ITI LIMITED
(A Govt. of India Undertaking)

EXPRESSION OF INTEREST (EOI):

EXPRESSION OF INTEREST (EOI): For Supply, Implementation, Customization, Operation & Maintenance of an Integrated AI-Enabled Scheme Delivery, Digitisation and Sovereign Hosting Platform for the Department of Horticulture & Food Processing, Government of Uttar Pradesh

EOI No.: ITI/MSP/LKO/EOI/DHFP/01 **Dated: 20-08-2026**

Head MSP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar, Lucknow- 226 010, India
Phone: (0522) 272-0301, 0302, 0305
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ITI LIMITED
(A Govt. of India Undertaking)

EOI NOTICE

EOI No.: ITI/MSP/LKO/EOI/DHFP/01 **Dated: 20-08-2026**

ITI Limited invites ONLINE bid in TWO COVER SYSTEM (Technical & Financial) from eligible bidders which must be valid for a minimum period of 120 days from the date of bid opening for following items:

Project Description	**EXPRESSION OF INTEREST (EOI): For Supply, Implementation, Customization, Operation & Maintenance of an Integrated AI-Enabled Scheme Delivery, Digitisation and Sovereign Hosting Platform (Components A to D) for the Department of Horticulture & Food Processing, Government of Uttar Pradesh**

Interested parties may view and download the tender document containing the detailed terms & conditions free of cost from the websites https://itilimited.ewizard.in or

The ONLINE bid is to be submitted on https://itilimited.ewizard.in **only.**

The helpdesk nos. for online bidding : 9355030617,9355030618,011-49606060

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ITI LIMITED

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(Invited through e-Tendering mode only)

EXPRESSION OF INTEREST (EOI) for EXPRESSION OF INTEREST (EOI): For Supply, Implementation, Customization, Operation & Maintenance of an Integrated AI-Enabled Scheme Delivery, Digitisation and Sovereign Hosting Platform (Components A to D) for the Department of Horticulture & Food Processing, Government of Uttar Pradesh

EOI No.: ITI/MSP/LKO/EOI/DHFP/01 **Dated: 20-08-2026**

We, as a Govt. of India Undertaking organization under the Ministry of Communication & IT, are engaged in ICT business along with other diversifying business areas.

This EOI/RFP/Tender is aimed at identifying suitable Commercial Organization as a 'System Integrator' having adequate strength in the above field.

The 'System Integrator' (SI) shall act as an OEM/System Integrator of ITI to execute the project in India. All mission critical activities would be managed and supervised by ITI through its experienced Managers and qualified Professionals in the respective areas.

With this vision and commercial objective, sealed bid is invited for the above mentioned work. The Sealed Technical and Financial proposal under Two Cover-System may be submitted by the Bidder(s). It is mandatory for the bidders to meet the Eligibility Criteria as mentioned in the EoI/RFP/Tender document.

The interested parties may collect the EoI/RFP/Tender document upon submission of EoI/RFP/Tender Document Cost to ITI by person or the same can be downloaded from the website and the said cost may be submitted along with the bid at the time of submission of offer.

A few important points and timelines are furnished hereunder.

Sl. No.	Important Points / Timelines	Details
1	**EOI /RFP /Tender Enquiry Authority**	Head MSP ITI Limited, MSP-UP ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar, Lucknow-226010, India Phone: (0522) 272-0301, 0302, 0305 E-mail: head_mspup@itiltd.co.in
2	**Contact Person for the clarification of EoI/RFP/Tender Document**	Shri Altaf Khan Designation: Chief Manager Mobile No.:- 7408095637 Email: altafkhan_mspup@itiltd.co.in
3	**Tender Type (Open/Limited)**	Limited Tender for ITI's Empanelled Vendors/SI/Partners.
4	**No. of Cover/Packet**	Two Cover System

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5	**Tender Category (Goods / Services /Works)**	Services
6	**Payment Mode (Online/Offline)**	Online
7	**EOI / RFP / Tender Document Cost (inclusive of GST)**	Rs. **11,800/-** (Inclusive of GST @18%)
8.	**EMD Amount**	Bid Security of INR **21,50,000.00/- (Amount in words: Rupees Twenty One Lakh Fifty Thousand only)** in the form of DD/NEFT is to be submitted by the participating Bidder.
9.	**Estimated Value of Enquiry**	**29 Crore**
10.	**Date of Issue / Publishing of the EOI / RFP / Tender**	20-08-2026
11.	**Due Date, & Place for Sale of EOI / RFP/ Tender Document**	27-08-2026 & Time: 10:00Hrs / ITI Limited, MSP-UP, Lucknow.
12.	**Due Date, Time & Place for Opening of Technical Bid**	27-08-2026 & Time: 10:30Hrs. / ITI Limited, MSP-UP, Lucknow.
13.	**Due Date, Time & Place for Opening of Financial Bid**	Will be intimated after course of time.
14.	**Contract Period**	Based on requirement of end customer.
15.	**Mode of Submission of Bid**	Online / e-Tendering mode only through ITI e-WizardPortal https://itilimited.ewizard.in/

In order to get the clarity of the Scope of work / Terms & Conditions, the bidders are requested to go through the whole EoI/RFP/Tender document and other project related requirements carefully. An explicit understanding of the requirement is rather essential for arriving at commercial assessment by the prospective bidders.

The selected bidder who is to play the role of a 'System Integration Associate (SIA)' has to enter into a Contract with ITI Limited to forge a case-specific business alliance (under sole investment business model) for arranging the requisite bidding inputs.

This EoI/RFP/Tender is being issued with no financial commitment and the response to this EoI/RFP/Tender shall not be assumed as mandatory for short listing of the vendor for giving the work.

Name: Shri Altaf Khan
Dept.: ITI MSPUP, Lucknow
Designation: CM-MSPUP

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Part I: Project Background

ITI Limited (ITI) is a Public Sector Undertaking which functions under the aegis of The Ministry of Communications and IT, Government of India.

We at **ITI Limited, MSPUP, Lucknow** (which is part of the ITI Limited Corporate Marketing Department located at Bangalore) are engaged in the business of Telecom /ICT and e-Governance projects implementation, Supply of Hardware and Software and the services related with these items.

ITI is interested in addressing some of the prospective business opportunities where it is strongly positioned by virtue of its 'PSU Status', proven 'Project Management Capabilities' and rich Relevant-Experience. ITI is looking for business association from reputed System Integrators/ OEMs who can assist ITI to win the business and ultimately help ITI in the execution of the project.

The objective of this Invitation for submission of bid is to identify a System Integration Associate (SIA) to address a particular 'Business Opportunity' which has emerged from some Govt. body. The bidder shall submit a Techno-commercial Proposal/Bid in alignment with the end customer's Guidelines, SOW and Terms & Conditions, following a process to be mutually agreed between the said Institute and ITI Limited.

The selected bidder who is to play the role of a 'System Integrator' has to enter into a contract with ITI Limited to forge a case-specific business alliance for addressing the opportunity as per the guidelines and process set by the end customer.

During the bidding process, the vendor is supposed to provide the requisite Techno-commercial inputs to ITI as per the Requirements/ Specifications/ Expectations/ Scope of Work of the prospective customer to win commercial favour in terms of award of the order to ITI.

In the event of the award of an order to ITI, the selected business associate would act as a SI/Vendor to implement the project for which a separate 'Purchase Order' would be placed on the selected SI or ITI may follow the procedure and guidelines as set by the end customer (the said Institute).

SECTION 1 — SCOPE OF WORK AND TECHNICAL REQUIREMENTS

1.1 Project Background

The Department of Horticulture & Food Processing, Government of Uttar Pradesh delivers a wide range of farmer-facing schemes and departmental functions through the Directorate, divisional and district offices, Government nurseries, farms and field formations across the State. Its digital systems have historically been commissioned scheme by scheme, producing fragmented platforms, duplicated beneficiary data, inconsistent verification standards, differing security postures and differing hosting arrangements.

