing of e-Bids

The Bidder shall prepare one electronic copy for the e-Bids.

Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All the pages/ documents of the e-Bid shall also be signed manually by the person authorized to sign the e-Bids before converting them into PDF and uploading them as bidding documents.

5 Submission of e-Bids

The e-Bid Submission module of e-tender portal <http://etender.up.nic.in> enables the Bidders to submit the e-Bid online against the e-tender published by the UPLC. Bid Submission can be done only from the Bid Submission start date and time till the e-Bid Submission end date and time given in the e-Bid. Bidders should start the Bid Submission process well in advance so that they can submit their e-Bid in time. The Bidders should submit their Bids considering the server time displayed in the e-tender portal. This server time is the time by which the Bid submission activity will be allowed till the permissible time on the last/end date of submission indicated in the e-tender schedule. Once the Bid submission date and time is over, the Bidders cannot submit their e-Bid. For delay in submission of e-Bids due to any reasons, the Bidders shall only be held responsible.

The Bidders have to follow the following instructions for submission of their e-Bids:

For participating in e-tender through the e-Bidding system, it is necessary for the Bidders to be the registered users of the e-tender portal <http://etender.up.nic.in>. For this, the Bidders have to register themselves by depositing a fee of Rs 6000/- (Rupees Six thousands only) in the office of U.P. Electronics Corporation Limited, 10, Ashok Marg, Lucknow-226 001 for getting a valid User ID and password and the required training/ assistance etc. on e-tender portal <http://etender.up.nic.in>. The Bidders may contact U.P. Electronics Corporation Limited at the contact details given in Section I of e-tender document.

In addition to the normal registration, the Bidder has to register with his/her Digital Signature Certificate (DSC) in the e-Bidding system and subsequently he/she will be allowed to carry out his/her e-Bids submission activities. Registering the Digital Signature Certificate (DSC) is a onetime activity till its validity. Before proceeding to register his/her DSC, the Bidder should first log on to the e-Bidding system using the User Login option on the home page with the Login Id and Password with which he/ she has registered as enumerated in the preceding paragraph above.



For successful registration of DSC on e-Procurement portal <http://etender.up.nic.in> the Bidder must ensure that he/she should possess Class-2/ Class-3 DSC issued by any one of certifying authorities approved by Controller of Certifying Authorities, Government of India. The Bidder may also apply to office of U.P. Electronics Corporation Limited, (UPLC) for getting DSC at the address given in the preceding paragraph above on a prescribed form available at UPLC's website www.uplclko.in along with the payment of fee of Rs 1500/- per person, The Bidder is also advised to register his/her DSC on e-tender portal 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 e-tender. The Bidder can perform User Login registration/creation and DSC registration exercise as described in preceding paragraphs above even before e-Bid submission date starts. The UPLC shall not be held responsible if the Bidder tries to submit his/her e-Bids at the last moment before end date of submission but could not submit due to DSC registration or any other technical problems.

The Bidder can search for active Bids through "Search Active Bids" link, select a Bid in which he/she is interested in and then move it to 'My Bids' folder using the options available in the e-Bid Submission menu. After selecting and viewing the Bid, for which the Bidder intends to e-Bid, from "My Bids" folder, the Bidder can place his/her Bid by clicking "Pay Offline" option available at the end of the view Bid details form. Before this, the Bidder should download the Bid document and study hem carefully. The Bidder should keep all the documents ready as per the requirements of e-Bid document in the PDF format.

After clicking the 'Pay Offline' option, the Bidder will be redirected to the Terms and Conditions page. The Bidder should read the Terms & Conditions before proceeding to fill in the Processing Fee offline payment details. After entering and saving the Processing fee details, the Bidder should click "Encrypt & Upload" option given in the offline payment details form so that "Bid Document Preparation and Submission" window appears to upload the required documents Technical Proposal Submission Form etc (Annexure "I" to Annexure "IV") of this e-tender document. The details of the Demand Draft or any other accepted instrument which is to be physically sent in original before Bid submission and date and time, should tally with the details available in the scanned copy and the data entered during e-Bid submission time otherwise the e-Bid submitted will not be accepted.

