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**Invitation of e-Bids
For**

Development of 360-Degree View Application and Other Related Work for State Museum, Mathura under Uttar Pradesh Museum Directorate, Lucknow (U.P).

e-Tender Ref. No.	:	UPDESCO/SW/2024/NM113
Last Date and Time for submission of e-Bids	:	16.08.2024 upto 11:00 A.M.
Date and time of opening of Technical e-Bid	:	17.08.2024 at 12:00 P.M.
Place of opening of e-Bids and Address for Communication	:	U.P. Development Systems Corp. Ltd., II Floor, Uptron Building, Near Gomti Barrage, Gomti Nagar, Lucknow-226010
Processing Fee	:	Rs. 1,770.00 (Non Refundable) Incl. CGST & SGST

This Document Contains 32 Pages

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

Table of Index

(A) Short Term Notice for Inviting e-Bids	3
(B) Invitation for e-Bids	4-5
(C) SECTION-I: INSTRUCTION TO BIDDERS (ITB)	6-12
(D) SECTION-II: CONDITIONS OF CONTRACT	13-17
(E) SECTION-III: TECHNICAL E-BID	18-28
(1) Technical e-Bid Form	18
(2) Schedule of Execution	19
(3) Scope of Work and Their Acceptance.....	20-24
(4) Minimum Qualification Requirements	25
(5) Contract Form.....	26
(6) Capability Statement (CS)	27-28
(F) SECTION-IV: FINANCIAL E-BID	29-32
(1) Financial e-Bid Form	29
(2) Price Schedule / BoQ.....	30-31
(3) Check-List Annexure-1	32

Uttar Pradesh Development Systems Corporation Limited
(U.P. Government Undertaking)
2nd Floor, Uptron Building, Gomti Nagar, Near Gomti Barrage, Lucknow

(A) Short Term Notice for Inviting e-Bids

Online e-bids are invited for **Development of 360-Degree View Application and Other Related Work for State Museum, Mathura under Uttar Pradesh Museum Directorate, Lucknow (U.P.)**. only from valid empaneled software Service Provider under category "A" "B" & "C" of UPDESCO This bid is invited from Service Providers **upto 11:00 AM on 16.08.2024** who have submitted security amount under category "A" "B" & "C" in UPDESCO and whose security amount is valid till 31.12.2024 for the following project:-

Development of 360-Degree View Application and Other Related Work for State Museum, Mathura under Uttar Pradesh Museum Directorate, Lucknow (U.P.)

The details for submission of e-bids and corrigendum, if any, in the tender document will be available only on the UP-Govt. e-procurement website <https://etender.up.nic.in>. The Tender Processing Fee is Rs. 1,770/-. The Corporation reserves the right to cancel any or all the e-bids/annul the bidding process without assigning any reason.

UPDESCO/SW/2024/NM113

MANAGING DIRECTOR

(B) Invitation for e-Bids

This invitation of e-Bids for Development of 360-Degree View Application and Other Related Work for State Museum, Mathura under Uttar Pradesh Museum Directorate, Lucknow (U.P).

- 1.1 Bidders are advised to study the Document carefully. Submission of e-Bids against this Invitation shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the Document with full understanding of its implications.
- 1.2 The e-Bids prepared in accordance with the procedures enumerated in ITB Clause-5 of Section-I should be submitted through e-procurement website <https://etender.up.nic.in>.
- 1.3 The document is available on e-procurement website <https://etender.up.nic.in>. Interested bidders may view, download the document, seek clarification, and submit their e-Bids up to the date and time as mentioned below:

Date of publication of Invitation for e-Bid notice : 02.08.2024
& Availability of Document on e-procurement website <https://etender.up.nic.in>

e-Bid submission start date & time : 09.08.2024

e-Bid submission end date & time : 16.08.2024 up to 11:00 AM

e-Bid opening date & time : 17.08.2024 at 12:00 PM

Venue of opening of e-Bids : UP Development Systems Corporation Ltd.,
II Floor, Uptron Building, Near Gomti Barrage,
Gomti Nagar, Lucknow (U.P.) – 226010

Contact Officer : Mr. Nitin Mathur, Manager (Systems)
e-Mail:- mdupdesco.up@gmail.com,
tendersupdesco@gmail.com

Processing Fee : Rs. 1,770/- (Rs. One Thousand Seven Hundred Seventy only)

- 1.4 The e-Bids will be electronically opened in the presence of bidder's representatives, who choose to attend, at the venue on the specified date and time mentioned in the above table respectively.
- 1.5 **The responsibilities of Updesco would include but not limited to:**
 - a. Client Interactions and understanding the changes to be made to available solution from the chosen Service Provider.
 - b. Helping the Service Provider in customizing the available solution / service to the client's needs
 - c. Monitoring and supervising the implementation and operations of the solutions / services.
 - d. Resolving issues / disputes so that the end client is satisfied to the extent reasonable.
 - e. Helping the chosen Service Provider with the Government Processes and Workflow in general and the processes for the end client in particular so that the solution deployed is of good quality and is useful to the end client.
 - f. UPDESCO shall not be responsible for any kind of corrupt/ fraudulent practices/ negligence of the terms and conditions during beyond the course of the project.

The responsibilities of Service Provider would include but not limited to:

- a. Implementing and operational-sing the solutions and services as required in the scope of work.
- b. Ensuring that changes suggested by Updesco/ end client are incorporated in the available solution.
- c. Regular coordination with Updesco and the end client so that minimum issues and disputes arise.
- d. Regular operations, updation and maintenance of the solutions/ services provided to the end client
- e. The service provider will provide source code and user manual of the application to the client department.

- f. Also completion of activities as per scope of work shall be the responsibility of the service provider and the client department shall do the supervision and monitoring of the work done by the service provider.
- g. Service provider shall provide training/re-training to the client department staff/stakeholder on requirement basis.

The Service Provider should quote price of the work, without UPDESCO share. Updesco will charge its margin as mentioned in BoQ over bidder's price separately from the concerned department. This may be revised from time to time as per the decisions of the Board of Directors of Updesco.

The selected software Service Provider must start the development and implementation work immediately for the projects as and when the need arises.

The duration of works will be based on the period of work orders/contracts between Updesco and the respective client departments or their successors or assigns or any entity, which inherits control over the schemes for each of the projects.

- 1.6 In the event of date specified for e-Bids opening being declared a holiday for Updesco office then the due date for opening of e-Bids shall be the following working day at the appointed time.
- 1.7 All the required documents should be submitted /uploaded by the bidder electronically in the PDF format. The electronic documents are to be uploaded for each document label of e-Bids i.e. Fee details, Qualification details, e-Bid Form, Scope of Work and of Financial Bid i.e. e-Bid Form and Price Schedule/BoQ.
- 1.8 Updesco shall pay the amount against Service delivery to successful bidder only after Updesco receives the same from the concerned department.
- 1.9 The companies/firms who are registered for e tendering on e-Tendering system of U.P. Govt. Departments would only be eligible for participating in this e-Tender. The companies/firms may contact the Nodal Agency nominated for e-Tendering System in U.P. which is U.P. Electronics Corporation Ltd. (UPLC), 10, Ashok Marg, Lucknow (UP) on phone numbers 0522-2288750 (O), 0522-2286809 (O) or 0522-4130303 (Ext. 303, 304 & 307) for their Registration/ Digital Signature Certificate related queries.
- 1.10 The Tendering Authority reserves the right to cancel any or all the e-Bids/annul the bidding process without assigning any reason thereof. The decision of Tendering Authority will be final and binding on all the bidders.

