

Software Technology Parks of India



Appointment of an Agency for providing Technical (ICT) Manpower Support
Services (Tender No: STPI-B/ADMIN/PSG/2022-23/04 Date: 23/02/2023)

SOFTWARE TECHNOLOGY PARKS OF INDIA - BENGALURU

(Ministry of Electronics and Information Technology)

Government of India,

No.76 & 77, 6th Floor, Cyber Park, Electronics City, Hosur Road,
Bengaluru, Karnataka - 560 100, INDIA

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SECTION I **NOTICE INVITING TENDER**

S.NO	Item	Description
1	Name of the Tender	Appointment of Agency for providing Technical (ICT) Manpower Support Services
2	Nature of bid process	QCBS (Weight of 70% for Technical and 30% for Financial) <i>Two bid system (simultaneous receipt of separate Technical and Financial bids)</i>
3	Start Date of Tender Issuance	23.02.2023 12.00 Hrs
4	Last date and time for submission of pre-bid queries	Bidders shall have to post queries on email/letter on or before 08.03.2023
5	Pre-Bid Meeting time, date, and venue	Pre-Bid conference will be held on 09.03.2023 at 11.30 Hrs at STPI Office (No.76 & 77, 6th Floor, Cyber park, Electronics City, Hosur Road, Bengaluru, Karnataka - 560 100, INDIA) and in online mode (link will be shared on www.bengaluru.stpi.in a day prior to the meeting)
6	Bid submission start Date	15.03.2023 at 15.00 Hrs.
7	Last Date and time for Bid submission (On or before)	On or before 23.03.2023 up to 14.30 Hrs.
8	Date, time for opening of Bids	24.03.2023 at 15:00 Hrs.
9	Date and time for Technical Presentation	To be notified later with shortlisted Bidders
10	Date of Financial Bid Opening	To be notified later with the shortlisted Bidders for financial round
11	Bid Validity	Bid must remain valid up to 180 (One Hundred & Eighty) days from the opening of the bid
12	Address for communication	Software Technology Parks of India, Bengaluru No.76 & 77, 6th Floor, Cyber park, Electronics City, Hosur Road, Bengaluru, Karnataka - 560 100, INDIA. (Email Id: blr.cog@stpi.in)

- Software Technology Parks of India (STPI) invites sealed Tenders under two-bid system (Technical bid and Financial bid) with QCBS (Weight of 70% for Technical and 30% for Financial) from reputed Technical Manpower (ICT) sourcing Service providers for Appointment of Agency for providing Technical Manpower (ICT) Support Services conforming to the terms and conditions mentioned in the Tender document.
- Tender document can be downloaded from www.bengaluru.stpi.in & eprocure.gov.in
- The Earnest Money Deposit (EMD) payable towards the RFP is Rs. 18,00,000/- (Rs Eighteen Lakhs only). Bidder shall remit the EMD to STPI Bank Account online only as specified in the tender. The Copy of EMD Transaction (NEFT/RTGS) details/EMD Exemption certificates should be submitted along with the bid document, within the bid submission date and time of the tender failing which the offer will be liable for rejection.

Sd/-

Director

Software Technology Parks of India
No 76&77, 6th Floor, Cyber Park, Electronics
city, Hosur Road, Bengaluru-560100

SECTION II **INSTRUCTIONS TO BIDDERS**

1. INTRODUCTION:

- 1.1. Software Technology Parks of India, an Autonomous Society under the Ministry of Electronics and Information Technology (MeitY), Government of India, invites tenders on CPPP Portal from reputed Technical Manpower (ICT) sourcing Service providers for “Appointment of an Agency for providing Technical (ICT) Manpower Support Services”.
- 1.2. The Successful bidder shall deploy the following resource category as in Table A below on need basis, based on the project requirement, who possess the required qualifications, experience & skill set as per Scope of Works.

Table A:

Sl.No.	Resources Category
1.	DB Architect - Oracle
2.	DB Architect - MS SQL
3.	DBA Team Leader
4.	MSSQL Database Administrator
5.	MySQL Database Administrator
6.	PostgreSQL Administrator
7.	Oracle Database Administrator
8.	System /Server Administrator
9.	Network / Security Administrator
10.	Website/ Application Management
11.	IT Support Engineer
12.	Datacenter Specialist
13.	Social Media Content Creator
14.	Project Manager (Technical)
15.	Mongo DB Administrator
16.	Network Engineer
17.	Software Developer
18.	Mobile Application Developer
19.	Data Analyst

- 1.3. The resources to be deployed at STPI Bengaluru / STPI Bengaluru's Client premises (anywhere in India) in 8Hrs (shift basis) /6 days a week with 100% support/service availability. Based on the requirement of the Client / Project, STPI will place order on the successful bidder for one or more resource category as in Table A and the required number of resources. The requirement might vary based on the project requirement. STPI may also avail the services for any of the STPI Jurisdiction / Centers across India
- 1.4. The Period of Services w.r.t Appointment of an Agency for providing Technical (ICT) Manpower Support Services shall be for a minimum period of three years with year on year extension on satisfactory performance service and may be extended upto five years as required by STPI with the existing terms and conditions.

2. INSTRUCTIONS FOR ONLINE BID SUBMISSION:

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

2.1 REGISTRATION:

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal by using the “Click here to Enroll” option available on the home page. Enrolment on the CPP Portal is free of charge.
- (ii) During enrolment / registration, the bidders should provide the correct/true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors/bidders through email-id provided.
- (iii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iv) For e-tendering possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/ SmartCard.
- (v) Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- (vi) Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- (vii) Bidders can then log into the site through the secured login by entering their user ID / password and the password of the DSC / eToken.

2.2 PREPARATION OF BIDS

- (i) For preparation of bid, Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum, if any published, before submitting their bids. After selecting the tender document same shall be moved to the ‘My favourite’ folder of bidders account from where bidder can view all the details of the tender document.
- (ii) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidder shall note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (iii) Any clarifications, if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.

- (iv) Bidder should get ready in advance the bid documents to be submitted as indicated in the tender document/schedule in PDF/xls/rar/zip/dwf formats. If there is more than one document, they can be clubbed together using zip format.
- (v) Bidder can update well in advance, the documents such as experience certificates, Financial reports, PAN, TIN, service tax, VAT, registration certificate and other relevant details etc., under “My Space” option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

2.3 BID SUBMISSION:

Only Online Bids need to be submitted on <http://eprocure.gov.in/eprocure>. The tenders shall be of 2 bid system (Technical Bid & Commercial Bid). Manual bids will not be accepted.

The following instruction may be followed by the bidders while submission of their bids on online mode.

- (i) Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i.e. on or before the bid submission time.
- (ii) The EMD shall be credited to STPI Bengaluru bank account on or before the last date for submission of bids failing which the offer will be liable for rejection. Bidders, however, have to attach scanned copy of EMD (NEFT/RTGS) transaction details like UTR etc. while submitting the bids online. EMD online transactions details shall also be sent through mail to blr.cog@stpi.in
- (iii) While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.
- (iv) Bidder shall select the payment option as offline to pay the Tender Fee/ EMD and enter details of the DD/BC.
- (v) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (vi) Bidders shall note that the every act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- (vii) Bidder shall note that each document to be uploaded for the tender should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same can be uploaded. For the file size of less than 1 MB, the transaction uploading time will be very fast.
- (viii) **Utmost care shall be taken for uploading Schedule of quantities & Prices and any change/modification of the price schedule shall render it unfit for bidding.**

Bidders shall download the Schedule of quantities & Prices i.e. Schedule-A, in XLS format and save it without changing the name of the file. Bidder shall quote their rates both in figures and words in white background cells, thereafter save and upload the file in financial bid cover (Price bid) only. If the Schedule of Quantities & Prices file is found to be modified by the bidder, the bid will be **rejected**.

(ix) The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.

(x) Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.

(xi) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the bidders shall take print out of system generated acknowledgement number, and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.

(xii) Bidder should follow the server time being displayed on bidder's dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.

(xiii) All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.

2.4 Submission of Proposals:

A two staged bid system will be followed in addition to submission of EMD for this RFP with QCBS system i.e. Quality Cost-Based Selection. The two bids to be submitted by bidders on CPPP are:

Part I. PRE-QUALIFICATION and Technical BID

SECTION III. A: Pre-qualification/Eligibility Criteria

SECTION IV: Terms and condition of contract

SECTION-V: Scope of Works

SECTION-VI: Bid Evaluation Criteria

SECTION VII (PART – I): Tender Acceptance Letter

SECTION IX: Form 1: CA Certificate for Average Annual Turnover

SECTION IX: Form 2: Format for Submission of Project References for Pre-Qualification Experience

SECTION IX: Form 3: Declaration for Non-Debarment & non-blacklisting

SECTION IX: Form 4: Bidder's Authorization Certificate

SECTION IX: Form 5: Certificate of Conformity/ No Deviation

SECTION IX: Form 6: CV Format

SECTION IX: Form 7: Bid Security Declaration

Part II should be the price offer to be submitted separately as per BOQ format. The price offer will be considered only of those Bidders secured at least 65 Marks in technical evaluation will be eligible to participate in financial bid opening process. The Financial Bids (i.e. BOQ) of the technically qualified bidders will be opened on the prescribed date.

Bidders are requested to submit their most competitive rates as per **the SECTION VIII (Part II): Price Schedule/Financial Bid** of BoQ format. It may please be noted that incomplete tenders will NOT be accepted.

2.4.1 Contents of Technical Bid: The bidder should upload the scanned copy of all the following document as part of the Technical Bid in the stipulated format.

- (a) Financial status: - The Bidder should have average annual turnover of Rs. 27 Crore during the last three financial years (2019-20, 2020-21 and 2021-22)
- (b) Business Operation: The Bidder must have a minimum of five years' experience in supplying as IT Manpower Service Provider to any central / State Govt. offices/PSU/ private units in India.
- (c) Manpower Strength: Deployed 50 or more Technical manpower (ICT) in multiple / single order for the similar completed work in a particular financial year during the last three financial years (2019-20, 2020-21 and 2021-22 or latest three consecutive years (2020-21,2021-22 and 2022-23)).
- (d) Project Experience: The bidder should have executed similar project (Resources mentioned in Scope of Works (SoW) of this bid document) as IT Manpower Service Provider to any central / State Govt. offices/PSU/ private units in India in last three financial years (i.e. FY 2019-20, 2020-21 and 2021-22 or latest three consecutive years(2020-21,2021-22 and 2022-23)). To be submitted as per format specified in Form 2 in Section IX.
The work order should be issued after 1st April, 2019.
 - 1 similar completed work costing not less than Rs. 3.15 cr.
 - 2 similar completed works costing not less than Rs. 1.8 cr.
 - 3 similar completed works costing not less than Rs. 1.35 cr.
- (e) Statutory Registrations: Bidder must have valid PAN, GST, EPF and ESIC Registration and other registration / statutory compliances, labor department, MSME registration, shops and establishment, as applicable to this tender.
- (f) Copy of certificate w.r t Company Registration / Incorporation of the firm.
- (g) Registration certificate from concerned department w.r.t Providing Technical (ICT) manpower services.
- (h) Copy of Registration certificate wr.t Compliance to Minimum Wages Act (central) as applicable
- (i) Documents evidence for having support center at Karnataka along with escalation matrix to be filed.
- (j) Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices. The declaration for Non-Debarment & non-blacklisting to be submitted as per format specified in Form 3 in section IX.
- (k) No sub-contracting or sub-lease is allowed. Self-declaration attested by the authorized signatory on the company letterhead.

