"Notice Inviting Expression of Interest (EOI) for Selection of Business Associate for Implementation and Maintenance of ERP along with Payment Gateway Integration"

Ref: ITI/BGP/SndM/ERP/EOI/262701 Date: 27/07/2026

ITI LIMITED
Dooravaninagar, Bangalore - 560 016.

Website: www.itiltd.in

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1. Introduction

ITI Limited, a Public Sector Undertaking under the Department of Telecommunications, Ministry of Communications, is a leading Telecom equipment manufacturer and solution provider in India. The major customers are BSNL, BBNL, MTNL, Defense, Paramilitary forces, Railways, Banks, Central & State Govt departments, Institutions and research organizations like ISRO.

ITI Limited has been undertaking various projects in all fields of telecommunications and information technology and also continuously deploying new technologies in the field of Telecom, ICT, Networking, e-Governance etc. ITI has diversified its operations and has been executing projects in the field of Smart Infrastructure (Smart Cities, Safe Cities, Smart Energy Meters, Smart Classrooms, Smart Poles etc.), Bharatnet etc.. ITI has been executing projects in latest technologies like GPON, OLT, ONT, OFC, HDPE etc.

ITI Limited is exploring partnership opportunities for the implementation and maintenance of an Enterprise Resource Planning (ERP) system along with Payment Gateway integration, facilitated through HDFC Bank and Indian Bank.

In this connection, ITI Limited invites Expressions of Interest (EOI) from eligible bidders/agencies to associate with ITI Limited as a Business Associate on a back-to-back basis for execution of the project.

The selected Business Associate shall be responsible for implementing and maintaining the ERP solution and Payment Gateway system as per the scope of work finalized by ITI Limited.

2. Important Dates

Date of EOI Upload	27.07.2026
Due Date for EOI Submission	17.08.2026
Pre-Empanelment Queries/Pre Bid meeting	03-08-2026
ITI Contact Person	AGM-S&M, Bangalore Plant, ITI Limited, Dooravaninagar, Bengaluru– 560016,
Tender Fee	Rs. 10,000
EMD	Rs. 1,00,000/-
PBG/Security Deposit	5% of the contract value
The Bank Details of ITI Limited for NEFT/RTGS/Net Banking :	Refer ECS mandate as per **Annexure V**
EMD Exemption	Bidders registered as eligible **MSE/NSIC/ Start-up** organizations under applicable Government norms shall be exempted from submission of EMD, subject to submission of valid supporting documents/certificates issued by the competent authority. The exemption shall be applicable only for vendors falling under categories recognized by: • Ministry of MSME, • NSIC, • DPIIT Startup Recognition, • or other Government-approved authorities.
Mode of submission	Through ITI e-tender portal https://itilimited.euniwizarde.com/

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3. Scope of Work

Eligible bidders having relevant experience, technical expertise, and financial capability in ERP implementation, integration, maintenance, and payment gateway solutions are encouraged to participate in the EOI process.

Design, Development, Implementation, integration, customization, training, and long-term operations & maintenance of ERP Implementation along with Payment Gateway Integration to improve efficiency, transparency, and employee satisfaction within Govt./Pvt. Institutions.

4. Eligibility Criteria

4(i)	Eligibility Criteria of Applicants	
	a	**Company Profile:** The Bidder shall be a company incorporated /registered in India under the Companies Act 1956/2013/ proprietorship/ partnership firm/ Limited Liability Partnership (LLP).
	b	**Turnover:** The bidder should have an average annual turnover of Rs 5 Crore for the last 3 financial years. (F. Y. (2022-23, 2023-24 and 2024-25) The turnover information shall be furnished with audited statement from Chartered Accountant only.
	c	**Projects Experience:** • Bidders should have prior experience in executing projects of a similar nature and scope, such as implementation, operations, and maintenance of ERP /application software solutions for government organizations. • The bidder should have demonstrated experience in the development, customization, and maintenance of IT Software based workflow or automation systems for Government organizations. • The Bidder should have implemented at least 5 projects with ITI Limited in year 2025-26. • Undertaking to be submitted by the bidder for conducting POC on the solution as per scope of work with free of cost at ITI/Customer locations.
	d	Bidders should showcase their proposed solution by presentation/demonstration to the tender evaluation committee for further processing of the bids. Demo/presentation should be in either physically or through VC.

