



**REQUEST FOR PROPOSAL**

**FOR**

**APPOINTMENT OF AGENCY FOR OPERATIONS & MANAGEMENT OF  
ITI SOC ON REVENUE SHARING BASIS.**

ITI Limited - Bangalore Plant  
Dooravaninagar, Bangalore-560016,  
Karnataka, India.

## Table of Contents

1. SECTION I- INFORMATION TO BIDDERS.....	4
2. INTRODUCTION OF SECURITY OPERATION CENTER (SOC).....	7
3. BIDDER'S ELIGIBILITY CRITERIA.....	9
4. SECTION II: INSTRUCTIONS TO BIDDER.....	12
5. SECTION III: BID PREPARATION & SUBMISSION.....	14
6. BID SECURITY/EMD.....	21
7. AWARD OF CONTRACT .....	24
8. SECTION IV: BIDDER'S SCOPE.....	26
GENERAL .....	26
SOC OPERATION & MANAGEMENT.....	27
SECURITY OPERATION CENTER (SOC) MANAGEMENT .....	27
SCOPE OF WORK IN A BRIEF.....	33
BROAD SCOPE OF WORK .....	34
RESOURCE REQUIREMENT: MANPOWER RESOURCES .....	34
9. SECTION V: COMMERCIAL.....	38
ANNEXURE-I BID SECURITY FORM / EMD BG .....	44
ANNEXURE-II: PERFORMANCE SECURITY GUARANTEE BOND / PBG .....	45
ANNEXURE-III: MUTUAL NON- DISCLOSURE AGREEMENT .....	46
ANNEXURE-IV : INTEGRITY PACT .....	51
ANNEXURE-V : SLA OF SOC FOR O&M AGENCY .....	57
ANNEXURE- VI - INCIDENT AND ALARM DESCRIPTION-SOC .....	58
FORMAT 1 – PRE-QUALIFICATION BID LETTER .....	60
FORMAT 2 - GENERAL INFORMATION ABOUT THE BIDDER .....	61
FORMAT 3 – TECHNICAL BID QUALIFICATION CRITERIA .....	62
FORMAT 4 - DECLARATION REGARDING CLEAN TRACK RECORD .....	64
FORMAT 5 – DECLARATION OF ACCEPTANCE OF TERMS & CONDITIONS IN THE RFP .....	65
FORMAT 6 – TECHNICAL BID LETTER.....	66
FORMAT 7 – MANPOWER DETAILS.....	67
FORMAT 8- PROJECT EXPERIENCE DETAILS .....	68
FORMAT 9 – COMMERCIAL BID LETTER.....	69
FORMAT 10: COMMERCIAL BID FORMAT .....	71
FORMAT 11: BIDDING DOCUMENT ACKNOWLEDGEMENT FORM .....	72
FORMAT 12 .....	73



-----

**FORMAT 13 .....73**

**FORMAT 14 .....74**

**FORMAT 15 .....74**

**FORMAT 16 .....75**

**ABBREVIATIONS .....76**

## **Instructions to Bidders and General Terms & Conditions**

### **1. Section I- Information to Bidders**

ITI Limited is the first Public Sector Undertaking of India, under the Department of Telecommunications, Ministry of Communications, Government of India. It has been a leading telecom equipment manufacturer for India and has been a regular supplier to customers like BSNL, MTNL, Defence, PSUs and other Private customers for various turnkey projects, products and services. ITI has now diversified and upgraded its business in various fields such as Data Center, Cyber Security, Telecom Test Lab facility - EMI/EMC & Safety Lab as our endeavour to promote make in India, Atmanirbhar Bharat initiatives of Government of India. ITI has manufacturing units equipped with State-of-art manufacturing infrastructure and Marketing & Sales offices spread across the country.

This document is a Request for Proposal (RFP) for Bidders to quote for providing Operations & Maintenance Support ITI for SOC at Bangalore from the agencies having previous experience in operation & management of the SOC / Cybersecurity solution.

Now, ITI would like to invite bids from Eligible bidders to participate in the competitive bidding for the **“REQUEST FOR PROPOSAL FOR APPOINTMENT OF AGENCY FOR OPERATIONS & MANAGEMENT ITI SOC AS SERVICES”**.

#### **1.1. Tendering Authority**

IMM-Dept, R&D and DC

ITI Limited, Bangalore Plant, Dooravaninagar, Bangalore-560016

[datacenter@itiltld.co.in](mailto:datacenter@itiltld.co.in); [mmr\\_bgp@itiltld.co.in](mailto:mmr_bgp@itiltld.co.in); Tel:- 080-28503607 / 7753987793 / 9029152337

#### **1.2. Regarding Bid Response**

- In case of any clarification with regards to the bid document, the prospective bidders may raise their queries to the following e-mail ids on or before **16th, September 2025**.  
[datacenter@itiltld.co.in](mailto:datacenter@itiltld.co.in); [mmr\\_bgp@itiltld.co.in](mailto:mmr_bgp@itiltld.co.in).
- Details of Pre Bid Meeting (if any) will be published on ITI tender portal i.e. (<https://itilimited.euniwizarde.com>).
- The consolidated Queries from all the Bidders will be published in the ITI e-tender portal / CPPP portal.
- Bids would be considered only in the prescribed form/ document. Bids not submitted in prescribed form will be summarily rejected.
- The prospective bidder has to visit the Datacenter for assessment purpose and an NDA should be signed by the Bidder with ITI. The Bidder should bring the NDA printed and signed in the format attached to this RFP at Annexure – III.
- Nothing in this section shall be taken or read as compelling or requiring ITI Limited to respond to any question or to provide information. However, at its discretion, ITI Limited shall furnish clarifications to the extent possible.
- The details of this engagement and terms of engagement along with the detailed scope of work are given in separate sections to this RFP.

### 1.3. Amendment of Bidding Documents

1.3.1. At any time prior to the deadline for submission of bids, ITI Limited, for any reason, may modify the RFP by amendment notified in website through corrigendum. ITI may either extend the deadline for the submission of bids either on its own or based on the request of Bidders or not extend the deadline for the submission of bids.

ITI Limited will not be responsible if the Bidders do not get the individual intimates of such amendments due to whatever reasons. However, all such amendments shall be binding on Bidders.

#### 1.4. Key Events and Dates

S. No	Terms of Reference	Remarks
1	Earnest Money Deposit (EMD) should be in the form of a Demand Draft/Banker's Cheque/ Bank Guarantee issued by any Nationalized / Scheduled Commercial Bank, in favour of ITI Limited, Bangalore Plant, Dooravaninagar, payable at Bangalore. EMD should be unconditional & irrevocable. (MSME is exempted)	<b>INR 1.80 Lakhs.</b>
2	Tender Fee in the form of NEFT/Demand Draft/Banker's Cheque/ issued by any Nationalized / Scheduled Commercial Bank, in favour of ITI Limited, Bangalore Plant, Doorvaninagar, payable at Bangalore. ITI Account Number: 36429021133 IFSC Code: SBIN0001438, Doorvaninagar, Bangalore-560016 GST: 29AAACI4625C1ZV ; PAN: AAACI4625C	<b>INR 10,000.00</b>
3	RFP Reference No:	<b>ITI/BGP/IT-DC/2024/2165</b>
4	Date of Release of RFP	<b>06/09/2025</b>
5	Last Date to submit Pre-Bid queries related to RFP clarifications	<b>16/09/2025</b>
6	Visit to SOC setup by interested bidders	<b>On or before bid submission date</b>
7	Clarifications to Pre-Bid Queries by ITI	Will be published through e-tender portal Portal ( <a href="https://itilimited.euniwizarde.com">https://itilimited.euniwizarde.com</a> ).
8	Last date for Bid Submission	<b>18/09/2025 at 14.00 hrs.</b>
9	Opening of (Pre-qualification) Bids	<b>19/09/2025, 11.00 Hrs</b>
10	Bids Validity Period from the due Date of Bid Submission	<b>180 days</b>

Disclaimer:

The Tendering authority reserves the right to reject any or all the bids in whole or in part at any time without mentioning any reasons thereof.

#### 1.5. Procurement of RFP Document

The tender document can be downloaded from ITI website <http://www.itiltd.in> in the CPP portal. **Tender fee of Rs.10000/- (non-refundable)** to be remitted through a Demand Draft, from any commercial Nationalized/ Scheduled bank, drawn in favour of "ITI Limited, Bangalore Plant", payable at Bangalore. The Bid will not be considered in the absence of the tender fee. The Demand Draft should be enclosed in the Earnest Money Deposit (EMD) envelope along with the draft of EMD.

## 2. Introduction of Security Operation Center (SOC).

ITI Limited is a CPSU of Department of Telecom, Govt. of India, engaged in delivering large turnkey projects, in the field of IT/Telecom/networking and working as Master System Integrator for Planning, Manufacturing, Design, Supply, Installation, commissioning and maintenance of PAN India IT and Telecom related infrastructure and services. ITI is inviting proposal from eligible and competent business entities to setup a Multi-Service Platform at our premises to monitor, detect, contain, and remediate IT threats across critical applications, devices, and systems in our customer 's physical & virtual IT environments.

In order to provide quality and competitive services to the customers, offers are invited from Intending BIDDER having expertise in relevant field of setting up a Multi- Service Platform. ITI intends to extend SOC services from this Multi-Service Platform to several other potent organizations in India.

- **FACILITY & OFFERINGS:**

ITI has a state-of-the-art Security Operation Centre (hereafter referred as SOC) offering SOC-as-a-Service (hereafter referred as SOCaaS) to customers from various sectors like commercial, industrial, scientific, medical, communication, IT, etc. The SOCaaS is to monitor, prevent, detect, investigate, and respond to cyber threats round the clock. SOC services are used for monitoring and protecting the organization's assets including intellectual property, personnel data, business systems, and brand integrity. The ITI SOC acts as the central point of collaboration in coordinated efforts to monitor, assess, and defend against cyber-attacks.

The List of offerings as defined services listed below-

- 1) Identity and Access Management
- 2) Next Generation Firewall
- 3) Network Access Control
- 4) End Point Detection and Response
- 5) Data loss Prevention
- 6) Email Security
- 7) Security Information and event Management (SIEM) with SOAR
- 8) User and Entity Behaviour Analytics (UEBA)
- 9) Vulnerability Assessment and Penetration Testing

In future, the following services but not limited to may also be added

- 1) Web Application Firewall with API Security as a service
- 2) Zero Trust Network Access (ZTNA) as a service
- 3) Secure Web Gateway/ Proxy as a service
- 4) Deception as a service
- 5) Network Management Software as a service
- 6) Privileged Access Management (PAM) as a service
- 7) Network Detection & Response (NDR) as a service

- 8) Sandboxing as a service (Zero Day Protection)
- 9) Phishing Simulation as a service
- 10) Load Balancing as a service
- 11) Application Security as a service
- 12) Threat analytics, External Attack Surface

- **SOC or CYBER SECURITY RELATED PROJECTS:** ITI also manages various SOC and /or Cyber Security related projects for other customers at their place or at various field location across India. The Nature / Scope of project is to manage various Network equipment, Network backbone connectivity, Cyber security tools, Devices/HW/SW, Reporting & operations.

\*\*\*\*\*



### 3. Bidder's Eligibility Criteria

The Bidder/Partner Companies must meet the following eligibility requirements.

S.No	Criteria	Documents to be submitted
a.	The bidder should be a company registered under the Companies Act, 1956 since last 4 years as on 31.03.2025.	Certificate of incorporation and Self Certification of being in the Information Technology business for the last 3 years should be attached.
b.	Bidder should be an established Information Technology company/ IT System Integrator and should have been in the business for a period exceeding Three years as on 31.03.2025. Consortium/LLP is permitted. However, bidder can subcontract the suitable manpower for deployment.	<ol style="list-style-type: none"> <li>1. Commencement of Business Certificate or CIN</li> <li>2. Work Orders confirming year and area of activity and</li> <li>3. Memorandum and Articles of Associations should be attached.</li> </ol>
c.	<ol style="list-style-type: none"> <li>1. The bidder should have positive net worth as on 31.03.2025.</li> <li>2. The bidder should have turnover of more than Rs. 45 Lakhs on an average for last three Financial Years ending on 31.03.2025.</li> </ol>	<ul style="list-style-type: none"> <li>• Chartered Accountant certificate for Net-worth, Turnover and PAT should be attached. and</li> <li>• Copy of the audited profit and loss account/ balance sheet/ annual report of last three financial years (up to 31-Mar-24) should be attached.</li> </ul>
d.	<p>The Bidder should have experience of Building SOC/ Cyber Security tools/Operation of SOC services through SOC tools of Reputed OEMs while having Operated similar services/ solutions as: -</p> <ul style="list-style-type: none"> <li>• Security Services &amp; Security infrastructures in Cyber Security. OR</li> <li>• Provisioning &amp; configuration of Security Services/VAPT/Endpoint Security,/Network security, log monitoring services. OR</li> <li>• SOC infrastructure in Cyber security.</li> </ul> <p>Through SOC/Command center /IT Security on behalf of IT organizations /Corporate companies/ PSUs / Govt. Depts.</p>	<ol style="list-style-type: none"> <li>1. Copy of work order clearly mentioning the scope of work relevant for similar services asked. and</li> <li>2. Completion certificates clearly mentioning the Scope of work completed for similar services asked.</li> </ol> <p>Experience of only Supply &amp; Installation of IT /Non-IT infra / SOC &amp; Cyber Security tools/ licences will not be considered.</p>

S.No	Criteria	Documents to be submitted
	<p>The company should have executed PO Work Order of similar type during the last Three years as on 31.03.2025 for contract value: -</p> <ol style="list-style-type: none"> <li>1. One single project value of minimum Rs. 72 Lakhs.</li> <li>2. Two projects value of minimum Rs. 45 Lakhs each.</li> <li>3. Three projects value of minimum Rs. 36 Lakhs each.</li> </ol> <p>Bidder should have executed/On-going the similar services under the submitted projects.</p>	
e.	The Bidder should be an ISO Certified process driven organization and should have a valid ISO 9001, ISO 27001, etc.	Valid certificates shall be attached.
f.	<p>The bidder must have on its roll at least 25 technically qualified &amp; OEM Certified professionals in the area of: -</p> <ol style="list-style-type: none"> <li>1. SOC operations like DLP, EDR, SIEM, VAPT, IDAM, Cyber security and</li> <li>2. Cyber Security &amp; SOC operations: Experience in Cyber Security O&amp;M of SOC, and at least 10 resources with minimum 3 years of experience in IT security auditing, security testing, VAPT, SIEM tools etc.</li> </ol> <p>Technically qualified manpower should have prior experience in providing the SOC and Its Infrastructure services as on 31.03.2025.</p>	<p>Certificate/ Undertaking from bidders HR for deployment of relevant &amp; certified Resources as asked in RFP as &amp; when required should be provided.</p> <p>Proof of manpower/ Resources deployment in SOC/Cyber security environment.</p> <p>Bidder shall provide the undertaking to deploy the required manpower on site for the various services offered by ITI (at all levels like L1, L2 &amp; L3)</p> <p>ITI may ask for the detailed list/ CVs of professionals claimed to be on rolls with respective credentials supported with EPF/ESI details to prove the on-rolls claim, during the technical evaluation phase or at any other instance at a short notice.</p>
g.	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices	Declaration in this regard by the authorized signatory of the bidder

S.No	Criteria	Documents to be submitted
	or blacklisted with any of the Government agencies.	should be attached.
h.	The bidder should furnish, as part of its bid, an <b>Earnest Money Deposit (EMD) of Rs. 1,80,000/- (One lakh Eighty Thousand Only)</b> (MSME is exempted)	The EMD should be in the Indian rupees and should be in the form of DD Demand Draft/Banker's Cheque/ Bank Guarantee issued by a Nationalized / Scheduled Commercial Bank.