Before uploading, the Bidder has to select the relevant Digital Signature Certificate. He may be prompted to enter the Digital Signature Certificate password, if necessary. For uploading, the Bidder should click "Browse" button against each document label in Technical schedules/packets and then upload the relevant PDF files already prepared and stored in the Bidder's computer. The required documents for each document label of Technical. Schedules/packets can be clubbed together to make single different files for each label.

The Bidder 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 Bidder 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.

After successful submission of e-Bids, a page giving the summary of e-Bid submission will be displayed confirming end of e-Bid submission process. The Bidder can take a printout of the Bid summary using the "Print" option available in the window as an acknowledgement for future reference.



6 Deadline for Submission of e-Bids

e-Bids must be submitted by the Bidders on e-tender portal <http://etender.up.nic.in>, not later than the date and time specified in this e-tender document.

The UPLC may extend this deadline for submission of e-Bids by amending the e-tender document in accordance with ITB Clause 4, in which case all rights and obligations of the UPLC and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

UPLC shall not consider any request for date-extension for e-Bid-submission on account of late downloading of e-tender (RFP) by any prospective Bidder. E-Bids should be uploaded on e-tender portal <http://etender.up.nic.in> on or before 05.00 P.M. of 14 May 2012.

7 Late e-Bids

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

8 Withdrawal and Resubmission of e-Bids

At any point of time, a Bidder can withdraw his/ her e-Bids submitted online before the e-Bids submission end date and time. For withdrawing, the Bidder should first log in using his/ her Login Id and Password and subsequently by his/ her Digital Signature Certificate on the e-procurement portal <http://etender.up.nic.in>. The Bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the Bids submitted by the Bidder will be displayed. Click "View" to see the details of the Bid to be withdrawn. After selecting the "Bid Withdrawal" option, the Bidder has to click "Yes" to the message "Do you want to withdraw this Bid?" displayed in the Bid Information window for the selected Bid. The Bidder also has to enter the Bid Withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "Ok" button before finally withdrawing his/ her selected Bid. Once the Bidder has withdrawn his /her Bid he/she cannot re-submit this Bid again.

The Bidder has to request the UPLC with a letter, attaching the proof of withdrawal and submission of e-Bids Processing Fee in the office of Managing Director, UPLC, to return back the e-Bids Processing Fee as per the procedure.

The Bidder can resubmit his/ her e-Bids as and when required till the Bid submission end date and time. The e-Bids submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used for revised e-Bids and the new Bid submission summary generated after the successful submission of the revised e-Bids will be considered for evaluation purposes. For resubmission, the Bidder should first log in using his/ her Login ID and Password and subsequently by his/ her Digital Signature Certificate on the e-procurement portal <http://etender.up.nic.in>. The Bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the Bids submitted by the Bidder 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 e-Bids documents by following the methodology provided in clauses 09 above.

The Bidders can submit their revised Bids as many times as possible by uploading their e-Bids documents within the scheduled date & time for submission of e-Bids.

No e-Bids can be resubmitted subsequently after the deadline for submission of e-Bids.

9 Receipt and Opening of e-Bids by the Purchaser

Bidders are advised to submit their e-bids in `Two-Bid` system with Technical and Financial bids separately on e-tender portal.

Please note that prices should not be quoted in the Technical Bid. The Prices should be quoted in the Financial Bid only. On receipt on e-tender portal, the technical proposals will be opened first by the Committee members in the office of U.P. Electronics Corporation Ltd, Lucknow.

UPLC will open all e-Bids, in the presence of bidder's authorized representatives who choose to attend at 5:10 PM on 14 May 2012 at UP Electronics Corporation Ltd, 10 Ashok Marg, Lucknow-226010. The bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of e-Bid opening being declared a holiday for the Purchaser, the e-Bids shall be opened at the appointed time and place on the next working day. The bidder's names and the presence and other details as the Purchaser at its discretion may consider appropriate, will be announced at the opening. The name of such bidders not meeting the qualification requirement shall be notified subsequently.