	e	**Net worth:** The bidder should have a positive net worth for the last financial year.
	f	Bidder should undertake to comply all the requirements including technical specifications as per EOI document.
	g	**Blacklisting** Bidder shall submit self-declaration(s) that they are not have been blacklisted by Central Government, any State Government, a Statutory Body, any Public Sector Undertaking, Banks or Financial Institutions as on the date of bid submission. Undertaking in this regard to be submitted. The bidder should not have any pending case with Central/State/ UT pertaining to fraud/any corrupt practices in India. Undertaking to be provided in this regard.
	h	Undertaking for willingness to work with ITI as per customer requirement/EOI etc. terms and conditions
	i	Undertaking expressing willingness to sign MOU with ITI
	j	Undertaking to submit PBG @5% or as per end customer requirement (whichever is higher) at the time of getting order through the proposal to be submitted along with the bidder after his selection through this EOI.
	k	Bidder shall submit a list of Key technical personnel with the required domain experience who will be associated in this project.
	l	Bidder should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Details of End User - Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory of bidder. ITI reserves the right to verify the correctness of the client certificates (PO Copies/Work orders) and any other information submitted by the bidder in his offer.
	m	Undertaking on performance bank guarantee charges. ITI will submit the performance bank guarantee to the customer before the commencement of the work. In this regard, bank guarantee charges will incurred, and the bidder should agree to pay such bank guarantee charges.
	n	In case the participating partner has executed any work/project with/for ITI in last 5 years, it is essential that a satisfactory certificate signed by at officer from ITI to be Submitted for such project

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4(ii) General	**Please provide compliance for the following clauses**	**Compliance Yes / No**
1	ITI reserves the right to undertake services likes installation and commissioning activities etc. up to 50%. The AMC charges will be quoted separately and ITI reserves the right to either award AMC to the bidder or float separate EOI for the same at end of project completion.	
2	All activities like Proof of concept/demo/presentation on “No Cost No Commitment” (NCNC) basis wherever applicable will be the responsibility of bidders.	
3	Bidder should be willing to impart required training to ITI /Other customers for undertaking services & execution of project	
4	Bidder will be responsible for any shortcoming in the BOM and the same should be rectified free of cost	
5	Bidder should be willing to sign an exclusive agreement with ITI for smooth execution of the project.	
6	All commercial terms will be as per the customer Tender/PO.	
7	Earnest Money Deposit (EMD) required for submitting any bid or proposal will be borne by the selected bidder.	
8	Delivery Schedule: Delivery Schedule as per the customer Tender/ PO on back to back basis	
9	LD Clause: LD shall be as per ITI Clauses *(@0.5% of order value per week or part thereof subject to a maximum of 10% of the undelivered portion/ the order value (if the item(s) cannot be used unless full supply is made) or to cancel the order and purchase the materials from alternative source at the risk and cost of the supplier)* OR as per the customer PO/tender clause whichever is higher.	
10	Payment Terms: a) Payment terms will be as per customer terms and conditions will be done on back-to-back basis as per ITI terms and conditions. b) Payment to the vendor shall be done after deduction of all LD/recoveries imposed by customer (if any) and ITI’s margin	

	If there is any issue, vendor have to write to ITI with all the explanation & supporting documents.	
11	The bidder shall give an undertaking for the following: a. To extend a fully back to back partnership b. To support ITI as a complete solution partner c. To support ITI for preparation of the tender, post bid clarifications, technical presentations and any other requirements as per tender (if applicable). d. To make all arrangements and carry out Proof of Concept (PoC) at bidder's cost To submit PBG on fully back to back basis	