- (l) Acceptance to the Scope of works as per bid document. Self-attested and signed scope of works document to be submitted.
- (m) Acceptance to the payment terms, penalty and liquidated damages (LD) as per the bid document.
- (n) Certificate of Conformity/ No Deviation. Compliance need to be provided on letter head (as per Form 5 in section IX)
- (o) Board Resolution or Power of Attorney for the Authorized Signatory shall be submitted as per Form 4 in Section IX.
- (p) CVs of Certified IT resources in specified domain to be submitted as per Form 6 Section IX
- (q) Copy of EMD Transaction (NEFT/RTGS) details /EMD Exemption certificates with Bid security Declaration as per Section IX of Form 7.
- (r) Declaration from MSME vendor for declaration of UAM numbers with CPP portal.
- (s) Submission of documentary evidence for all the parameters sought in the technical Evaluation Process document of this bid.
- (t) Any other related documents.

2.4.2 Contents of Price Bid:

The price bid is as per the BOQ in XLS format, filled BOQ to be uploaded in the e-procurement portal. The Template is as per format in **SECTION VIII (Part II): Price Schedule/Financial Bid**

2.5 STPI-B reserves the right to cancel/withdraw the bid without assigning any reasons for such decision. STPI-B also reserves the right to award to any bidder or cancel the orders issued to any bidder without assigning any reason thereof. Such decision will not incur any liability whatsoever on the part of STPI-B consequently.

2.6 Bidders shall adhere to the procedure and processes laid down in this document and shall follow fair and ethical practices of trade.

3. DEFINITIONS:

- 3.1. **'The Purchaser'** means the Software Technology Parks of India (STPI).
- 3.2. **'The Bidder'** means the company who participates in this tender and submits its bid.
- 3.3. **'The Supplier'** means the company supplying 'the Service' under the contract.
- 3.4. **'The Service'** means the Technical (ICT) Manpower service to be provided to the Purchaser by the Supplier as per the specifications mentioned at SECTION-V: Scope of Works
- 3.5. **'Letter of Intent (LOI)'** means letter indicating the intention of availing service from the Purchaser with the bidder.
- 3.6. **'The Purchase Order'** means the order placed by the Purchaser on the Supplier duly signed by the Purchaser and includes all attachments and appendices hereto and all documents incorporated by reference therein.
- 3.7. **'Contract'** means the agreement between STPI and the successful bidder called Supplier for the provisioning of the Service including supply of all documents to which reference may be made in order to ascertain the rights and obligations of the parties and shall include the Instructions to bidders, General Terms and Conditions of the Contract, Addenda, Supplementary Agreement(s) (if any) as part of the Contract.

- 3.8. **‘The Contract Price’** means the price payable to the Supplier under the purchase order for the complete fulfillment and proper performance of its contractual obligations to the satisfaction of STPI.
- 3.9. **‘Contract Date’** means the date on which the Contract comes into effect.
- 3.10. **‘Certificate of Acceptance’** means the certificate issued by STPI to the Supplier upon completion of the acceptance tests of the Service.
- 3.11. **‘Report’** means the Successful bidder shall submit various reports to purchaser during the contract term viz., the monthly attendance report to STPI within 2 days after completion of the month. Resources have to sign on the attendance Register indicating the In-time and Out-time. In addition to this, the attendance of the resources may be monitored through access control card/biometric.
- 3.12. **“The bidder”** means any private or public entity, who participates in this RFP and submits its bid.
- 3.13. **“STPI Centers”** means STPI centers at Bengaluru, Mysuru, Hubballi, Mangaluru, Manipal and Davanagere under Karnataka jurisdiction and other centers of STPI other than Karnataka.
- 3.14. **‘NIT’** means Notice Inviting Tender
- 3.15. **‘GST’** means The Goods and Services Tax is a value-added tax levied on most goods and services sold for domestic consumption. The GST is paid by consumers, but it is remitted to the government by the businesses selling the goods and services. In effect, GST provides revenue for the government.

4. COST OF BIDDING:

The bidder shall bear all costs associated with the preparation and submission of the bid. The purchaser, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

5. BID DOCUMENTS:

- 5.1. The services required, bidding procedures and contract terms are prescribed in this Bid Document. The Bid Document includes the following:

Table B:

S. No.	TITLE	Section No.
1	Notice Inviting Tender (NIT)	Section - I
2	Instructions to Bidders	Section - II
3	ELIGIBILITY CRITERIA	Section - III
4	Terms and Conditions of Contract	Section - IV
5	Scope of Work	Section - V
6	BID EVALUATION CRITERIA	Section - VI
7	Tender Acceptance Letter	Section - VII
8	Price Schedule/Financial Bid & Terms (Part II)	Section - VIII
9	FORMS/ FORMATS	Section - IX

- 5.2. The Bidder is expected to examine all instructions, forms/formats, terms and specifications

in the Bid Document. Failure to furnish all information required as per the Bid Document or submission of bids which are not substantially responsive to the Bid Document in every respect may result in rejection of the bid. In respect of interpretation/clarification of each and every clause of this tender and in respect of any matter relating to this tender, the decision of STPI will be final.

6. Pre-Bid Clarifications:

- 6.1. The Bidders will have to ensure that their queries are submitted prior to the Pre-Bid meeting.
- 6.2. It may kindly be noted that no bid-query will be received through phone call. All queries must be submitted in writing through e-mail only at the specified e-mail ID.
- 6.3. All the queries should necessarily be submitted in the following format in Excel:

Table C:

S. NO	RFP Document Reference(s)			Query by bidder
	Page No	Section No.	Section Name	

- 6.4. Any requests for clarifications post the indicated date/time may not be entertained.
- 6.5. Designated e-mail ID for submission of queries: email: blr.cog@stpi.in
- 6.6. Clarification to the queries received will be published at the advertisement platforms as per the timeline specified. However, STPI makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does STPI undertake to answer all the queries that have been posed by the bidders.
- 6.7. After the pre-bid conference/meeting, the Corrigendum (if any) & clarifications will be published at the STPIB website and CPP Portal as per the timeline specified. No individual communication will be made to the queries.
- 6.8. Any corrigendum(s) published/issued shall be deemed to be incorporated into this RFP.

SECTION III: ELIGIBILITY CRITERIA

a. Pre-Qualification Criteria / ELIGIBILITY CRITERIA

A bidder participating in the bidding process shall possess the following minimum pre-qualification/ eligibility criteria.

Table A

Sl. No.	Particulars	Specific Requirements	Documents Required
1.	Legal Entity	The Bidder should be legal entity registered in India as a firm/ company /sole proprietorship/ partnership and must be registered with the appropriate authority in India for at least past 5 years	Copy of Certificate of Registration/ Incorporation/ Memorandum of Association. In case of MSME – Relevant MSME certificate.
2.	Financial Turn over	The Bidder should have average annual turnover Rs. 27 Crores for the last three financial years (2019-2020, 2020-21 & 2021-22)	1. Copy of the audited balance sheet citing the revenue/ turnover from Hiring of Technical Manpower service or equivalent business for each financial years. 2. Copy of IT Returns for the for the last three financial years (2019-2020, 2020-21 & 2021-22) [Kindly submit CA Certificate for Average Annual Turnover format at Form 1 in SECTION IX)
3.	Project Experience	The bidder should have executed similar project (Resources mentioned in Scope of Works (SoW) of this bid document) as IT Manpower Service Provider to any central / State Govt. offices/PSU/ private units in India in last three financial years (i.e. FY 2019-20, 2020-21 and 2021-22 or latest three consecutive years(2020-21,2021-22 and 2022-23)). <i>The work order should be issued after 1st April, 2019.</i> <ul style="list-style-type: none"> 1 similar completed work costing not less than Rs. 3.15 cr. 2 similar completed works costing not less than Rs. 1.8 cr. 3 similar completed works costing not less than Rs. 1.35 cr. 	To submit copies of Purchase Order, completion certificate, copy of Invoices / CRAC in case of GeM POs indicating the number and type of resources deployed. Completion Certificates from the Client [Kindly submit format for Submission Of Project References For Pre-Qualification Experience at Form 2 in SECTION IX)

Sl. No.	Particulars	Specific Requirements	Documents Required
4	Manpower Strength	Deployed 50 or more Technical manpower in multiple / single order for the similar completed work in the particular financial year during the last three financial years (FY 2019-20, 2020-21 and 2021-22 or latest three consecutive years (2020-21,2021-22 and 2022-23)).	Certificate from the HR/Authorized Signatory on the company letterhead
5	Statutory Registrations	Bidder must have valid PAN, GST, EPF and ESIC Registration and other registration / statutory compliances as applicable to this tender.	<ol style="list-style-type: none"> 1. Need to provide Self-attested photocopy of valid Certificates such as PAN, GST, EPF & ESI registration 2. EPF and ESI returns filed for past one year to be furnished. 3. Registration with shops & establishment / relevant department for providing Technical Manpower services (ICT) in India. 4. Registration with Labour department, if any 5. Registration certificate / Compliance to Minimum Wages Act (central) as applicable.
6	Mandatory Undertaking	<p>Bidder should: -</p> <p>a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons;</p> <p>b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>c) comply with the code of integrity as specified in the bidding document.</p>	“Declaration for Non-Debarment & non-blacklisting” should be given by authorized signatory on the company letterhead as per Form 3 in SECTION IX
7	Mandatory Undertaking	No sub-contracting or sub-lease is allowed	Self-declaration signed by the authorized signatory on the company letterhead

Sl. No.	Particulars	Specific Requirements	Documents Required
8	Mandatory Undertaking	Acceptance to the Scope of works as per bid document. Self-attested and signed scope of works document to be submitted.	Compliance need to be provided. Declaration by the authorized signatory on the company letterhead to be submitted.
9	Mandatory Undertaking	Submission of support centre (Karnataka) details along with escalation matrix	Documentary evidence to be provided
10	Mandatory Undertaking	Acceptance to the payment terms, penalty and liquidated damages (LD) as per the bid document.	Compliance need to be provided. Declaration by the authorized signatory on the company letterhead to be submitted.
11	Mandatory Undertaking	Acceptance to all the terms of the bid document.	Compliance need to be provided on letter head for the following formats <ul style="list-style-type: none"> SECTION VII (PART - I): Tender Acceptance Letter Form 5 in SECTION IX: Certificate Of Conformity/ No Deviation)
12	Mandatory	Submission of filled in BOQ as per the format as per Section VIII: Price Schedule/Financial Bid	To submit as per BOQ format of this tender as part of the financial bid.
13	Authorized signatory	Board Resolution or Power of Attorney for the Authorised Signatory	Either Board resolution mentioning the name and power of Authorised signatory. If the Authorised signatory is given Power of Attorney by another employee, his/her delegation powers shall also be submitted, if he/she is not director/owner (as per Form 4 in SECTION IX)
14	Mandatory	Submission of documentary evidence for all the parameters sought in the technical Evaluation Process document of this bid	Documentary evidence /undertaking/ Compliance as above need to be provided

b. Evaluation based Pre-qualification

The Pre-Qualification Proposal Documents will be reviewed/evaluated and only those bidders who qualify the minimum requirements (Refer clause1- ELIGIBILITY CRITERIA of this Document) specified in the RFP, will be eligible for technical evaluation. Technical Proposal and Financial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be evaluated. All the supporting documents/documentary evidence must be attached as per the pre-qualification criteria i.e. clause1- ELIGIBILITY CRITERIA of this Document.

c. Rejection Criteria

Bids in following forms will be out rightly rejected:

- a. Bids NOT submitted as per the specified format and nomenclature.
- b. Ambiguous bids.
- c. Conditional bids are not accepted
- d. The offers submitted by telegram/ fax/ E-mail/ manually etc. shall NOT be considered. No correspondence will be entertained on this matter.
- e. Bids which do not qualify pre-qualification criteria.
- f. Bids not qualifying in technical evaluation.
- g. Bids not quoted as per the format given by STPI.
- h. Any bid not in the standard format of this Tender.

d. QUERIES FROM STPI

- i. To assist in the examination, evaluation and comparison of proposals, STPI-B may, at its discretion ask the bidder for any clarification(s) of its bid. The request for clarification and the response shall be in writing only.
- ii. However, no clarifications at the initiative of the Bidder shall be entertained after the submission of proposal.
- iii. The bidders are required to keep a watch on STPI-B Website <http://www.bengaluru.stpi.in> & <https://eprocure.gov.in> with respect to any amendment to the Request for proposal document or to clarification to the queries raised by the bidders

SECTION IV: Terms and Conditions of Contract

1. The tender should be submitted online only on <https://eprocure.gov.in/eprocure/app>
2. Appointment of an Agency for providing Technical Manpower (ICT) support Services. The Period of Service for providing Technical Manpower (ICT) support Services will be for a minimum period of three years with year on year renewal on satisfactory performance and may be extended up to five years as required by STPI with the existing terms and conditions.
3. **STPI-B reserves the right to accept the offer in full or in parts or reject summarily.**
4. **EARNEST MONEY DEPOSIT(EMD)**
 - a. Earnest Money Deposit of Rs. 18,00,000/- has to be remitted through online mode only (NEFT/RTGS) to STPI Bengaluru account. The Bank detailed are given below.