**Bidders to Provide checklist of PQC criteria.**

## 4. SECTION II: INSTRUCTIONS TO BIDDER

4.1 **RFP should be submitted** online as per para 5 under “**SECTION III: Bid Preparation & Submission**”: -

### 4.2 Site Visit:

Since the proposal is for Operation & Maintenance ITI SOC, it is mandatory for the prospective Bidders to visit the same on or before pre-bid meeting as part of bid process for ascertaining and assessing the conditions and submit their bid accordingly.

Subsequently, details of existing infra shall be provided to prospective bidder on submission of signed NDA documents (As per Annexure III)

4.3 **PREPARATION OF BIDS:** The Bid shall be submitted in three bid system as follows: -

### 4.4 **Part A: PRE- QUALIFICATON BID**

- The Pre-Qualification Bid should contain all the required information and supporting documents as per Section-1 Clause-4 “**Bidder’s Eligibility Criteria**”.  
It should be complete in all respects to indicate that all products and services asked for, are quoted and should give all the required information.
- **Tender fee of Rs. 10,000/-** (non-refundable) to be remitted through a demand draft, from any commercial nationalized/ scheduled bank, drawn in favour of “ITI Limited, Bangalore Plant”, payable at Bangalore. The Bid will not be considered in the absence of the tender fee in the Pre-Qualification Bid Cover.
- Earnest Money Deposit (EMD/EMBG) of Rs. 1,80,000. The Earnest Money Deposit (EMD) should be in the form of a Demand Draft/Banker’s Cheque/ Bank Guarantee/ issued by a Nationalized / Scheduled Commercial Bank, in favour of “ITI Limited, Bangalore Plant”, Dooravaninagar, payable at Bangalore. EMD should be unconditional & irrevocable. MSME is exempted.

If the Pre-qualification bid is not complied, Part B & Part C bids of that bidder will not be opened.

#### 4.5 Part B: TECHNICAL BID

The Technical Bid should contain all the information asked for in this document, except prices. It should be complete in all respects to indicate that all products and services asked for, are quoted and should give all the required information. The Technical Bid must be made in an organized, structured and neat manner, with sequential numbering.

A copy of the commercial offer in the required format, without showing the price details, shall be enclosed as part of the Technical Bid.

The Technical Bid should contain Clause by Clause compliance of all the clauses in this RFP. In case of deviations, a statement of the deviations and exception to the provision of the requirement shall be given by the bidder. A bid without clause-by-clause compliance shall not be considered. Major deviations may result into rejection of the bid.

**Relevant Documents must be submitted as below: -**

- I. The Technical Bid should consist of the following information: -
- II. General information of the Bidder
- III. Particulars of turn over
- IV. Details of staff to be deployed and associated with the project
- V. Experience and track record
- VI. Profiles of key people to be involved in O&M ITI SOC
- VII. Necessary supporting documents proving the capability & Methodology of SOC O&M
- VIII. Necessary supporting documents proving the experience of SOC O&M
- IX. Copy of RFP signed by authorized signatory with seal in all the pages.
- X. Details of Certificates & Partnership (if any)
- XI. GTM Plan of the bidder comprises of (ITI may join wherever required for Gov. or PSUs customer):
  - a. EPS/ Devices onboard confirmation in next 6 months from the date of agreement sign off
  - b. EPS/ Devices onboard confirmation in next 12 months from the date of agreement sign off
  - c. EPS/ Devices onboard confirmation in next after 12 to 36 months from the date of agreement sign off

#### 4.6 Part – C: COMMERCIAL BID

The Commercial bid shall be submitted in accordance to the Section-V commercials.

All the commercial details should be given in the format placed. No other charges shall be paid to bidder other than specified in the commercial bid. In case, the bidder does not adhere to format at **SECTION V**, the commercial bid is liable to be disqualified. Incomplete, illegible and conditional offers and offers not adhering to format at **SECTION V**, are liable to be disqualified.

## 5. SECTION III: Bid Preparation & Submission

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (<https://itilimited.euniwizarde.com>).

### 5.1 REGISTRATION PROCESS ON ONLINE PORTAL

- (a) Bidders to enroll on the e-Procurement module of the portal <https://itilimited.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- (b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal.
- (c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class-III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- (d) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- (e) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- (f) After registration send mail to Helpdesk: [helpdeskeuniwizarde@gmail.com](mailto:helpdeskeuniwizarde@gmail.com) for Account activation.
- (g) As per portal norms Registration Fee will be applicable.

### 5.2 TENDER DOCUMENTS SEARCH

- (a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- (b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘Interested tenders’ folder.
- (c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

### 5.3 BID PREPARATION

- (a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- (b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- (c) Please 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 needs to be submitted. Any deviations from these may lead to rejection of the bid.

Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.

#### **5.4 BID SUBMISSION**

- (a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- (b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.
- (d) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- (e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- (f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (g) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- (h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.
- (i) As per portal norms Tender Processing Fee will be applicable.

- (j) The Bid shall be submitted in three parts:

Part A: Pre- Qualification Bid

Part B: Technical Bid & Un-priced commercial bid

Part C: Financial (Commercial) / Price bid

The price should be quoted in Indian Rupees in accordance with the format given.

- (k) Correction of any type in price schedule is not permissible.
- (l) Bid Currency-Prices shall be quoted entirely in Indian Rupees.
- (m) The Proposal and all correspondence and documents shall be written in English. All Proposals and accompanying documentation will become the property of ITI Ltd and will not be returned.
- (n) Correction of errors - Bidders are advised to exercise greatest care in entering the pricing figures. No excuse is acceptable that mistakes have been made. No requests for prices to be corrected will be entertained after the quotations are opened. All corrections, if any, should be initialed by the person signing the bid form before submission, failing which the figures for such items may not be considered. Arithmetic errors in bids will be corrected as follows: -  
Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern. The amount stated in the bid form, adjusted in accordance with the above procedure,



shall be considered as binding, unless it causes the overall bid price to rise, in which case the bid price shall govern.

## 5.5 Two Packet Bid system

Complete bidding process will be online (e-Tendering) in three packet system. Submission of bids shall be in accordance with the instructions given below:

**A. Packet 1:** Pre-Qualification Proposal- Bidder should upload information as scanned copies in PDF format as required in the RFP as per **PART-A**.

(i) Pre-Qualification - The requirements for submission of the Pre-Qualification Bid is provided in the RFP document.

(ii) Technical Bid – The format for submission of the Technical Bid is provided in the RFP document. Bid shall be submitted in accordance to **PART-B**

**C. Packet 2:** Commercial Proposal – Bidder should provide as per "Commercial Bid Format" of this RFP. Bid shall be submitted in accordance to **Section-V**

The packets to be submitted by the bidder shall consist of following minimum documents in accordance with the instructions given below:

Packet 1 (Pre-Qualification Proposal)	<ol style="list-style-type: none"> <li>1. Proof of submission of EMD/Annexure-I</li> <li>2. Proof of submission of Tender Fee.</li> <li>3. Duly signed Integrity Pact.</li> <li>4. Certified true copy of a board resolution/power of attorney empowering authorized signatory to sign/act/execute documents binding the bidder organization to the terms and conditions detailed in this proposal.</li> <li>5. Documents fulfilling Section-1 Clause-3 “<b>Bidder’s Eligibility Criteria</b>”.</li> </ol> <p>Note: All documents will be submitted in pdf format and uploaded in the e-Tendering portal.</p>
Packet 1 (Technical Proposal)	<p>The Technical Bid should consist of the following information: -</p> <ol style="list-style-type: none"> <li>1. Form –1 to all Formats.</li> <li>2. Necessary supporting documents proving the capability &amp; Methodology of SOC O&amp;M.</li> <li>3. Necessary supporting documents proving the experience of SOC O&amp;M</li> <li>4. Copy of RFP signed by authorized signatory with seal in all the pages.</li> <li>Details of Certificates &amp; Partnership (if any)</li> <li>5. Technical Capability &amp; presentation.</li> </ol>



	<p>6. Bidder's GTM Plan</p> <p>Conditional technical proposal is liable for rejection.</p>
<p>Packet 2 (Commercial Proposal)</p>	<p>1. Commercial details (in the format given in the RFP) shall be submitted online in a separate Packet marked "Commercial Proposal" to be submitted as (xls/xlsx format)</p> <p>2. Forms and formats mentioned in this RFP document need to be scrupulously followed. Any deviation in it (without proper justification) may lead to disqualification of the bid.</p> <p>3. Bid quotation accompanied by vague and conditional expressions such as "subject to immediate acceptance", "subject to confirmation", etc. will be treated as being at variance and shall be liable to be summarily rejected.</p>

## 5.6 AMENDMENT OF BID DOCUMENT

- (a) At any time prior to the deadline for submission of proposals, the department reserve the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

## 5.7 ASSISTANCE TO BIDDERS

- (a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- (b) Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/86/87/89/88/81/90/92/82 011-49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, [eprochelpdesk.01@gmail.com](mailto:eprochelpdesk.01@gmail.com), [eprochelpdesk.44@gmail.com](mailto:eprochelpdesk.44@gmail.com), [eprochelpdesk.06@gmail.com](mailto:eprochelpdesk.06@gmail.com)
- (c) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
- (d) The bid should be submitted through e-Wizard portal (<https://itilimited.euniwizarde.com/>) only.
- (e) All payments should be done through e-Wizard Payment gateway
- (f) Any clarifications regarding the tender can be obtained from  
IMM-Dept,  
ITI Limited, Bangalore Plant,  
Dooravaninagar, Bangalore-560016  
[datacenter@itild.co.in](mailto:datacenter@itild.co.in); [mmr\\_bgp@itild.co.in](mailto:mmr_bgp@itild.co.in)

Tel:- 080-28503607 / 080-25061806 / +91 7753987793

#### **5.8 Bid Preparation Instructions: -**

- The letter of authorization shall be indicated by a written Power-of-Authority, executed on non-judicial stamp paper of appropriate value as applicable.
- Every page of the Bid including all the Formats, Annexures and un-amended literatures should be sealed and signed by the authorized signatory of the bidder.
- The bid shall contain no interlineations, erasures or over-writing, except as necessary to correct errors made by the bidder and in such cases all corrections shall be countersigned by the person(s) signing the bid.

**5.9 LATE BIDS:** Bidders are solely responsible for timely submission of bids within the due date and time as mentioned above. Bids submitted after the due date & time will not be accepted. Any kind of failures due to transit of the bid document, etc.; would not be considered.

**5.10 Language of offers:** The offers prepared by the Bidder and all the correspondences and documents relating to the offers exchanged by the Bidder, shall be in English language.

#### **5.11 Cost of Documentation / Preparation Material During Bid Submission:**

ITI Ltd is not liable for any cost incurred by a Bidder in the preparation and production of any Proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All material submitted become the property of ITI Ltd and may be returned at its sole discretion.

#### **5.12 Bidder Qualification**

The word "Bidder" as used in the tender document shall mean the one who has signed the Tender Form. The Bidder's Authorized Representative shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished and signed by the authorized representative.

It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/ she signs as the constituted attorney of the firm, or a company. If any of the Bids is found to be without proper signature, page numbers and index, it will be liable for rejection.

**5.13** The authorization shall be indicated by written power-of-attorney accompanying the bid.

**5.14** The power or authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid. Any change in the Principal Officer shall be intimated to Tendering authority in advance.

**5.15** No Bidder shall contact the tendering authority on any matter relating to its bid; from the time of the bid opening to the time the Contract is awarded. However, the tendering authority may contact the Bidders during evaluation.

Any such effort by a Bidder influencing the tendering authority's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

#### 5.16 Period of Validity of Bids

Bids shall remain valid for 180 days from the due date for submission of Bids. A bid valid for a shorter period may be rejected as non-responsive.

In exceptional circumstances, Tendering Authority may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in Corrigendum. The validity of EMD shall also be suitably extended.

#### 5.17 Local / Site Conditions

- I. It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and other relevant factors at the proposed SOC which would have any effect on the performance of the contract and/ or the cost. The Bidders are advised to visit the proposed ITI SOC (at their own cost) and due-diligence should be conducted before the Pre-Bid Meeting.  
The prospective bidder has to visit the SOC for assessment purpose and an NDA should be signed by the Bidder with ITI. The Bidder should bring the NDA printed and signed in the format attached to this RFP at Annexure – III.
- II. Failure to obtain the information necessary for preparing the bid and/ or failure to perform activities that may be necessary for providing the services before entering into contract will in no way relieve the successful Bidder from performing any work in accordance with the Tender document.
- III. It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding document. The Tendering authority shall not entertain any request for clarification from the Bidder regarding such conditions.
- IV. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by Tendering authority and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tendering authority on account of failure of the Bidder to appraise themselves of local laws and site conditions.