The Department now intends to consolidate this landscape. This Expression of Interest is issued for the selection of a Technology Partner for an integrated programme comprising four inter-dependent components — a configurable scheme and subsidy delivery platform; the two notified potato farmer-support schemes; a sovereign digitisation, records and AI knowledge platform for the departmental record; and the sovereign hosting and AI/ML infrastructure, including Smart Edge Data Centres, on which all of the foregoing will run.

The components are being procured together because they share a single beneficiary identity, a single set of land and bank verification services, a single audit framework and a single hosting and security boundary. Procuring them separately would reproduce the fragmentation the Department is seeking to remove.

1.2 Programme Structure — Four Components

Component	Description	Indicative Coverage
A — Scheme and Subsidy Delivery Platform	A configuration-driven platform to launch and operate departmental schemes end to end: beneficiary registration, eligibility, document verification, field inspection, technical and financial sanction, DBT and grievance.	All notified horticulture schemes, including micro-irrigation and allied programmes.

Component	Description	Indicative Coverage
B — Potato Schemes	The three notified potato farmer-support interventions, administered independently but delivered from the same portal: the Cold Storage Charge Subsidy, Bhamashah Bhav Sthirta Kosh price-stabilisation mechanism and Potato Seed Scheme	All notified schemes
C — Sovereign Digitisation and Knowledge Platform	Digitisation of the departmental record and a governed knowledge platform: scanning, OCR/ICR, metadata, classification, retention, hybrid search and cited retrieval with supervised AI assistance	Directorate, divisional and district records, and legacy digital repositories.
D — Sovereign Hosting and AI/ML Infrastructure	Centralised Data Centre capability with GPU and AI/ML services, supported by Smart Edge Data Centre modules at regional, district and field locations, onto which all departmental workloads are consolidated.	Central DC, DR site, regional and district Edge modules, and off-grid field modules.

1.3 Objectives and Intended Outcomes

- Establish one configuration-driven platform on which any departmental scheme can be launched and operated, so that a new scheme is a configuration exercise rather than a fresh procurement and development cycle.
- Register a farmer once and reuse that verified identity, land record and bank validation across every scheme and season, eliminating duplicate registration and duplicate verification.
- Administer multiple schemes independently — separate rules, budget heads, approval hierarchies and audit trails — while sharing common identity, verification and payment rails, with no cross-scheme financial leakage.
- Convert the departmental record into governed, searchable digital data retrievable with verifiable citations, and preserve the original record unaltered.
- Consolidate all departmental workloads onto a single sovereign hosting environment with a uniform security posture, measurable service levels and transparent per-scheme cost attribution.
- Provide sovereign AI/ML capability — training, fine-tuning and private inference — within the approved boundary, so that departmental and beneficiary data is never exposed to an external AI service.
- Place compute close to where services are delivered through Smart Edge modules, reducing latency and dependence on wide-area connectivity at district and field level.
- Strengthen public-fund controls through duplicate detection, geo-tagged field evidence, rule-based validation, budget-ceiling enforcement, maker-checker approval and append-only audit.
- Ensure that no genuine farmer is excluded, through multiple onboarding routes, mobile-first access, assisted journeys, multilingual interfaces and grievance redress.
- Establish privacy-by-design and security-by-design processing aligned with the Digital Personal Data Protection Act, 2023, with data residency within India at all times.
- Adopt a demand-driven, capital-light commercial construct in which capacity is commissioned against committed demand and shared-investment or revenue-sharing models are available to the Department.
- Ensure long-term sustainability through source-code handover, open standards, documented APIs, deployment automation, portability and freedom from vendor lock-in.

1.4 Scope of Engagement

The selected Technology Partner may be engaged, subject to a subsequent contract / work order, for the following end-to-end scope across the components awarded. The precise responsibility split between ITI, the bidder and the End Customer Department shall be set out in the project RACI and work order.

- Discovery, requirement validation, business-process mapping, records survey, workload assessment, gap analysis and preparation of SRS, HLD and LLD.
- Supply and licensing / transfer of the production-ready platform components, and configuration of departmental schemes as versioned scheme packages.
- Digitisation services: file preparation, scanning and imaging, OCR / ICR, metadata capture, classification and chain-of-custody handling of physical records.

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- Design, supply, installation, testing and commissioning of the centralised Data Centre capability and Smart Edge modules, including facility, power, cooling, fire safety, physical security and monitoring.
- Supply and commissioning of the IT and GPU estate, sovereign cloud platform, storage, network and security stack.
- AI / ML platform: document AI, computer vision, retrieval and cited answering, anomaly and fraud detection, supervised agent workflows, MLOps and model governance.
- Customization, integration with departmental and Government systems, migration of legacy data and applications, testing, security-audit support, deployment and go-live.
- Public website, farmer portal, departmental and administrative portals, field / mobile applications, dashboards and reporting.
- 24×7 managed operations: NOC, SOC, monitoring, patching, capacity management, backup, disaster-recovery drills, asset lifecycle and OEM support coordination.
- Training, change management, user and administrator manuals, operational runbooks and knowledge transfer at Directorate, divisional and district level.
- Warranty followed by comprehensive operation and maintenance for five (5) years or the period specified in the subsequent contract.
- API, database, CI/CD and deployment-automation handover to ITI / End Customer.

1.5 Indicative End-to-End Workflows

Component	Stage	Minimum workflow coverage
A	Scheme setup	Configure scheme package: eligibility, rates or formula, components, districts, documents, approval hierarchy, SLA and budget ceiling — versioned and effective-dated, without code change.
A	Beneficiary journey	Registration through any enabled onboarding route, consent capture, land and bank validation, application, document upload and status tracking.
A	Verification and sanction	Automated eligibility and duplicate checks, officer scrutiny, field inspection with geo-tagged evidence, maker-checker approval, technical and financial sanction.
A	Payment and closure	Sanction against the correct budget head, DBT through PFMS / treasury / bank, UTR capture, reconciliation, grievance and post-installation follow-up.
B	Cold Storage Charge Subsidy	Cold-storage empanelment, digital gate-in, weighment reference, lot and receipt with two-sided confirmation, eligibility evaluation, sanction and DBT.
B	Bhamashah Bhav Sthirta Kosh	Daily mandi price ingestion, weighted reference-price computation, trigger determination, benefit calculation, approval and DBT, with full price lineage.
C	Records digitisation	Records survey and file plan, file preparation, scanning, quality assurance, ingestion with immutable preservation, OCR / ICR, metadata and classification.
C	Knowledge and retrieval	Chunking, embedding, hybrid vector and keyword indexing, cited retrieval, conversational assistance, supervised agent workflows and human approval.
C	Records governance	Retention and disposition, legal hold, redaction, controlled export and periodic classification review.
D	Infrastructure delivery	Workload assessment, site survey, module design and approval, installation, commissioning and acceptance testing of central and Edge capability.

Component	Stage	Minimum workflow coverage
D	Consolidation	Migration of departmental workloads onto the consolidated environment with dependency mapping, cutover, parallel run and rollback.
D	Steady-state operations	Monitoring, capacity management, backup and DR drills, security operations, SLA reporting and per-scheme cost attribution.

1.6 Minimum Functional Requirements

The offered solution shall cover 100% of the applicable requirements for each component bid for, demonstrated during the live demonstration. Items classified "Critical" or "Mandatory" shall be evidenced on a working system or, for infrastructure, on a working deployment or reference installation, and cannot be satisfied only through a future roadmap or a development commitment.