Table A: STPI-Bengaluru Bank Details for NEFT/RTGS

Beneficiaries Name	Software Technology Parks of India-Bangalore
Address	No. 76 & 77, 6th Floor, Cyber park, Electronics City, Hosur Road, Bangalore-560 100
Phone No	080 - 6618 6014 / 6024 / 6016
Fax No	080 - 2852 1161
Saving Account No.	842610110002469
Centre	Bangalore
Bank	Bank of India
Branch	Electronic City Branch
Bank Address	No:110-02, BMA-MDC Bldg, Doddathogur, Begur Hobli, Electronic city Phase - 1, Bangalore - 560100.
IFSC No	BKID0008952
MICR Code	560013051
Bank Swift code	BKIDINBBBGL

- b. The EMD shall be credited to STPI Bengaluru bank account on or before the last date for submission of bids failing which the offer will be liable for rejection. Bidders, however, have to attach scanned copy of EMD (NEFT/RTGS) transaction details like UTR etc. while submitting the bids online. EMD online transactions details shall also be sent through mail to blr.cog@stpi.in
- c. The EMD will be returned to the bidder(s) whose offer is not accepted by STPI-B within one month from the date of the placing of the final order(s) on the selected bidder(s). The EMD amount of the selected Bidder will be returned subsequently.
- d. However if the return of EMD is delayed for any reason, no interest / penalty shall be payable to the bidder.
- e. The EMD shall be forfeited, if the bidder withdraws the bid during the period of bid validity specified in the tender.
- f. The exemption of EMD shall be applicable to MSME firm registered under NSIC/UAM. In such cases exemption will be extended to bidders if they are registered for the desired purpose as per requirement in RFP. The exemption will not be applicable, if, the MSME firms are not registered

with NSIC or UAM not declared in CPP Portal. The copy of the exemption certificates shall be uploaded along with the bid documents and need to submit Bid security Declaration as per Section IX of Form 7.

5. Performance Security:

- a) The EMD for Successful bidders whose offers have been accepted by STPI, the said EMD amount will be converted as Performance security till the service period plus 60 days.
- b) In case of successful bidder having exemption in EMD, then the successful bidder has to remit Rs 18,00,000/- through online mode as a Performance Security to STPI within 10 days from the date of issue LOI. The performance security will be with STPI till the service period plus 60 days.
- c) STPI may seek additional performance security based on the work order placed time to time.

6. Bid validity:

- a) The tender submitted should be valid for 180 days from last date of opening of bid.
- b) STPI-B may ask for the bidder's consent to extend the period of validity. Such request and the response shall be made in writing only. The bidder is free not to accept such request without forfeiting the EMD. A bidder agreeing to the request for extension will not be permitted to modify his bid.
- c) Bid evaluation will be based on the bid prices without taking into consideration the above corrections.

7. Only net rates with break-up should be quoted for the period of the arrangement.

Tenderers/bidders are advised to exercise greatest care in offering the rates. No excuse or excuse for negotiations, altering rates or corrections will be entertained after the quotations are opened. Corrections, if any, should be initialled by the person Authorized for signing the tender/bid form.

8. Bidders should be for providing IT Manpower Support Services and the Bidders shall quote the UNIT Rate per each category of resource per month as per the BoQ format.

9. The Prices quoted shall be fixed and valid for five years from the date of award of contract with the same terms and conditions.

10. The deliverables of the above said resources shall be as per the Scope of Works of this tender

11. The Successful bidder shall submit the monthly attendance report to STPI within 2 days after completion of the month. Resources have to sign on the attendance Register indicating the In-time and Out-time. In addition to this, the attendance of the resources may be monitored through access control card/biometric.

12. The personnel engaged for the services in STPI shall be the employees of the service provider (successful bidder) and will take their remuneration from them. They will have no claim of whatsoever nature including monetary claims or any other claim or benefits from STPI.

13. The Successful bidder shall provide single point of contact to support the activities related to this tender.
14. Any liability arising under labour, Municipal, State or Central Govt. laws and regulations will be the sole responsibility of the Service Provider and STPI shall not be responsible for any such liability or lapses.
15. The Successful bidder shall indemnify the STPI from any liability under any law arising out of the engagement of the said personnel.
16. The Deployed resource shall not copy, photograph, modify, disassemble, reverse engineer, decompile, delete or in any other manner reproduce the Confidential Information.
17. The Successful bidder shall comply with all the rules and regulations regarding safety and security of its employees and STPI will in no way be responsible in any manner in case of any mishap to their personnel.
18. The personnel provided shall be under the direct control and supervision of the Successful bidder. However, they shall comply with the oral and written instructions given on day to day basis, by the officer(s) authorized by STPI from time to time. They will be bound by office timings, duty, placement, locations, etc. as decided by the STPI.
19. The Successful bidder shall not sub-contract the services of personnel sponsored by them without prior permission of the STPI.
20. The Successful bidder shall be responsible for the discipline and conduct of the personnel sponsored by them and in case the personnel lack in discipline and their quality of work deteriorates during the course of their service, the Successful bidder shall provide with replacement services of suitable personnel.
21. STPI shall not undertake any monetary liability other than the amount payable to the Successful bidder for the services of personnel provided by them. Other liabilities, if any, shall be solely rest on the Successful bidder. Even if STPI has to bear such liabilities on unforeseen circumstances/occasions, STPI will recover such amount from the Successful bidder by adjusting the amount payable to them.
22. The Successful bidder shall replace the resources immediately for such resources who are found not suitable by STPI for any reason at any point of time.
23. The Successful bidder shall supply a copy of confirmation from their deployed resource regarding acceptance of employment at agreed remunerations in advance.
24. The Successful bidder shall ensure that before deputing the Technical (ICT) manpower resources, the character and the antecedents of the resources are verified.
25. The successful bidder shall be bound by the details furnished by him / her to STPI, while submitting the bid or at subsequent stage. In case, any of such documents furnished by him / her is found to be false/ misleading at any stage, it would be deemed to be a breach of contract making him / her liable for legal action besides termination of contract.

26. The successful bidder shall be solely responsible for any damages, losses, claims, financial or other injury to any person deployed in the course of their performing the functions/duties, or for payment towards any compensation. STPI shall not be liable for payment of any compensation or damages.
27. The successful bidder shall enter into an agreement (NDA) with STPI on **Stamp** paper within 30 days of receipt of the order including all the terms & Conditions of this tender.

28. Blacklisting

Company/Firm blacklisted by Govt./Autonomous Body/PSU/Corporate organization are not eligible to Bid. If at any stage of bidding process or during the currency of contract, such information comes to knowledge of STPI, the STPI-B shall have right to reject the bid and forfeited the bid security or terminate the contract, as the case may be, without any compensation to the bidder.

29. To avail the benefits available to MSEs as contained in Public Procurement Policy of MSEs Order, 2012 issued by MSME, it is mandatory for MSME vendors to declare their UAM (Udyog Aadhar Memorandum) number on CPP portal. Failing, which, such Bidders will not be able to enjoy the benefits as per Public Procurement Policy. A declaration to this effect to be submitted along with the Technical Bid.

30. RESOLUTION OF DISPUTES

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

a) Amicable Settlement

Performance of the Services is governed by the terms and conditions of the contract. However at times dispute may arise on any interpretation of any term or condition of contract including the Scope of Work, the clauses of payments etc. In such a situation either party may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt of notice. If the party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then Clause 30 (c) shall become applicable.

b) ARBITRATION

All disputes or difference whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the purchase order/work order or the breach thereof such dispute or difference shall be referred to Arbitration. The venue of arbitration shall be Bengaluru, India. The Arbitration and Conciliation Act 1996 and all its amendments, the rules there under and any statutory modification or re-enactment's thereof, shall apply to the arbitration proceedings

All documents and communications between the parties shall be in English. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

c) LEGAL JURISDICTION:

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Bengaluru, India only.

31. LEGAL

- a) The successful bidder shall be responsible for compliance, if any, of the statutory provisions relating to Minimum Wages as per Central Govt. norms, Employees Provident Fund, ESI, etc., as applicable, in respect of the persons deployed by it in this office.
- b) Successful bidder shall also be liable for depositing all taxes, levies, cess etc. on account of services rendered by it to STPI to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- c) The successful bidder shall maintain all statutory registers under the applicable Law. The successful bidder shall produce the same, on demand, to the concerned authority of this office or any other authority under Law.
- d) The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax Act 1961, as amended from time to time and a certificate to this effect shall be provided to the successful bidder by this office.
- e) In case, the successful bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof STPI is put to any loss / obligation, monetary or otherwise, STPI will be entitled to get itself reimbursed out of the outstanding bills or from performance security amount to the extent of the loss or obligation in monetary terms.

SECTION-V: Scope of Works

STPI hereby invites proposals for Appointment of an Agency for providing Technical Manpower (ICT) Support Services. The bidders are advised to study this RFP document carefully, before submitting their proposals in response to the Bid Notice. The submission of a proposal in response to this bid shall be deemed to have been done after careful study and examination of this document with full understanding of its term conditions and implications.

Detailed Scope of Works for providing Technical Manpower (ICT) Support Services

1. SPECIFICATIONS / SCOPE OF WORK:

The following resources to be deployed at STPI Bengaluru / STPI Bengaluru's Client premises (anywhere in India) on 8Hrs (shift basis) / 6 days a week with 100% support/service availability. STPI may also avail the services for any of the STPI Jurisdiction / Centers across India on need basis.