After evaluation of technical e-Bids, UPLC shall notify those bidders whose e-Bids were considered non-responsive to the Conditions of the Contract and not meeting the Qualification Requirements indicating that they did not technically qualify for selection as Consultant. UPLC will simultaneously notify the bidders, whose technical e-Bids were considered acceptable and they have been short listed for opening of their financial e-bids.



SECTION III: TERMS OF REFERENCE (TOR) AND SCOPE OF WORK

Technical Offer for Design and Development of Web Portal for web hosting and maintenance for Kumbh Mela Allahabad (UP), Lucknow.

Details of Proposed Website

Objectives:

- (A) Re-Designing, Development, Hosting, Updation, Maintenance and Support for the website of Kumbh Mela Allahabad – 2013 (www.kumbhmelaallahabad.gov.in)
- (B) Deployment of Manpower at Allahabad for collecting information (*Text, Video, Photograph etc.*)
- (C) Translation, Editing, Proof Reading, Checking for Grammar, Spelling and Sentences.
- (D) Module for Grievances and user Registration for Automatic Website updates.

1.0 SCOPE OF WORK :

(A) Re-Design, Development of Website :

- Domain Name Server Change from NIC
- Web Server Setup for Hosting and Email
- Re-Designing of the Home Page in English/Hindi.
- Re-Designing of existing static inner pages in English/Hindi as per the layout and color scheme approved.
- Content Development, Creation and Copyrighting. Each page will also have the keywords, title and description for the search engines.
- Editing and Proofreading after marking correction in Spelling, Grammar, Language and Sentence Corrections in the already developed / hosted contents.
- Data Entry of new Content in English / Hindi(unicode)
- Testing the Website on **Cert-In** and **W3C** parameters
- Hosting of final site on the server
- Daily updation of content, New Updates, Press Updates and Photographs
- Server Maintenance & Management

Features of Website :

- Website Design platform would be based on latest XHTML, HTML5 & CSS3 optimized for speed & performance.
- Mobile Device Compatible e.g. Tablets & Smart Phones.



- The website will be W3C compliant, meeting W3C standards and follow WCAG and GOI guidelines
- Content management will be done through professional experts having years of experience writing website-specific content who can understand the website goals that helps successfully communicate your site's central idea.
- Site would be well organized and navigation would be clear and consistent
- Workflow processes associated with inbound/incoming mails and feedback through website as also logging of outbound/outgoing responses to be conceptualized and well supported.
- It will be fully web-enabled
- Website will support multiple languages
- The content will inform, educate, persuade and convince users to take positive actions on your site.
- Simplicity in approach and writing that makes content easily comprehensible to your website users.
- The website content will follow correct grammar and easy-to-understand writing style making it useful to your readers.
- Fresh and innovative ideas that improve your content's quality while retaining its informative qualitative value.
- Right keyword density to deliver natural and credible content.
- Our content will be search engine optimized. We avoid keyword stuffing. Our content will be relevant and informative and we pay special attention to grammar and text design (font styles, font size, H1, H2, sub-headings, bullet lists, bold text, etc).
- Integrated with Persons with Disability friendly features

(B) Deployment of Manpower for collecting information (Text, Video, Photograph etc.) at Allahabad.

A Manpower will be deployed at Allahabad for a period of 3 months, starting from 01.01.2013 for coordinating to collect the information (Text, Video, Photographs etc.) from Commissioner Office and Mela Offices.

(C) Translation, Editing, Proof Reading, Checking for Grammar, Spelling and Sentences.

The available content (*Hindi & English approx. 170 A4 size pages*) on website has to be edited and checked for Translation, Spellings, Grammar, Duplicacy of Content and Sentence Formation.

(D) Module for Grievances and user Registration for Automatic Website updates.

An application will be developed which will help citizens to post their grievances / complaints related to Kumbh Mela 2013 Allahabad. The grievances / complaints posted on the website will be sent automatically to the specified email.



An application will be developed which will facilitates the viewers of the Kumbh Mela website to register themselves. The registered members will get auto updates periodically on their email IDs as and when the contents are updated on the website.