1.6.1 Common Platform Requirements (all components)

Ref.	Capability	Minimum expectation	Class
CP01	Unified beneficiary registry	Register once and reuse: idempotent identity, single Farmer ID reused across all schemes, components and seasons, with full application and verification history.	Critical
CP02	Multi-mode onboarding	All routes at Section 1.7 supported and independently enable/disable-able per scheme by configuration, with the assurance level recorded against every transaction.	Critical
CP03	Aadhaar Offline Verification (OVSE)	UIDAI-signed Aadhaar QR / offline XML verification, signature validation, share-code handling and demographic extraction, with no Aadhaar number stored in clear text.	Mandatory
CP04	Consent and privacy notice	Purpose-linked notice and consent capture with version, timestamp and channel; withdrawal and data-principal request handling; evidence log.	Critical
CP05	Land and GIS	Khasra / Khatauni / plot capture, map, KML and GIS linkage, area precision and land-record API readiness.	Mandatory
CP06	Bank validation	Account and IFSC capture with name-match validation prior to sanction, penny-drop or equivalent readiness, and failure handling.	Critical
CP07	Document management	Upload, version, metadata, preview, hash, virus scan, retention and evidence pack.	Critical
CP08	OCR / KIE	Extract and validate fields from land, bank, storage, invoice, sanction and inspection documents, with confidence scoring.	Critical
CP09	Duplicate detection	Configurable duplicate rules at beneficiary, land parcel, document, receipt, lot, bank account and transaction level, applied across schemes, components and seasons.	Critical
CP10	Workflow engine	No-code / low-code configurable stage machine; role-based transitions, maker-checker, reason-required actions, auto-advancing system stages, rework, delegation and escalation.	Mandatory
CP11	SLA engine	Stage timers, pause / resume reasons, alerts, breach escalation and dashboard heatmaps.	Critical
CP12	Digital signatures / eSign	DSC / eSign integration readiness for approvals, sanctions, notings, certificates and agreements.	Critical
CP13	Notifications	Template and rule-based SMS, email, push and approved WhatsApp integration, in Hindi and English.	Mandatory
CP14	Grievance and helpdesk	Ticket, category, ownership, SLA, escalation, response, appeal and closure feedback.	Mandatory

Ref.	Capability	Minimum expectation	Class
CP15	Role dashboards	State / leadership, Directorate, district, finance, supplier, cold storage, auditor and administrator views with drill-down.	Critical
CP16	Report designer	Parameterised reports, saved filters, scheduled reports and PDF / Excel / CSV export with export logging.	Mandatory
CP17	Audit trail	Append-only, tamper-evident logging of user, role, time, device, before-after value and evidence for every create, view, export, decision and payment event.	Critical
CP18	Multilingual and accessibility	Hindi and English at minimum	Mandatory
CP19	API framework	Documented, versioned REST APIs and webhooks with authentication, throttling and audit.	Critical
CP20	Multi-tenancy and isolation	Tenant, department and scheme scoping enforced at the data layer, demonstrably preventing cross-tenant access.	Critical
CP21	Administration	Role and permission management, organisation hierarchy, user lifecycle, parameters, templates and feature flags; administrators shall hold no authority to alter sanctioned financial records.	Critical

1.6.2 Component A — Scheme and Subsidy Delivery

Ref.	Capability	Minimum expectation	Class
A01	Scheme configurator	Create and version independent scheme packages — rates or formula, ceilings, eligibility, documents, geography, varieties, components, effective dates and approval hierarchy — without code change.	Critical
A02	Scheme independence	Separate budget head, approval chain, rules and audit per scheme; enforced prevention of cross-scheme ceiling usage; a beneficiary may hold claims under multiple schemes concurrently.	Critical
A03	Rules and benefit engine	Declarative, versioned eligibility rules and benefit formulae evaluated against form and verified context, returning an explainable rule-by-rule trace, decision and computed amount.	Critical
A04	Supplier / vendor lifecycle	Empanelment, category and rate master, performance scoring, blacklisting workflow and quality ranking.	Mandatory
A05	Site survey and design	Survey capture, technical design, bill of quantities and design approval workflow, where the scheme requires installation.	Mandatory
A06	Technical sanction	Technical scrutiny, design verification, deviation handling and technical sanction with digital approval.	Critical
A07	Financial sanction and budget ledger	Digital sanction against the correct scheme budget head, with the remaining ceiling decremented at sanction and system-enforced blocking of sanctions exceeding availability.	Critical
A08	Field inspection mobile app	Android-ready application: assignment, checklist, GPS, time and photo evidence, verdict and synchronization.	Mandatory
A09	Offline field capability	Offline data capture, encrypted local store, conflict handling and controlled synchronization on connectivity restoration.	Critical
A10	Geo-fencing and anti-spoofing	Location accuracy, mock-location and root detection, device and time evidence and exception flags.	Mandatory
A11	QR / barcode / serial tracking	Generation and scanning with traceability from consignment or lot through to installation, distribution or inspection.	Mandatory

Ref.	Capability	Minimum expectation	Class
A12	Computer-vision verification	Image quality, tamper, duplicate-image and object-presence checks on field evidence, with human review.	Critical
A13	Payment and DBT integration	PFMS / treasury / bank adapter, payment batching, idempotency, status, UTR capture, retry handling and three-way reconciliation.	Critical
A14	AMC and post-installation	Post-installation survey, warranty and AMC tracking, complaint routing, resolution SLA and recurring-failure analytics.	Mandatory
A15	Impact measurement	Post-benefit survey, crop, yield and income capture, and scheme-impact dashboards.	Desirable

1.6.3 Component B — Potato Schemes

Ref.	Capability	Minimum expectation	Class
B01	Cold storage registry	Facility onboarding, licence verification, geo-location, chamber and capacity master, approved tariff master and compliance status.	Mandatory
B02	Storage transaction and receipt	Digital gate-in, weighment reference, lot creation, digitally signed storage receipt and two-sided confirmation by operator and farmer.	Mandatory
B03	Gate-out and sale capture	Gate-out recording, quantity reconciliation against the receipt and linkage to any subsequent claim.	Mandatory
B04	Mandi price ingestion	Scheduled ingestion from Agmarknet / eNAM / State feeds; minimum, maximum and modal capture per market; exception flagging and administrator validation.	Mandatory
B05	Reference price and trigger	Configurable weighted reference-price formula, protected-price comparison, trigger determination and publication with complete price lineage.	Mandatory
B06	Scheme A benefit computation	Eligible storage charge computation against configured rate, quantity cap, storage window and district or variety filters.	Critical
B07	Scheme B benefit computation	Differential multiplied by eligible quantity, subject to caps, window and budget availability, with an auditable calculation record.	Critical
B08	Cross-scheme controls	A lot, receipt or season claimed under one potato scheme cannot be claimed again under the other except where the Government Order expressly permits it.	Critical

1.6.4 Component C — Digitisation and Knowledge

Ref.	Capability	Minimum expectation	Class
C01	Records inventory and file plan	Configurable departmental file plan, record categories, retention schedule, physical location register and digitisation priority.	Critical
C02	Bulk scanning and capture	Batch scanning with control sheets, barcode / QR batch tracking, chain-of-custody register and operator accountability.	Mandatory
C03	Image quality assurance	Deskew, despeckle, blank and duplicate-page handling, legibility checking, sampling-based QA and re-scan workflow.	Mandatory
C04	OCR / ICR — Hindi and English	Text recognition for Devanagari and English, including mixed-language pages, with per-page confidence scoring.	Critical