Table A:

SI No	Position	Qualification/Experience Criteria
1.	DB Architect – Oracle	<ul style="list-style-type: none"> Bachelor's Engineering degree in Computer Science, E&C, IS, IT or equivalent. At least 12+ years of IT experience of which at least 8+ years' experience in defining enterprise strategies for data, design, development and integration experience of large databases, define system performance levels and security controls, capacity planning of DB, monitoring & management of Databases. Proficiency in architecting Oracle database, relational models, relevant Tools, Windows and Linux OS Should have worked on Oracle 9i, 10g, 11i, 12g, 19c or latest DB Architect Certification of Oracle databases is preferred. Mentor and guide DBAs and Developer/support team
2.	DB Architect – MS SQL	<ul style="list-style-type: none"> Bachelor's Engineering degree in Computer Science, E&C, IS or equivalent. At least 12+ years of IT experience of which at least 8+ years' experience in defining enterprise strategies, design, development and integration experience of large databases, define system performance levels and security controls, capacity planning of DB, monitoring & management of Databases. Proficiency in architecting MS SQL database, relational models, relevant tools, Windows and Linux OS DB Architect Certification of MS SQL databases is preferred. Mentor and guide DBAs and Developer/support team
3.	DBA Team Leader	<ul style="list-style-type: none"> Bachelor's engineering degree in Computer Science, E&C, IS, IT or equivalent. At least 10+ years of IT experience of which at least 7+ years' experience in installation, configuration and proactive monitoring & management of Databases. Proficiency in Windows and Linux OS DBA Certification of at least one of the databases is preferred. Mentor and Lead the team of DBAs

4.	MSSQL Database Administrator	<ul style="list-style-type: none"> • Bachelor's engineering degree in Computer Science, E&C, IS, IT or equivalent. • At least 7+ years of IT experience with at least 5+ years' experience in installation, configuration and proactive monitoring MSSQL databases. • Proficiency in Windows. • MSSQL DBA Certification.
5.	MySQL Database Administrator	<ul style="list-style-type: none"> • Bachelor's engineering degree in Computer Science, E&C, IS, IT or equivalent. • At least 7+ years of IT experience with at least 5+ years' experience in installation, configuration and proactive monitoring MySQL databases. • Proficiency in Linux and Windows. • MySQL DBA Certification.
6.	PostgreSQL Administrator	<ul style="list-style-type: none"> • Bachelor's engineering degree in Computer Science, E&C, IS, IT or equivalent. • At least 7+ years of IT experience with at least 5+ years' experience in installation, configuration and proactive monitoring PostgreSQL databases. • Proficiency in Linux and Windows. • PostgreSQL DBA Certification.
7.	Oracle Database Administrator	<ul style="list-style-type: none"> • Bachelor's engineering degree in Computer Science, E&C, IS, IT or equivalent. • At least 7+ years of IT experience with at least 5+ years' experience in installation, configuration, administering production databases and proactive monitoring Oracle databases. • Supervise backup procedures • Supervise database installation, up-gradation, clustering and performance tuning activities, change management activities • Should have worked on Oracle 9i, 10g, 11i, 12g, 19c or latest • Proficiency in Linux. • Oracle DBA Certification is preferred
8.	System /Server Administrator	<ul style="list-style-type: none"> • Bachelor's Engineering degree in Computer Science, E&C, IS, IT or equivalent. • Minimum experience 2 years in System Administration – Windows & Linux Server Administration • Knowledge in System Administration for Windows, UNIX/Linux/RHEL and new emerging technologies platforms. • Overall system administration, management, system configuration and scalability, system performance, load balancing, troubleshooting, debugging and monitoring of servers. • Should be familiar with system hardware, SAN System (Storage Management Software, Performance tuning, Volume configuration), backup system along with the capability of SAN/NAS System • Monitoring, Fabric Monitoring, Report generation • Should have worked on solutions such as VMWare, AWS, Azure, and Oracle exalogic. • Experience for storing and retrieving of data, maintain servers, machines, printers. • Ability to resolve the real time requests raised by users as per SLA.
9.	Network / Security Administrator	<ul style="list-style-type: none"> • Bachelor's Engineering degree in Computer Science, E&C, IS, IT or equivalent with Network Certification. • Minimum 2 years of experience in Network & Security Administration • Exposure and Hands ON experience on a) standard internet protocols such

		<p>as SSH, FTP, SFTP, HTTP, POP, SMTP, IMAP, and SNMP; b) Diagnostic tools such as trace route, ping, and other tools product for internet monitoring; c) installation, configuration and troubleshooting of various packages on Linux OS and Microsoft OS</p> <ul style="list-style-type: none"> • Monitor and maintain computer systems, Troubleshooting wide area networks, servers and routers, local area networks, and switches. • Experience of supervising and handling teams of network engineers with problem solving skills.
10.	Website/ Application Management	<ul style="list-style-type: none"> • Bachelor's Engineering degree in Computer Science, E&C, IS, IT or equivalent. • Minimum 2 years of experience in any of Microsoft/ Java/ prevailing advanced technologies • Experience in any one programming language - Java, C#, .NET or any Scripting Languages such as PHP, JSP, ASP.NET and related/new emerging technology stack • Should have worked on at least 1 databases - MySQL, MS-SQL, Oracle, Postgres, DB2, SQLite, MongoDB. • Experience on software projects or embedded projects • Knowledge of middleware { IIB, ESB Mule, WMQ, RabbitMQ, BizTalk, Fusion/ SoA Suite • Coding Standards • Test methods • Understanding of QMS and SDLC • Experience in either of web application development, mobile application development, general software development
11.	IT Support Engineer	<ul style="list-style-type: none"> • Bachelor's engineering degree in Computer Science, E&C, IS, IT or equivalent. • Experience minimum 2 years in IT Administration / IT Management • Technical support for Installation and configuration of a) desktop, Laptop, printers, plotters, fax machine, photo copier, scanners, LAN, Wifi etc., Active Directory etc. b) Windows 10 Administration or above. c) Windows 2016 server or latest • Antivirus Server Administration • Fileserver Administration • Active Directory Administration • DHCP Administration • IIS web server Administration • Periodical upgradation of latest patches, release versions of software's • Vendor co-ordination during higher level/critical level support, AMC's & assisting in procurement of spares etc. • Inventory maintenance management (Hardware/media/printer consumables/cables for LAN etc, spare management). • Call Logging, Reporting and Documentation as per the prescribed process. • Applications support: MS -office, JDK, Tomcat, Tortoise -SVN, font software, Symantec anti-virus, FTP clients, Oracle and TOAD software's etc
12.	Datacenter Specialist	<ul style="list-style-type: none"> • Bachelor's engineering degree in Computer Science, E&C, IS, IT or equivalent. • Experience minimum 2 years in Datacenter Specialist • Understanding Main design considerations for Datacenter • Developing a project plan for New Datacenters

		<ul style="list-style-type: none"> • Understanding the Compliance to Datacenter Availability Models (Uptime Tier, TIA 942-B Rating etc.) • Understanding Compliance for MeitY Cloud Enplanement. • Design /Verify the Structural and load requirements of Datacenter • Design/Verify the Security, safety and stabilization for Datacenter • Security, safety and stabilization • Design/ Verify Hot and cold aisle containment for Air-conditioning • Able to help out in changes to power design to handle modifications in the data center infrastructure.
13.	Social Media Content Creator	<ul style="list-style-type: none"> • Bachelor's engineering degree in Computer Science, E&C, IS, IT or equivalent. • At Least 1 Year Experience in Similar Roles. • Writes blogs/ posts /SM contents with Graphics/Vedios about latest industry-related topics, Govt. Policies ,produces marketing copy for advertising products and promotes a company's content on social media • Writing / Communication skill • Create contents for Social media, marketing materials, and other platforms. • Should able to create both written and verbal media for both private and public consumption.
14.	Project Manager (Technical)	<ul style="list-style-type: none"> • Bachelor's Engineering degree in Computer Science, E&C, IS, IT or equivalent. • 4 years of Experience in managing projects with team size of 20 or more members, • Technical Knowledge in at least one stream of either Software, Networking, Hardware • Experience of writing RFPS, review of RFPS, proposals • Project experience in any one of a) Web technologies, mobile technologies, enterprise web software or b) embedded systems development • Project experience in project planning, estimations, architecture, design, development • Good communication skills • Experience of QMS and SDLC Processes
15.	Mongo DB Administrator	<ul style="list-style-type: none"> • Bachelor's Engineering degree in Computer Science, E&C, IS, IT or equivalent. • Experience - minimum 2 years as Mongo DB Administrator • Strong DBA Experience - MongoDB. • Write efficient queries. • Strong scripting experience - Unix/Shell Scripting, Python etc • Technical knowledge of Linux & Windows-based platforms • Evaluate, plan and perform the DB upgrades. • Maintenance – during release/outage etc. • Implementing best practices for backups, replication, and health checks. • Database hardening – implement best practices. • Design and implement DR plans & HA solutions and recommendations. • Work closely with the application team to understand what changes are coming in a build/patch/hotfix, do an impact analysis, fine-tune the queries if any. • Automate the process of deploying DB changes so that we can support this

		<p>for a new build/patch/hotfix.</p> <ul style="list-style-type: none"> • Act as an application DB during the design process.
16.	Network Engineer	<ul style="list-style-type: none"> • Bachelor's Engineering degree in Computer Science, E&C, IS, IT or equivalent. • Experience – minimum 2 years as Network Engineer with Network Certification • Exposure and Hands ON experience on <ul style="list-style-type: none"> • a) standard internet protocols such as SSH, FTP, SFTP, HTTP, POP, SMTP, IMAP, and SNMP, Knowledge of diagnostic tools such as trace route, ping, and other cots product for internet monitoring • b) installation, configuration and troubleshooting of various packages on Linux OS and Microsoft OS, Monitor and maintain computer systems • Troubleshooting wide area networks, servers and routers, local area networks, and switches, Install or upgrade software and hardware. SIEM Monitoring • Eye-on-the-glass monitoring, managing Incident triaging, assignment and basic troubleshooting and assigning incidents to L2 by working in 24*7 environment. • Logging service and repair TTs with service providers
17.	Software Developer	<ul style="list-style-type: none"> • Bachelor's Engineering degree in Computer Science, E&C, IS, IT or equivalent. • Experience of 5 years minimum in any of Microsoft/ Java/ prevailing advance technologies, in any one programming language - Java, C#, .NET or any Scripting Languages such as PHP, JSP, ASP.NET and related/new emerging technology stack • Should have worked on at least 1 databases – MySQL, MS-SQL, Oracle, Postgres, DB2, SQLite, MongoDB. • Experience on software projects or embedded projects • Knowledge of middleware { IIB, ESB Mule, WMQ, RabbitMQ, BizTalk, Fusion/ SoA Suite • Coding Standards • Test methods • Understanding of QMS and SDLC • Experience in either of web application development, mobile application development, general software development
18.	Mobile Application Developer	<ul style="list-style-type: none"> • Bachelor's Engineering degree in Computer Science, E&C, IS, IT or equivalent. • Experience of 3 years minimum in IT/ software development / IT System projects/Website development / Mobile Application on Andriod/iOS • App coding, testing, debugging, documenting and monitoring • Interacting with different departments /customers within the organization regarding new deployments • Contributing to the development of project schedules and workflows • Recommending changes and enhancements to software applications
19.	Data Analyst	<ul style="list-style-type: none"> • Bachelor's Engineering degree in Computer Science, E&C, IS, IT or equivalent.