SECTION-I: INSTRUCTION TO BIDDERS (ITB)

1. Cost of e-Bid Documents:

- (a) The Bidder shall bear all costs associated with the preparation and submission of its e-Bid and U.P. Development Systems Corporation Ltd. (UPDESCO), Lucknow herein after referred to as "Tendering Authority", will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- b) This e-Tender document is available on the web site "<https://etender.up.nic.in>" to enable the bidders to view, download the document and submits their e-Bids online up to the last date and time mentioned in the notice against this e-Tender. However, the bidders shall have to pay e-Tender Document Processing Fee of INR 1,770/- (INR One Thousand Seven Hundred Seventy only) including CGST and SGST through e-payment/ RTGS/ NEFT transfer as per following details:

A/C Holder: UP Development System Corpn. Ltd.
Bank: Indian Overseas Bank
Branch: Lucknow Main Branch
S/B A/c No: 020701000041138
IFSC: IOBA0000207

No exemption will be given to Service Provider under category "A", "B" & "C" of Updesco in submitting Tender Document Cost/ Tender Processing Fee for this tender. This e-Tender Document Processing Fee of INR 1,770/- (INR One Thousand Seven Hundred Seventy only) is non-refundable

2. Clarification of e-Bid Documents and Scope of Work:

A prospective Bidder requiring any clarification of the e-Bid documents and scope of work may raise his point of clarification through Bid Management window after successfully logging to the e-procurement website <https://etender.up.nic.in>. The bidder may seek clarification by posting query in the relevant window after clicking "Seek Clarification" option in the view tender details window for tender, which can be selected through my tender option of bid submission menu. Updesco will reply the clarification through the e-procurement website, which can be read by the bidder through the "Clarification" option under Bid Submission menu.

3. Amendment of e-Bid Documents:

- (a) At any time prior to the deadline for submission of e-Bid, Updesco may, for any reason whether at its own initiative or in response to a clarification requested by a prospective bidder, make amendments in the e-Bid documents uploaded on e-procurement website <https://etender.up.nic.in> through corrigendum which shall also be uploaded only on above e-procurement website and form an integral part of e-Bid document. The relevant clauses of the document shall be treated as amended accordingly.
- (b) It shall be the sole responsibility of the prospective bidders to check the website <https://etender.up.nic.in> from time to time for any amendment in the e-Tender document. In case of failure to get the amendments, if any, Updesco shall not be held responsible.
- (c) In order to allow prospective bidders a reasonable time to take the amendment into account in preparing their e-Bids, Updesco, at his discretion, may extend the deadline for the submission of e-Bids. Such extensions shall be posted / up-loaded by Corrigendum only on the e-procurement website <https://etender.up.nic.in>.

4. Language of e-Bid:

The e-Bid prepared by the Bidder, as well as all correspondence and documents relating to the e-Bid exchanged by the Bidder shall be written either in Hindi or English language. The correspondence and documents in Hindi must be accompanied by embedded / separate Hindi font files. Only English numerals shall be used in the e-Bid.

5. Documents Constituting the e-Bid:

(a) Technical e-Bid:

- i. **Fee Details** – Includes copies of e-Tender Fee and Bid Security furnished in accordance with ITB Clause-8 in PDF format.
- ii. **Qualification Details** – Includes copies of required documents as per Section-III(4) in PDF format justifying that the Bidder is qualified to perform the contract if his / her e-Bid is accepted and that the bidder has technical and financial capability necessary to perform the contract and meets the criteria outlined in the Qualification Criteria and fulfill all the conditions of the Contract and that the services to be delivered by the bidder confirm to the Technical e-Bid document.
- iii. **e-Bid Form** – Includes copy of filled in e-Bid Form as per Section-III(1) of e-Tender document in PDF format justifying that the bidder is complying with all the conditions of the Contract and scope of work of the e-Bid Document as no deviation will be acceptable by the Tendering Authority.
- iv. **Scope of Work and their Acceptance** – includes copy of filled in Compliance with Scope of Work as per Section-III (3) of e-tender document in PDF format.
- v. **Capability Statement** - All bidders also have to submit filled in Capability Statement given in Tender Document as per section III (6).
- vi. **Non Blacklisting Affidavit** - The bidder should submit a notarized affidavit on a stamp paper that the bidder's firm has not been blacklisted / debarred / prohibited by any State / Central Government Departments / Organizations. The notarized affidavit attached by bidder should be of latest date (not be more than a month old from the date of publishing of the e-Bid).
- vii. **Empanelment Letter & Valid Security Amount Proof** - The bidder should submit a valid proof in the form bid security (NEFT/RTGS/BANK GUARANTEE) that the bidder has submitted the security amount in the favor UPDESCO.
- viii. **Check-List As per Annexure-1.**

(b) Financial e-Bid:

- i **e-Bid Form**– includes copy of filled in e-Bid Form as per Section-IV (1) of e-Tender document in PDF format.
- ii **Price Schedule/BoQ** - includes Price Schedule/BoQ as per Section-IV(2) of e-Tender document in Excel (XLS) format.

6. e-Bid Price:

- (a) The Bidder shall quote price of the work, without UPDESCO separately in the downloaded file for Price Schedule/BoQ in the specified places for all the services.
- (b) e-Bid price quoted for each item per schedule shall include all the cost (excluding CGST and SGST) till successful completion of the work specified in Section-III(3)-Scope of work and their acceptance.
- (c) e-Bid price for each item shall include all the cost till successful completion of the work specified in the Detailed Scope of Work/Technical Specification.
- (d) Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. An e-Bid submitted with an adjustable price quotation unless asked for shall be treated as non-responsive and will be rejected.

7. e-Bid Currencies: Prices shall be quoted in Indian Rupees only.

8. Bid Security:

- (a) The security amount submitted by valid Empanelled Service Provider Companies under category "A", "B" & "C" in UPDESCO shall be treated as Bid Security.
- (b) The bid security may be forfeited:
If a Bidder:

- (i) withdraws his/her bid during the interval between the deadline/ last date for submission of its e-Bid and the expiration of period of e-Bid validity; or
 - (ii) Does not accept the correction of errors pursuant to ITB Clause-3 of Section-I; or
 - (iii) In case of a successful bidder, if the Bidder fails to sign the Contract with Tendering Authority in accordance with the scope of work and conditions of contract of this e-tender.
- If any of the above three cases happen then the bidders will be treated as in default and hence liable for forfeiture of their bid security for this e-Bid i.e. security as submitted by them for their empanelment.

9. Period of Validity of e-Bids:

- (a) Each e-Bid shall remain valid for 150 days after the date of opening of e-Bid prescribed by Tendering Authority, pursuant to ITB Clause-15. Any Bid valid for a shorter period shall be rejected by Tendering Authority as non-responsive.
- (b) In exceptional circumstances, Tendering Authority may solicit the Bidder's consent to an extension of the period of e-Bid validity. The request and the response there to shall be made in writing. The Bid security provided under ITB Clause-8 shall also be suitably extended or submitted afresh. A Bidder may refuse the request without forfeiting its Bid security. A Bidder granting the request will not be required nor permitted to modify its e-Bid.

10. Format and Signing of e-Bid:

- (a) The Bidder shall prepare one electronic copy of the e-Bid.
- (b) The e-Bid documents shall be digitally signed, at the time of uploading, by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The later authorization shall be indicated by a scanned copy of written power-of-attorney accompanying the e-Bid. All the pages/ documents of the e-Bid that are to be uploaded shall be digitally signed by the person authorized to sign the Bid.

11. Submission of e-Bids:

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

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

- (a) For participating in e-Bids through the e-tendering system, it is necessary for the bidders to be the registered users of the e-procurement website <https://etender.up.nic.in>. The bidders must obtain a User Login Id and Password by registering themselves with U.P. Electronics Corporation Limited, Lucknow if they have not done so previously for registration.
- (b) In addition to the normal registration, the bidder has to register with his/her Digital Signature Certificate (DSC) in the e-tendering system and subsequently he/she will be allowed to carry out his/her bid submission activities. Registering the Digital Signature Certificate (DSC) is a onetime activity. Before proceeding to register his/her DSC, the bidder should first log on to the e-tendering system using the User Login option on the home page with the Login Id and Password with which he/ she has registered as per ITB Clause-11(a) above.
- (c) For successful registration of DSC on e-procurement website <https://etender.up.nic.in>, the bidder must ensure that he/she should possess Class-2/ Class-3 DSC issued by any one of the certifying authorities approved by Controller of Certifying Authorities, Government of India. The bidder is also advised to register his/her DSC on e-procurement website well in advance before bid submission end date so that he/she should not face any difficulties while submitting his/her e-bid against this e-Tender. The bidder can obtain User Login Id and perform DSC registration exercise as described in ITB Clauses-11(a) and 11(b) above even before e-Bid submission date starts. The Tendering Authority shall not be held responsible if the bidder tries to submit his/her e-Bid at the last moment before end date of submission but could not submit due to DSC registration problem.