#### 5.18 CLARIFICATION OF BIDS

To assist in the examination, evaluation and comparison of RFP ITI Ltd may, at its discretion ask the bidder(s) for the clarification of its Bid. The request for the clarification and the response shall be in writing. The bidder(s) will be required to submit the required clarification within the stipulated time frame as will be indicated in the ITI Ltd letter seeking such clarification(s). ITI Ltd. reserves the right to accept additional information/documents or correction in the prequalification and technical bids submitted. No correction in the Commercial Bid after Bid opening will be entertained.

### **5.19 Amendment of Request for Proposal**

At any time prior to the deadline for submission of bids, ITI Ltd. for any reason may modify the RFP by amendment notified in writing or email to all Bidders who have received this RFP and such amendment shall be binding on them. ITI Ltd at its discretion may extend the deadline for the submission of bids.

### **5.20 Opening of Bids**

- (a) The decision of the Authorized Committee regarding evaluation of the bids would be final and binding upon all the Bidders.
- (b) The bids may be opened in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as mentioned.
- (c) The Bidder's names, modifications, bid withdrawals and the presence or absence of the requisite EMD and such other details considered appropriate will be announced at the bid opening.

### **5.21 Evaluation of Bids**

The evaluation process of the tender proposed to be adopted by the Tendering authority is indicated under this clause. The purpose of this clause is only to provide the Bidders an idea of the evaluation process that Tendering authority may adopt. However, tendering authority reserves the right to modify the evaluation process/ criteria at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.

The representative of the bidder, who is present, shall sign an attendance sheet evidencing their attendance. Commercial bids will remain unopened and will be held in the custody of the Tendering Authority until the time of opening of the Commercial Bids. The time, date and location of opening of the Commercial Bids will be intimated in writing or by letter/e-mail/phone by the Tendering Authority to the technically qualified bidders.

The Tendering authority may waive off any informality, non-conformity or irregularity in a bid which does not constitute a material deviation according to the Bidder, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

5.21.1 The Technical Bid will be opened only of those bidders whose Pre-qualification bid is complied.

5.21.2 During the technical bid evaluation, ITI if found necessary, may visit the bidder's establishment at the address provided. Also, ITI if found necessary, may invite/ask bidder for a presentation at ITI premises. Bidders may be asked to give a presentation to the evaluation committee on their credentials and execution plan.

5.21.3 Commercial bids of only technically short listed bidders would be opened. The technically short listed bidders would be intimated to attend the opening of the commercial bid, through letter/ email.

5.21.4 However, ITI Ltd. reserves the right to suspend the short listing process or any part of the process at any stage, to accept or reject any or all RFP's at any stage of the process and / or to modify the process or any part thereof at any time without assigning any reason, without any obligation or liability whatsoever.

This RFP does not constitute any form of commitment on the part of ITI Ltd. Furthermore, this RFP confers neither the right nor an expectation on any Firm / Company to participate in the proposed Project.

## 6. Bid Security/EMD

- (a) The bidder shall furnish, as part of its bid, a bid security for an amount of **Rs. 1,80,000/- (Rupees One Lakh Eighty thousands only)** valid for a period of 180 days from the due date of bid submission. MSME is exempted.
- (b) The bid security shall be in the form of a bank Guarantee in the enclosed format (as Annexure-I) issued by a nationalized bank in India in favour of **"ITI Limited, Bangalore Plant"** or can be submitted through Demand draft/Cheque/NEFT/RTGS.
- (c) Original EMD/BG/DD/Cheque shall be submitted in Pre-Qualification envelope/bid/folder. In case of RTGS/NEFT payment, Signed & Sealed acknowledgement copy shall be submitted in Pre-Qualification envelope/bid/folder. The bid security of the unsuccessful bidder will be returned as early as possible, but not before 45 days after finalization of this RFP / award of work.
- (d) The successful bidder's bid security will be discharged upon the Selected Bidder's acceptance of the Contract and upon furnishing the required PBG to ITI.
- (e) The bid security may be forfeited:
  - i. If a bidder withdraws his bid during the period of validity specified by the bidder on the Bid form Or
  - ii. In the case of a successful bidder, if the bidder fails to accept the offer and furnish performance security within 30 days of award of work.
  - iii. In both the above cases, i.e. (i) & (ii), the bidder will not be eligible to participate in the tender for similar works for one year from the date of award of Contract. The bidder will not approach the court against the decision of ITI Ltd in this regard.

### Exit Clause & Termination: -

- a) The Purchaser may, terminate this Contract in whole or in part by giving the bidder a prior and written notice of 30 days indicating its intention to terminate the Contract under the following circumstances:
  - i. In case, if the bidder is not able to generate the expected year wise revenue, ITI may like to reconsider continuation of the contract. The performance will be reviewed every six months or any time as deemed fit including in the lock-in period. ITI may also explore to onboard additional marketing partners to enhance business opportunities even in lock-in period.
  - ii. Where the Purchaser is of the opinion that there has been such Event of Default on the part of the bidder / bidder's Team which would make it proper and necessary to terminate this Contract

and may include failure on the part of the bidder to respect any of its commitments with regard to any part of its obligations under its Bid, the Tender or under this Contract.

- iii. Where it comes to the Purchaser's attention that the bidder (or the bidder's Team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the bidder's Bid, the Tender or this Contract.
  - iv. Where the bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the bidder, any failure by the bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the bidder or the bidder becomes bankrupt or otherwise insolvent or the happening of any such events that are adverse to the commercial viability of the bidder. In the event of the happening of any events of the above nature, the Purchaser shall reserve the right to take any steps as are necessary including the right to terminate the contract by giving written notice to the bidder, without compensation to the bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser, to ensure the effective transition of the project to a successor agency, and to ensure business continuity.
  - v. Where the bidder is found to have any illegal business with any customer.
- b) The bidder may, subject to approval by the Purchaser, terminate this Contract before the expiry of the term by giving the Purchaser a prior and written notice at least 3 months in advance indicating its intention to terminate the Contract.

### **Consequences of Termination**

- a) In the event of termination of this Contract [whether consequent to the stipulated Term of the Contract or otherwise] the Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which the bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to the Purchaser and/or the successor agency, as may be required, to take over the obligations of the erstwhile bidder in relation to the execution/continued execution of the scope of this Contract, even where such assistance is required to be rendered for a reasonable period that may extend beyond the contract term/ termination hereof.
- b) Where the termination of the Contract is prior to its stipulated term on account of a default on the part of the bidder /bidder's Team or due to the fact that the survival of the bidder as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Purchaser through re-determination of the consideration payable to the bidder as agreed mutually by Purchaser and bidder or through a third party acceptable to both parties may pay the bidder for that part of the Services which have been authorized by the Purchaser and satisfactorily performed by the bidder up to the date of termination. Without prejudice to any other rights, the Purchaser may retain such amounts from the payment due and payable by the Purchaser to the bidder as may be required to offset any proven losses caused to the Purchaser as a result of the Termination or due to any acts/omissions of the bidder. In case of any loss or damage due to default on the part of the bidder in performing any of its obligations with regard to executing the scope of work under



this Contract, the bidder shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser. Additionally, the bidder's Team and/or all third parties appointed by the bidder shall continue to perform all their obligations and responsibilities as stipulated under this Contract, and as may be proper and necessary to execute the scope of work under the Contract in terms of the bidder's Bid, the Tender and this Contract, in an identical manner as were being performed before the collapse of the bidder as described above in order to execute an effective transition and to maintain business continuity of the Purchaser.

- c) Nothing herein shall restrict the right of the Purchaser to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Purchaser under law.
- d) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

**\*BIDDERS shall arrange presentation on O&M, and strength on following points:**

- i) Detailed approach & methodology on Multi-Service Platform / SOC Operations /Security Service provisioning and Managements.
- ii) Details on strength of Cyber Security O&M solution proposed such as server, operating system and virtualization, Multi-Service Platform/SOC services components IAM, NGFW, VAPT & APPSCAN, UEBA, NAC, SIEM, DLP, EDR, Email security.
- iii) Scope and Detailed Plan for support for Cert-in Empanelment.
- iv) Detailed presentation on SOC O&M - People- Process- Technology/Tools.
- v) Detailed approach for marketing and to bringing customers.
- vi) Detailed plan to deploy new tools/technologies along with other SOC services (if any) to gain more businesses on revenue basis.
- vii) Detailed presentation for SOC marketing and targeted customers with minimum business guarantees for 6, 12, 24 & 36 months.

## 7. Award of Contract

### (a) Award Criteria

ITI Ltd. will award the Contract to the bidder who provides Highest revenue sharing offer (H1) to ITI for O&M and Business Guarantee for ITI SOC.

Agreement will be signed with selected bidder as per the standard agreement format of ITI.

### (b) Notification of Award

Prior to the expiration of the period of Bid validity, ITI Ltd. will notify the successful Bidder in writing or by email, to be confirmed in writing by letter, that its Bid has been accepted. The notification of award will constitute the formation of the Contract. ITI will enter in to an agreement with the successful bidder upon submission of following by the successful bidder.

- Unconditional acceptance of the Contract awarded.
- Submission of Performance Bank Guarantee in the format attached as Annexure-II of this RFP.
- Signing of Non-Disclosure Agreement (NDA) in the format attached as Annexure-III
- Upon the successful Bidder's furnishing of Performance Security, ITI Ltd will promptly notify each unsuccessful Bidder.

### (c) Failures in performance of the Selected Bidder

Contract shall be executed by the Selected Bidder in accordance with the O&M requirements by ITI Ltd in its RFP / Agreement. In case of unsatisfactory performance, ITI Ltd reserves the right either to short close /cancel this Contract and recover penalty charges including Customer SLAs. The cancellation/short closing of the order shall be at the risk and responsibility of the Selected Bidder and ITI Ltd reserves the right to get the work executed at the risk and cost of the defaulting Bidder. Failure by the Selected Bidder in the performance of its contract obligations shall render him liable to any or all of the following sanctions:

- Forfeiture of its performance security,
- Imposition of liquidated damages and/or
- Termination of the contract for default.

If at any time during the performance of the contract, the Bidder encounters condition impeding timely completion and performance of contract, the Bidder shall promptly notify to ITI Ltd in writing the fact of the failure, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder notice, ITI Ltd shall evaluate the situation and may act upon it.

If the contract is not executed to the satisfaction of ITI Ltd. & its customers in the extended period also, ITI reserves the right to short close the contract and the Performance security shall be forfeited.

### (d) Liquidated Damage Charges

In the event Bidder fails to provide the Services in accordance with the SOC Service Standard, the Bidder shall be liable for penalty as per the terms and conditions of the RFP / Agreement and ITI Ltd may consider termination of the Contract. Any penalty imposed by any of the customers for nonperformance or inferior performance of the services, the same shall be imposed on the selected Bidder, if it is due to the service lapses by selected Bidder.



Any LD / Penalty imposed / deductions from the bill amount by the Customer will be to Bidder's account, if LD / Penalty imposed / deductions are attributed to selected Bidder's performance. ITI share will be on the basis of the Bill amount for corresponding period as per the revenue sharing model.

ITI Ltd is entitled to withhold / deduct from the Performance Security, the liquidated damages that may become due which may be proportional to the revenue share of the bidder

**(e) Performance Bank Guarantee (PBG)**

- The Selected Bidder shall furnish performance security / PBG to ITI Ltd for an amount equal Rs.45 lakhs /- within 30 days from the date award of Contract. The performance security/PBG Should be valid for a period of 3 years with a claim period of 6 months from the date of award of contract. The validity shall be extended suitably by the bidder in case if the contract is extended.
- The proceeds of the performance security shall be payable to ITI Ltd as compensation for any loss resulting from the Bidder's failure to complete its obligations under the contract.
- The performance security Bond shall be in the form of Bank Guarantee issued by any nationalized Banks in India and in the form provided as per enclosed format as Annexure–II. This shall be held interest free by ITI Ltd.
- The performance security Bond will be discharged by ITI Ltd after completion of the contractor's performance obligations including any other obligations under the contract.
- The performance security will be forfeited in case of non-performance to ITI Ltd.'s satisfaction, as per clause 10 below: -

**(f) Non-Performance of the Contract**

- Non-adherence to time schedule of preventive and corrective maintenance.
- Either party failing to recently, within the time prescribed, any defect or deficiency as may be pointed out by the other party in accordance with the terms of the Agreement within 3 months of written notice so having been served by the party not in default.
- Either party going into liquidation or ordered to be wound up by a competent authority.
- In the event of any content found and proved to be in violation of any Law or direction of statutory authority or found to be in contravention of intellectual Property Rights (IPR) etc. ITI may suspend / terminate the agreements with thirty days' notice.
- Failed to perform as per agreement and / the achieved performance is not viable to continue.
- Either party failing to perform any obligation(s) under the Agreement. Breach of Data Sovereignty.
- ITI receiving any complaints regarding non-compliance of SLAs /MSAs and agreements ITI entered in to with Customer (in conjugation with point c & d of Award of Contract )

## 8. SECTION IV: Bidder's Scope

### General

The selected bidder shall operate and maintain the SOC for a period of **5 years with a lock-in period of 3 years**. The contract may be further extended for another Five year based on bidder performance and audit conducted by and as per decision by competent authority on mutually agreed conditions for maximum of 2 terms. The detailed scope of work has been mentioned below.

- (a) The selected bidder has to deploy an onsite team comprising of the resources indicated in this RFP and as defined in bidder responsibility.
- (b) Bidder will manage and co-ordinate the maintenance work through the Equipment supplier / OEM based upon the existing warranty & AMC's available. Wherever subscription of exiting licenses are over or new licenses are required on the need basis, the Bidder has to make arrangements for renewal of existing licenses to up and run the SOC services within 90 days of signing off of agreement or within 7 days of on boarding the customer, whichever is later. The cost of such renewal shall be borne by bidder. RCA should be submitted for such activities as & when required by ITI.
- (c) As part of Operation & Management, Bidder would provide enough manpower services to operate & manage the business activities on 24x7. The operational expenditure if any will be borne by Bidder for: -
  - a) SOC services O&M team
  - b) SOC Physical infra (Licenses)
  - c) SOC Marketing & Business Development
- (d) Selected bidder has to review and update Standard Operating Procedures (SOPs) for each services of ITI SOC and may require to establish SOPs, if not found or found not adequate for any service, within specified timelines.
- (e) The Selected bidder has to arrange review and updating of existing process and procedures of ITI SOC, training of onsite resources, external audits, etc. for maintaining the said ISO standards / CERT-In /SOC /HIPPA /PCI-DSS / MeiTy / STQC other certifications and for obtaining the concerned certificate validity and any other quality / security related certificates in the name of ITI Ltd., as and when required by the SOC standards. The charges will be borne by ITI.
- (f) Selected bidder has to review and update Standard Operating Procedures (SOPs) for each services of ITI SOC and may require to establish SOPs, if not found or found not adequate for any service, within first quarter.
- (g) Bidders have to submit a document with clear detailed description of the manpower to each SOC service being offered through ITI SOC. Bidders have to indicate the same in the financial bid suitably. The rates will be fixed for two years.
- (h) Selected bidder has to operate & Manage the SOC setup available with ITI at ITI DC Bangalore.
- (i) Selected bidder has to operate & Manage the SOC projects of other customers/ITI which will be awarded to ITI. Indicative rate list/ card for various offered services shall be provided by Selected bidder to ITI including manpower (L1, L2) rate list/ card (in case any customer ask for dedicated manpower for it's services monitoring, so that ITI will able to quoted rates to desired client for SOC services.