		<ul style="list-style-type: none"> • Experience of 3 years minimum as a data analyst or business data analyst database design development, data mining and segmentation techniques. • Strong knowledge of and experience with reporting packages (Business Objects), databases (MySQL, MS-SQL, Oracle, Postgres, DB2, SQLite, and MongoDB), programming (XML, Javascript, or ETL frameworks) • Knowledge of statistics and experience using statistical packages for analyzing datasets (Excel, SPSS, SAS, Minitab, and crystal ball) • Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
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2. Roles & Responsibilities required:

a. Database Services - Team Lead

In addition to the roles and responsibilities of DBA as given above, the Team Lead will be responsible for the following:

1. Understanding of Database Design
2. Mentor and Lead the DBA resources
3. Proficient in using various DBMS tools
4. Plan for pre-production setup of Database, Test environment and plan for moving the DB to production.
5. Resource Management, Task assignment and monitor team's activities
6. Ensure performance, security, and availability of all databases in production.
7. Plan and support for migration of DB when required in consultation with the application support teams of respective departments/clients.
8. Plan for upgradation of the Database Server OS and Databases of the underlying ICT infrastructure in co-ordination with application providers.as and when new release notifications issued by OEM in consultation with the departments/clients.
9. Analyze, advice, solve, correct issues and provide suggestions to implement them for effective & efficient running of applications
10. Refine and automate processes, track issues, and document changes
11. Assist application developers with query tuning and schema refinement
12. Perform scheduled maintenance and support release deployment activities
13. Preparation of periodic MIS reports
14. Advise for improvement of DBA activities.

b. Database Administrator

1. Good understanding of Database Design, Installation and Configuration of Databases at the time of deployment and handover to the departments / clients and application providers.
2. Proficient in one or more DBMS tools like MySQL Workbench, Datagrip, Oracle DB, Toad, Datadog, Manage Engine etc
3. Good knowledge about structured query languages.
4. Hands on to use windows and Linux OS commands.
5. Health checks – Evaluate overall configuration, query performance, data safety, data maintenance procedures, and security.
6. Installation of Service packs and hotfixes

7. Patching – OS and DB
8. Handle Schemas.
9. Index Management.
10. Monitor Transaction Logs.
11. Scan for vulnerability assessment.
12. Anti-Virus deployment and monitoring.
13. Space management - Track and monitor disk utilization, Monitor DB mount points and ensure space availability.
14. Capacity management - Assess projected memory and disk requirements depending on data growth.
15. Performance – CPU, RAM, Storage, Load, Network, etc., :
 - Monitoring System Hardware utilization using Nagios or any tools
 - Track and monitor Query log; Transaction wait time and blocking queries
 - Query optimization using query/tuning analyzer tools
 - Index efficiency
 - Defining performance benchmark and monitor against benchmarking data
 - Monitor database regularly to check for any errors such as existing locks and failed updates.
 - Performance tuning, DB slowness on single partition
16. Used import and export utilities for moving data to files.
17. DB Deadlocks - Track and monitor.
18. Backup and restore.
19. Perform Consistency checks.
20. Replication Status - Ensuring Master to slave sync status is up to date.
21. Disaster recovery - DR procedures - document and test.
22. Scheduling of tasks.
23. Incident management and troubleshooting.
24. SSL renewal and installation.
25. Security Check (Authentication check) –
 - User creation and credentials management.
 - Monitor user level access details and authentication mechanism used and alert if suspicious,
 - Monitor activities performed in the database by user/administrators and alert if suspicious.
26. Security check (Vulnerability check) Audit for vulnerability and threat detection at DB level and monitor every user who is attempting to exploit the database.
27. Security check (Audit Logs) - Monitor Audit logs to check security breach, setting up of Audit trails.
28. Database Architecture and design - Work with developers to design data architecture and database design needs.
29. Backup & Restore.
30. High Availability Failover Replication & HA Configuration.
31. DR Replication monitoring and configuration.
32. Write shell scripts.
33. Provision instances, both in clustered and non-clustered configurations.
34. Prepare documentations and specifications.
35. Handle common database procedures, such as upgrade, backup, recovery, migration, etc.
36. Profile server resource usage, optimize and tweak as necessary.
37. Collaborate with other team members and stakeholders.

c. Database Administrator –Oracle

- Installation, Configuration, Administration and Patching of Oracle Databases in Standalone and RAC Environment in RHEL 6/7 environment or above.
- Upgradation, Migration and Patching of Oracle databases.
- Should have worked on Oracle 9i, 10g, 11i, 12g, 19c or latest

- Managing and Maintaining ASM Disks and Issues.
- Backup Administration using RMAN, Export/Import, expdp/datapump Utilities.
- Performance Tuning, Query Tuning, Monitoring alert logs, trace files, rman logs, grid logs, archive logs etc.
- Managing and Monitoring The Database Vault, Table Partition,
- Managing Users and Granting privileges.
- Monitoring the Table Space Utilization, Audit table, System Table and Users tables Utilization etc
- Generating AWR, ADDM and ASH reports to identify the issues in the databases.
- Creating primary database storage structures and Monitoring the same
- Creating the Databases in Prod/Preprod Environments
- Scheduling Full backup, Incremental Backup and Cumulative backup in all flavors DB.
- Oracle administration with high availability (Two node Clustering) with 10 Database's
- Scripts for RMAN/export/hot back-up, recovery & restoration, troubleshooting of problems.
- Improve the availability window of the applications to the users by making the application database robust and improving its response time.
- Preventive action for the database to be available to the users.
- Disaster recovery of the database on a periodic basis, securing all flavors of database etc.
- Preparation of Weekly overview, event analysis and monthly Reports
- Recommendation reports in terms of improving the day-to-day activity and system as and when required and need arises.
- Periodic maintenance, proactive monitoring, analysis and projection.
- UAT/ Development environment in Non-RAC in Oracle DB.

d. Database Administrator -MSSQL & PostgreSQL

- Installation and Configuration of MSSQL database on Windows Server
- Installation, Administration and Configuration of PostgreSQL database on RHEL Experience in SQL Developer Tools
- Knowledge on PostgreSQL Database Architecture
- Managing the database, Schemas, Tablespace, etc
- Managing Users, groups, Roles and Privileges
- Backup and Restoration of databases using export/import utility, Full, Incremental and Differential Backup methodology, Table level backup and restoration
- Performance Tuning of the databases
- Troubleshooting any issues
- Managing database through PG admin tool
- Knowledge in Partition features and spatial features, Archival of the Tablespace, Implementing the security on row level/column level etc
- Knowledge in shell scripting
- Monitoring the Disk uses, Tablespace, Alert logs, security events etc.

e. Database Architect

- Define and implement enterprise data strategies and data warehouse capabilities
- Analyze the application requirements and propose for a suitable RDMS or Document DB or no-SQL Database.
- Architect DB considering high availability, performance security, scalability and reporting.
- Proficient in using different DBMS/DW/BI tools
- Strong knowledge of database structure systems, data mining and enterprise data capabilities.
- Good understanding of design and development of Database and application lifecycle.
- Strong understanding of complete Data Center and Cloud technologies.

- Hands on experience in sizing necessary IT infrastructure both on premise Data Center and Cloud.
- Plan for migration of Databases & recommend suitable migration plan including necessary tools are required.
- Implement effective tools and technologies for better operations and manageability of the Databases
- Design and implement effective database solutions and models to store and retrieve data.
- Examine and identify database structural necessities by evaluating client operations, applications, and programming on a continual basis for improvements.
- Assess database implementation procedures to ensure they comply with internal and external regulations.
- Install and organize information systems to guarantee application functionality.
- Prepare accurate database design and architecture reports
- Define and oversee the migration of data from legacy systems to new solutions.
- Monitor the system performance by performing regular tests, troubleshooting, and integrating new features.
- Validating different DB designs/Schema of various applications and suggest for improvements.
- Build necessary infrastructure to support capacity requirements of all the DB from time to time.
- Recommend solutions to improve new and existing database systems by proper capacity planning/sizing needs.
- To guide DBA lead for improvement of services.

f. System Administration:

- OS Administration- RHEL and Fedora Administration
- OS Administration - Windows 2012 server or above
- Apache webserver Administration
- DNS Administration
- Virtualization Administration - RHEV (hyper visor)
- Apache Web Server Administration
- Backup Administration and Remote Based Backup Administration
- Mail Service Admin
- Content Management - Drupal & MySQL Database
- Cluster administration: OS cluster, Apache load balancer
- LDAP administration
- File Server Admin
- Admin SAN switch of high availability (cluster mode)
- Storage administration
- Backup Management and recovery administration
- UAT/ Development server administration
- NMS administration
- Fault Reporting System: Bugzilla- App and Database: MySQL
- Patch Management for Server

g. Network & Security Administration:

- WAN Administration
- LAN Administration
- Firewall Administration
- Web Application Firewall (WAF) Administration
- NMS Administration
- Load Balancer Administration
- Monitor networks to ensure security and availability.

- Maintain integrity of the network and security.
- Assign routing protocols and routing table configuration.
- Administration of router and switches
- Switches administration (L2 and L3) with High availability (Cluster)
- IDS/IPS Management
- User Management for
- Governing UTM firewall and policies in High availability (cluster mode)
- Find security measures by performing routine audits of hardware and software entities on the network.
- NMS administration
- VPN Management
- Monitoring the Firewall logs, IPS logs, URL Filtering Logs, Antivirus, Anti-spam logs, WAF logs.
- Configuring and monitoring for Intrusion prevention system, Gateway Antivirus, Anti-spam and Content filtering

h. IT Support Engineer:

- Technical support for Windows 10 Administration or above.
- Technical support for Windows 2016 server or latest
- Technical support includes (Windows 10 or above), Desktop, laptop, printers, fax machine, photo copier, scanners, LAN etc.
- Antivirus Server Administration
- Fileserver Administration
- Active Directory Administration
- DHCP Administration
- IIS web server Administration
- Installation and configuration of OS in Window's.
- Periodical up-gradation of latest patches, release versions of software's
- Co-ordination with vendor during higher level/critical level support, AMC's & assisting in procurement of spares etc.
- Inventory maintenance management (Hardware/media/printer consumables/cables for LAN etc, spare management).
- Call Logging, Reporting and Documentation.
- Applications support: MS -office, JDK, Tomcat, Tortoise -SVN, font software, Symantec anti-virus, FTP clients, Oracle and TOAD software's etc.,

3. Duration of the Contract

The validity of the selected Bidder(s) will be for a minimum period of three years with year on year renewal on satisfactory performance and may be extended up to five (5) years from the date of initial order with the existing terms and conditions.

4. Deliverables & Timeline for deployment of IT Manpower

Level	Deliverables	Timeline	Scope
1	Requisition for resource by STPI	T	STPI
2	Submission of CVs (1:5) as per STPI Requirement	T+7 working days	Bidder
3	Screening of CVs	T + 12 working days	STPI /Bidder
4	Interviews - Round 1	T + 15 working days	STPI
5	Interviews - Round 2 (optional)	T + 18 working days	STPI/Client

6	Communication about the shortlisted resources to Bidder	T + 21 working days	STPI
7	Deployment of selection resources at project / client location	T + 28 Working days	Bidder

5. Support Centre:

The bidder should have support center in Karnataka, preferably Bengaluru. The bidder should furnish the Escalation matrix including name, location, complete postal address, telephone numbers of the support centers and also alternate contact persons including that of bidder. Any change in the above details shall have to be intimated in writing by the bidder to the in charge of the employer at the earliest.

6. Payment Terms

- a. **Payment:** No advance payment will be made.
- b. The Successful bidder shall raise the bills monthly in arrears to STPI. The same shall be paid on or before 30 days from the date of receipt of invoice.
- c. The rates mentioned in the work order issued by STPI is valid for five years with the existing terms and conditions.
- d. The monthly rates indicated in work order is for one resource which will be considered as UNIT rate and the same rates will be applicable for multiple resources under the referred category of resource with experience.
- e. The remunerations details of the resources deployed, the details of payment made in full to the resources (bank statement), the PF, ESI remittance and attendance report details will be submitted to STPI along with the monthly invoices without fail. Failing which invoices for payment will not be processed.
- f. STPI shall deduct proportionate amount for each day of absence of the resource as per penalty clause Damages while making payment to the Successful Bidder.
- g. The service may be availed by any of the STPI Centers PAN India on need basis.
- h. Taxes – as applicable and governed by Govt. Directives

7. PENALTIES

- a. The provision of technical (ICT) manpower shall be made available within fifteen (15) days from the date of issue of Letter of Intent. The deployed resources shall be working on the rolls of Successful bidder. Any delay in the matter will be considered as breach of contract which attracts the penalty as per **Clause: Liquidated Damages (LD)**.
- b. Non-availability of resources due to any reasons shall be liable for penalty as per **Clause: Liquidated Damages (LD)**.