2.0 COPYRIGHT :

Bidder has developed this document for your evaluation only. It contains proprietary information. Without our permission you may not publish, disclose, or use this document or any of its contents for any purpose other than your evaluation.

This document and the intellectual property contained herein is the property of Kumbh Mela Samiti Allahabad and may not be reproduced or transmitted in any form or by any means, or forwarded to any third party, without prior written consent from UPLC.

All other brand names and product names are trademarks are registered trademarks of their respective companies and are recognized as such.

3.0 PLATFORM OF DEVELOPMENT :

The web based application will be developed in ASP.NET Technology. The server will have Windows 2008 as OS with MS SQL 2008 as RDBMS.

The static website shall be designed in HTML, Java Script, GIF and Flash Images, etc.

4.0 CHANGE MANAGEMENT :

Any change to the project scope, duration, deliverables, pricing or any other change shall be mutually agreed by both parties using a Change Request Form. The Change Request form will include the reason for the change, a description of the change and the anticipated impact on the project's budget, schedule, deliverables and pricing.

The source code will be the property of Kumbha Mela Samiti Allahabd..



SECTION IV: BIDDER'S ELIGIBILITY CRITERIA

Only those bidders shall be eligible for bidding in this tender who are empanelled in UPLC under Job *Category – I (Software Development) and Service Provider Category (“B”, “C” & “D”)* *only vide e-bid reference no UPLC/Software /Empanelment 02/2011, UPLC/Software /Empanelment 03/2012-13 and UPLC/Software /Empanelment 04/2012-13.*

- a) Bids should comprise of following sections:
 - i) Technical Bid
 - ii) Financial Bid

- b) Both the bids must be submitted separately on e-tender portal <http://etender.up.nic.in>. Prices should not be quoted in the Technical Bid. The prices should be quoted in the Financial Bid only.



SECTION V – Standard Terms and Conditions

1. Prices

- 1.1 The total Prices (F.O.R. destination) quoted by the Service Provider should be will be F.O.R. destination and inclusive of all prevalent Taxes e.g. VAT, Service Tax, Duties, License fees, Octroi, Road permit etc till delivery and installation of all the services and goods to the end-customer.
- 1.2 The prices charged for the Systems/items supplied under the contract by the Service Provider shall in no case, exceed the lowest price at which the Service Provider sells the goods or offers to sell items of identical description to any person/organizations, Central or State Government Departments etc as the case may be, till the signing of the Contract.
- 1.3 If at any time during the said period, the Service Provider reduces the sale price, sells, or offers to sell such Services and goods to any person/organization, Central or State Government Departments etc as the case may be, at a price lower than the price chargeable under the contract, the Service Provider shall forthwith notify such reduction, or sale or offer to sell to the UP Electronics Corporation Ltd (UPLC) and the price payable under the contract for the supply of Services and material after the date of coming into force of such reduction or sale or offer to sell, shall stand correspondingly reduced.

2. Period of Validity of Offer

The offer shall remain valid for 150 days after the date of offer opening prescribed by UPLC. Any offer valid for a shorter period shall be rejected by UPLC as non-responsive.

3. Scope of Work

The Scope of Work shall be as per requirement of the end-customer, as mentioned in “Section IV”(TERMS OF REFERENCE (TOR) AND SCOPE OF WORK).& Annexure V (GUIDELINES FOR INDIAN GOVERNMENT WEBSITES)

4. Time Schedule/Delivery Period

The Design and Development of Web Portal for web hosting and maintenance and all other items and integrated Solution, if required in the project to the end-customer should be completed within three months as specified by the end-customer/as per requirement of the project.

5. Submission of Offer

The Service Provider should submit their Techno-Commercial Bid duly signed and stamped by the authorized Signatory through e-bid.

6. Evaluation of Offers

The Service Providers will submit their financial proposal/ quotation to UPLC within stipulated time. The selection will be based on the proven competence of technically qualified bidder and lowest quotation.

7. Changes in Technical Specifications

- 7.1 UPLC reserves the rights to effect changes within the general scope of work in consultation with the end-customer . The Services to be provided by the Service Provider.
- 7.2 Any such change will be notified in writing, before opening of the financial proposal/quotation. In case, any of the Service Provider has already submitted its offer before receiving the notification of changes from UPLC, will be allowed to submit its revised offer.