## **SOC Operation & Management**

In addition to ITI SOC requirement, selected bidder may also propose the Manpower On-Site if required. Competent SOC Infrastructure O&M should be available at On-site ITI premise to manage the entire infrastructure and operation to provide operational support on 24x7x365 basis. The Manpower should be always available on site and should be reachable on telephone. Also as SOC would be the commercial offering to the customer it is the selected bidder's responsibility to propose all activities required for operating / managing the SOC as shall be undertaken by Bidder.

The O&M activities shall include, but not be limited to:

- SOC Service Provisioning, Customer Onboarding, Operations & Management.
- Pre Sales, Tendering & Bidding process, Solution Support activities during Customer engagement & on- boarding.
- Operations, Maintenance and Management of entire SOC services.
- Solution architecting of customized service offering of SOC to customers.
- Marketing for new customer.

The Bidder should provide a detailed resource deployment plan in place to ensure that technically qualified staff is available to deliver the project/Work orders. The Bidder would require qualified SOC Project Manager etc. who have to be necessarily the employee of the Bidder. The Bidder would have to monitor and manage the staff on a daily basis. Minimum resource deployment plan should be ensured; however, bidder may propose adequate manpower for smooth running of the project.

Ensure availability of ITI SOC services and infrastructure including but not limited to monitoring, incident response, mitigation, reporting, gaining certification like cert-in, marketing, customer on boarding, set up integration of SOC and customer services, presentation about services to customers, etc. whereas whole services should be on basis of as per SOC standards.

### **Security Operation Center (SoC) Management**

The selected bidder should manage the SOC for a period of 5 years with a lock-in period of 3 years. immediately after the agreement is signed / PO is issued.

Bidder has to quote the required manpower for entire O&M of security operations.

The O&M activities shall include, but not be limited to:

- SOC Administrative Activities
- Pre Sales & Solution Support activities during Customer engagement.
- Operations, Maintenance and Management of SOC.
- Customer Relation Management & Marketing support etc.
- Support for Billing, MIS, Reports, AMC, OEM contract Renewals, New License Procurement.

ITI and successful bidder would jointly go to market and bidder will support presales and onboarding the

customers (including PPT formation and presentation, cost evaluation).

Bidder should involve in technical activities like solution design, feasibility meeting with the SOC customers, and integration of customer's devices with SOC infra on/off-premise, etc with ITI's consultant. In case of any issue in SOC infra, Bidder should resolve the issue and can take help of OEM if require. The Bidder will understand the customer requirements and give the proposal to end customers for offering services from SOC on a customized business and revenue models on behalf of ITI.

Based on the customer requirement, Bidder will procure and commission the hardware and software in the ITI SOC (required if additional) in the agreed time frame & the same should be Operated, Maintained & Managed by Successful bidder. Bidder would be assisting for timely raising of invoices with all the required annexures in line with Customer POs.

Sr. no.	Designation	Roles and Responsibilities
1	Level 1	<p>Level-1 activities will be carried by BIDDER. Accordingly, resources may be aligned in all the 3 shifts by 24x7. The following are L1 activities.</p> <ul style="list-style-type: none"> <li>• Level 1 analyst will identify, categorize, prioritize, and investigate events rapidly utilizing triage and response guidelines for the enterprise using commonly available Multi-Service Platform log sources that include: <ul style="list-style-type: none"> <li>○ Firewalls and network devices.</li> <li>○ Infrastructure server and end-user systems.</li> <li>○ Threat intelligence platforms.</li> <li>○ Web proxies.</li> <li>○ Application logs and web-application firewalls.</li> <li>○ Identity and access management systems.</li> <li>○ Cloud and hybrid-IT provisioning, access, and infrastructure systems.</li> <li>○ Antivirus systems.</li> <li>○ Intrusion detection and prevention systems.</li> </ul> </li> <li>• Monitor incoming event queues for potential security incidents.</li> <li>• Perform initial investigation and triage of potential incidents, and escalate or close events as applicable.</li> <li>• Monitor Multi-Service Platform ticket (or email) queue for potential event reporting from outside entities and individual users.</li> <li>• Maintain Multi-Service Platform shift logs with relevant activity from the shift.</li> <li>• Document investigation results, ensuring relevant details are reported to level 2 analyst for final event analysis.</li> <li>• Update or refer Multi-Service Platform collaboration tool as necessary for changes to Multi-Service Platform process and procedure as well as ingest Multi-Service Platform daily</li> </ul>

		<p>intelligence reports and previous shift logs.</p> <ul style="list-style-type: none"> <li>• Conduct security research and intelligence gathering on emerging threats and exploits.</li> <li>• Perform additional auxiliary responsibilities as outlined in the console monitoring procedure.</li> </ul>
	Level 2	<p>Level-2 activities will be carried by BIDDER. Accordingly, resources may be aligned in all the 3 shifts by 24x7. The following are L2 activities.</p> <ul style="list-style-type: none"> <li>• Approve and, if necessary, further investigate level 1-escalated events.</li> <li>• Mentor level 1 analysts to improve detection capability within the Multi-Service Platform.</li> <li>• Manage Multi-Service Platform event and information intake to include gathering intelligence reports, monitoring ticket queues, investigating reported incidents, and interacting with other security and network groups as necessary.</li> <li>• Serve as detection authority for initial incident declaration.</li> <li>• Function as shift subject-matter experts on incident detection and analysis techniques, providing guidance to junior analysts and making recommendations to organizational managers.</li> <li>• Drive and monitor shift-related metrics processes ensuring applicable reporting is gathered and disseminated per Multi-Service Platform requirements.</li> <li>• Conduct security research and intelligence gathering on emerging threats and exploits.</li> <li>• Serve as a backup analyst for any potential coverage gaps to ensure business continuity.</li> <li>• MSP Performance Monitoring.</li> <li>• Implement, and execute the standard procedures for the administration, and operation of the Multi- Service Platform systems infrastructure, including: <ul style="list-style-type: none"> <li>○ Operating system security hardening</li> <li>○ Backup management</li> <li>○ Capacity planning</li> <li>○ Change management</li> <li>○ Version or patch management</li> <li>○ Lifecycle upgrade management</li> <li>○ Configuration management</li> </ul> </li> <li>• Maintain the SOC infrastructure of the Multi-Service Platform, enabling all the components to perform as expected and meeting established service-level objectives for system uptime.</li> <li>• Perform routine equipment checks and preventative maintenance.</li> </ul>

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>• Maintain up-to-date O&amp;M documentation or configurations.</li><li>• Respond to after hours (on-call support) infrastructure issues as required.</li><li>• Be responsible for new product release management, policy and integration testing, security testing and vendor management.</li><li>• Maintain hardware or software revisions, SIEM content, security patches, hardening, and documentation.</li><li>• Develop and deploy content for the Multi-Service Platform infrastructure, including use cases for dashboards, active channels, reports, rules, filters, trends, and active lists.</li><li>• Monitor and help optimize data flow using aggregation, filters, and use cases to improve the Multi-Service Platform monitoring and response capabilities.</li><li>• Coordinate and conduct event collection, log management, event management, compliance automation, and identity monitoring activities.</li><li>• Respond to day-to-day security change requests related to Multi-Service Platform operations.</li></ul> |
|--|---|

3	Level 3 (BIDDER)	<p>Level-3 activities will be carried by BIDDER. Accordingly, resources may be aligned as per need basis. The following are L3 activities.</p> <ul style="list-style-type: none"> <li>• Escalation handing and prompt issue resolution on the issues escalated by Customer , Multi-Service Platform in-charge or ITI Management</li> <li>• Reviews asset discovery and vulnerability assessment data.</li> <li>• Review standard security arrangements, provide external/semi-external reviews.</li> <li>• Explores ways to identify stealthy threats that may have found their way inside network, without detection, using previous experience in threat intelligence.</li> <li>• Conducts vulnerability and penetration tests on production systems to validate resiliency and identify areas of weakness to fix.</li> <li>• Investigate new vulnerabilities and share the latest industry level responses.</li> <li>• Recommends how to optimize security monitoring tools based on threat hunting discoveries.</li> <li>• Incident Forensic handling and analysis.</li> <li>• Network and security consulting and training.</li> <li>• Risk assessment and mitigation.</li> <li>• Manage remotely stored critical information (passwords, network configurations, etc.) during any high level incident.</li> <li>• Responsible for achieving the goals of the Multi-Service Platform program through the implementation of processes, procedures, and performance indicators related to security incidents and prevention management.</li> <li>• Responsible for maintaining smooth operations, ensuring service-level agreements (SLAs) are met.</li> <li>• Manage the overall day-to-day operations. They are responsible for ensuring events and/or incidents are detected and responded to in adherence to established process as well as procedures.</li> <li>• Oversee the analysts' daily tasking.</li> <li>• Manage the team's work scheduling.</li> <li>• Ensure effective incident management.</li> <li>• Identify chronic operational and security issues, and ensure they are managed appropriately.</li> <li>• Manage and escalate roadblocks that may jeopardize security monitoring operations, infrastructure and SLAs.</li> <li>• Serve as a senior mentor to Multi-Service Platform staff.</li> <li>• Track tactical issues in execution of Multi-</li> </ul>
---	---------------------	--



		<p>Service</p> <ul style="list-style-type: none"><li>• Platform responsibilities.</li><li>• Document and track analyst training requirements.</li><li>• Ensure analysts follow existing procedures and all procedures are documented in accordance with local guidelines.</li><li>• Manage the process improvement program for Multi-Service Platform processes.</li><li>• Creation of reports, dashboards for Multi-Service Platform operation on weekly basis.</li><li>• The L3 official will be the point of contact for ITI and its customers.</li></ul>
--	--	--



## **Scope of Work in a brief**

### **1. Manageability**

The ITI SOC has been designed in an efficient way to ensure an easy maintenance. It facilitates ease of configuration, ongoing health monitoring, and failure detection that are vital to the goals of scalability, availability, and security.

Liasioning, operation, maintenance, OEM management/Consultancy and project management will be done by THE SUCCESSFUL BIDDER for the entire duration of the contract.

**2. Marketing:** Successful Bidder should engage its resources to bring new customers for ITI SOC. Marketing activities include but not limited to Pre-Sales, Demonstration(On-site and Off-site), Costing , Bidding for the tenders, Market analysis, Arrangement for Site visits to potential Customers, conducting vendor meet, CRM etc. The Invoicing/Billing to the customer should be done in the name of ITI.

### **3. Certification & Audits**

The selected bidder would undertake / maintain the following certification and any other certification if required by the SOC standards from time to time or as demanded by the customer. The bidder would be responsible for obtaining all the certifications mentioned below, in ITI's name.

### **4. MIS Reports**

The bidder shall provide the MIS reports on monthly basis or as and when desired by the Tendering Authority for all the devices and resources installed in the ITI Data Center in an appropriate format that would be in consultation with the Tendering Authority. Whenever required by the Tendering Authority, THE SUCCESSFUL BIDDER should be able to provide additional reports as per their standard formats.

### **5. Other Responsibility**

Successful Bidder will be responsible for but not limited to entire Operation & Management of SOC (Cyber Security tools) such as day to day operations & Maintenance, Audits, Reports, Maintaining overall SOC customer's requirement

## Broad Scope of Work

### 1. Broad Scope of Work- SOC

#### **Resource Requirement: Manpower Resources**

SOC O&M would be done by a team consisting of various roles for which suggested eligibility criteria and positions are furnished in the table below: -

Sl. No.	Role	Min Qualification	Division	Level	Min. Manpower	Experience	Mandatory Certifications
1	SOC Solution Architect	B.E./ B.Tech in ECE/CS/IT or BCA/MCA, with relevant experience VA-PT testing & tools.	SOC-Operations & presales	L3	1	5-7 Years	Certification CEH/ CISA/ Cyber security/ Kali-Linux, Nessus pro, VAPT/ Fortinet/ BurpSuite/ Metasploit/ Nikto/ Netscout etc.
2	SOC-VAPT	B.E./ B.Tech in ECE/CS/IT or BCA/MCA, with relevant experience VA-PT testing & tools, Reporting.	SOC-Operations	L1	In all shifts with sufficient manpower for all the technologies/tools	1-2 Years	Certification CEH/ CISA/ Cyber security/ Kali-Linux, Nessus pro, BurpSuite, Metasploit, Nikto etc.
3	SOC-DLP & EDR	B.E./ B.Tech in ECE/CS/IT or BCA/MCA, with relevant experience in DLP provisioning, Testing & tools.	SOC-Operations	L1		1-2 Years	Certification CEH/ CISA/ Cyber security/ DLP-tools, EDR/XDR/end point tools, from Fortinet, TrendMicro. etc.
4	SOC-SIEM, SOAR, UEBA	B.E./ B.Tech in ECE/CS/IT or BCA/MCA, with relevant experience in	SOC-Operations	L2		4-5 Years	Certification CEH/ CISA/ Cyber security/ EDR/XDR/end point tools, etc

		DLP provisioning, Testing & tools.					from Fortinet, TrendMicro.
5	SOC-SIEM, SOAR, UEBA	B.E./ B.Tech in ECE/CS/IT or BCA/MCA, with relevant experience in SIEM, SOAR, UEBA provisioning, Testing & tools.	SOC-Operations	L1		1-2 Years	Certification CEH/ CISA/ Cyber security/ SIEM, SOAR, UEBA tools, etc.
6	SOC-EMAIL security, IDAM & Active Directory	B.E./ B.Tech in ECE/CS/IT or BCA/MCA, with relevant experience in EMAIL security provisioning, Testing & tools.	SOC-Operations	L2		4-5 Years	Certification CEH/ CISA/ Cyber security/ Email Security tools, IDAM tools, AD, etc.
7	SOC-NGFW & NAC	B.E./ B. Tech in ECE/CS/IT or BCA/MCA, with relevant experience in NGFW provisioning, Testing & tools.	SOC-Operations	L1		1-2 Years	Certification CEH/ CISA/ Cyber security/CCNA /CCNP, Firewall, etc.