Ref.	Capability	Minimum expectation	Class
C05	Legacy and handwritten material	Handling of degraded, faded, carbon-copy and handwritten records, with flagging for manual verification where confidence is low.	Mandatory
C06	Document parsing and structure	Extraction of headings, paragraphs, tables and key fields from PDFs, scans and office documents into a structured representation.	Critical
C07	Metadata, taxonomy and classification	Configurable metadata schema, controlled vocabularies, validation rules, auto-classification against the file plan and reviewer confirmation.	Critical
C08	Immutable original preservation	Raw original stored unaltered in object storage with write-once behaviour, versioning and a defined preservation format.	Critical
C09	Integrity and de-duplication	Cryptographic hashing of every ingested object, duplicate detection and linking, and tamper detection on retrieval.	Critical
C10	Document registry and lineage	Central registry with provenance, processing history, derived artefacts and relationship to the physical file.	Critical
C11	Chunking and embeddings	Configurable chunking and embedding generation using a self-hostable embedding model.	Critical
C12	Hybrid search	Fusion of dense vector retrieval and keyword / BM25 retrieval, with configurable weighting and reranking.	Critical
C13	Cited retrieval	Every generated answer shall carry citations identifying document, page and passage; answers without retrievable citations shall not be produced.	Critical
C14	Conversational assistant	Bilingual grounded question-answering over the authorised corpus, with citation display and source preview.	Critical
C15	Redaction and PII protection	Detection and redaction of personal and sensitive data in derived copies and exports, with the original preserved intact.	Critical
C16	Retention and disposition	Retention clocks per record category, legal hold, review, approved disposition and certified destruction records.	Mandatory
C17	E-file movement	Configurable file movement, noting, referencing, approval and closure workflows aligned to departmental practice.	Mandatory
C18	Legacy repository migration	Bulk import of existing scanned repositories, departmental databases and spreadsheets, with mapping, reconciliation and rollback.	Mandatory
C19	District and low-bandwidth operation	Usable performance at district and field offices on constrained bandwidth, with resumable upload and degraded-mode operation.	Mandatory

1.6.5 Component D — Sovereign Hosting and AI/ML Infrastructure

Ref.	Capability	Minimum expectation	Class
D01	Modular Edge module	Pre-engineered, self-contained rack, row or micro-module form factor deployable in constrained space with minimal civil works.	Critical
D02	Hybrid cooling	Built-in hybrid liquid and air cooling with operational redundancy, supporting mixed conventional and high-density GPU loads.	Critical
D03	Power continuity	UPS engineered for continuous availability, with generator or solar / battery interface as the site allows, and A/B power path where feasible.	Critical

Ref.	Capability	Minimum expectation	Class
D04	Energy efficiency	Efficient power distribution, rack-level metering and measurable, reported PUE against an agreed target.	Critical
D05	Solar-ready green power	Solar with battery backup for open-space and off-grid sites, with seamless changeover.	Mandatory
D06	DCIM monitoring and control	Monitoring and control across power, thermal and environment, with alarms, thresholds and capacity headroom reporting.	Critical
D07	Physical security and fire safety	Controlled physical access, CCTV, intrusion detection, and integrated fire detection and suppression.	Critical
D08	Compute and virtualisation	x86 server estate sized to assessed demand, with virtualisation and a container / Kubernetes platform.	Critical
D09	GPU estate	GPU servers and accelerator pools supporting training, fine-tuning and inference, with elastic addition of nodes as demand grows.	Critical
D10	Storage and data protection	Block, file and object storage with encryption, immutable backup, replication, archival and defined retention.	Critical
D11	Network fabric	Redundant high-throughput fabric with dual uplinks, segmentation and quality-of-service controls.	Critical
D12	Sovereign cloud platform	Tenant-isolated IaaS with self-service provisioning, quotas, metering and chargeback, and policy-based governance.	Critical
D13	GPU-as-a-Service	On-demand and reserved GPU instances and dedicated GPU servers, with scheduling, quota and usage metering per department or scheme.	Critical
D14	Private inference	Model hosting and inference within the approved boundary, with no departmental or beneficiary data transmitted to any external AI service.	Critical
D15	MLOps and sovereign AI lab	Model registry, versioning, deployment pipeline, evaluation records, rollback, and an isolated environment for departmental model development.	Mandatory
D16	Workload consolidation	Hosting of multiple independent scheme applications on shared infrastructure with logical isolation, separate quotas and separate cost attribution per scheme.	Critical
D17	Migration of existing systems	Assessment, planning, migration, cutover, parallel run and rollback for existing departmental applications and databases.	Critical
D18	Backup and disaster recovery	Defined RPO and RTO by workload tier, immutable backup, replication to the DR site and scheduled, evidenced restore and DR drills.	Critical
D19	Security stack	Firewall, WAF, DDoS protection, zero-trust access, IAM / PAM, EDR, vulnerability management and SIEM / SOC integration.	Critical
D20	NOC, ITSM and capacity	24×7 monitoring, incident, problem and change management, service desk, SLA reporting and threshold-based capacity expansion.	Critical
D21	Self-service portal	Departmental visibility of consumption, quotas, tickets, capacity and SLA performance per scheme.	Mandatory
D22	Edge autonomy	Continued local operation of critical district functions during wide-area link failure, with reconciliation on restoration.	Mandatory
D23	Data residency	All data, backups, replicas, logs and derived artefacts stored, processed and accessed only within India.	Critical

Ref.	Capability	Minimum expectation	Class
D24	Hosting	Where any 3rd party or own cloud service is used, the cloud service provider shall host all data centres within India.	Critical
D25	Portability and exit	Workloads deployable on open standards and migratable to Government Cloud, NIC / MeghRaj, the UP State Data Centre or another approved environment without re-engineering.	Critical
D26	Asset register	Tagged register of every asset with owner, location, warranty, refresh cycle and depreciation position, reconciled periodically.	Mandatory

1.6.6 AI and Responsible-AI Requirements

Ref.	Capability	Minimum expectation	Class
AI01	Document AI	OCR / KIE, table extraction, classification and validation across scheme and record documents, with confidence scoring and low-confidence review.	Critical
AI02	Computer vision	Image quality, tamper, duplicate-image and object-presence verification on field and inspection evidence.	Critical
AI03	Fraud and anomaly detection	Duplicate beneficiaries, abnormal claim frequency, quantity outliers, geographic irregularities and price-feed anomalies, raising reviewable alerts.	Critical
AI04	Retrieval and cited answering	Grounded generation restricted to the authorised corpus, with mandatory citations and an explicit statement where no supporting record exists.	Critical
AI05	Agentic workflow orchestration	Supervisor and expert agents executing only registered, authorised tools, with full run history and reproducibility.	Mandatory
AI06	Tool authorization policy	Policy-as-code authorization of every tool invocation against user role, department, classification and tool sensitivity.	Critical
AI07	Human oversight	Approval queue for AI outputs and sensitive actions, with reviewer identity, decision, reason and timestamp recorded; statutory, eligibility, financial and personnel decisions remain with a human officer.	Critical
AI08	Self-hostable models	Language, embedding, vision and re-ranking models operable within the departmental environment; any external dependency disclosed and not a precondition for core functionality.	Critical
AI09	Model governance	Documented purpose, model and version, evaluation results, known limitations, bias considerations, oversight design, override logging and rollback.	Mandatory
AI10	AI data protection	No departmental or beneficiary record, prompt, query, embedding or telemetry transmitted to any external AI service without express written approval.	Critical

1.6.7 Security, Privacy and DPDP Requirements

Ref.	Capability	Minimum expectation	Class
S01	Data inventory and purpose mapping	Documented inventory of personal data processed, purpose, lawful basis, retention and recipients.	Critical
S02	Notice and consent	Purpose-specific notice and consent where applicable, with version, timestamp, channel and withdrawal handling.	Critical
S03	Data minimisation	Collection limited to what the scheme or function requires, with justification recorded per field.	Critical