4(iii)	**Checklist of documents/information to be submitted:**	
	a.	Company Profile
	b.	Certificate of Incorporation as per clause 4(i) a
	c.	Memorandum & Articles of Association
	d.	Audited financial statements for the last 3 years. (F. Y. (2022-23, 2023-24 and 2024-25) CA certificate as per clause 4(i) b
	e.	Auditors Net worth certificate as per clause 4(i)e
	f.	PO & Successful completion certificates in this regard shall be submitted for proof of experience as per clause 4(i) c Self-certificate with proper contact detail of clients as per clause 4(i)l
	g.	Undertaking as per clauses 4(i) g, h, i, j, m in company letter Head
	h.	GST Registration Certificate
	i.	Copy of PAN Card
	j.	CIN (Corporate Identity Number), if applicable
	k.	Authorization letter in the company letterhead authorizing the person signing the bid for this EOI and Power of Attorney (POA)
	l.	Undertaking in letter head to indemnify ITI from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc.
	m.	Undertakings in Company letter head as per Annexure I
	n.	Bidders Details as per Annexure II
	o.	Clause by clause compliance of all EOI terms and conditions including 4(ii) General with references to supporting documents as per Annexure III

	p.	Pre-Contract Integrity Pact as per Annexure-IV "Bidders participating in the EOI have to agree to sign Integrity Pact on placement of order / contract" "Those bidders who are not willing to sign Integrity Pact will not be considered for bid opening"
	q.	Brief technical literature of the proposed solution
	r.	Write up on Implementation Plan and capability as per clause 4(i) k
	s.	List of Key technical personnel as per clause 4(i)k
	t.	SI certificate from any unit of ITI Limited is preferable.

5. **Financial Bid**

Sl. No.	Description	Price/Margin
A	Submit Lump sum details for supply and service items as per Schedule of Requirements (SoR) and Scope of Work (SoW) in INR (without Taxes)	
B	Quote margin to ITI as a percentage of A	
C	Absolute value of Margin = A*B	
D	Overall Quoted price = A-C	

- During evaluation bidders with least "D" will be considered as H1.
- The bid having higher value of "B" will be selected in case of tied D
- If the bidder is selected, during the submission, the price to be quoted shall not be more than price "A" and the margin offered to ITI shall not be less than "B" SoR & SoW as per EOI document and all clarifications & Amendments/ Corrigendum".
- **SoR & SoW as per EOI document and all clarifications & amendments/Corrigendum**

6. **Special Conditions of EOI:**

a. No advance will be paid to the selected back-to-back partner, even though ITI is eligible to get advance from the customer being a front end bidder.

b. The selected SI, who has partnered with ITI for a particular tender/ project shall not partner with any other lead bidder for the same tender/project

7. **Evaluation:**

a. The process of evaluation will be as below: All the bids will be scrutinized for technical and financial eligibilities, undertakings and compliance to EOI terms

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and conditions. The PO copies/experience certificates submitted by the bidders will be cross verified with the issuing authorities/clients.

b. Financial Bid opening will be done after the evaluation of Technical bid (Only for technically qualified bidders)

c. Bidder will be selected based on the financial bid format

8. Note:

a. The Bidding (For both Technical and Financial Part of the Bid) would be subjected to an On-line/ e-Tendering process. The prospective Bidders are requested to go through https://itilimited.ewizard.in/ to understand the entire e-Tendering Process and follow the Registration and Bidding Process on https://itilimited.ewizard.in/ as defined in the document. In case of any clarifications on e-tender portal, bidders may contact the portal helpdesk of https://itilimited.ewizard.in/.

b. The Technical Bid and financial bid shall be uploaded in e-procurement site of ITI Limited (https://itilimited.ewizard.in/). For submission of online bid and procedure to be followed, visit https://itilimited.ewizard.in/.

c. ITI's Tender document can be downloaded from ITI web site www.itiltd.in or CPP portal www.eprocure.gov.in. For uploading the bid proposal, all vendors have to register in our E-Procurement portal (https://itilimited.ewizard.in/) .When submitting the bid please state the tender ID.

d. Any clarifications regarding the tender can be obtained from Add. General Manager – S&M

e. Financial Bid opening will be done after the evaluation of Technical bid (Only for technically qualified bidders).