- (d) The bidder can search for active e-Tenders through "Search Active Tenders" link, select a e-Tender in which he/ she is interested in and then move it to 'My Tenders' folder using the options available in the Bid Submission menu. After selecting and viewing the e-Tender, for which the bidder intends to bid, from "My Tenders" folder, the bidder can place his/ her bid by clicking "Pay Offline" option available at the end of the view e-Tender details form. Before this, the bidder should download the e-Bid documents and study them carefully. The bidder should keep all the documents ready as per the requirements of e-Bid document in the PDF format against this invitation for bids.
- (e) After clicking the 'Pay Offline' option, the bidder will be redirected to the Terms and Conditions page. The bidder should read the Terms & Conditions before proceeding to fill in the Tender Fee offline payment details. After entering and saving the Tender Fee details, the bidder should click "Encrypt & Upload" option given in the offline payment details form so that "Bid Document Preparation and Submission" window appears to upload the documents as per Technical (Fee details, Qualification details, e-Bid Form and Scope of Work details) and Financial (e-Bid Form and Price Schedule/BoQ) schedules/packets given in the e-Tender details. The details of the Demand Draft or any other accepted instrument which is to be physically sent in original before opening of Technical e-Bid, should tally with the details available in the scanned copy and the data entered during e-Bid submission time otherwise the e-Bid submitted will not be accepted.
- (f) Next the bidder should upload the Technical e-Bid documents for Fee details, Qualification details, e-Bid Form and Scope of Work details as per ITB Clause-5(a) above and Financial e-Bid documents for e-Bid Form and Price Schedule/BoQ as per ITB Clause-5(b) above. Before uploading, the bidder has to select the relevant Digital Signature Certificate. He may be prompted to enter the Digital Signature Certificate password, if necessary. For uploading, the bidder should click "Browse" button against each document label in e-Bid packets and then upload the relevant PDF files already prepared and stored in the bidder's computer. The required documents for each document label of Technical (Fee details, Qualification details, e-Bid Form and Scope of Work details) and Financial (e-Bid Form and Price Schedule/BoQ) schedules/packets can be clubbed together to make single different files for each label.
- (g) The bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. During the above process, the documents are digitally signed using the DSC of the bidder and then the documents are encrypted/ locked electronically with the DSC's of the e-Bid openers to ensure that the documents are protected, stored and opened by concerned openers only.
- (h) After successful submission of e-Bid documents, a page giving the summary of e-Bid submission will be displayed confirming end of submission process. The bidder can take a printout of the summary using the "Print" option available in the window as an acknowledgement for future reference.
- (i) Tendering Authority reserves the right to cancel any or all the e-Bids and annul the bidding process without assigning any reason.

12. Deadline for Submission of e-Bids:

- (a) e-Bids must be submitted by the bidders at e-procurement website <https://etender.up.nic.in> on or before the last date and time for submission of e-bid.
- (b) Updesco may, at its discretion, extend this deadline for submission of e-Bids by amending the documents in accordance with ITB Clause-3, in which case all rights and obligations of Updesco and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

13. Late e-Bids:

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

14. Withdrawal and Resubmission of e-Bids:

- (a) At any point of time, a bidder can withdraw his/ her e-Bid submitted online before submission end date and time. For withdrawing, the bidder should first log in using his/ her Login Id and Password and subsequently by his/ her Digital Signature Certificate on the e-procurement

website <https://etender.up.nic.in>. The bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the e-Bids submitted by the bidder will be displayed. Click "View" to see the details of the e-Bid to be withdrawn. After selecting the "Bid Withdrawal" option, the bidder has to click "Yes" to the message "Do you want to withdraw this bid?" displayed in the Bid Information window for the selected bid. The bidder also has to enter the e-Bid Withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The bidder has to confirm again by pressing "Ok" button before finally withdrawing his/ her selected bid.

- (b) No e-Bid may be withdrawn in the interval between the deadline/last date for submission of e-Bid and the expiration of period of e-Bid validity. Withdrawal of an e-Bid during this interval may result in the Bidder's forfeiture of his/ her bid security, pursuant to ITB Clause-8(b).
- (c) The bidder can resubmit his/ her bid as and when required till the e-bid submission end date and time. The e-Bid submitted earlier will be replaced by the new one. The payment made by the bidder earlier will be used for revised e-bid and the new e-Bid submission summary generated after the successful submission of the revised e-Bid will be considered for evaluation purposes. For re-submission, the bidder should first log in using his/ her Login Id and Password and subsequently by his/ her Digital Signature Certificate on the e-procurement website <https://etender.up.nic.in>. The bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the e-Bids submitted by the bidder will be displayed. Click "View" to see the details of the e-Bid to be resubmitted. After selecting the "Bid Resubmission" option, click "Encrypt & Upload" to upload the revised e-Bid documents by following the methodology provided in ITB Clauses-11(e) to 11(h).
- (d) The bidders can submit their revised e-Bids as many times as possible by uploading their e-Bid documents within the scheduled date & time for submission of e-Bid.
- (e) No e-Bid can be resubmitted subsequently after the deadline for submission of e-Bids

15. Opening of Technical e-Bids by Updesco:

- (a) Tendering Authority will open all Technical e-Bids, in the presence of Bidders' representatives who choose to attend on **17.08.2024 at 12:00 PM** at U.P. Development Systems Corporation Ltd., II Floor, UPTRON Building, Gomti Nagar, Lucknow - 226010. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Technical e-bids opening being declared a holiday for Tendering Authority, the Technical e-Bids shall be opened at the appointed time and location on the next working day.
- (b) The technical evaluation will be done as per evaluation criteria given in ITB Clause-17 and requirements as given in Section-III(4). The bidders' names and the presence or absence of requisite bid security and such other details as Tendering Authority at its discretion may consider appropriate, will be announced at the time of opening. No Technical e-Bid shall be rejected at the time of its opening.
- (c) Tendering Authority will prepare minutes of the opening of Technical e-Bid.

16. Clarification of Technical e-Bids:

During evaluation of Technical e-Bid, the Tendering Authority may, at its discretion, ask the Bidders for a clarification /submission of additional documents pertaining to clarification of his/ her Technical e-Bid. The request for clarification and the response shall be in writing or in the meeting by Tendering Authority

17. Evaluation of Technical e-Bids:

The evaluation of Technical e-Bids shall be done based on supporting documents on above criteria points.

	Bidder Minimum Qualifications	Required Document in support of the Minimum Qualifications
a)	The Empanelment of the Bidder should be valid during the Tendering Process as software service provider under Category "A" "B" & "C" of UPDESCO to participate in this Bid. Bidders who have not submitted eligible security amount are not eligible to bid and their bids shall be rejected.	Bidder must submit Valid Empanelment letter issued by UPDESCO under the concerned category.
b)	The Bidders have to enclose GST Registration Certificate, audited Balance Sheet / Profit and loss Account with CA certificate with UDIN for annual Turnover for the Financial Year 2020-21, 2021-22 & 2022-23.	Bidder must submit Audited C.A. Certificate, Profit Loss Statement, Balance Sheet.