Ref.	Capability	Minimum expectation	Class
S04	Data-principal requests	Access, correction, erasure and grievance handling with defined timelines and evidence.	Critical
S05	Retention and erasure	Retention schedule per data category with automated review, approved disposition and certified deletion.	Critical
S06	Encryption	TLS 1.2 or higher in transit and AES-256 or equivalent at rest, with KMS / HSM-backed keys and field-level encryption for identity and bank data.	Critical
S07	Access control	Role-based and attribute-based access with least privilege, enforced at the service layer and not only in the user interface.	Critical
S08	Authentication	Standards-based single sign-on with multi-factor authentication for officials and privileged users, and session control.	Critical
S09	Application and API security	Alignment to OWASP ASVS / Top 10, WAF, rate limiting, input validation and secure session management.	Critical
S10	Secure SDLC	Threat modelling, code review, SAST / DAST / SCA, dependency and image scanning, and periodic VAPT.	Critical
S11	Logging and SOC	Centralised, immutable logging with SIEM / SOC integration, alerting and privileged-access monitoring.	Critical
S12	Incident response	Documented plan, severity model, notification timelines, CERT-In reporting and post-incident review.	Critical
S13	Environment segregation	Separate development, test, staging and production environments with anonymised or synthetic data in non-production.	Mandatory
S14	Infrastructure security	Hardening baselines, patch cadence, EDR, network segmentation and configuration management.	Critical
S15	Data location and transfer	All data, backups, replicas and derived artefacts within India; no processing or access outside India at any time.	Critical
S16	Audit readiness	Support for CERT-In empanelled security audit prior to go-live and thereafter as required, and for departmental and statutory audit.	Critical

1.7 Farmer and User Onboarding

Legal distinction: OVSE registration permits the entity to undertake Aadhaar offline verification in accordance with the applicable UIDAI framework. It does not, by itself, confer AUA / KUA status or authorise online Aadhaar authentication or e-KYC. The solution and the contracting route shall use only the mechanism legally approved for the project.

A single onboarding route will exclude genuine farmers. The platform shall therefore support all of the routes below, all converging on one verified Farmer ID, with the identity-assurance level recorded against every transaction. The End Customer Department shall be able to enable or disable any route, per scheme, through configuration.

Onboarding Route	Minimum expectation	Class
Aadhaar Offline Verification (OVSE)	UIDAI-signed QR / offline XML verified on device, signature and share-code validation, optional liveness detection and face match against the QR-embedded photograph. This shall be supported as the default route and shall be demonstrated on a working system.	Mandatory
Aadhaar eKYC (AUA / KUA route)	Consent-based OTP e-KYC through an authorised AUA / KUA / Sub-AUA / ASA, to be enabled only where a Government Order legally mandates online authentication.	Critical (integration readiness)

Onboarding Route	Minimum expectation	Class
Farmer ID / Farmer Registry	Look-up against the UP Farmer Registry / Agristack Farmer ID, with profile and land details pre-filled from the authoritative record.	Mandatory (integration readiness)
Aadhaar photocopy / photo capture	Legacy fallback where no other route is possible; the Aadhaar number shall be masked and tokenised and never stored in clear text. To be phased out on Department direction.	Mandatory
Mobile OTP with self-declaration	Mobile number creates the beneficiary account and internal Farmer ID; identity shall be upgraded to a higher-assurance route before sanction.	Mandatory
CSC / operator-assisted onboarding	Common Service Centre or departmental operator registers the farmer with recorded consent, holding no approval authority.	Critical
Departmental officer SSO	Officers and operators authenticate through the departmental identity provider with multi-factor authentication and department and classification scope.	Critical

a) The bidder shall declare the proposed route — OVSE / offline verification, direct AUA / KUA, Sub-AUA / Sub-KUA, or service through an authorised AUA / KUA / ASA — together with current registration status and evidence.

b) OVSE-based offline verification is a mandatory functional capability of the offered platform and shall be demonstrated during the live demonstration.

c) No Aadhaar number, biometric or e-KYC data shall be stored, displayed, logged or transmitted except as permitted by the Aadhaar Act, regulations, UIDAI directions and the approved architecture. Core biometrics shall not be stored under any circumstance.

d) Land verification through Khasra / Khatauni (Bhulekh) and bank-account name validation shall be applied on top of any onboarding route.

e) Any Aadhaar integration shall remain subject to the approval of ITI / End Customer Department, UIDAI / ecosystem entity and the competent authority; no EOI qualification shall be treated as such approval.

1.8 Analytics, Dashboards and Reporting

a) Scheme-wise, district-wise and season-wise coverage, throughput, pendency and beneficiary analytics across all components.

b) Budget utilisation and remaining ceiling per scheme, with ageing of pending sanctions and unpaid claims.

c) Price trend, trigger history and beneficiary impact analytics for the price-stabilisation scheme.

d) Digitisation progress, backlog, OCR confidence distribution, rejection and re-scan rates and metadata error rates.

e) Search and knowledge analytics: retrieval volume, success rate, most-consulted record categories and assistant usage.

f) Infrastructure analytics: power, cooling, PUE, capacity headroom, GPU utilisation, availability and incident trends.

g) Consumption and cost attribution by scheme, department and service — racks, kW, vCPU, storage, GPU hours and bandwidth.

h) SLA compliance heatmaps, officer workload, escalation analytics and security posture dashboards.

i) Public transparency dashboard publishing aggregated, non-personal information only.

1.9 Technology Architecture and Integration

a) Layered, modular and API-first architecture with clear separation between experience, business services, integration, document AI, knowledge, data, infrastructure and security layers.

b) Containerised deployment with identical artefacts across local, on-premise Kubernetes and cloud environments, preserving the air-gapped on-premise / State Data Centre path.

c) Programming to open standards only — standard SQL / PostgreSQL-compatible RDBMS, S3-compatible object storage, standard event / message protocol, open vector and search interfaces — with any managed service used only as an optional configuration swap-in and never as a hard dependency.

d) Integration through an adapter / anti-corruption layer with one canonical interface per external capability, so a provider can be replaced by configuration without changes to calling services.

e) Separation of the raw original from derived artefacts, so parsing, chunking, embedding and indexing can be re-run without re-ingesting or altering the source record.

f) Event-driven ingestion and processing, allowing long-running document AI and batch work to proceed asynchronously and resume after failure.

g) Policy-as-code authorization enforced at the service layer for both user and agent access.

h) Infrastructure-as-code for provisioning, configuration and rebuild, with version control and documented recovery procedures.

i) Externalised secrets and key management; no credentials in source code or images.

j) Full observability: centralised logging, metrics, distributed tracing, health endpoints and alerting across application and infrastructure layers.

k) DevSecOps pipeline with static, dependency and image scanning, automated tests, environment promotion and rollback.

1.9.1 Indicative Integrations readiness and availability

Capability	Indicative source / mechanism
Identity — offline	UIDAI Aadhaar offline verification (QR / paperless offline e-KYC XML) under OVSE registration.
Identity — online	Authorised AUA / KUA / Sub-AUA / ASA route, only where legally approved for the project.
Officer identity	Departmental identity provider (OIDC / SAML), directory services and privileged access management.
Farmer registry	UP Farmer Registry / Agristack Farmer ID look-up.
Land records	Bhulekh Khasra / Khatauni services.
Bank validation	NPCI / bank / PFMS name-match and account-validation mechanism.
Payments / DBT	PFMS, State treasury or sponsor-bank integration as directed.
Market prices	Agmarknet, eNAM or State mandi price feeds.
Documents	DigiLocker issued-document pull, where approved.
Government e-file	eOffice or equivalent departmental file management system, where directed.
State hosting	UP State Data Centre, NIC / MeghRaj or Government Cloud for interconnection or workload placement.
Departmental network	UP SWAN / departmental WAN, district office connectivity and secure remote access.
Notifications	Approved SMS / email / push / WhatsApp Business gateways.
Signatures	DSC / eSign service provider.
Security operations	State or departmental SOC, CERT-In reporting and log forwarding.