f. Bid should be valid for a period of 120 Days from the date of opening of EOI response.

g. Conditional offers are liable for rejection.

h. The Bidders should give Clause by clause compliance (as per Annexure III) of all EOI terms and conditions with references to supporting documents; otherwise the offers are liable for rejection.

i. Payment to the successful bidder shall be made after deducting the offered margin and the statutory taxes payable to the Govt (Penalties if any levied by the customer will be passed on to the Successful bidder), only after the receipt of payment from the customer.

j. Margin offered should be firm throughout the contract irrespective of reason, what so ever, including the exchange rate fluctuation.

k. **Amendment of EOI**: At any time prior to the last date for receipt of offers, ITI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment. In order to provide prospective bidder reasonable time in which to take the amendment into account in preparing their offers, ITI may, at their discretion, extend the last date for the receipt of offers and/or make other changes in the requirements set out in the Invitation for EOI.

l. It implies that such officers must ensure that there is consistency, predictability, clarity, openness, and equal opportunities in processes.

m. If advised by the Customer, all copies of such information in original shall be returned on completion of the bidder's performance and obligations under this customer PO.

n. **Evaluation**: Business associate will be selected on the basis of his offer as per financial bid format.

o. Consortium bids are not allowed.

p. Companies interested to associate with ITI Ltd for this project shall have specialization and experience in ERP/application software. The details of the projects executed by the company shall be given in the EOI response.

q. ITI will not consider any or all of the bids if they are not meeting EOI requirements.

r. Bidders participating in the EOI have to agree to sign Integrity Pact on placement of order / contract.

s. Those bidders not willing to sign Integrity Pact will not be considered for bid opening.

t. **Late offer:** Any offer received after the prescribed timeline shall be rejected and shall be returned unopened to the Companies.

u. In the event that ITI is required to provide demonstration or working of the product to their buyers, the same shall be arranged by the system integrator at latter's cost and expenditure.

v. **Cost of EOI:** The bidder shall bear all costs associated with the preparation and submission of his offer against this EOI, including cost of presentation for the purposes of clarification of the offer, if so desired by ITI. ITI will, in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EOI process.

w. **Accessibility of** EOI Document: Complete EOI document with terms and conditions is provided in the following websites

(i) http://www.itiltd.in

(ii) https://itilimited.ewizard.in

(iii) https://eprocure.gov.in

9. Other Terms and conditions

i. **Confidentiality**: All documents, drawings, samples, data, associated correspondence or other information furnished by or on behalf of the customer to the bidder, in connection with the customer PO, whether such information has been furnished before, during or following completion or termination of the customer PO are confidential.

ii. **Transparency**: All customers are responsible and accountable to ensure transparency, fairness, equality, competition and appeal rights. This involves simultaneous, symmetric and unrestricted dissemination of information to all likely bidders, sufficient for them to know and understand the availability of bidding opportunities and actual means, processes and time limits prescribed for completion of registration of bidders, bidding, evaluation, grievance redressal, award and management of contracts.

iii. **Indemnity:** The vendor to indemnify ITI from any claims / penalties / statuary charges, liquidated damages, with legal expenses etc as charged by the customer. LD/ Penalties incurred on account of delay in supply, product failure during warranty if any and deficiency in Warranty and AMC services attributable to the partner shall be borne by the partner.

iv. **Arbitration**: Any dispute arising out of this Agreement shall be settled and resolved as per the dispute resolution and arbitrations clause agreed between the Parties under the main Contract.

v. **Set Off:** Any Sum of money due and payable to the supplier under this contract may be appropriated by the purchaser or any other person contracting through the ITI and set off the same against any claim of the purchaser for payment of a sum of money arising out of this contract or under any other contract made by the supplier with the purchaser.

vi. The interested bidders may like to discuss the customer requirement related information, EOI Bidding Conditions, Bidding Process and clarifications, if any with the Add. General Manager – S&M-BGP

vii. **Intellectual Property Rights:**

- All deliverable, outputs, plans, drawings, specifications, designs, reports and other documents and software submitted by the contractor under this contract shall become and remain the property of the procuring entity and subject to laws of copyright and must not be shared with third parties or reproduced, whether in whole or part, without: the procuring entity's prior written consent.