**Note:**

1. Above is the only estimated resource plan. Bidder may propose more manpower requirement for smooth operation of SOC as per need basis.
2. All the manpower deployment shall be assessed by ITI technical team.
3. ITI may decide and direct the selected bidder to deploy the required manpower as per the customers' services Bidder has to assure the sufficient number of manpower in each category mentioned to maintain the SLA with ITI as well as customers.
4. **Availability / deployment of each manpower for respective roles defined above in each shift should be ensured by bidder. However, manpower deployment (beyond defined above) whenever requirement arises / as per customer requirement/ ITI requirement, people should be available for the defined role at respective locations / SOC functional areas.**
5. **At no time, the absence / unavailability of resources in any particular functional area is permitted.**
6. Further, for any upcoming/existing SOC projects at ITI DC/ Customer premises in the country, bidder has to provide a RATE LIST of the proposed manpower for all category.

7. L3 level resources should have the responsibility of ITI SOC operations, Update/Modify/Design SOPs, AMC & Warranties support, OEM engagements, Technical Feasibilities, Technical representation on behalf of ITI.

**2. SERVICE LEVEL AGREEMENT – SLA – As per Annexure**

**3. Miscellaneous Activity & Support.**

\*\*\*\*\*

**PART-E: Roles & Responsibilities**

**Roles & Responsibilities of ITI**

- The SOC set up at ITI Data Center will be made available to the selected bidder on "as is where is" basis.
- ITI may constitute a 'Monitoring Committee' with members drawn from various fields of expertise to supervise, coordinate, monitor and conduct periodical auditing on the functioning of the SOC in terms of its customer base, customer records & transactions, service performance, service charges, revenue generation etc. through suitable Software Tools as and when required.
- Monthly meeting with the Selected Partner to appraise the Operations of the ITI SOC.
- Review of the SOC Operations, Marketing and Commercials by ITI Monitoring committee and the Selected Bidder to Analyse the Business for any adjustment of the commercials on mutual consent and with proper approvals from ITI Committee. The period of such review shall be on quarterly basis.
- The Billing of SOC business will be the responsibility of ITI. Bidder shall support with all necessary inputs to ITI to prepare the bills/invoices.

**Roles and Responsibilities of Selected bidder**

- Deploy adequate experienced & certified resources / Manpower for SOC Operation & Management at ITI SOC Bangalore from day one.
- Deploy adequate experienced & certified resources / Manpower for SOC Operation & Management at various field locations or at customer locations as & when required or from day one.
- Support ITI for SOC operations, Customer on-boarding, Maintain SLAs of ITI, SLAs signed with customers, and SLAs defined by Govt. of India or any statutory agencies for the defined services under SOC.
- Support, Follow & adhere to standard compliances, Audits, Certifications, Security guidelines, IT Acts, Web hosting measures, etc. as defined by Govt. of India or any statutory agencies.
- Selected bidders shall study the details of the equipment & complete network diagram with details of connectivity as part of providing SOC Services.
- Selected bidder will manage Firewall, DDoS, IPS (Intrusion Prevention System) and IDS (Intrusion Detection System) to prevent the following: -
  - (a) Denial of Service attacks
  - (b) Fraud and Abuse

(c) Confidentiality and Data Privacy Attacks

- Selected bidder will provide Secure Method of (if requires)
  - (a) Endpoint provisioning
  - (b) Software downloads
  - (c) Remote Access
- Selected bidder shall manage Security Operation Center (SOC) to facilitate operation and maintenance of SOC services.
- Selected bidder shall ensure that the OEMs must warrant all SOC infra equipment's, accessories, spare parts etc. against any manufacturing defects during the agreement period.
- The business carried out by selected bidder should be legal and which are permissible under the law of land.
- Selected bidder shall ensure the compliance with existing Govt of India policies & regulation applicable to Cyber security.
- Selected bidder shall not misuse the infra which is the property of ITI. The agreement signed with ITI shall not be misused except for lawful business purposes.
- Selected bidder shall be solely responsible for the IP, Copy Right & lawfulness of SOC Services & shall indemnify ITI for third party claim. Selected bidder shall be responsible for approval & regulatory compliance outside India for carrying the traffic abroad & routing of the same, upon commencement of such services.
- Since the SOC Services will be offered under ITI brand, Selected bidder shall ensure that there is no breach of license conditions and indemnify ITI for damages, both for financial and otherwise, arising out of any breach of the licensing conditions.
- Selected bidder shall submit the operation reports on daily/weekly/monthly basis.
- Selected bidder may invest on new licences/hardware/software for additional SOC services in case of any customer requirement in future. These new licences/hardware/software will be acquired by ITI on depreciated value at the time of termination of contract and these items will belong to ITI. All necessary documents like purchase orders, invoices, DC copies, pass-in, manuals, etc. of the items shall be furnished by the bidder to arrive at the cost.
- To handover the infrastructure after agreement period in working condition.
- ITI may ask selected bidder to participate in review meetings whenever scheduled with customers as well as ITI management on short notice.
- **Training & Development.**

ITI team members will be part of O&M team and they will be provided 'on the job training' as and when required managing the SOC infra and in all SOC activities.

**JOINT RESPONSIBILITIES OF ITI AND Selected Bidder.**

- ITI and Selected bidder shall hold monthly consultations for reviewing progress/results of strategies for business improvement & marketing and promoting the SOC.
- ITI shall raise the bills as per the timelines prescribed in the contract executed with the Clients pertaining to SOC Services. Selected bidder shall provide the data for billing in the proper format. ITI shall generate the e-Invoices wherever required.

\*\*\*\*\*

\*\*\*\*\*

## 9. SECTION V: Commercial

The Bidder shall keep the price valid for a period of 180 days from the date of Bid Opening. ITI further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a Bidder.

Bidder shall quote for all the items as specified in the price bid.

The successful bidder is held responsible for the overall deliverables during the period of contract. The prices, once offered, must remain firm and must not be subject to escalation for any reason whatsoever within the period of the project.

### 1. Details of Commercial Bid Quoted

Bidders have to submit a document with clear detailed description of the service offering for the below categories. Bidders have to indicate clearly in detail for his service offerings for the below categories in Finance Bid Response document only, as per format specified.

Note: All prices shall be in INR and inclusive of all incidental charges including taxes/ duties.

Further, Bidder is required to submit the Rate list of required manpower.

The commercial format considering for selecting the Bidder will be as follows: -

Period of business	Minimum Guaranteed Revenue Share to ITI (INR)	Remarks
Up to 6 months	Nil	Cooling off period
7 to 12 months	45 Lakhs	Rs. 45 Lakhs minimum revenue share or % of total revenue, whichever is higher
Year 2	1.5 Crores	Rs. 1.5 Crores minimum revenue share or % of total revenue, whichever is higher
Year 3	2.25 Crores	Rs. 2.25 Crores minimum revenue share or % of total revenue, whichever is higher
Year 4	3 Crores	Rs. 3 Crores minimum revenue share or % of total revenue, whichever is higher
Year 5	4.5 Crores	Rs. 4.5 Crores minimum revenue share or % of total revenue, whichever is higher

Note: Though the revenue sharing is mentioned as annual value, the disbursement will be on quarterly basis or as and when customer payment is received.

Billing will be on quarterly basis for the minimum guaranteed revenue or the distribution of the revenue sharing as and when the customer payment is received, whichever is earlier.

However if ITI is getting business directly on nomination basis or through 3<sup>rd</sup> party marketing partners, the services for which will be provided on separate/additional/existing infrastructure and the partner will be obligated to provide O&M support to these services on a fixed cost decided mutually on case to case basis.

COMMERCIAL FORAMT			
<b>Tender Inviting Authority:</b> ITI LIMITED			
<b>Name of Work:</b> REQUEST FOR PROPOSAL FOR APPOINTMENT OF AGENCY FOR OPERATIONS & MANAGEMENT ITI SOC ON REVENUE SHARING BASIS			
<b>Contract No:</b>		<b>RFP Ref No.:</b> ITI/BGP/IT-DC/2024/2165;	<b>Dated:</b> 05/08/2025
<b>Name of the Bidder/ Bidding Firm / Company :</b>			
<b>1. PRICE SCHEDULE</b>			
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )			
Commercials for ITI SOC O&M RFP on Revenue sharing basis			
NUMBER #	TEXT #	TEXT #	NUMBER #
Sl.No.	Period of business	Revenue sharing % to ITI / Minimum Guranted revenue Benchmarking % = 35%	Quoted percentage ( To be filled by the bidder)
1	Up to 6 months	Cooling off period	
2	7 to 12 months	Rs. 45 Lakhs minimum revenue share or % of total revenue, whichever is higher	
3	Year 2	Rs. 1.5 Crores minimum revenue share or % of total revenue, whichever is higher	
4	Year 3	Rs. 2.25 Crores minimum revenue share or % of total revenue, whichever is higher	
5	Year 4	Rs. 3 Crores minimum revenue share or % of total revenue, whichever is higher	
6	Year 5	Rs. 4.5 Crores minimum revenue share or % of total revenue, whichever is higher	
<b>Note 1:</b> All expences related to IT O&M, 24X7 manpower, Marketing expenses, renewal of Licenses/any other items replacement, new			
<b>Note 2:</b> Defined minimum bechmarking revenue includes co-location charges, power, cooling,Intenet and Non-IT infra O&M.			

- Other Space such as Meeting rooms, Workstation, Cabins, will be at extra cost as fixed by ITI. Selected bidder may opt for the same on rental basis. The space will be allotted as per availability.

## 2. Payment Terms:

The Bidder must accept the payment terms proposed by ITI. The commercial bid submitted by the Bidder must be in conformity with the payment terms proposed by ITI. Any deviation from the proposed payment terms would not be accepted. ITI shall have the right to withhold any payment due to the Bidder, in case of failures or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of ITI. Bidder will have to submit a document explaining all the Quoted costs.

### 2.1. The payment terms will be as follows:

The payment will be on monthly basis on submission of invoices of post services per month through ESCROW account. Further, subsequent to the orders being placed/agreement executed, the Selected Bidder shall pay and wherever applicable, pass on to ITI, all fiscal benefits arising out of reductions in Government levies viz. GST and any other taxes, duties, levies etc.

### 2.2. Billing and Payment Realization

All payments to the successful Bidder shall be made by ITI Ltd through ESCROW account upon submission of invoices along with the related documents of deliverable signoff and acceptance of the deliverables by ITI Ltd.



### **3. USE OF CONTRACT DOCUMENTS AND INFORMATION**

The Bidder shall not, without prior written consent from ITI Ltd disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of this assignment in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

The Bidder shall not, without prior written consent of ITI Ltd make use of any document or information made available for this assignment, except for purposes of performing the Contract. All project related document issued by ITI Ltd, other than the Contract itself, shall remain the property of the ITI Ltd and shall be returned (in all copies) to the ITI Ltd on completion of the Bidder's performance under the Contract if so required by the ITI Ltd.

## **GENERAL CONTRACT CONDITIONS**

### **1. FORCE MAJEURE**

If at any time, during the continuance of this contract, the performance in whole or in part by either party under obligation as per this contract is prevented or failed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, flood explosion epidemic, quarantine restrictions, strike, lockout or acts of god(here after referred to "eventuality"), provided notice of happening of any such eventuality is given by either party to the other within 21 days of the date of occurrence thereof, neither party shall by reason of such an "eventuality" be entitled to terminate this contract nor shall either party have any claim or damages against the other in respect of such non-performance or failure in performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such "eventuality" has come to an end or cease to exist. In case of any dispute, the decision of Chairman ITI Ltd shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or failed by reason of any such eventuality for a period exceeding 60 days, either party may at its option, terminate the contract. Provided also that if the contract is terminated under this clause the purchaser shall be at liberty to take over from the Selected Bidder at a price to be fixed by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out component and other stores in the course of materials, bought out components and other stores in the course of manufacturer which may be in the possession of the Selected Bidder at the time of such termination, or such portion thereof as the purchaser may deem fit, except such materials, as the Selected Bidder may, with the concurrence of the Purchaser, elect to retain.

### **2. TERMINATION FOR DEFAULT**

ITI Ltd may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Selected Bidder, terminate this contract in whole or in part. If the Selected Bidder fails to submit the report as per the scope of work within the time period (s) specified in the contract, or any extension thereof granted by ITI Ltd If the Selected Bidder fails to perform



any other obligations under the contract; and If the Selected Bidder, in either of the above circumstances, does not remedy his failure within the time period of 15 days (or such longer period as ITI Ltd may authorize in writing) after receipt of the default notice from ITI Ltd.

### **3. TERMINATION OF INSOLVENCY**

The ITI Ltd may at any time terminate the contract by giving written notice to the Selected Bidder, without compensation to the Selected Bidder. If the Selected Bidder becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the ITI Ltd.

### **4. TERMINATION FOR CONVENIENCE**

ITI Ltd. by written notice sent to the Bidder, 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 its convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective and ITI is responsible for clearing all the dues of the bidder as applicable in case of entertaining this clause

### **5. ARBITRATION**

In the event of any dispute or difference arising under this agreement or in connection therewith (except as to the matter, the decision to which is specifically provided under this agreement) the same shall be referred to the sole arbitration of the Chairman ITI Ltd or in case his designation is changed or his office is abolished, then in such cases to the sole arbitration of the officer for the time being entrusted ( whether in addition to his own duties or otherwise) with the functions of the Chairman ITI Ltd or by whatever designation such officer may be called (herein after referred to as the said officer), and if the Chairman ITI Ltd or the said officer is unable or unwilling to act as such then to the sole arbitration of some other person appointed by the Chairman ITI Ltd or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996.