1.9.2 Hosting, Data Residency and Compliance

The offered solution shall be hosted on infrastructure arranged by the selected Technology Partner. The bidder may host on infrastructure of its own, or on cloud infrastructure or data centres provided by a third-party cloud service provider, provided that the cloud service provider is hosting all data in India, and that all data centres used for this project are located in the India region. The bidder shall in all cases remain the single point of accountability to ITI Limited for availability, security, service levels and compliance of the hosted environment.

a) The bidder shall disclose in the bid the identity of the proposed cloud service provider, the hosting arrangement, and whether the infrastructure is owned by the bidder or obtained from a third party.

b) All facilities used for this project — central, DR, edge, backup and any staging or support environment — shall be located within the territory of India. No data, backup, log, replica, embedding or metadata shall be stored, processed, replicated or accessed outside India at any time.

c) Central and DR facilities shall meet Tier-III or higher standards, with documented physical security, redundant power and cooling, fire detection and suppression, and 24×7 operations.

d) The bidder shall disclose the exact location of every facility, the deployment model offered and the model proposed for each workload tier, having regard to the classification of departmental and beneficiary data.

e) Hosting, infrastructure, licensing, bandwidth, security services, backup, disaster recovery and cloud operations for the contract period shall be included in the bidder's scope and quoted in the financial bid, unless expressly provided otherwise in the work order.

f) The bidder shall provide the End Customer Department and its auditors with read access to audit logs, security posture reports, capacity reports and SLA reports.

g) The platform shall remain portable and deployable, without re-engineering, on Government Cloud, NIC / MeghRaj, another MeitY-empanelled Cloud Service Provider, the UP State Data Centre or an approved on-premise environment.

h) On expiry, termination or exit, the bidder shall migrate all data, indexes, images, configuration and workloads to the environment nominated by the Department in open formats, and shall certify secure deletion of all residual copies.

1.9.3 Sovereignty and Independence

a) Departmental data and AI workloads shall remain within India and within the approved Government / PSU boundary at all times, under the Department's control.

b) The complete solution shall be capable of operating within the Department's environment, including an air-gapped configuration, without any call to an external service that the Department cannot itself host.

c) Language, embedding, vision and reranking models used for core functionality shall be self-hostable, and the bidder shall state the model, version and licence for each.

d) No component shall transmit departmental records, prompts, queries, telemetry or operational data outside the approved boundary without express written approval.

e) The bidder shall disclose all third-party, proprietary and open-source components, their licences, and any recurring licence, subscription or usage-metered dependency.

f) Data shall remain owned by the Department; the bidder and ITI act only in the roles defined in the contract and the associated data-processing arrangements.

1.10 Access Control and Classification

Departmental records and beneficiary data carry differing sensitivity. Access shall be enforced by role, department and classification, and the basis of every access decision shall be recorded. Access control shall be enforced by the platform services, and shall not depend on values supplied by the browser or client.

Control	Minimum expectation	Class
Role model	Configurable roles covering platform administrator, departmental user, ingestion operator, field inspector, reviewer, approver, finance, supplier, cold storage and auditor, with least privilege by default.	Critical
Department scoping	Every user carries a department or office scope; data outside that scope shall not be searchable, retrievable or citable.	Critical
Classification scoping	Records carry a classification; a user shall access only classifications within the entitlement granted to them.	Critical
Policy enforcement	Authorization decisions made by a policy engine at the service layer, versioned as policy-as-code and independently auditable.	Critical
Agent and tool access	Agents inherit the entitlement of the requesting officer and shall not exceed it; every tool call is authorised before execution.	Critical
Delegation	Time-bound delegation of access with recorded justification, automatic expiry and full audit.	Mandatory

Control	Minimum expectation	Class
Segregation of duty	Maker-checker separation enforced for sanction, payment and classification change; administrators hold no authority to alter sanctioned financial records.	Critical

1.11 Implementation, Migration and Acceptance

Phase	Indicative coverage
Phase 1	Discovery, records survey and workload assessment; platform deployment on the approved environment; identity, access control and audit; Component A core — beneficiary registry, multi-mode onboarding, land and bank validation, scheme configurator, workflow, sanction and DBT; Component B Scheme A slice; pilot Edge module and central hosting capability.
Phase 2	Component B Scheme B — mandi price ingestion, reference price, trigger and benefit computation; Component C — ingestion, OCR, metadata, indexing, hybrid search and cited retrieval; sovereign cloud, GPU estate and AI/ML services; migration of the first tranche of departmental workloads; dashboards, MIS and grievance.
Phase 3	Statewide rollout across districts; supervised agent workflows and approval queue; e-file workflow; progressive Edge rollout; migration of remaining workloads; performance, security and DR validation; training, documentation, handover and steady-state operations.

- Migration of legacy departmental data, scanned repositories, databases and applications with cleansing, mapping, dependency analysis, reconciliation and rollback plan.
- Environment strategy covering development, testing, staging / UAT and production, with documented promotion and rollback.
- Configuration of schemes, file plan, taxonomy, retention schedule, roles and classification model as versioned configuration.
- No departmental workload shall be migrated until its target environment has passed security review and the rollback plan has been accepted.

1.11.1 Testing and Acceptance

- Functional, integration, regression, performance / load, security and user-acceptance testing with documented test cases and results.
- Component A: an end-to-end scheme application from registration through eligibility, inspection, sanction and payment with UTR, including the explainable rule trace and audit trail.
- Component B: complete Scheme A slice (gate-in to payment) and complete Scheme B slice (price ingestion to payment) on the acceptance environment.
- Component C: a physical file through scanning, OCR, metadata, indexing, search and cited answer, with verification that a restricted record is not retrievable by an officer outside its scope.
- Component D: factory and site acceptance of the module — power, cooling, redundancy failover, fire, access control, monitoring — plus IT, security, resilience and migration acceptance including a full DR switchover drill.
- Acceptance criteria, defect severity definitions, resolution timelines and go-live readiness checklist agreed with ITI and the End Customer Department.

1.12 Deliverables

- Database schemas, build scripts, configuration, deployment automation, CI/CD definitions, API specifications, and technical, user and administrator manuals.
- SRS, HLD, LLD, data model, integration specifications, security architecture, policy-as-code rule sets, test artefacts and operational runbooks.
- Scheme packages, file plan, taxonomy, retention schedule and classification model in an open, documented configuration format.

- All digitised records, derived artefacts, metadata, indexes, embeddings and beneficiary data shall be the property of the End Customer Department and shall be exportable in open formats at any time.
- All customisations, configurations and project-specific developments shall vest with ITI / the End Customer Department as specified in the subsequent contract, with no vendor lock-in.
- Any pre-existing product components shall be clearly identified, with licensing terms, escrow arrangement where applicable, and a written commitment that the Department can continue to operate, modify and host the solution independently.
- Complete disclosure of third-party and open-source components, their licences, and any recurring licence or subscription dependency.
- The handed-over artefacts shall be independently buildable and deployable by the Department or its nominee from the supplied documentation.

1.13 Operations, Maintenance and Service Levels

Area	Indicative measure
Availability	≥ 99% monthly for the production platform; by service tier — 99.1%, 99.2% or higher — for hosted infrastructure, determined by redundancy design and the departmental requirement for each workload.
Performance	95th percentile page and API response within 2.5 seconds, and search and retrieval within 3 seconds, under the agreed concurrent-user load.
Incident response	Severity-based acknowledgement, restoration and resolution targets, with 24×7 handling for critical services and defined escalation to ITI and the Department.
Power and environment	Rack-power monitoring, temperature and humidity thresholds, alarm response times and capacity headroom reporting.
Backup and DR	Defined RPO and RTO by workload tier, immutable backup, and scheduled restore and disaster-recovery drills with evidence.
Security	Vulnerability remediation timelines, patch cadence, incident notification, privileged-access control, immutable audit logs.
Capacity	Monthly utilisation review and threshold-based expansion for power, cooling, compute, GPU, storage and network.
Reporting	Monthly service report covering SLA, availability, incidents, capacity, security posture, energy efficiency, digitisation progress, consumption and cost attribution.
Governance	Joint steering committee at agreed intervals, monthly service reviews, and a joint PMO maintaining the risk register, change log and acceptance records.
Exit management	Documented exit plan, knowledge transfer, export of all data and indexes in open formats, transition support and certified deletion.