- The contractor shall, not later than upon termination or expiration of this contract, deliver all such documents and software to the procuring entity, together with a detailed inventory thereof.

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- The contractor may retain a copy of such documents and software but shall not use it for any commercial purpose.

viii. **Language of offers:** The offers prepared by the Company and all the correspondences and documents relating to the offers exchanged by the companies shall be written in English language.

ix. **PROGRESS REPORT:** Selected partner shall, compile, prepare and submit on time, periodical progress reports (monthly or as required by ITI LTD) on the progress of Business orders, delivery and implementation of services on related projects where ITI LTD products & services are to be utilized.

x. **TERMINATION FOR DEFAULT**: Any of the following events shall constitute an event of default by the bidder entitling the Competent Authority to terminate the contract.

• If the bidder fails to perform any obligation(s) under the Contract

• If bidder, does not remedy his failure within a period of 30 days (or such longer period as the ITI LTD may authorize in writing) after receipt of the default notice from the ITI LTD

• If selected bidder fails to fulfil its part of the work to the satisfaction of ITI LTD, then ITI LTD shall have the right to terminate the contract.

The contract shall not be terminated for failure to discharge responsibilities due to force majeure situations or failure by ITI LTD to meet conditions precedent

xi. **FORCE MAJEURE**: If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligations under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restriction, strikes, lockouts or act of God(Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by the either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this and contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the ITI LTD as to whether the deliveries have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at its option terminate the contract.

xii. **TERMINATION FOR INSOLVENCY**: ITI LTD may at any time terminate the contract by giving written notice to the bidder, without compensation if the bidder becomes unwilling, bankrupt or otherwise insolvent.

xiii. **ITI's Right to accept any bid or to reject any or All Bids or to cancel the EOI**: ITI Limited reserves the right to accept or reject any bid, and to annul the

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bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.

xiv. Amendment of EOI: At any time prior to the last date for receipt of offers, ITI LTD, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment. In order to provide prospective bidder reasonable time in which to take the amendment into account in preparing their offers, ITI LTD may, at their discretion, extend the last date for the receipt of offers and/or make other changes in the requirements set out in the Invitation for EOI.

xv. Disclaimer: ITI and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of ITI and/or any of its officers, employees.

xvi. All other terms as conditions is as per customer RFP

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Annexure-I

Undertakings (To be in Bidder's Letter Head)

M/s .... do here by undertake the following

1. are not blacklisted by Central Govt./ any State or UT Govt/ PSU/ organized sector in India
2. to work with ITI as per this EOI and Customer Tender terms and conditions. Also, we agree to implement the project (scope of work as per Tender terms and conditions including investment) covering Warranty & post-warranty services, maintenance etc, in the event of ITI winning the contract on back–to- back basis.
3. to submit EMD in the form of bid security and Performance Bank Guarantee (% of contract value) to customer/ITI (as decided by ITI) as per Customer Tender terms & conditions.
4. that we will be equipped with the required manpower with qualifications, certifications and experience as mentioned in the customer tender.
5. to get required certificate& support (warranty & post-warranty/maintenance) in the name of ITI from the OEM as per customer tender requirement.
6. to obtain relevant statutory licenses for operational activities.
7. to sign MoU/Teaming Agreement, Integrity Pact with ITI for addressing the customer tender as per customer's tender terms and conditions.
8. to indemnify ITI from any claims / penalties / statuary charges, liquidated damages, with legal expenses etc as charged by the customer.
9. to support the offered equipment for a minimum period of 5 years including warranty and AMC
10. to supply equipment/components which conform to the latest year of manufacture.
11. The bidder should give certificate stating that all the hardware/ software supplied under the contract shall not contain any embedded malicious codes that could inhibit the desired functions of the equipment or cause the network to malfunction in any manner.