There will be no objection to any such appointment on the ground that the arbitrator is a government servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a Government servant he has expressed his views on all or any of the matter in disputes. The award of the arbitrator shall be final and binding on both the parties to the agreement. In the event of such an arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reason whatsoever, the Chairman ITI Ltd or the said officer shall appoint another person to act as an arbitrator in accordance with the terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out his predecessor. The arbitrator may from time to time with the consent of both the parties; enlarge the time frame for making and furnishing the award. Subject to the aforesaid, Arbitration and Conciliation Act 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this rule. The seat and venue of the arbitration proceeding shall be Bangalore.

**6. LEGAL JURISDICTION**

All legal disputes are subject to the jurisdiction of Bangalore courts only.

**7. SET OFF**

Any sum of money due & payable to the Selected Bidder (including security deposit refundable to him) under this contract may be appropriated by the ITI Ltd or any other person or persons contracting through the ITI Ltd and set off the same against any claim of the ITI Ltd or such other person or person for payment of a sum of money arising out of this contract or under any other contract made by the Selected Bidder with ITI Ltd. or such other person or persons contracting through ITI Ltd. regarding this RFP.

**8. FORE CLOSURE / RESTRICTION / DEVIATION OF CONTRACT**

If at any time after acceptance of the RFP ITI Ltd. decides to abandon or reduce the scope of the work for any reason whatsoever, the Project in-charge shall give notice in writing of the fact to foreclose or restrict the scope of work to the Selected Bidder and the Selected Bidder shall have no claim to any payment of compensation or otherwise whatsoever, on account of any loss of profit or advantage which he might have derived from the execution of the work.

**9. CONFIDENTIALITY**

The Bidder shall not use or disclose to any third party, except for the purpose of the observance of these terms and Conditions any confidential information of ITI Ltd. The successful bidder shall be required to sign an NDA in the format attached as Annexure-III.

**10. PROGRESS OF THE PROJECT**

Progress of the Project shall be intimated in writing to ITI Ltd. on fortnight basis by the successful Bidder. In case of failure if any, should be clearly specified by the bidder.

**11. COMPLETENESS OF TENDER OFFER**

The Bidder is expected to examine all instructions, forms, terms, conditions and deliverables in the Tender Documents. Failure to furnish all information required by the tender documents or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Bidder 's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Bidder if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnished.

**12. Indemnity:** The successful bidder shall exercise reasonable skill, care and diligence and keep the Company indemnified in respect of any loss, damage or claim whatsoever arising out of or related to breach of this Bid Document and the agreement to be entered into with the successful Bidder, statutory duty or negligence by the selected Bidder or its staff, agents or permitted subcontractors in relation to the performance or otherwise of the services under the Agreement.

**13. Waivers:** Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights. A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any

other provision. The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

- 14. Risk Management:** Bidder shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed by the bidder under this Contract. Bidder shall underwrite all the risk related to its personnel deputed under this Contract and any other belongings of the bidder or their personnel during the entire period of their engagement in connection with this Contract and take all essential steps to reduce and mitigate the risk. ITI Ltd will have no liability on this account.
- 15. Severability:** In the event any provision of this Contract is held to be invalid or unenforceable under the applicable law, the remaining provisions of this Contract shall remain in full force and effect.
- 16. IT Act 2000:** Besides the terms and conditions stated in this document, the contract shall also be governed by the overall acts and guidelines as mentioned in IT Act 2000, and any other guideline issued by ITI Ltd from time to time.
- 17. Labour Codes and Related Obligations**
- 18. Government Immunity Clause:** It is expressly understood and agreed by and between parties that ITI is entering into this agreement solely on its own behalf and not on behalf of any other person or entity. In particular, it is expressly understood and agreed between the Parties that the Government of India is not a party to this agreement and has no liabilities, obligations or rights hereunder. It is hereby expressly understood and agreed that ITI is an independent legal entity with power and authority to enter into contracts solely on its own behalf under the applicable Laws of India and general principles of Contract Law. ITI represents and Bidder expressly agrees, acknowledges and understands that ITI is not an agent, representative or delegate of the Government of India. It is further understood and agreed between the Parties that the Government of India is not and shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the contract. Accordingly, Bidder hereby expressly waives releases and foregoes any and all actions or claims, including cross claims, impleader claims or counter claims against the Government of India arising out of this contract and covenants not to sue the Government of India as to any manner, claim, and cause of action or thing whatsoever arising of or under this Agreement.

### **ANNEXURE-I BID SECURITY FORM / EMD BG**

Whereas..... (hereinafter called “the Selected Bidder”) has submitted its offer dated..... against RFP dated \_\_\_\_\_, KNOW ALL MEN by these presents that WE..... OF..... having our registered office at .....are bound unto ITI Ltd.

In the sum of Rs..... for which payment will and truly to be made of the said ITI LTD., the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligation are:

1. If the Bidder withdraws his bid during the period of bid validity specified by the Selected Bidder on the Bid form or

2. If the Bidder, having been notified of the acceptance of his bid by ITI Ltd. during the period of bid validity

(a) Fails or refuses to execute the Contract, if required; or

(b) Fails or refuses to furnish the Performance Security, in accordance with the terms of RFP.

We undertake to pay to ITI Ltd. up to the above amount upon receipt of its first written Demand, without ITI Ltd. having to substantiate its demand, provided that in its demand, ITI Ltd. will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force as specified in the Bid Document up to and including THIRTY (30) days after the Period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

Signature of the Bank Authority.

Name

Signed in Capacity of

Name & Signature of witness Full address of Branch

Address of witness Tel No. of Branch

Fax No. of Branch

## Annexure-II: PERFORMANCE SECURITY GUARANTEE BOND / PBG

1. Against contract vide Advance Acceptance of the Bid No. \_\_\_\_\_ dated \_\_\_\_\_ covering \_\_\_\_\_ (hereinafter called the said "Contract") entered between ITI LIMITED (ITI LTD) (hereinafter called the "Purchaser") and M/s \_\_\_\_\_ (hereinafter referred to as the "BIDDER") this is to certify that at the request of BIDDER, we \_\_\_\_\_ Bank Ltd., are holding in trust in favour of the Purchaser, the amount of \_\_\_\_\_ (write the sum here in words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by BIDDER of any of the

Terms and Conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by BIDDER and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We \_\_\_\_\_ Bank Ltd., further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by BIDDER i.e. till \_\_\_\_\_ (viz the date up to \_\_\_\_\_ years and \_\_\_\_\_ months after the date of commencement of service by BIDDER) hereinafter called the said date and that if any claim accrues or arises against us \_\_\_\_\_ Bank Ltd., by virtue of this guarantee before the said date, the same shall be enforceable against us \_\_\_\_\_ Bank Ltd., notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us \_\_\_\_\_ Bank Ltd., by the Purchaser before the said date. Payment under this letter of Guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we \_\_\_\_\_ Bank Ltd. Undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by BIDDER in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

5. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and BIDDER shall have no claim against us for making such payment.

6. We \_\_\_\_\_ bank Ltd., further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by BIDDER from time to time or to postpone for any time from time to time any of the powers exercisable by the Purchaser against the said BIDDER and to forbear or enforce any of the terms and conditions relating to the said contract and we, \_\_\_\_\_ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said BIDDER or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties would, but for this provision have the effect of so releasing us from our liability under this guarantee.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or BIDDER.

Date \_\_\_\_\_

Place \_\_\_\_\_ Signature \_\_\_\_\_ (Bank's common seal)

### Annexure-III: MUTUAL NON- DISCLOSURE AGREEMENT

This Agreement is made as of the ----- 2025 between ITI Ltd. having its registered and Corporate office at ITI BHAVAN, Dooravani Nagar, Bangalore-560016

And -----hereinafter called ITI Ltd. which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns and (M/s. -----) a company having its registered office at ----- herein after called “The Bidder” which expression shall unless repugnant to the subject or the context mean and include its successors, nominees or assigns.

Whereas in order to pursue the mutual business purpose of this particular Consultancy as specified in Exhibit A (the “Business Purpose”), ITI Ltd. and M/s ----- recognize that there is a need to disclose to one another certain information, as defined in Para 1 below, of each party to be used only for the Business purpose and to protect such confidential information from unauthorized use and disclosure.

In consideration of the other party’s disclosure of such information, each party agrees as follows:

1. This Agreement will apply to all confidential and proprietary information disclosed by one party to the other party, including information listed in Exhibit A attached hereto and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party (“ Confidential information”).

Information consists of certain specifications, designs, plans, drawings and /or technical information, and all copies and derivatives containing such information, that may be disclosed to one another for and during the purpose, which a party considers proprietary or confidential (“Information”). Information may be in any form or medium, tangible or intangible, and may be

Communicated/disclosed in writing, orally, or through visual observation or by any other means to one party (hereinafter referred to as the receiving party) by the other party (hereinafter referred to as one disclosing party). Information shall be subject to this Agreement, if it is in tangible form, only if clearly marked as proprietary or confidential as the case may be, when disclosed to the receiving party or, if not in tangible form, its proprietary

nature must first be announced, and it must be reduced to writing and furnished to the receiving party within thirty (30) days of the initial disclosure.

2. M/s ----- and ITI Ltd hereby agreed at during the Confidentiality Period:  
ITI Ltd. RFP. No. \_\_\_\_\_ Dated \_\_\_\_\_
  - a. The receiving party shall use Information only for the Purpose, shall hold Information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, but not less than reasonable care, taking into account the nature of the Information, and shall grant access to Information only to its employees who have a need to know, but only to the extent necessary to carry out the business purpose of this project as defined in exhibit A, shall cause its employees to comply with the provisions



of this Agreement applicable to the receiving party, shall reproduce Information only to the extent essential to fulfilling the purpose, and shall prevent disclosure of information to third parties.

- b. Upon the disclosing party's request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided, however, That an archival copy of the Information may be retained in the files of the receiving party's counsel, solely for the purpose of proving the contents of the Information.
3. The foregoing restrictions on each party's use or disclosure of Information shall not apply to Information that the receiving party can demonstrate
  - a. was independently developed by or for the receiving party without reference to the Information, or was received without restrictions; or
  - b. has become generally available to the public without breach of confidentiality obligations of the receiving party; or
  - c. was in the receiving party's possession without restriction or was known by the receiving party without restriction at the time of disclosure; or
  - d. is the subject of a subpoena or other legal or administrative demand for disclosure; provided, however that the receiving party has given the disclosing party prompt notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure and appropriate protective order; or
  - e. is disclosed with the prior consent of the disclosing party; or
  - f. was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media prior to receipt from the disclosing party and was not previously acquired by the receiving party from the disclosing party under an obligation of confidence; or
  - g. the receiving party obtains or has available from a source other than the disclosing party without breach by the receiving party or such source of any obligation of confidentiality or non-use towards the disclosing party.
4. Each party agrees not to remove any of the other party's Confidential Information from the premises of the disclosing party without the disclosing party's prior written approval. Each party agrees to exercise extreme care in ITI Ltd. RFP. No. \_\_\_\_\_ Dated \_\_\_\_\_ protecting the confidentiality of any confidential information, which is removed, only with the disclosing party's prior written approval, from the disclosing party's premises. Each party agrees to comply with any and all terms and conditions the disclosing party's

may impose upon any such approved removal, such as conditions that the removed confidential information and all copies must be returned by a certain date, and that no copies are to be made off of the premises.

5. Upon the disclosing party's request, the receiving party will promptly return to the disclosing party all tangible items containing or consisting of the disclosing party's confidential information all copies thereof.
6. Each party recognizes and agrees that all of the disclosing party's confidential information is owned solely by the disclosing party (or its licensors) and that the unauthorized disclosure or use of such confidential information would cause irreparable harm and significant injury, the degree of which may be difficult to ascertain. Accordingly, each party agrees that the disclosing party will have the right to obtain an immediate injunction enjoining any breach of this agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.
7. Access to information hereunder shall not preclude an individual who has seen such information for the purpose of this agreement from working on future projects for the receiving party which relate to similar subject matters provided that such individual does not make reference to the information and does not copy the substance of the information during the confidentiality period. Furthermore nothing contained herein shall be construed as imposing any restriction on the receiving party's disclosure or use of any general learning, skills or know how developed by the receiving party's personnel under this agreement, if such disclosure and use would be regarded by a person of ordinary skill in the relevant area as not constituting a disclosure or use of the information.
8. As between the parties, all information shall remain the property of the disclosing party. By disclosing information or executing this agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection rights, trade secret or any other intellectual property right. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION.  
Execution of this agreement and the disclosure of information pursuant to this agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase, or sale or to enter into any additional agreement of any kind.
9. Either party's failure to enforce any provision, right or remedy under this agreement shall not constitute a waiver of such provision, right or remedy.
10. This Agreement will be construed in, interpreted and applied in accordance with the laws of India.



11. M/s ITI Ltd. has sole rights for the feasibility report submitted by M/s. -----  
-----for its use with other successful bidder for next Phase (if any). If there is any conflict  
between earlier clauses and this clause, then this clause shall prevail.
12. That in case of any dispute or differences, breach & violation relating to the terms of the  
agreement. The said matter or dispute, difference shall be referred to sole arbitration of  
Chairman ITI Ltd or any other person appointed by him. That the award of the arbitrator  
shall be final and binding on both parties. In the vent of such arbitrator to whom the matter  
is originally referred to is being transferred or vacates his office on resignation or otherwise  
or refuses to do work or neglecting his work or being unable to act as Arbitrator for any  
reasons whatsoever, the Chairman ITI Ltd shall appoint another person to act as Arbitrator  
in place of outgoing Arbitrator and the person so appointed shall be entitled to proceed  
further with the reference from the stage at which it was left by his predecessor. The M/s --  
----- will have No Objection in any such appointment, that arbitrator so appointed is  
employee of ITI Ltd.. . The said Arbitrator shall act under the Provisions of the Arbitrator  
and Conciliation Act, 1996 or any statutory modifications or reenactment there of any rules  
made thereof.
13. This Agreement and Exhibit A attached hereto constitutes the entire agreement of the parties  
with respect to the parties' respective obligations in connection with Information disclosed  
hereunder and supersedes all prior oral and written agreements and discussions with respect  
thereto. The parties can amend or modify this agreement only by a writing duly executed by  
their respective authorized representatives. Neither party shall assign this Agreement  
without first securing the other Party's written consent.
14. This Agreement will remain in effect for one year from the date of the last disclosure of  
Confidential Information., at which time it will terminate, unless extended by the disclosing  
party in writing.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by Their duly  
authorized officers or representatives.