1.14 Live Demonstration and Evaluation Methodology

On ITI need basis, each responsive bidder shall present a live demonstration of the offered solution on a working environment, and for Component D shall permit inspection of an operating facility or reference installation. Screenshots, recorded videos, brochures, renderings, slide-only walkthroughs or prototype mock-ups shall not be accepted in place of working evidence. The demonstration shall cover, for each component bid for, at minimum:

- Configuration of a new scheme — rates, eligibility, documents, workflow and approval hierarchy — without code change.
- Beneficiary onboarding through at least the OVSE offline route and one further route from Section 1.7, showing the recorded assurance level.
- An end-to-end scheme claim from application through eligibility evaluation, scrutiny, maker-checker approval, sanction and simulated DBT, with the explainable rule trace and audit trail displayed.
- An end-to-end potato Scheme A claim from storage receipt, and an end-to-end Scheme B claim from price ingestion and trigger determination, each through to simulated payment.

- Negative scenarios: wrong-role action refusal, illegal state transition refusal, maker-checker violation, duplicate claim rejection and budget-ceiling breach prevention.
- Ingestion of a scanned Hindi and English document showing preservation of the original, hash-based duplicate detection, OCR output with confidence, metadata and classification.
- Hybrid search and a generated answer carrying citations to document, page and passage, with click-through to source, and the platform declining to answer where no supporting record exists.
- Access control: the same query executed by two officers with different department and classification entitlements, returning different permitted results, with the restricted record not retrievable or citable.
- A supervised agent run showing supervisor and expert agents, tools invoked, policy authorization of each tool call, citations produced and the human approval step.
- Sovereign cloud and GPU: tenant provisioning, quota enforcement, isolation between two tenants, metering and chargeback, and a private inference workload executing wholly within the boundary.
- A working Smart Edge or modular data-centre deployment showing cooling, power continuity, DCIM telemetry, reported PUE, access control and fire safety in operation.
- Backup and disaster recovery: an evidenced restore and a switchover to the DR environment.
- Evidence of hosting compliance: Proposed cloud service provider should host data in India, facility locations within India, and the deployment model proposed for each workload tier.
- Dashboards, audit trail, report export, self-service consumption portal and administration console.

1.15 Bidding Options and Component Selection

A bidder needs to respond for the whole programme. The bid shall clearly state the components offered. The following conditions apply:

- A bidder bidding for the programme shall demonstrate the capability to deliver every component with estimated time frame.
- The bidder shall price each component separately in the financial bid.

1.16 Disqualification at Screening Stage

- Prototype-only or development-only proposal without an existing deployable product.
- Failure to achieve the 100% coverage threshold for any component bid for, or failure to demonstrate any applicable Critical or Mandatory requirement on a working system or deployment.
- Failure to demonstrate OVSE-based Aadhaar offline verification on a working system and valid OVSE Registration certificate.
- Inability to demonstrate cited retrieval, or a solution that generates record-based answers without verifiable citations (Component C).
- Inability to demonstrate department and classification based access control enforced at the service layer.
- Inability to demonstrate tenant and scheme isolation on shared infrastructure (Components A, B and D).
- Inability to demonstrate private inference, and AI integrations.
- Material misrepresentation, forged evidence or concealment of conflict of interest or debarment.
- Failure to accept live demonstration, site inspection, security due diligence or reference verification.

1.17 Reference Framework

The bidder shall have regard to, and the solution shall be consistent with, the following as applicable: the Digital Personal Data Protection Act, 2023; the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 together with the Aadhaar (Authentication and Offline Verification) Regulations and applicable UIDAI circulars and specifications; the Information Technology Act, 2000 and rules thereunder; the Public Records Act, 1993 and applicable State records and archival rules; the Right to Information Act, 2005; CERT-In directions on cybersecurity practices, log retention and incident reporting; PFMS / DBT operational guidelines; Uttar Pradesh State IT, data-centre and procurement policies; applicable electrical, fire-safety, building and environmental regulations for data-centre installations; and the implementing Government Orders and departmental instructions issued by the Department of Horticulture & Food Processing, Government of Uttar Pradesh.

Part II - PROCEDURE FOR SUBMISSION OF E-TENDER

The Bidders are required to submit soft copies of their bid electronically on the ITI 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 ITI e-Wizard Portal. For more information, Bidders may visit the ITI e-Wizard Portal **https://itilimited.ewizard.in**

1. Registration Process on ONLINE Portal

a. Bidders to enroll on the e-Procurement module of the portal **https://itilimited.ewizard.in/** by clicking on the link "Bidder Enrolment" as per portal norms.

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. These would be used for any communication from the e-Wizard Portal.

c. Bidders must provide the details of PAN number, registration details etc as applicable and submit the related documents. The user id will be activated only after submission of complete details. The activation process will take minimum 24 working hours. After completion of registration payment, you can also send your acknowledgement copy on our help desk mail id **ewizardhelpdesk@gmail.com** for activation of your account.

d. Bidders to register upon enrolment their valid Digital Signature Certificate (DSC: Class III Certificates with signing key and encryption usage) issued by any Certifying Authority recognized by CCA India with their profile.

e. A Bidder should register only one valid DSC. Please note that the Bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse. Foreign Bidders are advised to refer "DSC details for Foreign Bidders" for Digital Signature requirements on the portal.

f. Bidder then logs in to the site through the secured login by entering their user ID/password and the password of the DSC / e-Token.

2. Tender Document Search

a. Various built-in options are available in the e-Wizard Portal to facilitate Bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.

b. There is also an option of advanced search for tenders, wherein the Bidders may combine a number of search parameters such as organization name, a form of contract, location, date, other keywords, etc. to search for a tender published on the Online Portal.

c. 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. This would enable the Online Portal to intimate the Bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

d. The Bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

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 document that needs to be submitted. Any deviations from these may lead to rejection of the bid.

d. 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/XLS/PNG, etc. formats. Documents in PDF format with maximum Five (5) MB file can be uploaded.

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 must pay required payment (Form fee, EMD, Tender Processing Fee etc.) as mentioned before submitting the bid
   d. Bidder to select the payment option mode as specified in the Schedule (EMD/FORM FEE Section) to pay the form fee/ EMD wherever applicable and enter details of the instrument.
   e. A standard BoQ format has been provided with the tender document to be filled by all the Bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
   f. 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.
   g. 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.
   h. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
   i. 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.
   j. Kindly have all relevant documents in a single PDF file.
   k. The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

5. Amendment of bid document

At any time prior to the deadline for submission of proposals, the institutions 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.

6. Instruction to Bidders
   a. Process for Bid submission through ITI Ewizard portal is explained in Bidder Manual. Bidders are requested to download Bidder Manual from the home page of website (**https://itiltd.euniwizarde.com**). Steps are as follows:

   (Home pg. ⟹ Downloads ⟹ Bidder Manuals).

   b. The tenders will be received online through portal https://itiltd.euniwizarde.com. In the Technical Bids, the Bidders are required to upload all the documents in PDF format.

      Possession of Valid Class III Digital Signature Certificate (DSC) in the form of smart card/e- Token in the company's name is a prerequisite for registration and participating in the bid submission activities through **https://itilimited.ewizard.in**. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available on the website https://itilimited.ewizard.in/ under the link 'DSC help'.

      Tenderers are advised to follow the instructions provided in the `User Guide and FAQ' for the e-Submission of the bids online through the ITI e-Wizard Portal for e-Procurement at **https://itilimited.ewizard.in**

   c. The Bidder has to "**Request the tender**" to portal before the "**Date for Request tender document**", to participate in bid submission.

7. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
8. Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.

Digitally signed by ALTAF KHAN
Date: 2026.08.20 17:05:36 IST

9. No deviation from the technical and commercial terms & conditions is allowed.
10. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bids.

ASSISTANCE TO BIDDERS

1. 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.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the 12x7 Helpdesk Support.