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Annexure-II

Bidders Profile

1.	Name and address of the company			
2.	Contact Details of the Bidder (Contact person name with designation, Telephone Number, FAX, E-mail, and Web site)			
3.	Area of business			
4.	Annual Turnover for 3 financial years (Rs in Cr)	2022-23	2023-24	2024-25
5.	Net Worth as on 31st March 2025			
6.	Date of Incorporation			
7.	GST Registration number			
8.	PAN Number			
9.	CIN Number, if applicable			
10.	Number of technical manpower in The company's rolls			

Annexure-III

Compliance Statement

S.No	Clause No.	Clause	Compliance (Complied/Not Complied)	Remarks with Documentary Reference

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Annexure - IV

PRE-CONTRACT INTEGRITY PACT

(To be executed on plain paper and submitted along with Technical Bid/EOI\ Documents. To be signed by the bidder and same signatory Competent/ Authorized to sign the relevant contract on behalf of the ITI Ltd).

EOI for..vide ref No.......... This Integrity Pact is made on ....day of 2026

BETWEEN:

ITI Limited, ...having its Registered & corporate office at ITI Bhavan, Dooravani Nagar, Bangalore – 560016 India, and established under the Ministry of Communications & IT, Government of India (hereinafter called the Principal), which term shall unless excluded by or is repugnant to the context, be deemed to include its Chairman & Managing Director, Directors, Officers or any of them specified by the Chairman & Managing Director in this behalf and shall include its successors and assigns) ON THE ONE PART

AND

M/s .... represented by......................... Chief Executive Officer (hereinafter called the bidder(s)/Contractor(s)), which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the bidder/contract ON THE SECOND PART.

Preamble

WHEREAS the Principal intends to enter into an MOU of partnering business opportunities of common interest and able to generate synergies in execution of such business for .... (Name of the Stores / equipment / items). The Principal, values full compliance with all relevant laws of the land, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s)/ Contractor(s).

In order to achieve these goals, the Principal has appointed an Independent External Monitor (IEM), who will **monitor** the EOI process and the execution of the contract for compliance with the principles as mentioned herein this agreement.

WHEREAS, to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact the terms and conditions of which shall also be read as integral part and parcel of the EOI Documents and contract between the parties.

NOW THEREFORE, IN CONSIDERATION OF MUTUAL COVENANTS STIPULATED IN THIS PACT THE PARTIES HEREBY AGREE AS FOLLOWS AND THIS PACT WITHNESSETH AS UNDER:

SECTION 1 – COMMITMENTS OF THE PRINCIPAL

1.1 The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

a. No employee of the Principal, personally or through family members, will in connection with the EOI for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the personal is not legally entitled to.
b. The Principal will, during the EOI process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the EOI process, provide to all bidder(s) the same information and will not provide to any bidder(s) confidential/ additional information through which the bidder(s) could obtain an advantage in relation to the EOI process or the contract execution.
c. The Principal will exclude from the process all known prejudiced persons. If the principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Actor if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary action as per its internal laid down Rules/ Regulations.

SECTION 2 – COMMITMENTS OF THE BIDDER / CONTRACTOR

2.1 The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself observe the following principles during the participation in the EOI process and during the execution of the contract.

a. The bidder(s)/contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the Principal's employees involved in the EOI process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever (during the EOI process or during the execution of the contract.
b. The bidder(s)/contractor(s) will not enter with other bidders/ contractors into

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any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The bidder(s)/contractor(s) will not commit any offence under IPC/PC Act, further the bidder(s)/contractor(s) will not use improperly, for purposes of competition of personal gain, or pass onto others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
d. The Bidder(s)/Contractor(s) of foreign original shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
e. The Bidder(s) / Contractor(s) will, when presenting the bid, disclose any and all payments made, are committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract.
f. The Bidder(s)/Contractor(s) will not bring any outside influence and Govt bodies directly or indirectly on the bidding process in furtherance to his bid.
g. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