c)	The Bidders should have sufficient number of Qualified Manpower having the Domain knowledge to deliver the work in a specified time frame as mentioned in Section-III(2). The detail(s) of the Manpower structure should be provided in the Technical Format to avoid rejection.	Bidder must enclose a list of their Qualified manpower employed to deliver the work smoothly. Bidder is requested to provide the list on their letterhead from the competent authority.
d)	The Bidder must have to submit following work orders: Two work orders in the field(s) of design and development of Web based application software/portal, Security Audit done during the last 4 Financial year(s) (FY-2020-21, FY-2021-22, FY-2022-23, FY 2023-24 including current FY 2024-25) for a minimum value of Rs. 5 Lakh each in Central Govt/State Govt/ PSU/other Government Institution. The e-Bids of bidders not having Minimum Required Jobs as mentioned above are liable to be rejected.	i. Bidder has to submit all the work orders and their completion certificates issued between 01/04/2020 and the last date of bid submission in the required fields of the work value minimum Rs. 5 Lakh each.
e)	The bidder should submit a notarized affidavit on a stamp paper that the bidder's firm has not been blacklisted / debarred / prohibited by any State / Central Government Departments / Organizations. The notarized affidavit attached by bidder should be of latest date (not more than a month old from the date of publishing of the e-Bid). The e-Bids of the blacklisted bidders or those not submitting the required affidavit shall be rejected.	Bidder must provide a valid notarized non-blacklisting affidavit on a stamp paper. {The notarized affidavit attached by bidder should be of latest date (not more than a month old from the date of publishing of the e-Bid)}
f)	All bidders have to submit filled in Capability Statement given in the Tender Document. The Bid of the Bidders who do not submit the filled-in Capability Statement or provide insufficient information as required in the Capability Statement may be rejected.	Bidder must attach a filled in capability statement (Section-III (6)) providing all the information necessary for evaluation.
g)	The bidders should submit the Tender Fee before opening of technical e-bid otherwise their bids shall be rejected.	Bidder must attach proof for submitted tender fees clearly mentioning its UTR/NEFT/IMPS number with the transaction date.
h)	The Bidders not having their local office operational in Lucknow/Client Place shall have to open the same before date of award of work order. An undertaking on the company's letterhead regarding the same has to be submitted along with the technical e-Bid.	Bidder must have their local operational office at Client place. If not an undertaking on the bidder's letterhead must be submitted along with the e-Bid submission clearly stating that they will open their office within 15 days from the issue date of work order.
i)	The successful bidder will not be allowed to sublet the contracts in part or full to any other agency / vendor. If done so, the security amount will be forfeited, contract will be cancelled, and the bidder/ Service Provider will be barred from bidding in any other tender of Updesco in future.	
j)	The e-Bids found to be not responsive and not fulfilling any of the above conditions and not meeting Technical Specifications and Qualification requirements to the satisfaction of purchase committee shall be rejected. The e-Bids of bidders mentioning/imposing any of their conditions which are not mentioned in the e- tender document or are not in conformity with the conditions of the contract shall be rejected.	
k)	The Bidders shall have to enclose a filled in checklist (Annexure-1) with the Technical Bid provided at the end of this e-Bid Document. The bidders who do not submit a filled in checklist may be rejected.	

18. Opening of Financial e-Bids:

- After evaluation of Technical e-Bid, all technically qualified bidders will be informed about date and time for opening of Financial e-Bids by letter/ e-mail/ phone.
- The Financial e-Bids of technically qualified bidders shall be opened on the date informed separately by UPDESCO at U.P. Development Systems Corporation Ltd., II Floor, UPTRON Building, Gomti Nagar, Lucknow – 226010 in the presence of Bidders who choose to attend. In the event of the specified date of Financial e-bids opening being declared a holiday for Tendering Authority, the Financial e-Bids shall be opened at the appointed time and location on the next working day. The names of Bidders, Price quoted etc will be announced at the time of opening.

19. Evaluation of Financial e-Bids:

- UPDESCO will evaluate and compare the financial price quoted in the Price Schedule/BoQ of e-Bids of those bidders whose Financial e-Bids are found responsive to the Scope of Work given in Section-III of e-tender document.
- The project/schedule wise selection of bidder will be done on the basis of lowest quoted (L1) Grand Total of Amount of financial bid Section-IV(2)-Price Schedule/BoQ of respective project/schedule.

- (c) If there is a discrepancy in total value, then the total coming after summing the individual values of the items shall prevail.
- (d) If there is a discrepancy in total value written in figures and words, then the total value written in words shall prevail.
- (e) No additional payments shall be made for completion of any contractual obligation beyond the quoted prices. If the Bidder does not accept the correction of errors if any, its e-Bid shall be rejected and its bid security may be forfeited.
- (f) If all Items required to be quoted in a schedule of Section-IV(2)-Price Schedule/BoQ are not quoted, then Financial e-Bid of those bidders for that schedule shall be rejected.

20. Contacting the Tendering Authority:

- (a) No Bidder shall contact Updesco on any matter relating to their bid, from the time of the e-Bid opening to the time till the Contract is awarded. If the bidder wishes to bring additional information to the notice of Updesco or wants to have clarification, bidder can do so in writing.
- (b) Any effort by a Bidder to influence Updesco in its decisions on e-Bid evaluation, e-Bid comparison or contract award may result in rejection of the Bidder's bid.

21. Award Criteria:

- (a) The Tendering Authority will determine to its satisfaction whether the Bidder(s) that is selected as having submitted the lowest evaluated responsive e-Bid meets the criteria specified in ITB Clauses 17 and 19 and is qualified to perform the contract satisfactorily.
- (b) Tendering Authority will award the contract to the lowest evaluated successful Bidder whose Financial e-Bid has been determined to be responsive to all the conditions of the contract and meeting the qualification requirement of the Bidding Document.

22. Tendering Authority's right to accept / reject any or all e-Bids:

Updesco reserves the right to accept or reject any e-bid, and to annul the bidding process and reject all e-Bids at any time, without thereby incurring any liability to the affected Bidder or bidders.

23. Notification of Award:

- (a) Prior to the expiration of the period of e-Bid validity, Updesco will make every effort to open the e-Financial Bid and notify the successful lowest quoted bidder in writing by letter/e-mail/fax/phone about award of contract.
- (b) The notification will make the bidder eligible for signing of contract for the work for which the bidder has quoted the lowest price.

24. Signing of Contract (Agreement):

- (a) At the same time as Updesco notifies the successful bidders that their e-Bids have been accepted, Updesco will send the bidders the Draft Contract (Agreement) Form incorporating all terms and conditions between the parties i.e., Updesco and successful bidders as per Conditions of Contract given in Section-II of e-Tender document (Tender Ref. No. **UPDESCO/SW/2024/NM113**). Besides this, additional conditions may be added in the Draft Contract (Agreement) with mutual consent in the benefit of successful implementation and operation of the given projects.
- (b) Within 3 days of receipt of the Contract Form, the successful bidders shall sign and date the Contract and return it to the Tendering Authority.

25. Rights of Tendering Authority:

Tendering Authority has rights to relax any criteria of qualification required to fulfil the tender condition in the interest of work of the Departments. Tendering Authority has right to ask the bidder to submit any document required in support of qualification for its satisfaction/confirmation at any stage.

(D) SECTION- II : CONDITIONS OF CONTRACT

1. Definitions:

In this Contract, the following terms shall be interpreted:

- (a) "The Tendering Authority" means the organization purchasing the Services, being a Procurement/ Executing Agency on behalf of Government Departments and the Tendering Authority is U.P. Development Systems Corporation Ltd. (UPDESCO), II Floor, Uptron Building, Gomti Nagar, Lucknow-226010.
- (b) The Selected "Service Provider" means the Company/ firm selected for providing the Services under this Contract.
- (c) "The Contract" means the agreement entered into between Updesco and the selected Service Provider, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein.
- (d) "The Contract Price" means the prices of various items payable to the selected Service Provider under the Contract for the full and proper performance of its contractual obligations.
- (e) "Services" means services that have been covered under the scope of work of each project as submitted in proposal.
- (f) "User Department/Client Department/University" means for **State Museum, Mathura under Uttar Pradesh Museum Directorate, Lucknow (U.P).**
- (g) "Day" means calendar day.