7.1 LIQUIDATED DAMAGES (LD)

(a) Pre-deployment Stage

The provision of technical (ICT) manpower shall be made available within 28 working days from the date of issue of work order. The deployed resources shall be working on the rolls of Successful bidder. Any delay in the deployment of resources will be considered as breach of contract which attracts the penalty @ 1 % of monthly fixed payment or Rs 1000/- per day (whichever is higher) for each resource not deployed for each delayed day per resource to a maximum ceiling of 50% of monthly fixed payment. The penalty amount as above shall be deducted from payment payable to the Successful Bidder each month (or) invoice will be raised / billed by STPI to successful bidder.

After the bids are accepted and the arrangement of contract is finalized, the successful bidder will be expected to ensure timely services of providing manpower resource throughout the period of the contract as per orders given by STPI. In case of failure to do so, STPI will be free to make alternative arrangements at the risk and cost of the successful bidder.

If services are found to be unsatisfactory or if STPI feels that the services are not satisfactory as per orders, STPI-B shall be at liberty to terminate the contract arrangement with immediate effect. The decision of STPI-B in this regard is final and binding on the Successful bidder. STPI-B at its sole discretion can terminate the contract by giving 30 days' notice to the Successful bidder. STPI also reserves the right to forfeit of Performance security furnished by the successful bidder.

(b) During Deployment Stage

Bidder shall take care to deploy the quality resources who possess the required qualification and experience as per the bid document, disciplined, punctual, and sincere, having soft skills, interpersonal communication skills having passion to involve in the work & deliver to the expectations of STPI / Clients. The resources deployed shall be required to interact with the higher officials in the Govt. departments, where, behaviour & attitude is utmost important during delivery of the services. Any attitude, behavioral or performance related issues shall be viewed very seriously and the same shall be informed to Successful bidder for the replacement of the resource with immediate effect. Bidder(s) shall take care to avoid the absenteeism of any resources. Any temporary replacement by the bidder due to any reason has to be informed to STPI well in advance i.e. at least one (1) day in advance. However, in the unavoidable situations where the resource is absent, the Successful Bidder shall immediately deploy a suitable alternative resource of the similar qualification and experience as a stop gap arrangement. In the absence of replacement, the following penalty shall be levied and liable for deduction from the monthly payments (or) invoice will be raised / billed by STPI to successful bidder.

Sl. No.	Absence of Resource per month (No. of Days)	Penalty (deduction) per Resource per day
1	1 day	No penalty
2	> 1 day <= 3 days	Daily payables
3	> 3 days <= 20 days	Two times of Daily payables
4	Beyond 20 days	Termination of deployed resource along with Two times of Daily payables till the said resource(s) is replaced.

SECTION-VI: BID EVALUATION CRITERIA

Technical Evaluation Process

1. Technical Evaluation Criteria

- a. The evaluation process will be done on QCBS methodology.
- b. The technical proposal of Bidders qualified from pre-qualification evaluation will be considered for technical evaluation. The marks (technical score) will be accorded for each of the listed parameters as per the criteria mentioned below. The bidder complying with all the RFP terms by submitting the documentary evidence and who have scored atleast 65 marks against 100 marks in the technical evaluation process would be treated as technically qualified and will be eligible for the next stage, i.e. Financial Bid opening.
- c. While the Bidder will be evaluated on the technical evaluation criteria mentioned below, ALL THE DOCUMENTS/FORMS SPECIFIED IN THE RFP ARE ALSO REQUIRED TO BE MANDATORILY SUBMITTED and non-submission may lead to rejection of the Proposal.
- d. The Bidder's technical Proposal will be evaluated as per the evaluation criteria mentioned in the below table A:

Table A:

S. No	Technical Qualification Criteria	Max Marks	Scoring method
1	Financial Turnover:- The Bidder should have average annual turnover of Rs. 27 Crore during the last three financial years (2019-20, 2020-21 and 2021-22)	15	Average of Annual turnover for prescribed 3 years will be taken into account and marks will be given as follows: Rs 27 Cr - 75 Crore - 10 marks Above Rs 75 Cr -150 Crore - 12 marks Above Rs 150 Crore - 15 marks
2	Business Operation: The Bidder must have a minimum of five years' experience in supplying as IT Manpower Service Provider to any central / State Govt. offices/PSU/ private units in India	10	5 years to 7 years - 6 Marks Above 7 years and 10 years- 8 Marks Above 10 years- 10 Marks
3	Number of IT manpower deployed in India in various client location / Projects	15	50 - 99 Employees - 10 marks 100 - 199 Employees - 12 marks 200 or More Employees - 15 marks
4	Project Experience: The bidder should have executed/executing similar project (Resources mentioned in SoW) as IT Manpower Service Provider to any central / State Govt. offices/PSU/ private units in India in last three financial years (i.e. FY 2019-20, 2020-21 and 2021-22 or latest three consecutive years(2020-21,2021-22 and 2022-23)). <i>Note: The work order should be issued after 1st April, 2019.</i>	25	Marks shall be provided for the multiple similar works having deployed IT resources as listed in Resource category: 1. Total Work / Purchase order value of Rs 3.15 Cr – Rs 15 Cr : 15 Marks

	Resource category: <ol style="list-style-type: none"> 1. DB Architect – Oracle 2. DB Architect – MS SQL 3. DBA Team Lead 4. MSSQL Database Administrator 5. MySQL Database Administrator 6. PostgreSQL Administrator 7. Oracle Database Administrator 8. System / Server Administrator 9. Network & Security Administrator 10. Website/Application Management 11. IT Support Engineer 12. Datacenter Specialist 		<p>2. Total Work / Purchase order value of above Rs 15 Cr – Rs 45 Cr : 18 Marks</p> <p>3. Total Work / Purchase order value of above 45 Cr : 20 Marks</p> <p>4. From the above 1 to 3 marking criteria, if total Work / Purchase order belongs to any central / State Govt. offices/ PSU with the value of Rs 3.15Cr or above additional Marks shall be awarded: 5 Marks</p>
5	<p>CV of following profiles has to be submitted as per Scope of Work. Bidding entity will have to submit minimum of 30 CVs covering IT resources listed in serial no 1 to 12 below for evaluation purpose,</p> <ol style="list-style-type: none"> 1. DB Architect – Oracle 2. DB Architect – MS SQL 3. DBA Team Leader 4. MSSQL Database Administrator 5. MySQL Database Administrator 6. PostgreSQL Administrator 7. Oracle Database Administrator 8. System / Server Administrator 9. Network / Security Administrator 10. Website/Application Management 11. IT Support Engineer 12. Datacenter Specialist 13. Social Media Content Creator 14. Project Manager (Technical) 15. Mongo DB Administrator 16. Network Engineer 17. Software Developer 18. Mobile Application Developer 19. Data Analyst <p>Profile review will be done on the basis of following parameters:</p> <ul style="list-style-type: none"> • Educational Qualification • Key proficiency certifications relevant to the subject tender & trainings undertaken • Work experience (Govt. / PSU/ MNCs/Datacenter/IT Companies) • No. of years of IT / Technical Experience • Software Language / database proficiency/ Technical Expertise • No. of relevant projects handled 	10	<p>30 to 40 CVs with 15 certified IT resources in specified domain - 7 Marks</p> <p>Above 40 CVs with 25 certified IT resources in specified domain- 10 Marks</p> <p>(Form 6 SECTION IX: CV FORMAT)</p>

6	<p>Presentation by bidder: This will include</p> <ul style="list-style-type: none"> • Overall understanding of Scope of Works of this tender. • Sources of obtaining relevant IT resources • Process for selection, placement of team, Plan and methodology of deployment of resources with timeline • Team retention measures, company attrition Rate career planning, employee care and welfare • Major project handled relevant to this tender • Major Govt projects handled • Credentials and testimonials <p><i>Note: - Presentation schedule will be communicated by STPI at later date</i></p>	25	<p><i>Presentation.</i> Copy of the presentation to be submitted to STPI</p>
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- e. The Financial Bids of technically qualified Bidders will be opened on the prescribed date.
- f. If a bidder quotes NIL charges, the bid shall be treated as unresponsive and will not be considered for further evaluation.

2. Evaluation of Financial Bid

- a. Bidders secured at least 65 Marks in technical evaluation will be eligible to participate in financial bid opening process. The Financial Bids (i.e. BOQ) of the technically qualified bidders will be opened on the prescribed date.
- b. The bidder shall submit the financial bids as per the BoQ format. (Please refer Section VIII (Part II): Price Schedule/Financial Bid)
- c. After opening of financial bids of eligible bidders, the financial scoring will be done. The weightage of 70% for technical and weightage of 30% will be given to financial score during the evaluation.
- d. The total rates mentioned in the price schedule i.e., the total unit price of all the 19 resources category with 150 items shall be considered for QCBS calculation for financial evaluation.
- e. The bidder who has quoted lowest financial quote i.e., the total lowest unit rate (L1 rate) will receive highest marks i.e. 100 i.e 30 points. Scores to the other bidders will be in proportion to the L1 as per the formula indicated below:

$$\text{Financial Score} = (\text{LF} \times 100) / \text{Fi} \times 30\%$$

LF – Lowest financial bid (L1)
Fi - Financial Value of the bidder
- f. After weighted scoring of both technical and financial bids, both the scores will be combined and ranked. The bidder with Highest combined score will secure Rank 1 (one), then Rank 2 and so on in order.
- g. The Bidder with Rank 1(One) based on QCBS system will have weightage of 70:30 for Technical and Financial respectively.

h. An illustration of calculation with example is as under table B:

Table B

Name of the Bidder	Technical Evaluation Points out of 100	Technical Score (T); (70% of A)	Financial Value (Fi)	Financial Score (F) as per QCBS; $(LF \times 100)/Fi$ * 30%	Combined Score (S) (T+F)	Rank
	A	B	C	D	E (B+D)	
Bidder1	80	56	Rs 1200	20	76	Rank 2
Bidder2	75	52.5	Rs 1000	24	76.5	Rank 1
Bidder3	65	45.5	Rs 800 -(LF)	30	75.5	Rank 3

- i. Errors & Rectification: If there is a discrepancy between Words and Figures, the **Figure indicated in Words will prevail**”.

3. Terms and conditions:

- The rates mention in BOQ is valid for three years with year on year renewal on satisfactory performance and extendable upto five years with the same terms and conditions.
- The bidder need to fill for all the Resource Category for all the Experience slabs. **NULL value** will be treated as invalid and is liable for disqualification of bid.
- The BOQ rates, the total unit price of all the 19 resources with 150 items as above shall be considered for QCBS calculation for financial evaluation as per the Bid Evaluation Criteria of this tender. The total lowest unit rate (L1 rate) will secure full marks during financial evaluation.
- The monthly rates indicated in BOQ for one resource which will be considered as UNIT rate and the same rates will be applicable for multiple resources under the referred category of resource with experience.
- Bidder Margin should not be more that 30% (i.e. the remunerations of all resources should be at-least 70% of the quoted rates for above table).
- All the rates are driven by the Government notification considering the prevailing minimum wages (Central Government), ESI, PF and would be liable to get amended against the new notification in future.
- The above margins includes maintaining of pay roll, rates of the manpower for recruitment process, all statutory compliance like ESI, PF, Bidder margin, fresh recruitment of the resources, joining formalities, providing offer letter, ID cards etc.
- The Successful Bidder shall cover ESI, EPF, Group insurance, Health Insurance etc as applicable in each case of the deployed resources. Compliance to all the labour laws time to time. The successful bidder shall also indemnify STPI against all the risks to government guidelines from time to time.
- The Successful Bidder shall keep STPI indemnified against all penalties, claims and liabilities arising out of applicability and/or violation of such Act, laws or Regulations etc.by it's Service Person (s).
- Insurance shall be effected for all the employees engaged. The Successful Bidder shall agree to keep STPI indemnified and save STPI from any and all claims whatsoever from damages/costs or otherwise arising from injuries or alleged injuries to/or death of person or damaged or alleged damages to property and shall take sole responsibility for all such happenings.
- Annual increment for the resources shall be minimum of 7%, accordingly BOQ shall be filled by the bidder with utmost care.