SECTION 3 – DISQUALIFICATION FROM EOI PROCESS & EXCLUSION FROM FUTURE CONTRACTS

a. If the Bidder(s)/Contractor(s), during EOI process or before the award of the contract or during execution has committed a transgression in violation of Section 2, above or in any other form such as to put his reliability or credibility in question the Principal is entitled to disqualify Bidder(s)/Contractor(s) from the EOI process.
b. If the Bidder(s)/Contractor(s), has committed a transgression through a violation of Section 2 of the above, such as to put his reliability or credibility into question, the Principal shall be entitled exclude including blacklisting for future EOI/contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case, particularly taking into account the number of transgression, the position of the transgressor within the company hierarchy of the Bidder(s)/Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.
c. The Bidder(s)/Contractor(s) with its free consent and without any influence agrees

and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground including the lack of any hearing before the decision to resort to such exclusion is taken. The undertaking is given freely and after obtaining independent legal advice.

d. A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that on the basis of facts available there are no material doubts.

e. The decision of the Principal to the effect that breach of the provisions of this Integrity Pact has been committed by the Bidder@)/ Contractor(s) shall be final and binding on the Bidder(sj/ Contractor(s), however the Bidder(s)/Contractor(8) can approach IEM(s) appointed for the purpose of this Pact.

f. On occurrence of any sanctions/ disqualifications etc arising out from violation of integrity pact Bidder(s)/ Contractor(s) shall not entitled for any compensation on this account.

g. Subject to full satisfaction of the Principal, the exclusion of the Bidder(s)/Contractor(s) could be revoked by the Principal if the Bidder ($)/ Contractor(s) can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption preventative system in his organization.

SECTION 4 – PREVIOUS TRANSGRESSION

4.1 The Bidder(s)/ Contractor(s) declares that no previous transgression occurred in the last 3 years immediately before signing of this Integrity Pact with any other company in any country conforming to the anti-corruption/ transparency International (TI) approach or with any other Public Sector Enterprises/ Undertaking in India of any Government Department in India that could justify his exclusion from the EOI process.

4.2 If the Bidder(s)/ Contractor(s) makes incorrect statement on this subject, he can be disqualified from the EOI process or action for his exclusion can be taken as mentioned under Section-3 of the above for transgressions of Section-2 of the above and shall be liable for compensation for damages as per Section- 5 of this Pact.

SECTION 5 – COMPENSATION FOR DAMAGE

5.1 If the Principal has disqualified the Bidder(s)/Contractor(s) from the EOI process prior to the award according to Section 3 the Principal is entitled to forfeit the Earnest Money Deposit/Bid Security/ or demand and recover the damages equitant to Earnest Money Deposit/Bid Security apart from any other legal that may have

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accrued to the Principal.

5.2 In addition to 5.1 above the Principal shall be entitled to take recourse to the relevant provision of the contract related to termination of Contract due to Contractor default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor or demand and recover liquidate and all damages as per the provisions of the contract agreement against termination.

SECTION 6 – EQUAL TREATEMENT OF ALL BIDDERS/CONTRACTORS

6.1 The Principal will enter into Integrity Pact on all identical terms with all bidders and contractors for identical cases.

6.2 The Bidder(s)/Contractor(s) undertakes to get this Pact signed by its subcontractor(s)/sub- vendor(s)/ associate(s), if spy, and to submit the same to the Principal along with the EOI document/contract before signing the contract. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the provisions laid down in the Integrity Pact Agreement by any of its subcontractors/ sub-vendors / associates.

6.3 The Principal will disqualify from the EOI process all bidders who do not sign this Integrity Pact or violate its provisions.

SECTION 7 – CRIMINAL CHARGES AGAINST VIOLATIG BIDDER(S)/CONTRACTORS

7.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the Principal or its agencies shall be entitled to examine all the documents including the Books of Accounts of the Bidder(s)/Contractor(s) and the Bidder(s)/Contractor(s) shall provide necessary information and documents in English and shall extend all help to the Principal for the purpose of verification of the documents.

7.2 If the Principal receives any information of conduct of a Bidder(s)/Contractor(s) or sub- contractor/ sub-vendor/associates of the Bidder(s)/Contractor(s) which constitutes corruption or if the principal has substantive suspicion in this regard, the principal will inform the same to the Chief Vigilance Officer of the Principal for appropriate action.

SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)

8.1 The Principal appoints competent and credible Independent External Monitor(s) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extend the parties comply with the obligations under this pact.

8.2 The Monitor is not subject to any instructions by the representatives of the parties and performs his functions neutrally and independently. He will report to the Chairman and Managing Director of the Principal.

8.3 The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all product documentation of the Principal including that provided by the Bidder(s)/Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor is under contractual obligation to treat the information and documents Bidder(s)/Contractor(s) with confidentiality.

8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the Bidder(s)/Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.

8.5 The Monitor will submit a written report to the Chairman & Managing Director of the Principal within a reasonable time from the date of reference or intimation to him by the principal and, should the occasion arise, submit proposals for correcting problematic situations.

8.6 If the Monitor has reported to the Chairman & Managing Director of the Principal a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman & Managing Director of the principal has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

8.7 The word '**Monitor**' would include both singular and plural.

8.8 Details of the Independent External Monitor appointed by the Principal at present is furnished below: -

Shri Benny John, IRS (Retd.)
Villa No. 36, Kent Plam Villas,
Fort Valley Township, Athani,
Kakkanad, Ernakulam, Kerala – 682 030.
&
Shri Atul Jindall, IFS (Retd.) 3/10
Vishesh Khand, Op Little Friend School,
Gomti Nagar, Lucknow- 226010(UP)

Any changes to the same as required / desired by statutory authorities is applicable.

SECTION 9 – PACT DURATION

9.1 This Pact begins when both the parties have legally signed it. It expires after 12 months on completion of the warranty/ guarantee period of the project /work awarded, to the fullest satisfaction of the Principal.

9.2 If the Bidder(s)/Contractor(s) is unsuccessful, the Pact will automatically become invalid after three months on evidence of failure on the part of the Bidder(s)/Contractor(s).

9.3 If any claim is lodged/made during the validity of the Pact, the same shall be binding and continue to be valid despite the lapse of the Pact unless it is discharged/determined by the Chairman and Managing Director of the Principal.

SECTION 10 - OTHER PROVISIONS

10.1 This pact is subject to Indian Law, place of performance and jurisdiction is the Registered & Corporate office of the Principal at Bengaluru.

10.2 Changes and supplements as well as termination notices need to be made in writing by both the parties. Side agreements have not been made.

10.3 If the Bidder(s)/Contractor(s) or a partnership, the pact must be signed by all consortium members and partners.

10.4 Should one or several provisions of this pact turn out to be invalid, the remainder of this pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

10.5 Any disputes/ difference arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with interpretation thereof shall not be subject to any Arbitration.

10.6 The action stipulates 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.

In witness whereof the parties have signed and executed this Pact at the place date first done mentioned in the presence of the witnesses:

For PRINCIPAL	For BIDDER(S)/CONTRACTOR(S)
……………………………	………………………………
Name Designation	Name Designation

Witness

1. ……….. 1. ………..
2. ……….. 2. ………..

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Annexure V

Date:23.4.2026

Mandate Form for transfer of Payment through RTGS
(Real Time Gross settlement)

1	**Name of the Supplier**	ITI LIMITED
2	**Name of the Bank A/c**	ITI LIMITED
3	**Particular of the Bank Account**	
	(A) Bank Name	State Bank of India
	(B) Branch Name	Industrial Finance Branch
	(C) Branch Address	RESIDENCY PLAZA, 61, RESIDENCY RD. BANGALORE - 560025
	(D) Branch Telephone No	080-2565 0453
	(E) MICR Code No	560002059
	(F) Type of Account	CC Account
	(G) Account No.	10637729854
4	**Bank code (IFS Code)**	SBIN0009077

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp

For STATE BANK OF INDIA
Shikha Kumari
Deputy Manager
I.F.B., Bengaluru - 560 025

Signature of Bank Manager
With Bank Seal

Digitally signed by PUSHKAR NATH CHAUDHARY
Date: 2026.07.27 11:32:33 IST