If any such change causes an increase or decrease in the cost, or the time required for, the Service provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Service provider for adjustment under this clause must be asserted within seven (7) days from the date of the Service provider's receipt of the work order.

8. Right to negotiate

The negotiation, if required shall be carried out only with the technically qualified with the lowest Bidder by UPLC and/or end-customer / any other competent authority/ high power purchase committee of the State Government as per the procedures/policy of the Government of UP, prevailing at that point of time.

9. Award Criteria

9.1 The selection of Software Company/Firm for implementation of the work of Design and Development of Web site/Web Portal for web hosting and maintenance to determine its satisfaction whether the Service Provider that is selected as having submitted the lowest evaluated responsive offer, meets the criteria specified, and is qualified to perform the contract satisfactorily.

9.2 The UPLC will award the contract to the lowest evaluated successful Service Provider whose offer has been determined to be responsive to all the conditions of the contract and meeting the Technical specification and qualification requirement of the end-customer.

10. Acceptance of the Bid

UPLC do not bind itself to accept the lowest or any bid, and reserves the right to:-

- (a) Reject any or all offers with/without any reason
- (b) Accept any offer of Service Provider without assigning any reason and also reduce or extend the period of contract without assigning any reason.
- (c) Accept any offer of Service Provider, who is capable to handle the project and/or whose offer is viable.

11. Signing of Contract

11.1 As soon as the UPLC notifies the successful Service Provider whose offer has been accepted, the UPLC will send the Service Provider the Contract Form, incorporating all the conditions of the contract between the parties i.e. UPLC and successful Service Provider, and if required with the end-customer also.

11.2 Within 7 days of receipt of the Contract Form, the successful Service Provider shall execute, sign and date the Contract and return it to the UPLC.

12. Inspection & Tests

Inspection and tests prior to for Re-Design and Development of Web Site/Web Portal of existing website and maintenance for Kumbh Mela Samiti, Allahabd (UP).” at final acceptance are as follows:



- (i) Service Provider shall intimate to UPLC indicating that the developed Web site/Web Portal is ready for inspection and the UPLC can send their representative for inspection. After receipt of such intimation from the Service Provider, the UPLC shall arrange for test. The test will be conducted in the premises of End User's site. The developed Web Portal, which is required to be carried out after approval by the end-customer, such approved application Software should be installed by the Service Provider at the respective sites within the time schedule.
- (ii) The acceptance test will be conducted by the UPLC, There shall not be any additional charges for carrying out acceptance tests. The acceptance will involve trouble-free operation during acceptance testing period. No malfunction, partial or complete failure of application of bugs in the software should occur. The software should be complete in itself in totality or module-wise as approved in the project by the end-customer. An average uptake efficiency of 98% for the duration of test period shall be considered as satisfactory.
- (iii) In the event of the developed Web Portal failing to pass the acceptance test, if carried out at site of implementation, a period specified by LIDA be given to rectify the defects and clear the acceptance test, failing which the UPLC reserves the rights to get the web site replaced by the Service Provider at no extra cost. The UPLC's rights to inspect, test and, where-ever necessary, reject the implementation of web site at Project Site shall in no way be limited or waived by reason of the application software having previously been inspected, tested and passed by the UPLC or its representative.

13. Warranty and Maintenance Services

- a) The Service Providers shall be responsible for providing technical support for the successful implementation/running of the website so developed/ deployed as per the approved project during the period of Warranty (one year or otherwise specifically mentioned in the end-customer's order, from the date of successful installation).
- b) The Service Providers shall be required to provide maintenance support of the developed software and/(or) hardware equipment etc, provided to the client, under the Specific Job awarded to the 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 as per hardware procurement policy of U.P. Government/UPLC. The Service Provider shall procure the required hardware from the OEM with warrantee support from them. 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 deployment/ posted at the locations required in the project/ required by the client department for smooth services during implementation and warranty period.
- d) The period of warranty shall be considered from the date of successful installation and implementation of web site at project sites, If for reasons attributable to the Service Provider, these guarantees are not attained in whole or in part, the Service Provider shall, make such changes, modifications and or additions to the web site contents or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.
- e) The UPLC shall promptly notify the Service Provider in writing of any claims arising under this warranty.
- f) During warranty period, the defective contents or component shall be modified or replaced whatever required, by the Service Provider to the satisfaction of the user departments. Period for correction of defects in the warranty period is 48 hrs.