2. Application:

These Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

3. Performance Security:

- (a) A Valid performance security would be required from the bidder that has valid submitted security of its empanelment available in Updesco till **31.12.2024**. Also, since the selected Service Provider is an empanelled software Service Provider under category "A", "B" & "C" of UPDESCO and the company/ firm has already submitted valid security amount in Updesco, the same amount shall be considered as performance security for due performance of the contract under this agreement. However, the selected Service Provider firm will have to ensure renewal of this security amount or submission of fresh security amount valid till the expiry of contract period against this agreement, if the same is expiring before the contract term. If the term of performance security expires before the expiry of this agreement and the selected Service Provider does not extend its term/ period as required above, then he/she is liable for cancellation of this agreement and recovery of the said amount from the payments due as forfeiture of its performance security.
- (b) The T.D.S. and any other taxes shall be deductible from the above payments as per prevailing tax rules at the time of payment.

4. Standards:

The Work to be done under this Contract shall confirm to the standards mentioned in the Technical Specifications/Scope of work/Schedule of requirement or higher, and, when no applicable standard is mentioned, the authoritative standard appropriate to the Department requirements should be confirmed.

5. Patent Rights

The Selected Service Provider shall indemnify the Tendering Authority against all third- party claims of infringement of patent, trademark or rights arising for use of the Software provided/developed by them.

6. Deliverables and Time Schedule for Job Completion:

The deliverables are working solution and services as per Section-III (3): Scope of Work and Time Schedule shall be as per Section-III (2):Schedule of Execution.

7. Payment Terms:

- (a) Payment shall be made by UPDESCO to the Selected Service Provider on back-to-back basis. Payment to the Selected Service Provider will be made only on receipt of corresponding payment from the client department. Action related to payment etc. will be ensured from UPDESCO level only after UPDESCO confirms receipt of all deliverables by the service provider from university level.
- (b) Payment shall be done to the selected service provider on milestone basis on completion of each milestone as described in the scope of work.
- (c) The T.D.S. and any other taxes shall be deductible from the above payments as per prevailing tax rules at the time of payment.

8. Prices:

Prices payable to the Bidder as stated in the Contract shall remain fixed during the performance of the contract. However, in the event of any increase/decrease in Government taxes/duties as applicable at the time of delivery, the prices shall be adjusted at the time of payment on submission of their proof by the selected Service Provider to the Updesco.

In case of discrepancy in the price quoted in words and in figures, price quoted in words shall prevail.

Price shall be paid to Selected Service Provider as quoted by them for software works. Updesco will charge its margin as mentioned in BoQ over this price from the department.

9. Contract Amendments:

No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

10. Assignment:

The Selected Service Provider shall not assign, in whole or in parts its obligations to perform under the Contract to any other firm except with Updesco prior written consent.

11. Delay in the Bidder's Performance for Job Completion:

- (a) If at any time during execution of the Contract, the selected Service Provider should encounter conditions impeding timely delivery of the Services, the selected Service Provider shall promptly notify Updesco in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider, Updesco shall evaluate the situation and may, at its discretion, extend the selected Service Provider time for execution with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Work order.
- (b) Except as provided under conditions of contract Clause-14 of Section-II, a delay by the selected Service Provider in the execution of its delivery obligations shall render the selected Service Provider liable to the imposition of liquidated damages pursuant to conditions of Contract unless an extension of time is agreed upon pursuant to conditions of Contract without the application of liquidated damages.

12. Liquidated Damages:

The selected Service Provider will have to meet the deadline for completing the work else 'LATE PENALTY' will be imposed on the Service Provider. If the selected Service Provider fails to deliver the services within the period(s) specified in scope of work of the e-Bid, Updesco shall, without prejudice to its other remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 0.5% of the Contract Value for each week or part thereof delay until actual delivery, up to a maximum deduction of 10%. Once the maximum penalty is reached, Updesco may consider termination of the Contract/Work order and forfeit the security amount in full.

13. Termination for Default:

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

- (i) If the selected Service Provider fails to deliver any or all of the Services within the period(s) specified in the Contract, or within any extension thereof granted by the Updesco;
- (ii) If the selected Service Provider fails to perform any other obligation(s) under the Contract. In such a case, the performance security i.e. security submitted at the time of empanelment or any extension thereto by the Service Provider may be forfeited and its contract for the services will be cancelled.

14. Force Majeure:

For Purposes of this clause, "Force Majeure" means an event beyond the control of the selected Service Provider and not involving the selected Service Provider fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the Service Provider either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. (Earthquake, Natural Disasters, Riots). Force Majeure shall not include any events caused due to acts/omissions of such selected Service Provider or result from a breach/contravention of any of the terms of the Contract, Bid and/ or the Techno-commercial Offer. It shall also not include any default on the part of a selected service provider due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.

In case of a Force Majeure, all Parties, that is, the selected Service Provider and the UPDESCO will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of selected Service Provider and to minimize any adverse consequences of Force Majeure.

15. Termination for Insolvency:

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

16. Termination for Convenience:

UPDESCO, by written notice sent to the Service Provider may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for UPDESCO's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective. In such a situation, the payments will be made for the period solution/services are provided by the Service Provider as per terms & conditions of the contract.

17. Settlement of Disputes:

17.1 If, any dispute or difference of any kind whatsoever shall arise between **the Client, UPDESCO and the Service Provider** in connection with or arising out of the Contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

17.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the client, UPDESCO or the Service Provider may give notice to other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

17.3 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Services under the Contract.

17.4 In case of dispute or difference arising between the client, UPDESCO and the Service Provider

relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act 1996. The Arbitral Tribunal shall consist of single arbitrator nominated by Additional Chief Secretary, Department of I.T. & Electronics, Government of Uttar Pradesh.

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

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

17.7 Notwithstanding any reference to arbitration herein.

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

(ii) UPDESCO shall pay the Service Provider any monies due to the Service Provide/ System Integrator.

18. Limitation of Liability:

Except in cases of criminal negligence or willful misconduct,

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

(b) The aggregate liability of the Service Provider to UPDESCO, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price.

19. Governing Language:

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

20. Applicable Law:

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

21. Notices:

Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by fax and confirmed in writing to the other Party's address. For the purpose of all notices, the following shall be the address of Updesco and Selected Service Provide.

Tendering Authority : U.P. Development Systems Corporation Ltd. (UPDESCO),
II Floor, UPTRON Building, Gomti Nagar,
Lucknow (U.P.) – 226010

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

.....

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

22. Taxes and Duties:

Bidders shall be entirely responsible for all Govt. taxes applicable.

23. Confidentiality:

The officials deployed by the Service Provider shall treat as confidential all data pertaining to vehicle records and any other information of client department, obtained during the execution of their

responsibilities and thereafter, in strict confidence and shall not reveal such information to any other party. The officials to be deployed at client office for execution of the work shall not be allowed to take away the backup of data on any type of storage media or transmission mode as the same is strictly confidential in nature.

24. Indemnity:

The selected Service Provider undertakes to indemnify the Updesco from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favor of any person, corporation or other entity (including the Client) attributable to the Service Provider's negligence or willful default in performance or non-performance under this Agreement. If the Updesco promptly notifies selected Service Provider in writing of a third party claim against Updesco that any Service Provider by the selected Service Provider infringes a copyright, trade secret or patents incorporated in India of any third party, selected Service Provider Service Provider will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Updesco.

25. AMC Conditions:

The L1 Service Provider or the Selected Service Provider after successful completion of the project duration has to continue his services without any interruption at the same rates as provided by the Selected Service Provider in the Price Schedule/BoQ for this particular tender.

This can only be done after the mutual consent for the same is provided by the client department and UPDESCO to the Selected Service Provider.

(E) SECTION-III : TECHNICAL E-BID

(1) Technical e-Bid Form

Reference No.: **UPDESCO/SW/2024/NM113**

Date: To:

The Managing Director,
U.P. Development Systems Corporation Ltd., II
Floor, UPTRON BUILDING, Gomti Nagar, Lucknow
(U.P.) – 226 010

Sir/ Madam,

Having examined the Technical e-Bid Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide..... (*Description of Services*) in conformity with the said e-Bid Documents and made part of this bid, and hereby undertake that we accept all the conditions of the Contract of the e-Bid document and will deliver the services as per the Schedule of Execution Section-III(2) and Scope of Work and their Acceptance Section-III(3) of the e-Bid documents. We further undertake that we fulfill the Qualification Requirements as per Section-III(4) and for this purpose we enclose the details. In addition to this, the particulars of our organization such as legal status, details of experience and past performance and the proof for required bid security are furnished with this e-Bid form.