(M/s-----)

Signature\_\_\_\_\_.

Printed Name: \_\_\_\_\_.

Title: \_\_\_\_\_.

ITI Ltd

RFP No. \_\_\_\_\_Dated \_\_\_\_\_

Exhibit A

(M/s ITI Ltd.)

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Business Purpose: \_\_\_\_\_.



Confidential Information of M/s. ITI Ltd. w.r.t RFP No. \_\_\_\_\_ Dated \_\_\_\_\_

- All sites and their related information.
- All information shared in oral or in written form by ITI Ltd. with M/s -----
- Information downloaded or taken in physical form shall be returned/destroyed after use not copied.

ITI Ltd : \_\_\_\_\_

Signed

M/s -----

Signed

## Annexure-IV: INTEGRITY PACT

### GENERAL

This pre-bid pre-contract agreement (hereinafter called the Integrity Pact) is made on day of ..... the month of ..... , between, ITI Limited, ITI Bhavan, Dooravaninagar, Bangalore – 560016, India, (hereinafter called the "M/S ITI LIMITED", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s ..... (*address of the Bidder*) (Hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the M/S ITI LIMITED proposes to invite Request for Proposal(RFP) for selection of a BIDDER for establishing and managing the SOC Project for ITI and the BIDDER is willing to participate in the RFP as per the terms and conditions mentioned thereon;

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership company (*strike off whichever is not applicable*), constituted in accordance with the relevant law in the matter and the M/S ITI LIMITED is a PSU under the Department of Telecommunications, Ministry of Communications & IT, Government of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

- Enabling the M/S ITI LIMITED to select a BIDDER for establishing and managing the SOC Project for ITI through the RFP in a transparent and corruption free manner, and
- Enabling BIDDERS to abstain from bribing or Indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the M/S ITI LIMITED will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact & agree as follows

#### 1. Commitments of the M/S ITI LIMITED

- 1.1 The M/S ITI LIMITED undertakes that no official of the M/S ITI LIMITED, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

- 1.2 The M/S ITI LIMITED will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the M/S ITI LIMITED will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 2 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the M/S ITI LIMITED with full and verifiable facts and the same is prima facie found to be correct by the M/S ITI LIMITED, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the M/S ITI LIMITED and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the M/S ITI LIMITED the proceedings under the contract would not be stalled.
- 3 Commitments of BIDDER
- 3.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -
- a) The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the M/S ITI LIMITED, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
  - b) The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the M/S ITI LIMITED or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or, execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
  - c) BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
  - d) BIDDERS shall disclose the payments to be made by them to agents/ brokers or any other intermediary, in connection with this bid/contract.
  - e) The BIDDER further confirms and declares to the M/S ITI LIMITED that the BIDDER is the

original Selected Bidder / Project integrator for SOC and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the M/S ITI LIMITED or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such, intercession, facilitation or recommendation.

- f) The BIDDER either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the M/S ITI LIMITED or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- g) The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- h) The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- i) The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the M/S ITI LIMITED as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- j) The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- k) The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- l) If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the M/S ITI LIMITED, or alternatively, if any relative of an officer of the M/S ITI LIMITED has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of RFP Response. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- m) The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the M/S ITI LIMITED.

#### **4 Previous Transgression**

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any 'corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

## **5 Sanctions for Violations**

- 5.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the M/S ITI LIMITED to take all or any one of the following actions, wherever required: -

- a) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- b) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- c) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the M/S ITI LIMITED resulting from such cancellation/rescission.
- d) To recover all sums paid in violation of this Pact by the BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

- 5.2 The M/S ITI LIMITED will be entitled to take all or any of the actions mentioned above, also on the Commission by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

- 5.3 The decision of the M/S ITI LIMITED to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **6 Independent Monitors**

- 6.1 The M/S ITI LIMITED appoints Independent Monitor (hereinafter referred to as Monitor) for this Pact in consultation with the Central Vigilance Commission.
- 6.2 The task of the Monitor shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 6.3 The Monitor shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

- 6.4 Both the parties accept that the Monitor have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the M/S ITI LIMITED.
- 6.6 The BIDDER(s) accept(s) that the Monitor has the right to access without restriction to all Project documentation of the M/S ITI LIMITED including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER with confidentiality.
- 6.7 The M/S ITI LIMITED will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 6.8 The Monitor will submit a written report to the designated Authority of M/S ITI LIMITED within 8 to 10 weeks from the date of reference or intimation to him by the M/S ITI LIMITED / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

## **7 Facilitation of Investigation**

- 7.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the M/S ITI LIMITED or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

## **8 Law and Place of Jurisdiction**

- 8.1 This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the M/S ITI LIMITED.

## **9 Other Legal Actions**

- 9.1 The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

## **10 Validity**

- 10.1 The validity of this Integrity Pact shall be from date of its signing and extend up to the contract period with the M/S ITI LIMITED in case a contract is signed. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.
- 10.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall

remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

**11** The parties hereby sign this Integrity Pact.

M/S ITI LIMITED

BIDDER

Bangalore Plant

ITI Limited, Bangalore-560016

CHIEF EXECUTIVE OFFICER

M/s .... (address)

Place: Bangalore

Place:

Date:

Date:

Witnesses:

1. ....

1. ....

This section provides the outline, content and the formats that the Bidders are required to follow in the preparation of the Pre-Qualification Bid



## Annexure-V: SLA of SOC for O&M Agency

### 1. Overview of SLA

The purpose of this Service Level Agreement (herein referred to as 'SLA') sets the expectations between the ITI & Bidder. SLA is the therefore the cornerstone of how the Bidder sets and maintains commitments on managing the ITI SOC. The purpose of this SLA is to clearly define the levels of service provided by the Bidder to ITI SOC, for the duration of the contract.

### 2. SLA Coverage

The coverage of the SLA is as follows: -

#### (i) O&M

- i. SOC services availability for solutions offered to the customers.
- ii. Monitoring logs/events and taking all necessary actions to protect against threats if any.
- iii Incident response

#### (ii) SOC Infra

- iv. SOC infra O&M related works
- v. Supporting new device/tools/technologies installation/set up.
- vi. Integration of customer services to SOC infra and related works
- vii Updated network diagram

#### (iii) SOC marketing

- ix. SOC related marketing and presentation
- x. Interaction with customer on behalf of ITI.
- xi. Understanding of customers need and implement in SOC for it on successful business deal.
- xii. Monthly or quarterly meeting with existing customer for review for further service expansion

### 3. Service Levels & Targets

**Back to back SLA as per the customer requirement is applicable to the selected bidder.**

**However under the following circumstances/situations penalty may not be solely attributable to the bidder like bandwidth, infrastructure, cloud, non availability.**

## **Annexure- VI - INCIDENT AND ALARM DESCRIPTION-SOC**

“Incident” are referred as:

- Any event/abnormalities in the functioning of the Multi-Service Platform equipment/services that may lead to disruption of Multi-Service Platform services.
- Any security compromise or vulnerability observed in the client infrastructure. Incidents are classified into different severity level based on the impact of the incident:

S. no.	Severity Level	Incident Classification
1	Critical	<p>I. Incidents, whose resolution shall require like device failure, device module failure, port failure, etc. The SLA would be measured for the time taken to bypass the device, establish logical redundancy and restore rest of the services of Multi-Service Platform.</p> <p>II. Any security incident occurred / vulnerability found, bearing impact to disable the operations of a whole Multi-Service Platform / part of the Multi-Service Platform elements.</p> <p>III. Any incident reported by Multi-Service Platform where a breach had already occurred.</p>
2	High	<p>I. Incidents, whose resolution require change in the architecture / design / configuration of the Multi-Service Platform components.</p> <p>II. Integration issue with any Multi-Service Platform infrastructure.</p> <p>III. Any security incident / vulnerability found bearing impact to disrupt the operation of any asset and limited to that asset only (example: network device, server, website, etc.). The SLA would be measured as per the time taken to isolate the device from the network without disrupting the rest of the operations of SOC.</p> <p>IV. Any other incident having an impact on the services provided by Multi-Service Platform</p>
3	Medium	<p>I. Incidents, whose resolution require software upgradation / patch management for the Multi-Service Platform infrastructure but have no serious impact on the ITI's Multi-Service Platform infrastructure.</p> <p>II. Any security incident / vulnerability found bearing no current impact on the ITI's infrastructure but may arise as a serious threat in future.</p>
4	Low	<p>I. Alerts / events reported by the Multi-Service Platform team which may be doubtful in nature as false positive and requires further investigation.</p> <p>II. Incident bearing no threat but only to be circulated as awareness and information.</p> <p>III. Any security threat / update provided by recognized bodies (e.g. CERT-In, NIST, etc.) for inclusion in Multi-Service Platform as best practices.</p>

Note :

- I. The above defined severity levels are base levels and can be framed/added more on mutual agreed terms and conditions after the selection of the BIDDER.
- II. The critical and high incident should be analyzed and root cause analysis for the same should be provided by the successful BIDDER for every such incident.
- III. The Maximum combined penalty is to be capped at 10% of total monthly operations & maintenance charge for all the functional SLAs mentioned.

## Format 1 – Pre-Qualification Bid Letter

To,  
Tendering Authority  
Bangalore Plant,  
ITI Limited, Dooravaninagar, Bangalore-560016,  
Karnataka, India.

Subject: \_\_\_\_\_

Reference: “RFP Ref.:\_\_\_\_\_

Sir,

We, the undersigned Bidders, having read and examined in detail all the RFP documents, do hereby propose to provide the services as specified in the RFP document number “RFP Ref.: \_\_\_\_\_ Dated \_\_\_\_\_-along with the following:

### 1. EARNEST MONEY DEPOSIT (EMD)

We have enclosed an EMD in the form of a Demand Draft/BG for the sum of **INR Rs. 1,80,000/- (Rupees One Lakh Eighty thousands only)**. This EMD is liable to be forfeited in accordance with the provisions of the RFP. MSME is exempted.

### 2. CONTRACT PERFORMANCE BANK GUARANTEE PBG

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee PBG in the form prescribed RFP.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Name

Designation

Seal Date & Business Address:

## Format 2 - General Information about the Bidder

Details of the Prime Bidder (Company)				
1.	Name of the Bidder			
2.	Address of the Bidder			
3.	Status of the Company (Public Ltd/ Pvt. Ltd)			
4.	Details of Incorporation of the Company with CIN No.		Date:	
Ref. #				
6.	GST Registration no.			
7.	Permanent Account Number (PAN)			
8.	Name & Designation of the contact person regarding this tender			
9.	Telephone No. (with STD Code) / Mobile			
10.	E-Mail of the contact person:			
13.	Financial Details of last 3 financial years (as per audited Balance Sheets) (in crore)			
14.	Year	2021-22	2022-23	2023-24
15.	Net Worth			
16.	Turn Over			

### Format 3 – Technical Bid Qualification Criteria

Checklist and eligibility Compliance to be provided for Bidder.

S. No.	Clause	Documents Required	Yes/ No
1	Bid Cost	Bid cost DD / NEFT. Bank: Date:	
2	DD against Earnest Money/ EMBG for amount Rs. 1,80,000/- (One lakh Eighty thousand only)	EMD BG/DD Bank: Date:	
3	The bidder should be company registered under the Companies Act, 1956 since last 4 years as on 31.03.2025.	Certificate of incorporation and Self Certification of being in the Information Technology business for the last 3 years should be attached.	
4	Bidder should be an established Information Technology company/ IT System Integrator and should have been in the business for a period exceeding Three years as on 31.03.2025. Consortium is not permitted. However, bidder can subcontract the suitable manpower for deployment.	<ul style="list-style-type: none"> <li>• Commencement of Business Certificate or CIN</li> <li>• Work Orders confirming year and area of activity and</li> <li>• Memorandum and Articles of Associations should be attached.</li> </ul>	
5	<ul style="list-style-type: none"> <li>• The bidder should have positive net worth as on 31.03.2025.</li> <li>• 2. The bidder should have turnover of more than Rs. 27 Lakhs on an average for last three Financial Years ending on 31.03.2025.</li> </ul>	<ul style="list-style-type: none"> <li>• Chartered Accountant certificate for Net-worth, Turnover and PAT should be attached. and</li> <li>• Copy of the audited profit and loss account/ balance sheet/ annual report of last three financial years (up to 31-Mar-25) should be attached.</li> </ul>	
6	<p>The Bidder should have experience of Building SOC/ Cyber Security tools/Operation of SOC services through SOC tools of Reputed OEMs while having Operated similar services/ solutions as: -</p> <ul style="list-style-type: none"> <li>• Security Services &amp; Security infrastructures in Cyber Security. OR</li> <li>• Provisioning &amp; configuration of Security Services/VAPT/Endpoint Security/Network security, log monitoring services. OR</li> </ul>	<ul style="list-style-type: none"> <li>• Copy of work order clearly mentioning the scope of work relevant for similar services asked. and</li> <li>• Completion certificates clearly mentioning the Scope of work completed for similar services asked.</li> </ul>	

	<p>SOC infrastructure in Cyber security. Through SOC/Command center /IT Security on behalf of IT organizations /Corporate companies/ PSUs / Govt. Depts. The company should have executed PO / Work Order of similar type during the last Three years as on 31.03.2025 for contract value: -</p> <ol style="list-style-type: none"> <li>1. One single completed project of minimum Rs. 118 Lakhs.</li> <li>2. Two completed projects of minimum Rs. 74 Lakhs each.</li> <li>3. Three completed projects of minimum Rs. 59 Lakhs each.</li> </ol> <p>Bidder should have executed the similar services under the submitted projects.</p>		
7	The Bidder should be an ISO Certified process driven organization and should have a valid ISO 9001, ISO 27001, etc.	Valid ISO certificates shall be attached.	
8	<p>The bidder must have on its roll at least 25 technically qualified &amp; OEM Certified professionals in the area of: -</p> <ul style="list-style-type: none"> <li>• SOC operations like DLP, EDR, SIEM, VAPT, IDAM, Cyber security and</li> <li>• Cyber Security &amp; SOC operations: Experience in Cyber Security O&amp;M of SOC, and at least 10 resources with minimum 3 years of experience in IT security auditing, security testing, VAPT, SIEM tools etc.</li> </ul> <p>Technically qualified manpower should have prior experience in providing the SOC and Its Infrastructure services as on 31.03.2025.</p>	<p>Certificate/ Undertaking from bidders HR for deployment of relevant &amp; certified Resources as asked in RFP as &amp; when required should be provided. Proof of manpower/ Resources deployment in SOC/Cyber security environment.</p> <p>Bidder shall provide the undertaking to deploy the required manpower on site for the various services offered by ITI (at all levels like L1, L2 &amp; L3)</p> <p>ITI may ask for the detailed list/ CVs of professionals claimed to be on rolls with respective credentials supported with EPF/ESI details to prove the on-rolls claim, during the technical evaluation phase or at any other instance at a short notice.</p>	
9	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the bidder should be attached.	