12. In case, the deployed resource(s) is continued with STPI for more than a year then monthly remuneration of the referred resource(s) shall be provided with minimum 7% of annual increment from the existing slab of the respective category / experience of the above table. Accordingly PO shall be released time to time.
13. The remunerations for the deployed resources shall be paid by the bidder on or before 5th of every month.
14. The remunerations details of the resources deployed, the details of payment made in full to the resources, bank statement, PF, ESI remittance details and attendance report will be submitted to STPI along with the monthly invoices without fail. Failing which invoices for payment will not be processed.
15. The BOQ rates are for placing the current and future order based on the project requirement time to time. No minimal commitment is applicable to STPI.
16. **STPI-B shall award the contract to the eligible bidder as per the Bid Evaluation Criteria of this tender, wherein evaluation is based on QCBS methodology and the bidder with Highest combined score having secured Rank 1 (one) will be considered for placement of Order.**

4. Award Criteria

- a. STPI-B shall issue Letter of Intent (LoI) to the successful bidder who has scored highest combined score as per QCBS evaluation and ranked 1.
- b. The Successful Bidder shall give acceptance within 7 days from the date of issue of LOI
- c. The Successful Bidder has to submit prescribed Performance Security within 10 days from the date of issue LOI
- d. STPI will issue Work Order for deployment of Technical (ICT) resources based on the project requirement to be deployed at Client location (anywhere in India)
- e. Work order will be placed for the current and future project requirement time to time based on the agreed rates as per BOQ.
- f. No minimal commitment is applicable to STPI.
- g. STPI-B reserves the right to award the contract partly or wholly.

5. Termination Criteria:

STPI reserves its right to terminate the contract during the contract period after giving one month notice to the contracting agency in case of any deficiency in service.

In case of termination of this contract on its expiry or otherwise, the persons deployed by the Successful bidder shall not be entitled to and will have no claim for any continuation/absorption in the regular/otherwise capacity in the STPI.

The Successful Bidder may terminate this Contract, by not less than three month written notice to the Purchaser in case of unavoidable reasons.

SECTION VII (PART - I): Tender Acceptance Letter

(To be submitted duly signed format (Scanned Copy) by the authorized signatory on Company Letter Head)

Date:.....

To,
The Director,
Software Technology Parks of India
No. 76 & 77, Cyber Park, 6th Floor,
Electronics City, Hosur Road, Bengaluru - 100

Sub: Acceptance in respect of Terms & Conditions of Tender document for Appointment of an Agency for providing Technical Manpower (ICT) Support Services.

Ref: STPB/ADMIN/COG/..... Dated

Sir,

1. I/We have downloaded/ obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site <https://eprocure.gov.in>.
2. I/We hereby certify that I/we have read all the terms and conditions of tender document from Page No. _____ to _____ (including all Annexure(s)/Para's, etc., which shall form part of the contract agreement and I/we shall abide hereby by all the terms & conditions contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.
4. I/ We hereby unconditionally accept all the terms and conditions of above mentioned tender document and corrigendum(s) as applicable.
5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject my bid including the forfeiture of earnest money deposit.
6. I/ We confirm that our bid shall be valid upto **180** days from the date of opening of Bid.
7. I/ We hereby certify that all the statements made and information supplied in the enclosed Annexures/Para's etc. furnished herewith are true and correct.
8. I/ We have furnished all information and details necessary for demonstrating our qualification and have no further prominent information to supply.
9. I/ We understand that you are not bound to accept the lowest or any bid you may receive.
10. I/ We certify / confirm that we comply with the eligibility requirements as per Bid documents.

Seal and Sign of Bidder

Name:

Address:

SECTION VIII (Part II): Price Schedule/Financial Bid

Tender Inviting Authority: Software Technology Parks of India

Name of Work: Appointment of Agency for providing Technical (ICT) Manpower Support Services

Name of Bidder/ Bidding Firm/Company: _____

Sl. No.	Item Description	Item Code / Make	Quantity	Units	BASIC RATE Rs.	TOTAL AMOUNT With applicable Taxes Rs.
1	2	3	4	5	6	9
1	Resource Category - DB Architect - Oracle with following experience					
1.01	1 year or more but less than 2 Years	item1	1.00	Nos		
1.02	2 years or more but less than 3 Years	item2	1.00	Nos		
1.03	3 years or more but less than 4 Years	item3	1.00	Nos		
1.04	4 years or more but less than 5 Years	item4	1.00	Nos		
1.05	5 years or more but less than 6Years	item5	1.00	Nos		
1.06	6 years or more but less than 7 Years	item6	1.00	Nos		
1.07	7 years or more but less than 8 Years	item7	1.00	Nos		
1.08	10 years or more but less than 11 Years	item8	1.00	Nos		
1.09	12 years or more but less than 13 Years	item9	1.00	Nos		
1.10	15 years or more	item10	1.00	Nos		
2	Resource Category - DB Architect - MS SQL with following experience					
2.01	1 year or more but less than 2 Years	item11	1.00	Nos		
2.02	2 years or more but less than 3 Years	item12	1.00	Nos		
2.03	3 years or more but less than 4 Years	item13	1.00	Nos		
2.04	4 years or more but less than 5 Years	item14	1.00	Nos		
2.05	5 years or more but less than 6Years	item15	1.00	Nos		
2.06	6 years or more but less than 7 Years	item16	1.00	Nos		
2.07	7 years or more but less than 8 Years	item17	1.00	Nos		
2.08	10 years or more but less than 11 Years	item18	1.00	Nos		
2.09	12 years or more but less than 13 Years	item19	1.00	Nos		
2.10	15 years or more	item20	1.00	Nos		
3	Resource Category - DBA Team Lead with following experience.					
3.01	1 year or more but less than 2 Years	item21	1.00	Nos		
3.02	2 years or more but less than 3 Years	item22	1.00	Nos		
3.03	3 years or more but less than 4 Years	item23	1.00	Nos		
3.04	4 years or more but less than 5 Years	item24	1.00	Nos		
3.05	5 years or more but less than 6Years	item25	1.00	Nos		
3.06	6 years or more but less than 7 Years	item26	1.00	Nos		
3.07	7 years or more but less than 8 Years	item27	1.00	Nos		
3.08	10 years or more but less than 11 Years	item28	1.00	Nos		
3.09	12 years or more but less than 13 Years	item29	1.00	Nos		
3.10	15 years or more	item30	1.00	Nos		

4	Resource Category - MSSQL Database Administrator with following experience.					
4.01	1 year or more but less than 2 Years	item31	1.00	Nos		
4.02	2 years or more but less than 3 Years	item32	1.00	Nos		
4.03	3 years or more but less than 4 Years	item33	1.00	Nos		
4.04	4 years or more but less than 5 Years	item34	1.00	Nos		
4.05	5 years or more but less than 6Years	item35	1.00	Nos		
4.06	6 years or more but less than 7 Years	item36	1.00	Nos		
4.07	7 years or more but less than 8 Years	item37	1.00	Nos		
4.08	10 years or more but less than 11 Years	item38	1.00	Nos		
4.09	12 years or more but less than 13 Years	item39	1.00	Nos		
4.10	15 years or more	item40	1.00	Nos		
5	Resource Category - MySQL Database Administrator with following experience.					
5.01	1 year or more but less than 2 Years	item41	1.00	Nos		
5.02	2 years or more but less than 3 Years	item42	1.00	Nos		
5.03	3 years or more but less than 4 Years	item43	1.00	Nos		
5.04	4 years or more but less than 5 Years	item44	1.00	Nos		
5.05	5 years or more but less than 6Years	item45	1.00	Nos		
5.06	6 years or more but less than 7 Years	item46	1.00	Nos		
5.07	7 years or more but less than 8 Years	item47	1.00	Nos		
5.08	10 years or more but less than 11 Years	item48	1.00	Nos		
5.09	12 years or more but less than 13 Years	item49	1.00	Nos		
5.10	15 years or more	item50	1.00	Nos		
6	Resource Category - PostgreSQL Administrator with following experience					
6.01	1 year or more but less than 2 Years	item51	1.00	Nos		
6.02	2 years or more but less than 3 Years	item52	1.00	Nos		
6.03	3 years or more but less than 4 Years	item53	1.00	Nos		
6.04	4 years or more but less than 5 Years	item54	1.00	Nos		
6.05	5 years or more but less than 6Years	item55	1.00	Nos		
6.06	6 years or more but less than 7 Years	item56	1.00	Nos		
6.07	7 years or more but less than 8 Years	item57	1.00	Nos		
6.08	10 years or more but less than 11 Years	item58	1.00	Nos		
6.09	12 years or more but less than 13 Years	item59	1.00	Nos		
6.10	15 years or more	item60	1.00	Nos		
7	Resource Category - Oracle Database Administrator with following experience					
7.01	1 year or more but less than 2 Years	item61	1.00	Nos		
7.02	2 years or more but less than 3 Years	item62	1.00	Nos		
7.03	3 years or more but less than 4 Years	item63	1.00	Nos		
7.04	4 years or more but less than 5 Years	item64	1.00	Nos		
7.05	5 years or more but less than 6Years	item65	1.00	Nos		
7.06	6 years or more but less than 7 Years	item66	1.00	Nos		

7.07	7 years or more but less than 8 Years	item67	1.00	Nos		
7.08	10 years or more but less than 11 Years	item68	1.00	Nos		
7.09	12 years or more but less than 13 Years	item69	1.00	Nos		
7.10	15 years or more	item70	1.00	Nos		
8	Resource Category - System/ Server Administrator with following experience					
8.01	1 year or more but less than 2 Years	item71	1.00	Nos		
8.02	2 years or more but less than 3 Years	item72	1.00	Nos		
8.03	3 years or more but less than 4 Years	item73	1.00	Nos		
8.04	4 years or more but less than 5 Years	item74	1.00	Nos		
8.05	5 years or more but less than 6Years	item75	1.00	Nos		
8.06	6 years or more but less than 7 Years	item76	1.00	Nos		
8.07	7 years or more but less than 8 Years	item77	1.00	Nos		
8.08	10 years or more but less than 11 Years	item78	1.00	Nos		
8.09	12 years or more but less than 13 Years	item79	1.00	Nos		
8.10	15 years or more	item80	1.00	Nos		
9	Resource Category - Network and Security Administrator with following experience					
9.01	1 year or more but less than 2 Years	item81	1.00	Nos		
9.02	2 years or more but less than 3 Years	item82	1.00	Nos		
9.03	3 years or more but less than 4 Years	item83	1.00	Nos		
9.04	4 years or more but less than 5 Years	item84	1.00	Nos		
9.05	5 years or more but less than 6Years	item85	1.00	Nos		
9.06	6 years or more but less than 7 Years	item86	1.00	Nos		
9.07	7 years or more but less than 8 Years	item87	1.00	Nos		
9.08	10 years or more but less than 11 Years	item88	1.00	Nos		
9.09	12 years or more but less than 13 Years	item89	1.00	Nos		
9.10	15 years or more	item90	1.00	Nos		
10	Resource Category - Website /Application Management with following experience					
10.01	1 year or more but less than 2 Years	item91	1.00	Nos		
10.02	2 years or more but less than 3 Years	item92	1.00	Nos		
10.03	3 years or more but less than 4 Years	item93	1.00	Nos		
10.04	4 years or more but less than 5 Years	item94	1.00	Nos		
10.05	5 years or more but less than 6Years	item95	1.00	Nos		
10.06	6 years or more but less than 7 Years	item96	1.00	Nos		
10.07	7 years or more but less than 8 Years	item97	1.00	Nos		
10.08	10 years or more but less than 11 Years	item98	1.00	Nos		
10.09	12 years or more but less than 13 Years	item99	1.00	Nos		
10.10	15 years or more	item100	1.00	Nos		
11	Resource Category - IT Support Engineer with following experience					
11.01	1 year or more but less than 2 Years	item101	1.00	Nos		
11.02	2 years or more but less than 3 Years	item102	1.00	Nos		
11.03	3 years or more but less than 4 Years	item103	1.00	Nos		