We further undertake, if our e-Bid is accepted, to deliver the Services in accordance with the delivery schedule specified in the Schedule of Execution and Scope of Work and their Acceptance Section-III(3).

We further undertake, if our e-bid is accepted, to take payment against delivering the Services in according to payment terms given in condition of contract (Section-II).

Until a formal contract is prepared and executed, this e-Bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

All the terms and conditions of the e-Tender Document are acceptable to us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1998".

We understand that you are not bound to accept the lowest or any e-Bid you may receive. Dated this day of 20.....

(Signature)

(in the capacity of)

Duly authorized to sign e-Bid for and on behalf of

SECTION-III

.... Continued

(2) Schedule of Execution

Project/Schedule

Name of Software Module	No. of working days for Completion of Jobs from the date of issue of Work Order from Updesco
<i>Development of 360-Degree View Application and Other Related Work for State Museum, Mathura under Uttar Pradesh Museum Directorate, Lucknow (U.P).</i>	90 Days

(3) Scope of Work and Their Acceptance***(For State Museum, Mathura under Uttar Pradesh Museum Directorate, Lucknow (U.P).)***

Work Description
<i>Development of 360-Degree View Application and Other Related Work for State Museum, Mathura under Uttar Pradesh Museum Directorate, Lucknow (U.P).</i> <u>Scope of Work:</u> 1. 360-degree Virtual Tour: 1.1 360-Degree Interactive Format: Creating a 360-degree virtual tour involves capturing panoramic images and presenting them in an interactive format. Virtual tour software that allows you to create interactive 360-degree tours with customizable elements. It supports both panoramic images and videos and provides features like floor plans, hotspots, and multimedia integration. 1.2 360-Degree Photography and Videography: Utilize high-resolution 360-degree photography and videography to capture the essence of each exhibit. This will allow users to virtually move around and explore the museum from various angles. 1.3 User-Friendly Navigation: Implement an intuitive and user-friendly interface that allows visitors to easily navigate through different galleries and exhibits. Simple controls, such as click-and-drag movements, will ensure a smooth and enjoyable user experience. 1.4 Artifact Information Points: Incorporate interactive information points for each artifact, providing users with detailed descriptions, historical context, and multimedia content such as videos or audio clips. This enhances the educational value of the virtual tour. 1.5 Accessible from Multiple Devices: Ensure the virtual tour is accessible from various devices, including desktop computers, laptops, tablets, and smartphones, making it convenient for a broad audience. 1.6 Shots: In 360-degree photography, a "shot" refers to a single captured image that covers the entire field of view around the camera. Unlike traditional photographs that capture a specific frame or scene, a 360-degree shot aims to capture everything in the surrounding environment, allowing viewers to explore the entire panorama. When creating a virtual tour or panoramic experience, multiple shots are taken from different positions or angles to cover the entire environment. These shots are then stitched together during post-processing to create a cohesive panorama. Viewers can navigate through the panorama by panning, tilting, and zooming to explore the entire scene captured in the series of shots. 1.7 Points: Points typically refer to a specific location or viewpoint within the tour where users

can access additional content. Virtual tours are interactive experiences that allow users to explore a virtual museum. Points will trigger additional content such as an information pop-up. This enriches the user experience by providing context or details about specific elements within the virtual environment.

2. Kiosk Touch Screen Software Development:

Museum kiosk software plays a crucial role in engaging visitors, offering information, and enhancing their overall experience within a museum. Here are the key features and functionalities that can be included in museum kiosk software:

2.1 Interactive Interface: Develop an intuitive and user-friendly interface that allows visitors to easily navigate through different sections and exhibits. Touchscreen functionality or gesture-based controls can be incorporated for a seamless experience.

2.2 Exhibit Information: Provide detailed information about exhibits, artifacts, artworks, or displays. This can include descriptions, historical context, multimedia content (images, videos), audio guides, and interactive elements.

2.3 Multimedia Integration: Incorporate multimedia elements such as videos, audio clips, 360-degree views, or interactive maps to offer diverse ways of engaging with exhibit content.

2.4 Wayfinding and Maps: Include interactive maps or wayfinding features to help visitors navigate through the museum, and locate specific exhibits, restrooms, cafes, and other amenities.

2.5 Language and Accessibility Options: Support multiple languages to accommodate diverse visitors. Also, consider accessibility features such as adjustable text size, audio descriptions, and compatibility with assistive technologies for visitors with disabilities.

2.6 Real-Time Updates: Enable easy updating of content or information in real-time, allowing museums to add new exhibits, update descriptions, or incorporate temporary exhibits seamlessly.

2.7 Data Collection and Analytics: Collect visitor data such as interaction patterns, popular exhibits, and user preferences to understand visitor behavior and preferences better.

2.8 Security and Maintenance: Implement security measures to safeguard kiosk data and ensure regular maintenance to keep the software and hardware functioning optimally.

3. Museum Accession Register/Reserve Collection Digitization Software (Online):

Creating software for digitizing museum accession registers involves several components. Here are some key aspects and functionalities such software might include:

3.1 Data Entry Interface: Design a user-friendly interface for inputting data from accession registers into the software. This could involve fields for the artifact's name, description, acquisition date, donor information, provenance, dimensions, condition, etc. Using .NET Framework.

- 3.2 Database Management:** Develop a robust database structure to store and organize the digitized information securely. Using relational database management systems (MySQL).
- 3.3 Search and Retrieval:** Implement search functionalities to easily retrieve information. This could involve keyword searches, advanced filters, and sorting options to efficiently locate specific artifacts or categories.
- 3.4 Data Validation and Cleaning:** Integrate features to validate and clean data during input to ensure consistency and accuracy. This could include data validation rules, auto-correction of common errors, and data normalization.
- 3.5 Photography of the artifacts/paintings:** Using DSLR cameras and cameras with macro and interchangeable lenses.
- 3.6 Image and Document Management:** Allow for the attachment and management of images, documents, or multimedia files related to each artifact. This can help in visual documentation and further context for the artifacts.
- 3.7 User Permissions and Access Control:** Implement role-based access controls to restrict access to sensitive data and functionalities based on user roles within the museum (admin, curator, researcher, etc.).
- 3.8 Reporting and Analytics:** Develop tools to generate reports, statistics, and analytics based on the digitized data. This could include metrics like acquisition trends, artifact types, donor demographics, etc.
- 3.9 Security Measures:** Implement robust security protocols to safeguard sensitive data, including encryption, regular backups, and user authentication mechanisms.
- 3.10 Customization and Scalability:** Design the software in a way that allows for customization based on specific museum requirements. Also, ensure it is scalable to accommodate growing data and evolving museum needs.

4. QR Based audio guide system Development:

Creating a QR-based audio guide system for a museum involves combining QR codes with audio content to enhance visitor experiences. Here's a step-by-step overview of how this system will work:

- 4.1 Content Creation:** Develop audio content related to the exhibits, artifacts, or specific points of interest within the museum. This could include informative descriptions, stories, historical context, interviews, or interactive elements.
- 4.2 QR Code Generation:** Generate unique QR codes for each exhibit or point of interest. There are various online tools and APIs available to create QR codes easily. Each QR code should link to a specific audio file on a URL where the audio content is hosted.
- 4.3 Placement of QR Codes:** Place the QR codes strategically near the corresponding exhibits or artifacts in the museum. Ensure they are easily visible and accessible to visitors.
- 4.4 Web Interface:** Create a web-based interface that visitors can use to scan the QR codes. This app should have a QR scanner feature that allows users to scan the code with their smartphones' cameras.

4.5 Audio Playback: Once a QR code is scanned, the web interface should retrieve the associated audio content and play it for the visitor. Provide playback controls for play, pause, rewind, and volume adjustment.

