

**TENDER FOR ANNUAL MAINTENANCE CONTRACT OF INTEGRATED
APPLICATION SOFTWARE**

We invite sealed tender(Technical Bid & Financial Bid seperately) upto 24/07/2014 for providing maintenance support of Integrated Application Software installed at Head Office/Branch Offices all over U.P.

The details of scope of work and other terms and conditions are available at official website of corporation **www.upsidc.com**

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General Manager(Dev)

U.P. State Industrial Development Corporation Ltd.
UPSIDC Complex, A-1/4, Lakhanpur
Kanpur-208024

Tender Notice for Maintenance of application Software

Sealed tenders are invited from reputed organisation for Annual Maintenance of Application Software installed in the office(s) of U.P. State Industrial Development Corporation Ltd.. The tender document consists of the following two parts.

Part-1: Technical Bid (Terms and conditions/Earnest Money)

Part-2: Financial Bid

Tender documents complete in all respect should reach the General Manager(Development), Computer Section, U.P. State Industrial Development Corporation Ltd., UPSIDC Complex, A-1/4 Lakhanpur, Kanpur-208024 on or **before 24/07/2014 at 2.00 p.m.** The envelopes should be sealed and superscribed respectively as follows:

1. "Technical Bid (Terms and conditions/Earnest Money)"
2. "Financial Bid"

Both the envelopes should be sealed in one bigger envelop marked as "Tender for maintenance of Application Software".

Terms and conditions are available at **annexure-'A'**

Format for Financial Bid available at **annexure-'B'**

The earnest money of Rs. 50000/- (Rs. Fifty Thousand only) should be enclosed alongwith Technical Bid in the form of Account payee Draft payable on any branch at Kanpur in favour of "U.P. State Industrial Development Corporation Ltd, Kanpur". Details of draft (Draft No., Draft issue date, Bank Name and amount) should be mentioned in technical bid.

The " Technical Bid " shall be **opened on 24/07/2014 at 2:30 p.m.** first. The Financial bid of the bidders who have not fulfill, accepted , signed and stamped all the terms & conditions of the bid shall not be opened. The Financial bids of the bidders who have fulfill and accepted all the terms & conditions of the bid and signed and stamped on the terms & conditions shall only be openend thereafter on a suitable date which shall be communicated later. If bids, opening day is government holiday , then the bids shall be accepted and openend on next working day. One representative of each vendor may participate at the time of opening the bids.

**U.P. State Industrial Development Corporation Limited
UPSIDC Complex , A-1/4, Lakhanpur, Kanpur**

TERMS AND CONDITIONS OF THE TENDER

1. Scope of Work

1.1 The scope of work will be to provide Onsite support for following application software modules installed at UPSIDC, H.O., Kanpur and Branch offices of UPSIDC by the consultant/applicant/vendor through **two** Software professionals based at UPSIDC- HO, Kanpur.

- Finance and Accounts (FA)
- Payroll (PR)
- Industrial Area (IA)
- Engineering (ENG)
- Land Acquisition System(LAS)

1.2 The proposed onsite support would include:

1.2.1 Fixing of bugs in the application software , whenever there is an operational problem in respect of the components of the application software and change in software modules as per changed policies time to time.

1.2.2 Generating any ad-hoc report, statistics via Backend scripting for which there is no provision in the application software.

1.2.3 Fixing of any data related problems.

1.2.4 Installation of the application software in the UPSIDC's offices.

1.2.5 Database Maintenance and administration activities of Database Server including backup and restoration.

1.2.6 Executions of the data transfer applications in the Head Office and the brach offices.

- 1.2.7 Source code maintenance, version control, release and deployment of new version(s) of the application software.
- 1.3 Client/UPSIDC will have overall ownership for the support. Client persons will receive the problems from various offices, maintain the problem log, priorities the problems and assign problems to the Software professionals.
- 1.4 The Client will directly manage the Software professionals for the scope of services within the framework.
- 1.5 The Software professionals will conduct requisite training within the time available with them during normal working hours and after attending the problems in hand and priority decided by the client.

3. Eligibility Criteria

- 3.1 Minimum 5 years experience in the following areas. Preference will be given for higher experience (Required certificate issued by concerned organization to be enclosed)
- Visual Basic, MS Access, Far Point and Oracle-8 or above
 - Development/ Maintenance of Software for Govt. or Public Sector
 - Administration of Oracle Database
- 3.2 Minimum 5 number of Software executives employed on regular basis (Required certificate issued by concerned organization to be enclosed)
- 3.3 Applicant/Vendor should have work experience of more than one crore (1.00 crore) in last year(Financial year 2013-14). (Required certificate issued by concerned organization to be enclosed).
- 3.4 In last Five years Applicant should have work experience of Govt. work for more than Rs. 20.00 lakh in any one year. (Required certificate issued by concerned organization to be enclosed).
- 3.6 In last five years Applicant should have completed the assignment of same techniques in Kanpur or nearby locations for 3 Govt. and 4

semi Govt. or reputed pvt. organizations.(Experience certificates & work completion certificates must be enclosed with technical bid)

3.7 Applicant should clearly specify the following:

- No. of persons to be deputed on regular basis for this assignment
- Additional Charges, (if any) for deputing additional person in special circumstances
- Additional Charges, (if any) to complete the work after office hours or during holidays

3.8 An amount of Rs. 1.00 lac (including earnest money) in form of security money must be deposited by successful applicant.