- g) The Service Provider shall guarantee a 98% uptime of access of web site on internet and all other items required to run the system smoothly.
- h) If any items give continuous trouble say two times in one month during the warranty period, the Service Provider shall replace those items with new one without any additional cost to UPLC/end-customer.
- i) The Service Provider shall ensure the security of web contents from hacking, spam-attacking or threats etc.

14. Payment Schedule

All payments from the client department shall be received through Cheque/Draft directly to the service provider. The payment/ running payment would be released to the Service Provider only after successful completion of designing and development of Web Portal.

15. Assignment/Sub-contracting

The Service Provider shall not assign/sub-contract, in whole or in parts its obligations to perform under the Contract to any other firm except with the UPLC's prior written consent, but not absolving of Sub-Provider's ultimate responsibilities to successfully implement the project in totality in proper functional performance.

16. Liquidated Damages

Subject to conditions of Contract if the Service Provider fails to deliver or install any or all of the Goods or to perform the Services within the period (s) specified in the Contract, the UPLC shall, without prejudice to its other remedies under the Contract, deduct from the Contract price, as liquidated damages, the sum equivalent to the rate as specified by the end-customer or any other rate as UPLC may deem appropriate, of the delivered price of the delayed Goods or unperformed Services.

17. Termination for Default

17.1 The UPLC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service Provider, terminate the Contract in whole or part:

- (a) if the Service Provider fails to deliver any or all of the Goods or services within the period(s) specified in the Contract/Purchase Order, or within any extension thereof granted by the UPLC/ end-customer
- (b) if the Service Provider fails to perform any other obligation(s) under the Contract or Purchase Order.

17.2 In the event the UPLC terminates the Contract in whole or in part, UPLC may procure, upon such terms and in such manner as it deems appropriate. Goods or Services similar to those undelivered, and the Service Provider shall be liable to the UPLC for any excess costs for such similar Goods or Services. However, the Service Provider shall continue the performance of the Contract to the extent not terminated.

18. Termination for Insolvency

The UPLC may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the UPLC/end-customer.

19. Termination for Convenience

19.1 The UPLC, by written notice sent to the Service Provider may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the UPLC/end-customer's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.



19.2 The Goods that are complete and ready for shipment at the time of Service Provider's receipt of notice of termination shall be accepted by the UPLC/end-customer's at the Contract terms and prices. For the remaining Goods, the UPLC/end-customer's may elect:

- (a) to have any portion completed and delivered at the Contract terms and prices; and/or
- (b) to cancel the remainder and pay to the Service Provider an agreed amount for partially Completed Goods.

20. Service Provider Integrity

The Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the contracts using state-of-the-art equipments/SW solutions, methods and economic principles and exercising all means available to achieve the performance specified in the contract.

21. Service Provider's Obligations

The Service Provider is obliged to work closely with the UPLC/end-customer's staff, act within its own authority and abide by directives issued by the UPLC/end-customer and implement all the activities. The Service Provider shall abide by the job safety measures prevalent in the country and will indemnify the UPLC from all demands or responsibilities arising from consequences, accidents or loss of life and property due to negligence of the Service Provider. The Service Provider will pay all indemnities arising from such incidents and will not hold the UPLC responsible or obligated. The Service Provider is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors. The Service Provider will treat all data and information as confidential about the UPLC and end-customer, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the UPLC/end-customer.

22. Patent Right

In the event of any claim asserted by a third party of infringement of copy right, patent, trade Mark or industrial design rights arising from the use of the **services**, Goods or any parts thereof in the country, the Service Provider shall act expeditiously to extinguish such claim. If the Service Provider fails to comply and the UPLC is required to pay compensation to a third party resulting from such infringement, the Service Provider shall be responsible for the compensation including all expenses (court costs and lawyer fees etc), without delay on getting demand notice from UPLC.