4.6 Accessibility Features: Ensure that the system is accessible to visitors with disabilities by incorporating features like audio descriptions, transcripts, or compatibility with assistive technologies.

4.7 User Engagement and Feedback: Include features that encourage user engagement, such as the ability to like, share, or bookmark favorite audio clips. Also, gather feedback to improve the content or the system itself.

4.8 Maintenance and Updates: Regularly update and maintain the audio content and ensure that QR codes are properly functioning. Monitor user feedback to improve the content and address any technical issues.

4.9 Visitor Analytics: Implement analytics to track usage patterns, popular exhibits, and visitor engagement metrics to better understand visitor interests and preferences.

By combining QR technology with audio content, museums can offer an engaging and informative experience to visitors, providing them with additional insights and stories about the exhibits they encounter. It's essential to test the system thoroughly to ensure a seamless and user-friendly experience for visitors of varying technical abilities.

1. PROJECT MANAGEMENT METHODOLOGY

In order to facilitate efficient delivery, we will approach the project with our best project management practices. We will follow the agile methodology to manage the project by breaking it up into several phases. It involves constant collaboration with stakeholders and continuous improvement at every stage. Once the work begins, teams' cycle through a process of planning, executing and evaluating. Continuous collaboration is vital with team members and project stakeholders.

The Project Management Team focuses on successful project deployment for the client. Our best practices for Project Management include processes such as Initiating, Planning, Executing, Controlling, and Closing the Project.

2. PROJECT IMPLEMENTATION PLAN

We will manage the project using best practice project management techniques to ensure that the work is done at a cost and time. As part of this exercise, the project is divided into several different work packages, which enables the progress to be effectively monitored.

3. SHARE OF RESPONSIBILITY

To enable the clear understanding between **Dy. Director, Government Museum, Mathura** and **UPDESCO** responsibility for the successful implementation of the project, the table below calls out the share of responsibilities:

DESCRIPTION OF SERVICE	UPDESCO	Dy. Director, Govt. Museum, Mathura
Design & Development of interactive web portal, 360-degree virtual tour, Kiosk Touch Screen Software Development, Museum Accession Register/Reserve Collection Digitization Software (Online), QR Based	R	S

audio system Development		
Photography of the artifacts/paintings	R	S
Hosting of Application on Secured & Audited Server with 50 GB space.	R	
Providing Basic Content, Images and Project Specifications for web portal and software	R	R
Approval of Draft Layout		R
Approval of Final Design		R
Final Testing	S	R
Publishing	R	

R – Responsible; S - Support

4. ASSUMPTIONS

- The client will help us by providing support in clearing doubts as and when required by our design and development team.
- Testing/Implementation will be done with the help of the client.
- Delivery schedule, once made after system study, may change if there are feedbacks/changes from the client side.
- It is assumed that we will get prompt responses to any queries whenever required.
- It is assumed the all the contents/data for the Project will be in English/Hindi language only.
- It is assumed that only customized proposed Project will be provided and we will provide no any other software like operating system etc.
- Requirement of any services must be requested well before in time and be based on real grounds to meet the deadlines.
- Mutual co-operation from both sides is must in the interest of the project.
- Full support from the client is mandatory as and when required. It will not be possible to meet the deadlines in absence of full support from the client.
- It is assumed that the technical support services will be provided during the office time from 10 am to 6 pm, Monday to Friday only.

5. HOSTING

Server Space for hosting will be provided by the department, service provider of UPDESCO will assist in hosting.

6. Technology

Front-End: .NET With C#, Javascript, JQuery

Back-End: MySql

Design: HTML 5, Bootstrap etc.

The rates for above work items shall be quoted by the bidders keeping all the requirements of the client in mind for successful execution of the said project.

SECTION-III Continued

(4) Minimum Qualification Requirements

The evaluation of Technical e-Bids shall be done based on supporting documents on above criteria points.

Sl.no.	Bidder Minimum Qualifications	Required Document in support of the Minimum Qualifications
a)	The Empanelment of the Bidder should be valid during the Tendering Process as software service provider under Category “A” “B” & “C” of UPDESCO to participate in this Bid. Bidders who have not submitted eligible security amount are not eligible to bid and their bids shall be rejected.	Bidder must submit Valid Empanelment letter issued by UPDESCO under the concerned category.
b)	The Bidders have to enclose GST Registration Certificate, audited Balance Sheet / Profit and loss Account with CA certificate with UDIN for annual Turnover for the Financial Year 2020-21, 2021-22 & 2022-23.	Bidder must submit Audited C.A. Certificate, Profit Loss Statement, Balance Sheet.
c)	The Bidders should have sufficient number of Qualified Manpower having the Domain knowledge to deliver the work in a specified time frame as mentioned in Section-III(2). The detail(s) of the Manpower structure should be provided in the Technical Format to avoid rejection.	Bidder must enclose a list of their Qualified manpower employed to deliver the work smoothly. Bidder is requested to provide the list on their letterhead from the competent authority.
d)	The Bidder must have to submit following work orders: Two work orders in the field(s) of design and development of Web based application software/portal, Security Audit done during the last 4 Financial year(s) (FY-2020-21, FY-2021-22, FY-2022-23, FY 2023-24 including current FY 2024-25) for a minimum value of Rs. 5 Lakh each in Central Govt/State Govt/ PSU/other Government Institution. The e-Bids of bidders not having Minimum Required Jobs as mentioned above are liable to be rejected.	i. Bidder has to submit all the work orders and their completion certificates issued between 01/04/2020 and the last date of bid submission in the required fields of the work value minimum Rs. 5 Lakh each.
e)	The bidder should submit a notarized affidavit on a stamp paper that the bidder's firm has not been blacklisted / debarred / prohibited by any State / Central Government Departments / Organizations. The notarized affidavit attached by bidder should be of latest date (not more than a month old from the date of publishing of the e-Bid). The e-Bids of the blacklisted bidders or those not submitting the required affidavit shall be rejected.	Bidder must provide a valid notarized non-blacklisting affidavit on a stamp paper. {The notarized affidavit attached by bidder should be of latest date (not more than a month old from the date of publishing of the e-Bid)}
f)	All bidders have to submit filled in Capability Statement given in the Tender Document. The Bid of the Bidders who do not submit the filled-in Capability Statement or provide insufficient information as required in the Capability Statement may be rejected.	Bidder must attach a filled in capability statement (Section-III (6)) providing all the information necessary for evaluation.
g)	The bidders should submit the Tender Fee before opening of technical e-bid otherwise their bids shall be rejected.	Bidder must attach proof for submitted tender fees clearly mentioning its UTR/NEFT/IMPS number with the transaction date.
h)	The Bidders not having their local office operational in Lucknow/Client Place shall have to open the same before date of award of work order. An undertaking on the company's letterhead regarding the same has to be submitted along with the technical e-Bid.	Bidder must have their local operational office at Client place. If not an undertaking on the bidder's letterhead must be submitted along with the e-Bid submission clearly stating that they will open their office within 15 days from the issue date of work order.
i)	The successful bidder will not be allowed to sublet the contracts in part or full to any other agency / vendor. If done so, the security amount will be forfeited, contract will be cancelled, and the bidder/ Service Provider will be barred from bidding in any other tender of Updesco in future.	
j)	The e-Bids found to be not responsive and not fulfilling any of the above conditions and not meeting Technical Specifications and Qualification requirements to the satisfaction of purchase committee shall be rejected. The e-Bids of bidders mentioning/imposing any of their conditions which are not mentioned in the e- tender document or are not in conformity with the conditions of the contract shall be rejected.	
k)	The Bidders shall have to enclose a filled in checklist (Annexure-1) with the Technical Bid provided at the end of this e-Bid Document. The bidders who do not submit a filled in checklist may be rejected.	

(5) Contract Form

THIS AGREEMENT made the day of ... 2024 Between (Name and Address of the Client);.....(*Name and Address of Tendering Authority*) hereinafter called "UPDESCO"; and(*Name and address of Bidder*) hereinafter called "the Service Provider".