#### **Format 4 - Declaration Regarding Clean Track Record**

To,  
TENDERING AUTHORITY  
Bangalore Plant,  
ITI Limited, Dooravaninagar, Bangalore-560016,  
Karnataka, India.

Sir,  
We, [bidder Name] have carefully gone through the Terms & Conditions contained in the RFP Document ["RFP Ref.: \_\_\_\_\_Dated \_\_\_\_] regarding Subject\_\_\_\_\_. I, in the capacity of an authorized signatory of [bidder company name] hereby declare that my/our company has not been debarred/black listed by any Government / Semi- Government organizations in India. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,  
(Signature of the Bidder)  
Name  
Designation  
Seal  
Date:  
Business Address:



## Format 5 – Declaration of Acceptance of Terms & Conditions in the RFP

To,  
TENDERING AUTHORITY  
Bangalore Plant,  
ITI Limited, Dooravaninagar, Bangalore-560016,  
Karnataka, India.

Sir,  
I have carefully gone through the Terms & Conditions contained in the RFP Ref.:  
\_\_\_\_\_Dated \_\_\_\_\_for subject\_\_\_\_\_.

I declare that all the provisions of this RFP Document are acceptable to my/our company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,  
(Signature of the Bidder)  
Name  
Designation  
Seal  
Date:

## Format 6 – Technical Bid Letter

Format for Response to RFP Ref.: \_\_\_\_\_ Dated \_\_\_\_\_: Technical

To,  
TENDERING AUTHORITY  
Bangalore Plant,  
ITI Limited, Dooravaninagar, Bangalore-560016,  
Karnataka, India.

Sir,

Subject:

RFP Ref.: \_\_\_\_\_ Dated \_\_\_\_\_ -

We, the undersigned Bidders, having read and examined in detail all the RFP documents do hereby propose to provide the services as specified in the RFP document number RFP Ref.: \_\_\_\_\_ Dated \_\_\_\_\_ along with the following:

1. *Earnest Money Deposit (EMD)*

We have enclosed an EMD in the form of a Demand Draft/BG for the sum of Rs. 1,80,000/- (Rupees One lakh eighty thousands only) . This EMD is liable to be forfeited in accordance with the provisions of RFP.

2. *Deviations*

We declare that all the services shall be performed strictly in accordance with the RFP documents except for the variations, assumptions and deviations, all of which have been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary anywhere else in our RFP:

Statement of Deviations from RFP Terms and Conditions is as specified in General Terms and Conditions

Further we agree that additional conditions or assumptions, if any, found in the RFP documents other than those stated in deviation schedule shall not be given effect to.

3. *Contract Performance Guarantee PBG*

We hereby declare that in case the contract is awarder to us, we shall submit the Contract Performance Guarantee PBG in the form prescribed in the RFP.

4. *Bid Validity Period*

We agree to abide by this Bid for a period of 180 days from the due date of bid submission or for any further period for which Bid validity has been extended and it shall remain binding upon us and Bid may be accepted at any time before the expiration of that period.

We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge and belief.

We understand that our Bid is binding on us and that you are not bound to accept a Bid you receive.

Thanking you, Yours faithfully, (Signature of the Bidder)

## Format 7 – Manpower Details

The Bidder should provide a detailed resource deployment plan to ensure that technically qualified staff is available to deliver the project. The Bidder would require qualified SOC Domain experts, Project Manager, etc. who have to be necessarily the employee of the Bidder. The Bidder would have to monitor and manage the staff on a daily basis.

- A.** The Bidder should provide the summary table of details of the manpower that will be deployed on this project for Operations and Maintenance:

S. No	Role	Onsite			Division	Qualifications	Certifications	Overall IT Experience (Years)	Relevant experience in the respective role (Years)
		Shift 1	Shift 2	Shift 3					
1									
2									

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes qualifications and experience mentioned above and proposed staff member is a permanent employee of our organization. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature of Staff Member  
Date:

Signature of Authorized Signatory  
Date:

### Format 8- Project Experience Details

S. No	Item	Details
General Information		
1	Customer Name	
2	Name of the Contact Person and Contact details for the project	
Brief description of scope of project:		
Size of the project		
3	Contract Value of the project	
4	Date of commissioning / Completion	
5	Total cost of the services provided (by the Bidder)	
6	Please provide copies of Work Order or Certificate of Completion clearly mentioning / highlighting the details of scope of work matching with the Eligibility criteria asked in this RFP.	

Similar form may be filled for numbers of projects.

## Format 9 – Commercial Bid Letter

Format for Response to RFP Ref.: \_\_\_\_\_ Dated \_\_\_\_\_ Commercial Bid

To,  
TENDERING AUTHORITY  
Bangalore Plant,  
ITI Limited, Dooravaninagar, Bangalore-560016,  
Karnataka, India.

Subject:  
Reference: RFP Ref.: \_\_\_\_\_ Dated \_\_\_\_\_

Sir,

We, the undersigned Bidder, having read and examined in detail all the RFP documents in respect of Subject \_\_\_\_\_ do hereby propose to provide services as specified in the RFP Ref.: \_\_\_\_\_ Dated \_\_\_\_\_

### 1. *Price and Validity*

- All the prices mentioned in our RFP are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this RFP are valid for a period of 180 calendar days from the date of opening of the RFPs.
- We hereby confirm that our RFP prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altered under the law, we shall pay the same.

### 2. *Unit Rate*

We have indicated in the relevant schedules enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

### 3. *Deviations*

We declare that all the services shall be performed strictly in accordance with the RFP documents except for the variations and deviations, all of which have been detailed outexhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our Bid.

Further we agree that additional conditions, if any, found in the RFP documents, other than those stated in deviation schedule, shall not be given effect to.

### 4. *RFP Pricing*

We further confirm that the prices stated in our Bid are in accordance with your Instruction to Bidders included in RFP documents.

### 5. *Qualifying Data.*

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our RFP, we agree to furnish the same in time to your satisfaction.

6. *Bid Price*

We declare that our Bid Price is for the entire scope of the work as specified in the Schedule of Requirements and RFP documents. These prices are indicated in required format in our RFP as part of the RFP.

7. *Contract Performance Guarantee Bond*

We hereby declare that in case the contract is awarded to us, we shall submit the Contract Performance Guarantee Bond in the form prescribed.

We hereby declare that our RFP is made in good faith, without collusion or fraud and the information contained in the RFP is true and correct to the best of our knowledge and belief.

We understand that our RFP is binding on us and that you are not bound to accept a RFP you receive.

We confirm that no Technical deviations are attached here with this commercial offer.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Name

Designation

Seal:

Date:

## Format 10: Commercial bid format

Signed scanned copy to be uploaded under commercial section of bid submission.

RFP Ref.: \_\_\_\_\_ Dated \_\_\_\_\_.

To,  
TENDERING AUTHORITY  
Bangalore Plant,  
ITI Limited, Dooravaninagar, Bangalore-560016, Karnataka, India.

Breakup of Commercial quoted: -

Kindly follow the Commercial bid format under “SECTION V: Commercial” section.

Note: -

- The Selection of Bidder will be done based on highest commercials quoted

## Format 11: Bidding Document Acknowledgement Form

Dated:

To,

TENDERING AUTHORITY

Bangalore Plant,

ITI Limited, Dooravaninagar, Bangalore-560016,

Karnataka, India.

Dear Sir,

We hereby acknowledge receipt of a complete set of Bidding Documents consisting of Annexures, Forms & Formats enclosed to the Bid pertaining to providing \_\_\_\_\_ of \_\_\_\_\_ Subject \_\_\_\_\_ against RFP Ref.: \_\_\_\_\_ Dated \_\_\_\_\_.

We have noted that the closing date for receipt of the RFP by ITI SOC is at HH:MM hrs. (IST) and opening at HH.MM hrs. (IST) on the next working day.

We guarantee that the contents of the above said Bidding Documents will be kept confidential within our organization and text of the said documents shall remain the property of the ITI Ltd. and that the said documents are to be used only for the purpose intended by the ITI Ltd..

Our address for further correspondence on this tender will be as under:

Telex no: .....

Faxno: ..... Telephone no:.....

Personal attention of: .....

(if required)

Yours Faithfully ,  
(Bidder)



## Format 12

### General Information of the Bidder

The Registered name of the company	
Address of Registered office	
Registration Number and Registration Authority	
Year of Incorporation	
Legal Status (Public or Private) Public or Private Ltd. Technological Collaborations	
Business Address for correspondence Street: City: Pin Code: Telephone/: Email: URL:	
Name of the contract/ Authorized person	
Contact's Designation	
Contact address if different from above	
Quality Certifications (Enclose Certificates copy)- ISOs	
Details of EMD/EMBG furnished Amount Date Bank & Branch	
Other Office location in India and addresses Proof to be enclosed for the all of the above	

## Format 13

### Particulars of Turnover

Functional Year	Turnover	Net worth of the company as on 31 <sup>st</sup> March 2025
2022-23		
2023-24		
2024-25		

Note: The Particulars of Turnover in Format 14 has to be certified by company auditor or Company authorized signatory. Please attach audited balance sheets for years 2022-23, 2023-24 and 2024-2025.

## Format 14

### Details of experienced Professionals

Name of the Bidder:

Total no. of professional staff on pay roll of Company:

Sl. No.	Category	Total Staff
1		
2		
3		
4		

## Format 15

### Experience and Track record in the field referred in the RFP

A description of the company's qualifications demonstrating experience in handling SOC infra and SOC project end-to-end at the Global, National or State level. [use the format for each assignment]

Name of Assignment/Work Order/ Project	
Name of the Client/Customer & Contact Person details	
Start date and End Date	
Current status (if work-in-progress/completed-if completed then completion certificate from client need to be enclosed)	
Contract Tenure	
Name of the associated partners, if any	
Order value of the project (in lakhs)	
Details of the staff involved	
Description of scope of work (provide specific details of SOC experience).	

The Format 15 should be used for each assignment done.

## FORMAT 16

### **Organizational Chart of key people planned to be deployed for this project**

Bidder must provide the Manpower deployment plan and resources who shall be involved in the 24x7 O&M of SOC.

Bidder to give the Organizational Chart of key people/core members who will be involved in this assignment. This should consist of engineers, Shift Manager, Operation Head, SOC analysts, L3, L2, L1 resources of Bidders and domain experts from the areas of its operation & maintenance including SOC infra and SOC operations head.

## Abbreviations

APT	<i>Advanced Persistent Threat</i>
BGP	<i>Border Gateway Protocol</i>
BoM	<i>Bill of Materials</i>
BYOD	<i>Bring your Own Device</i>
CISA	<i>Certified Information Systems Auditor</i>
CISM	<i>Certified information Security Manager</i>
CISSP	<i>Certified Information Security Specialist Professional</i>
CSRF	<i>Cross Site Request Forgery</i>
DC	<i>Data Centre</i>
DDoS	<i>Distributed Denial of Service</i>
DHCP	<i>Dynamic host Control Protocol</i>
DLP	<i>Data loss /leak prevention</i>
DNS	<i>Domain Name Server</i>
EDR	<i>End point detection and response</i>
EPP	<i>End point protection</i>
BSD	<i>Bid Security Declaration</i>
EOL	<i>End of Life</i>
EOS	<i>End of Service</i>
EP	<i>End points</i>
FTP	<i>File Transfer Protocol</i>
GRC	<i>Governance, Risk and Compliance</i>
IAM	<i>Identity and Access Management</i>
ICMP	<i>Internet Control Message Protocol</i>
IDS	<i>Intrusion Detection System</i>
IGMP	<i>The Internet Group Management Protocol</i>
BIDDER	<i>Intended Multi Service Provider /SOC service provider</i>
IPS	<i>Intrusion Prevention System</i>
ISSAF	<i>Information System Security Assessment Framework</i>
MDM	<i>Mobile Device Management</i>
MSP	<i>Multi Service Platform</i>
NAC	<i>Network Access Control</i>
NDA	<i>Non-Disclosure Agreement</i>
NG FW	<i>Next Generation Firewall</i>
O&M	<i>Operations and Maintenance</i>
OEM	<i>Original Equipment Manufacturer</i>
OSPF	<i>Open Shortest Path First</i>
OSSTMM	<i>Open Source Security Testing Methodology Manual</i>
OWASP	<i>Open Web Application Security Project</i>
PBG	<i>Performance Bank Guarantee</i>

<i>PIM-SM</i>	<i>Protocol-Independent Multicast</i>
<i>PTES</i>	<i>Penetration Testing Execution Standard</i>
<i>RIP</i>	<i>Routing Information Protocol</i>
<i>SIEM</i>	<i>Security Information and Event Management</i>
<i>SIP</i>	<i>Session Initiation Protocol</i>
<i>SME</i>	<i>Subject matter expert</i>
<i>SMTP</i>	<i>Simple Mail Transfer Protocol</i>
<i>SNMP</i>	<i>Simple Network Management Protocol</i>
<i>SOAR</i>	<i>Security Orchestration, Automation, and Response</i>
<i>SOC</i>	<i>Security Operation Centre</i>
<i>SoW</i>	<i>Scope of Work</i>
<i>TCP</i>	<i>Transmission Control Protocol</i>
<i>UAT</i>	<i>User Acceptance Testing</i>
<i>UEBA</i>	<i>User entity behavior analytics</i>
<i>VAPT</i>	<i>Vulnerability assessment and penetration testing</i>
<i>VOIP</i>	<i>Voice Over IP</i>
<i>VPN</i>	<i>Virtual Private Network</i>