11.04	4 years or more but less than 5 Years	item104	1.00	Nos		
11.05	5 years or more but less than 6Years	item105	1.00	Nos		
11.06	6 years or more but less than 7 Years	item106	1.00	Nos		
11.07	7 years or more but less than 8 Years	item107	1.00	Nos		
11.08	10 years or more but less than 11 Years	item108	1.00	Nos		
11.09	12 years or more but less than 13 Years	item109	1.00	Nos		
11.10	15 years or more	item110	1.00	Nos		
12	Resource Category - Datacenter Specialist with following experience					
12.01	1 year or more but less than 2 Years	item111	1.00	Nos		
12.02	2 years or more but less than 3 Years	item112	1.00	Nos		
12.03	3 years or more but less than 4 Years	item113	1.00	Nos		
12.04	4 years or more but less than 5 Years	item114	1.00	Nos		
12.05	5 years or more	item115	1.00	Nos		
13	Resource Category - Social Media Content Creator with following experience					
13.01	1 year or more but less than 2 Years	item116	1.00	Nos		
13.02	2 years or more but less than 3 Years	item117	1.00	Nos		
13.03	3 years or more but less than 4 Years	item118	1.00	Nos		
13.04	4 years or more but less than 5 Years	item119	1.00	Nos		
13.05	5 years or more	item120	1.00	Nos		
14	Resource Category - Project Manager (Technical) with following experience					
14.01	1 year or more but less than 2 Years	item121	1.00	Nos		
14.02	2 years or more but less than 3 Years	item122	1.00	Nos		
14.03	3 years or more but less than 4 Years	item123	1.00	Nos		
14.04	4 years or more but less than 5 Years	item124	1.00	Nos		
14.05	5 years or more	item125	1.00	Nos		
15	Resource Category - Mongo DB Administrator with following experience					
15.01	1 year or more but less than 2 Years	item126	1.00	Nos		
15.02	2 years or more but less than 3 Years	item127	1.00	Nos		
15.03	3 years or more but less than 4 Years	item128	1.00	Nos		
15.04	4 years or more but less than 5 Years	item129	1.00	Nos		
15.05	5 years or more	item130	1.00	Nos		
16	Resource Category - Network Engineer with following experience					
16.01	1 year or more but less than 2 Years	item131	1.00	Nos		
16.02	2 years or more but less than 3 Years	item132	1.00	Nos		
16.03	3 years or more but less than 4 Years	item133	1.00	Nos		
16.04	4 years or more but less than 5 Years	item134	1.00	Nos		
16.05	5 years or more	item135	1.00	Nos		
17	Resource Category - Software Developer with following experience					
17.01	1 year or more but less than 2 Years	item136	1.00	Nos		
17.02	2 years or more but less than 3 Years	item137	1.00	Nos		
17.03	3 years or more but less than 4 Years	item138	1.00	Nos		

17.04	4 years or more but less than 5 Years	item139	1.00	Nos		
17.05	5 years or more	item140	1.00	Nos		
18	Resource Category - Mobile Application Developer with following experience					
18.01	1 year or more but less than 2 Years	item141	1.00	Nos		
18.02	2 years or more but less than 3 Years	item142	1.00	Nos		
18.03	3 years or more but less than 4 Years	item143	1.00	Nos		
18.04	4 years or more but less than 5 Years	item144	1.00	Nos		
18.05	5 years or more	item145	1.00	Nos		
19	Resource Category - Data Analyst with following experience					
19.01	1 year or more but less than 2 Years	item146	1.00	Nos		
19.02	2 years or more but less than 3 Years	item147	1.00	Nos		
19.03	3 years or more but less than 4 Years	item148	1.00	Nos		
19.04	4 years or more but less than 5 Years	item149	1.00	Nos		
19.05	5 years or more	item150	1.00	Nos		
Total Amount						
Total amount in words						

Terms and conditions:

- The above mentioned rates are valid for three years with year on year renewal on satisfactory performance and extendable upto five years with the same terms and conditions,
- The bidder need to fill for all the Resource Category for all the Experience slabs. Null value will be treated as invalid and is liable for disqualification of bid.
- The above mentioned rates, the total unit price of all the 19 resources with 150 items as above shall be considered for QCBS calculation for financial evaluation as per the Bid Evaluation Criteria of this tender. The total lowest unit rate (L1 rate) will secure full marks during financial evaluation.
- The monthly rates indicated in above table for one resource which will be considered as UNIT rate and the same rates will be applicable for multiple resources under the referred category of resource with experience.
- Bidder Margin should not be more that 30% (i.e. the remunerations of all resources should be at-least 70% of the quoted rates for above table).
- All the rates are driven by the Government notification considering the prevailing minimum wages (Central Government), ESI, PF and would be liable to get amended against the new notification in future.
- The above margins includes maintaining of pay roll, rates of the manpower for recruitment process, all statutory compliance like ESI, PF, Bidder margin, fresh recruitment of the resources, joining formalities, providing offer letter, ID cards etc.
- The Successful Bidder shall cover ESI, EPF, Group insurance, Health Insurance etc as applicable in each case of the deployed resources. Compliance to all the labour laws time to time. The successful bidder shall also indemnify STPI against all the risks to government guidelines from time to time.
- The Successful Bidder shall keep STPI indemnified against all penalties, claims and liabilities arising out of applicability and/or violation of such Act, laws or Regulations etc.by it's Service Person (s).
- Insurance shall be effected for all the employees engaged. The Successful Bidder shall agree to keep STPI indemnified and save STPI from any and all claims whatsoever from damages/costs

- or otherwise arising from injuries or alleged injuries to/or death of person or damaged or alleged damages to property and shall take sole responsibility for all such happenings.
11. Annual increment for the resources shall be minimum of 7%, accordingly above mentioned table shall be filled by the bidder with utmost care.
 12. In case, the deployed resource(s) is continued with STPI for more than a year then monthly remuneration of the referred resource(s) shall be provided with minimum 7% of annual increment from the existing slab of the respective category / experience of the above table. Accordingly PO shall be released time to time
 13. The remunerations for the deployed resources shall be paid by the bidder on or before 5th of every month.
 14. The remunerations details of the resources deployed, the details of payment made in full to the resources, bank statement, PF, ESI remittance details and attendance report will be submitted to STPI along with the monthly invoices without fail. Failing which invoices for payment will not be processed.
 15. The above rates are for placing the current and future order based on the project requirement time to time. No minimal commitment is applicable to STPI.
 16. **STPI-B shall award the contract to the eligible bidder as per the Bid Evaluation Criteria of this tender, wherein evaluation is based on QCBS methodology and the bidder with Highest combined score having secured Rank 1 (one) will be considered for placement of Order.**

SECTION IX: FORMS / FORMATS

Form 1: CA Certificate for Average Annual Turnover (to be submitted in addition to the Audited Balance Sheet for last 3 financial years)

(On Statutory Auditor's Letter Head)

We hereby certify that total average annual turnover of M/s_____ (name of the bidder) during the last three audited financial years from Technical Manpower (ICT) Sourcing Service for each financial year is as given below:

Annual turnover in INR			Average Annual Turnover
FY 2019-20	FY 2020-21	FY 2021-22	

(Signature of Statutory Auditor)

Name of Statutory Auditor:

Name of Statutory Auditor Firm:

Contact Details (Number and e-mail ID)

Seal

Form 2: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

{to be filled by the bidder}

S.No	Information Sought	Bidder's Response
1.	Name of Bidder	
2.	Name of Client	
3.	Client Contact Details (Contact Name, Address, Telephone Number)	
4.	Brief / Scope of the Project	
5.	Value of Contract/Work Order (In INR):	
6.	Project Duration:	
7.	Start date (month/year):	
8.	Completion date (month/year)	
9.	No. of Professionals hired/placed under the Assignment	
10.	List of Services provided by your firm/company	

SIGNATURE -Authorized Signatory

Date:

Full name and designation and, contact details with address
(Seal of organization)

Form 3

DECLARATION FOR NON-DEBARMENT & NON-BLACKLISTING

This is to certify that << COMPANY NAME >> has not been blacklisted by any Central /State Government (incl. its department/agency) or was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices as on 31st March 2022.

I hereby certify that the information furnished in the RFP Ref No.....dated..... 2023 is full and correct to the best of my/our knowledge. I understand that in case any deviation is found in the statement at any stage, the bid will be summarily be rejected and the bidder will be liable to be blacklisted.

Seal and Sign of Bidder

Name & Address:

Form 4: BIDDER'S AUTHORIZATION CERTIFICATE

{to be filled by the bidder}

To,
The Director
STPI Bengaluru,

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender reference No. STPIB/ dated __. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

Please attach the board resolution / valid power of attorney in favour of person signing this authorizing letter.

Form5: CERTIFICATE OF CONFORMITY/NO DEVIATION

{to be filled by the bidder}

To,
The Director
STPI Bengaluru,

This is to certify that, our Technical bid is in conformity to the entire scope of work/ services and Terms & Conditions mentioned in RFP, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the scope of work of the bidding document and that there are no deviations of any kind from the scope of work/ services.

Also, I/ we have thoroughly read the tender/ bidding document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the execution of the scope of services as mentioned in the RFP, to meet the desired Standards set out in the Tender/ bidding Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

Form 6: CV FORMAT

(To be used for providing resumes for profile along with the bid and for all projects in the future)

1	Proposed resource category as per RFP Clause No. 1.2 Table A	
2	Name of Firm	
3	Name of Resource	
4	Date of Birth	
5	Education [college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	
6	Skill set	
7	Summary of key Training and relevant Certifications	
8	Total Work Experience in Years	
9	Operating System / Software Language / Database Proficiency	
10	<p>Experience details:</p> <p>[Starting with present position, list in chronological order every employment held by the resource]</p>	<p>From [Year]: To [Year]:</p> <p>Employer:</p> <p>Positions held:</p>
11	Highlights of assignments Handled and significant Accomplishments	<p>Name of assignment or project: Year:</p> <p>Location: Client:</p> <p>Main project Features:</p> <p>Positions held:</p> <p>Activities performed:</p>

Form 7: BID SECURITY DECLARATION
{to be filled by the bidder On Bidders Letter head} }

Date:_____ Tender No. _____

To,
The Director
STPI Bengaluru,

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of Two Year as per GFR 151 (iii) from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
(i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)