WHEREAS the Client/UPDESCO is desirous to.....(*Brief description of Services*) and has accepted an e-Bid by the Service Provider for thein the offices of in the sum of (*Contract price in Words and Figures*) (here in after called the "Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the e-Bid Form.
 - (b) the Scope of Work and Approved Rates;
 - (c) the Conditions of Contract.
 - (d) Work order issued by UPDESCO to Service Provider with copy to the client.
3. In consideration of the payment to be made by UPDESCO to the Service Provider as herein after mentioned, the Service Provider hereby covenants with UPDESCO to provide the services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

SCOPE OF WORK AND TIME SCHEDULE FOR ITS COMPLETION:

All the work shall be delivered within days from the date of issue of the work order.

IN WITNESS where of the parties here to have caused this Agreement to be executed in accordance with their respective laws on the day and year first above written.

Signed, Sealed and Delivered by the

said(For the Client)

in the presence of

said(For UPDESCO)

in the presence of

said(For Service Provider)

in the presence of

SECTION-III**....Continued****(6) Capability Statement (CS)**

Particulars of Applicant Company/Firm:

1. Name of the Bidder Company / Firm:

Address of the Bidder Firm :

Telephone No.:

Fax:

Website:

2. Name and Designation of Contact Person:

Email of Contact Person:

Telephone/ Mobile No. of Contact Person:

Date of incorporation of Company / Organization:

3. PAN No. of Company / Organization:

4. GST Registration No. & Date:

5a. Details of Tender Document Fee (Non-refundable)E Banking/ RTGS/ NEFT receipt in UPDESCO**(Kindly Provide the NEFT/ UTR number of the transaction)**

No:

Date: / /2024

Amount:

Drawn on

Bank Name:

Branch Name:

.....

.....

.....

5b. Details of Security Amount Submitted in UPDESCO

.....

6. Certifications	Yes/No	Valid up to
ISO-9000 Series (Please specify)		
SEI- CMM Level (Indicate the level)		
Any other (Please specify) (indicate the level wherever it is applicable)		

7. **Minimum Two (02) Completed Similar Job for Service Providers and Minimum One (01) Completed/Running Similar Job for Startup of Government Department/ Government Institute done during last 3 Financial years in support of projects mentioned in Section-III(3)- Scope of Work and their Acceptance:**

Year	Job description	Department	Total value of the job	Date of Job Completion

8. **Details of minimum Two (02) Government client(s) for Service Providers and Minimum One (01) Government client(s) for Startup to whom similar services were offered in the past and to whom reference may be made regarding the bidder's performance for timely completion of job and service support:**

Complete address of the client(s)	Name & designation of contact person(s)	Mobile/Phone/Fax no./ E-mail address(s)

Signature, name and designation of authorized signatory

SECTION-IV

(1) e-BID FORM

Tender Reference No. : UPDESCO/SW/2024/NM113

Date :

To:

The Managing Director,
U.P. Development Systems Corporation Ltd.,
II Floor, UPTRON BUILDING, Gomti Nagar,
Lucknow (U.P.) - 226 010

Sir/ Madam,

Having examined the Financial e-Bid documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to (*Description of Services*) in conformity with the said e-Bid documents for the sum as may be ascertained in accordance with the Schedule of rates attached herewith and made part of this bid, and hereby undertake that we accept all the conditions of the contract (Section-II) and will complete the work as per the Detailed Scope of Work (Section-III(3)) of the e-Bid document. We further undertake that we fulfill the qualification requirement (Section-III(4)) and for this purpose we enclose the details. In addition to this, the proof of security already submitted for empanelment as required bid security is furnished with this e-Bid form.

We further undertake, if our e-Bid is accepted, to provide the services in accordance with the schedule specified in the Detailed Scope of Work (Section-III(3)).

We agree to abide by this e-Bid for the e-Bid validity period specified in the ITB and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1998".

We understand that you are not bound to accept the lowest or any e-Bid you may receive.

Dated this day of 20.....

(Signature)

(in the capacity of)

Duly authorized to sign e-Bid for and on behalf of

SECTION-IV

.... Continued

(2) Price Schedule / BoQ**Tender Reference No.: UPDESCO/SW/2024/NM113****Price Schedule / BoQ is to be submitted in Excel (XLS) format**

SECTION-IV				
Price Schedule / BoQ				
Tender Reference No.- UPDESCO/SW/2024/NM113				
Bidder Name :				
A. Charges for Development of 360-Degree View Application and Other Related Work for State Museum, Mathura under Uttar Pradesh Museum Directorate, Lucknow (U.P).				
Sl. No.	Work Description	Unit	Rate (Rs.)	Amount (Rs.) (Col-3 X Col-4)
<1>	<2>	<3>	<4>	<5>
1	360-degree Virtual Tour for Government Museum Mathura			
1.1	Total Shots	40		0.00
1.2	Total Points	100		0.00
1.3	Post-Production Work (Editing, Mentioning description of points and creating a 3D tour by using Multimedia software, etc.)	1		0.00
2	Kiosk Touch Screen Software Development (Window Software)	2		0.00
3	Museum Accession Register/Reserve Collection Digitization Software (Online)			
3.1	Development of Museum Accession Register/Reserve Collection Digitization Software (Online) Web Application	1		0.00
3.2	Museum Accession Register/Reserve Collection Data Entry & Uploading of Image	700		0.00
3.3	Museum Accession Register/Reserve Collection Photography	700		0.00
4	QR Based on audio guide system Development (Rate per Artifact)	700		0.00
5	SSL Certificate Valid For One Year	1		0.00
6	Security Audit through CERT-In Empanelled Agency of Developed Application for (Two times in a Year)	2		0.00
7	Total			0.00
8	UPDESCO margin@10%			0.00
9	Total Cost including UPDESCO margin			0.00
10	GST@18%			0.00
11	Overall cost including taxes			0.00

B.	SECOND YEAR AMC			
Sl. No.	Work Description	Unit	Rate (Rs.)	Amount (Rs.) (Col-3 X Col-4)
<1>	<2>	<3>	<4>	<5>
1	Kiosk Touch Screen Software Development (Window Software)	1		0.00
2	Development of Museum Accession Register/Reserve Collection Digitization Software (Online) Web Application	1		0.00
3	SSL Certificate Valid for One Year	1		0.00
4	Security Audit through CERT-In Empanelled Agency of Developed Application for (Two times in a Year)	2		0.00
5	Total			0.00
6	UPDESCO margin@10%			0.00
7	Total Cost including UPDESCO margin			0.00
8	GST@18%			0.00
9	Overall cost including taxes			0.00
10	Grand Total (A+B)			0.00
Note: 1. Selection of the bidder for above project shall be done on the basis of lowest quoted (L1) Total of Amount (Col-5) for Table A only. The Total Cost (Col-5) for this project shall be calculated by summation of "Total" Amount quoted for respective work items. If "Total" Amount of a work item is wrongly quoted then the correctly computed value shall be considered while calculating the Total of Amount (Col-5). 2. The rates for above work items shall be quoted by the bidders keeping all the requirements of the client in mind for successful execution of the said project.				

CHECK-LIST Annexure-1

(Kindly fill all the below mentioned fields)

Sr. No.	Particulars	PDF Attached Yes/No	Uploaded File Name	Page. No.
1.	Capability Statement as per Section-III (6)			
2.	Tender Fees Amount & Date (Also Mention the UTR No.) as per Section-III (4) (g)			
3.	Empanelment Letter Details (Date of Issue) as per Section-III (4) (a)			
4.	Non-Blacklisting Affidavit as per Section-III (4) (e)			
5.	Qualified Manpower Statement as per Section-III (4) (c)			
6.	Local Office Undertaking as per Section-III (4) (h)			
7.	Technical Proposal as per Section-III (4) (i)			
8.	Scope of Work and their Acceptance as per Section-III (3)			
9.	Work Order Details as per Section-III (4) (d) (A, B & C) Minimum two (02) Completed similar Jobs of Government Department/ Government Institute during last 3 financial years in support of projects for a minimum value of Rs. 05 lac).			• • •
10.	Attach Completion Certificates/Other Documents showing completion of attached work orders			• • •