23. Site Preparation and Installation

Incharge of the project site, deputed by the end-customer will be solely responsible for site preparation in compliance with the technical and environmental specifications defined by the Service Provider. The incharge of project site will identify the installation site before the scheduled installation date to allow the Service Provider to perform a site inspection to verify the appropriateness of the sites before the installation of the Hardware and Software.

24. 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 interests properly safeguarded and confidentiality maintained.
- b) Relationship with other Service Provider: Dealings with other 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 Service Providers ought to be respected; and no engagement in harmful, disappearing or predatory tactics will be entertained.



- c) **Relationship with Principals:** 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:** 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:** 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:** 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.

25. Use Of Documents And Information For Software Projects

The Service Providers shall not, without UPLC's prior written consent, disclose any document containing specification, plan, drawing, pattern, sample or information furnished by or on behalf of end-customer 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.

26. Intellectual Property Rights(IPR) and Replication Rights

Application software plans, drawings, 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 the UPLC/Kumbh Mela Samiti . The Source Code will be the exclusive property of UPLC/ Kumbh Mela Samiti and will have the Intellectual Property Rights (IPR) and Replication Rights on developed software and documents.

27. Force Majeure

- 27.1 Notwithstanding the provisions of conditions of contract, the Service Provider shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 27.2 For purpose of this Clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the UPLC either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises the Service Provider shall promptly notify the UPLC in writing of such conditions and the cause thereof. Unless otherwise directed by the UPLC in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.



28. Settlement of Disputes

- 28.1 If any dispute or difference of any kind whatsoever arises between the Kumbh Mela Samiti and the Service Provider in connection with or arising out of the Contract both the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 28.2 If, the parties have failed to resolve their dispute or difference by such mutual consultation within 30 (thirty) days, then aggrieved party 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.
- 28.3 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 and services under the Contract.

29. Arbitration

- 29.1 In case of dispute or difference arising between the UPLC and a Service Provider relating to any matter arising out of or connected with the award of contract, such dispute or difference shall be referred to Sole Arbitrator, the Principal Secretary/Secretary, IT & Electronics Department, Govt of U.P. or its nominee, to decide the dispute both in case of foreign supply as well as Indian supply. The provision of Arbitration and Conciliation Act, 1996 shall apply.
- 29.2 Arbitration proceedings shall be held at Lucknow, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English or Hindi.
- 29.3 The decision of the Sole Arbitrator or its nominee shall be final and binding upon both parties. The cost and expenses of arbitration proceedings will be paid as determined by the Arbitrator. However the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings shall be borne by each party itself.
- 29.4 Notwithstanding any reference to arbitration herein.
- (a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and
- (b) the UPLC shall pay the Service Provider any money due to the Service Provider.
- 29.5 All disputes shall be subject to the jurisdiction of the Courts at Lucknow only.

41. Limitation of Liability

Except in cases of criminal negligence or willful misconduct, and in the case of Infringement

- (a) the Service Provider shall not be liable to the UPLC/end-customer, 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 the UPLC; and
- (b) the aggregate liability of the Service Provider to the UPLC/end-customer, whether under the Contract, in tort or otherwise, shall not exceed the total value of items ordered under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

42. Governing Language

The Contract shall be written in English or Hindi language. Subject to condition of contract, English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same languages.



43. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India.

44. Notices

44.1 Any notice given by one party to the other pursuant to the award of Contract shall be sent to other party in writing by e-mail or by Fax or by post and confirmed in writing to the other Party's address. For the purpose of all notices, the following shall be the address of the UPLC and Service Provider

UPLC:U.P. Electronics Corporation Ltd,
10, Ashok Marg,
Lucknow (U.P.) - 226 001

Service Provider: (To be filled in at the time of Contract execution)

.....
.....
.....

