

INSTRUCTIONS TO BIDDERS (ITB)

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 NHM-UP website <http://upnrhm.gov.in/> 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-Tender 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:

- INVITATION ADVERTISEMENT
- INSTRUCTIONS TO BIDDERS (ITB)
- TERMS OF REFERENCE (TOR) AND SCOPE OF WORK (SOW)
- BIDDER'S ELIGIBILITY CRITERIA & METHOD OF SELECTION, EVALUATION PROCESS
- STANDARD TERMS AND CONDITIONS
- TECHNICAL PROPOSAL SUBMISSION FORM
- COVERING LETTER FOR PROPOSAL SUBMISSION FORM

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 NHM-UP's

E-mail:- nhmup.conaudit@gmail.com OR mdupnrhm@gmail.com OR uplclko@gmail.com

4. Amendment of e-Tender Document

At any time prior to the deadline for submission of e-Bids, the NHM-UP 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 e-Bid documents. The relevant clauses of the e-Tender documents shall be treated as amended accordingly, in terms of corrigendum (s).

It shall be the sole responsibility of the prospective Bidders to check the e-Tender portal <http://etender.up.nic.in> and www.upnrhm.gov.in from time to time for any amendment in the e-Bid document. In case of failure to get the amendments, if any, the NHM-UP 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, NHM-UP 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

5. Documents constituting the e-Bid

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

- a) Technical Proposal Submission Form (Annexure I, II, III and IV)
- b) Financial proposal submission form (Annexure V)

6. Documents Establishing Bidder's Qualification

The Bidder shall furnish, as part of **Technical Proposal Submission Form** (Annexure I to IV), documents establishing the Technical qualification to perform the Contract. The Bidder electronically in the PDF format should submit the documentary evidence in support of the information furnished. 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 gray scale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the e-Bid portal.

7. Period of Validity of e-Bids

E-Bids shall remain valid for 90 days after the date of opening of e-Bids prescribed by the NHM-UP. An e-Bid with validity of a shorter period than specified shall be rejected by the NHM-UP as non-responsive.

8. 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. The person authorized to sign the e-Bids before converting them into PDF and uploading them as bidding documents shall also sign all the pages/documents of the e-Bid.

9. 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 NHM-UP. 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 e-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 e-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, State 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.uplc.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 NHM-UP 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 them 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-Bid (RFP) document. The details of the Demand Draft or any other accepted instrument which is to be physically sending 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.

10. 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 NHM-UP 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 NHM-UP and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended. NHM-UP 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 the time mention in the advertisement annexure.**

11. 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.

12. 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 login 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 can resubmit his/ her e-Bids as and when required till the Bid submission end date and time. The new one bid will replace the e-Bids submitted earlier. 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-Tender 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 Re-submission" option, click "Encrypt & Upload" to upload the revised e-Bids documents by following the methodology provided in clause 9 (submission of e-Bids) 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.

13. 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 DAC - NHM-

UP's Evaluation Committee (TEC) members in the office of SPMU-NHM. TEC will open all e-Bids, in the presence of bidder's authorized representatives who choose to attend at SPMU-NHM office time mention in advertisement page. . The bidder's representatives who are present shall record their attendance on the attendance sheet. 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 & the presence and other details as the Purchaser at its discretion may consider appropriate, will be announced at the opening of the e-Bids. The names of such bidders not meeting the qualification requirement shall be notified subsequently. After evaluation of technical e-Bids, NHM-UP 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 Service Provider Company for the this project. NHM-UP will simultaneously notify on the e-Tender portal <http://etender.up.nic.in>, whose technical e-Bids were considered acceptable and have been shortlisted for opening of their financial e-Bids.

14. Cost of preparation of e-Bids to be borne by the Bidders

Cost of preparation of the e-Bids shall be borne by the Service Provider Company regard less of the outcome of the bids.