44.2 A notice shall be effective when delivered or on the notice's effective date whichever is later.

45. Acquaintance with all Conditions

The Service Provider acknowledged that he has made himself duly acquainted with all the terms, conditions and circumstances under which the services/supplies required under the contract will have to be made or furnished and with all the terms, clauses, conditions, specifications and other details of the contract and the Service Provider shall not plead ignorance of any of those as excuse in case of complaint against or on rejection of supplies and services tendered by him or with a view either to ask for encashment of any rates agreed to in the contract or to evading any of his/her obligations under the contract.



SECTION VI - Technical Proposal Submission Form

Annexure -I

Bidder's General Information –

SN	Particulars	Description/Details	Reference Documents	Page No.
A.	Name of Bidding Company			
B.	Contact Details			
	a) Address			
	c) Telephone with STD Code d) Mob No.–			
	e) Fax			
	f) email			
	g) Website			
	h) Name of Managing Director/ CEO			



2- Technical / Managerial Staff [Enclosed Separate Sheet if required]

Sl. No.	Name	Qualification	Position	Task
1.				
2.				
3.				
4.				

3.0 List your clientele with amount of project completed

Name of Client:		Approx. Value of Services (INR)
Assignment Name:		Assignment Ref no:
Address:		Job Awarding Authority
Start date (Month / Year):	Completion date (Month / Year):	Job Completion Certificate Ref no:

NOTE:

1. Bidder must enclose copy of the LOI/LOA/WO/Agreement / Client certificate placed by the Procurer /Department/sponsoring authority on the Bidder towards award of Consultancy assignments.
2. Bidder must have sufficient infrastructure for smooth implementation of the project.
3. The Bidder must enclose separate sheets for each requirement.

Signature.....

In the capacity of.....

Duly authorized to sign proposal for

and on behalf of.....

Date.....

Place.....



DECLARATION FOR PROPOSAL SUBMISSION FORM

The Managing Director,
UP Electronics Corporation Ltd.
10, Ashok Marg, Lucknow.

Sub: Submission of Techno- Commercial Proposal against your letter UPLC/Software/2012-13/15, Dated 15 Feb 2013.

Dear Sir,

Kindly refer your tender no. UPLC/Software /2011-12/15, Dated 15 Feb 2013 on the subject cited above and find enclosed our Techno-Commercial Proposal on your prescribed format.

We as an Empanelled Software Service Provider registered with your Corporation vide letter no: _____ Dated _____, hereby declares that though we are bound by the terms and conditions laid down while empanelling us as a Software Vendor. We however specifically submitted that we are also bound by the terms and conditions of this tender and also full fill the eligible criteria as mentioned in this tender in addition to terms and condition aforesaid.

We are looking forward to take this opportunity.

Regards

Yours faithfully

Date:

[authorized signatory]

Place:

Name of Firm with address

(seal)



Financial Proposal Submission Form

Ref: Submission of Proposal against your RFP Reference No. UPLC/Software//2012-13/15,

Our details financial proposal is as follows:

S.No.	Description	Price (Rs.)	Service Tax @12.36 %	Grand Total (Rs.)
1	Re-Designing of Home page and Inner pages :			
	(a) Provision of Manpower for conceptualization & Designing of Home Page (A4 size in English)			
	(b) Provision of Manpower for conceptualization & creation of Home Page (A4 size in Hindi)			
	(c) Provision of Manpower for Conceptualization & Designing of Web Pages (A4 size in Hindi & English) <i>(300 pages @Rs.400/- per page)</i>			
2	Web Server Space of 2 GB + 25 PoP Account with 50 GB mail space + 10 GB Data Transfer per month <i>(To accommodate website, software application, photographs, videos, mail boxes and database of registrants)</i>			
3	Maintenance, Updation and Support for a period of 4 months @Rs.12,000/- per month			
4	Deployment of Manpower at Allahabad for collecting information for a period of 3 months. <i>(Text, Video, Photograph etc.)</i>			
5	Charges for Checking for Translation, Editing, Proof Reading, Grammar, Spelling, Sentences Formation etc. for already developed website.			
6	Module for Grievances and user Registration for Automatic Website updates			
Amount in Words :-				

Date :

[authorized signatory]

Place:

Name of Firm with address

(seal)