The helpdesk nos. for online bidding:+91 9355030617, +91 9355030618, 011-49606060

Digitally signed by ALTAF KHAN
Date: 2026.08.20 17:05:36 IST

Part III: General Terms and Conditions of EoI/RFP/Tender

The prospective bidders are advised to study the EoI/RFP/Tender document carefully. Submission of your offer/bid shall be deemed to have been done after careful study and examination of the EoI/RFP/Tender with full understanding of its implications. Failure to furnish all information required in the EoI/RFP/Tender Document or submission of an offer/bid not substantially responsive to EoI/RFP/Tender in every respect will be at the Bidder's risk and may result in its outright rejection.

1	**Vendor of ITI**	Order will be awarded to vendor only after acceptance of ITI Proposal by end customer and as per guidelines of end customer work order /agreement.
2	**Non -transferable Offer**	This EoI/RFP/Tender document is not transferable. Only those, who havepurchased this offer document, are entitled to quote.
3	**Only oneProposal**	The Bidder should submit only one Bid/Offer/Proposal. If the Bidder submits or participates in more than one proposal, such proposals shall bedisqualified.
4	**Language of theBid**	All information in the Bid, correspondence and supporting documents, printed literature related to the Bid shall be in English. Failure to comply with this may disqualify a Bid. In the event of any discrepancy in meaning,the English language copy of all documents shall govern.
5	**Clarification and Amendment in Tender**	At any time before the submission of Proposals, ITI may amend the EoI/RFP/Tender document by issuing an addendum / corrigendum in writing or by standard electronic means. The addendum / corrigendum shall be sent to all contenders and will be binding on them. The Bidders shall acknowledge receipt of all amendments. To give bidders reasonable time in which to take an amendment into account in their Proposals ITI may, if the amendment is substantial, extend the deadline for the submission of Proposals.
6	**Amendment toBid**	At any time prior to the deadline for submission of bids, the bidder may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective Bidder, submit the Revised Financial Bid.
7	**Modification and Withdrawalof Bid**	No bid may be withdrawn or modified in the interval between the bid submission deadline and the expiration of the bid validity period specified in Bid documents. Modification or Withdrawal of a bid during this interval will result in the forfeiture of its bid security.
8	**Validity of Offer**	The offer should be valid for a minimum period of 180 Days from the date of submission. The Bids valid for a period shorter than specified period shall be rejected.
9	**Prices**	The prices quoted by the Bidder shall be FIRM during the performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
10	**Deviation Clause**	No Deviation from Specifications, Terms & Conditions of the tender is allowed. Quotations having deviation from our specifications, standard terms & conditions would be liable to be rejected.
11	**Taxes andduties**	The taxes and duties are to be clearly mentioned, if any.
12	**Delivery schedule**	As per Terms and Conditions of the tender or back-to-back with end customer's requirement.
13	**Insurance**	Insurance of material/equipment/etc covering loss or damage occurring while in transit from the supplier's stores until arrival at ITI/end customer's store will be scope of supplier.
14	**Payment Terms**	a) Payment shall be released to the vendor on back-to-back basis on pro rata basis after ITI has received its payment & the submission

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		of necessary document like Vendor Invoice, receipt acknowledgement of goods by end user etc. b) Other Direct Expenses will be deducted from the payment of the vendor. Expenses like cost incurred by ITI towards EMD/PBG/BG/SD processing. c) The payment shall be done on the basis of actual supply/erection of material as certified by the end customer. d) No advance payment will be made during the execution of the project. In case ITI receives any advance payment, the same can be released to the vendor only after submission of 110% additional BG valid till the completion of obligation for which payment has been released by the end customer. e) An Escrow Account shall be jointly opened in the name of ITI Limited and the successful bidder, wherein all payments from the End Department shall be credited. Subsequent disbursement from the Escrow Account to the successful bidder shall be made strictly in accordance with the actual release of payments by the End Department and subject to fulfillment of contractual obligations.
15	**Warranty and Comprehensive Annual Maintenance Contract (CAMC)**	a) Onsite comprehensive standard warranty or back-to- back or as per end customer's requirement. b) CAMC, if awarded by the end customer to ITI, shall then be awarded to the successful bidder declared in this tender, subject to a mutually agreed percentage margin. CAMC shall be undertaken by the firm after the warranty period is over.
16	**Liquidated Damages (LD)**	Liquidated Damages shall be levied on back- to-back basis i.e. ITI shall deduct from the payment on amount equal to the LD levied on ITI by the end customer.
17	**Training**	Training of customer officers/representatives will be the responsibility of the selected Bidders.
18	**Damage to Properties**	In case of any accident/damage to customer/end user properties by thevendor, full responsibility will be attributed to the vendor.
19	**Contractual Period**	The delivery date shall be as provided to ITI by the customer, and any extension of delivery will be on a back-to-back basis. The successful Bidder shall organise its resources and perform its work so as to complete it not later than the agreed date.
20	**Extension of Contract**	On back-to-back basis.
21	**Inspection Authority**	All supplies will be subject to customer & ITI inspection. Vendor will have to produce the material delivery/receipt certificate certified by the customer along with its own delivery of material receipt.
22	**Pre-Dispatch Inspection / Inspection Clause**	Inspection may be done by ITI representative if required. ITI shall have free access to the supplier's works during testing and final inspection. Vendor shall inform Project Manager of ITI not less than one week in advance. All testing arrangements shall be the responsibility of the vendor. ITI reserves the right to inspect the material along with end customer or third party (if required) during manufacturing and/or before dispatch as per specifications and test protocols.
23	**Tender Award Criteria**	Bidder offering the Highest Net Revenue Share to ITI i.e. lowest landing Cost of items to ITI shall be declared as the successful L1 bidder andthe work shall be awarded to the successful declared (L1) bidder and through the procedure following guidelines of end customer.
24	**Tender Document Cost and**	Tender Document Cost must be remitted through Online/ NEFT/RTGS/Net Banking and Earnest Money Deposit (EMD) must be remitted through BG/Surety Bond/DD/NEFT/RTGS/Net

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	Earnest Money Deposit (EMD)	Banking. No interest shall be payable on the EMD.
25	**Performance Security**	The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract (if signed). The performance security will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract. The value of performance security shall be **5% of contract value** (issued to Business Associate/SIA by ITI) or end-customer's performance security (as per order to ITI) whichever is lower.
26	**Consortium/JV Bidding**	NOT ALLOWED
27	**Signing of the Bids**	The Bid must contain the name, residence and place of business of the person or persons making the Bid and having Power of Attorney and must be signed & submitted by the Bidder with his usual signatures. Satisfactory evidence of authority of the person signing the bid on behalf of the Bidder shall be furnished on non-judicial stamp paper of an appropriate value with the Bid in the form of a **Power of Attorney**, **duly notarized by a Notary Public**, indicating that the person(s) signing the bid have the authority to sign the bid and that the bid is binding upon the Bidder during the full period of its validity. All the pages of Bid document and supporting documents must be signed and stamped by the authorized signatory having Power of Attorney. Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory (ies) to the bid.
28	**Submission of Tender**	ONLINE AS PER Part II - PROCEDURE FOR SUBMISSION OF E-TENDER
29	**Opening of Tender**	Technical bid will be opened on due date of tender opening. **Note** 1: The bidders or their authorized representatives may also be present during the opening of the Technical Bid, if they desire so, at their own expenses. **Note 2**: The technical bids will be opened and evaluated by a duly constituted committee. After evaluation of the technical bid, Price bids of only those bidders will be opened whose technical bids are found suitable. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee and will be intimated to technically qualified bidders.
30	**Rejection of Bid**	ITI reserves the right to reject any or all tenders/quotations/bids received or accept any or all tenders/quotation/bids wholly or in part. Further, ITI reserves the right to order a lesser quantity without assigning any reason(s) thereof. ITI also reserves the right to cancel any order placed on basis of this tender in case of strike, accident or any other unforeseen contingencies causing stoppage of production at ITI or to modify the order without liability for any compensation.
31	**Force Majeure**	Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations, if the non-performance results from such Force Majeure circumstances i.e. Flood, Fire, Earthquake, Epidemic and other acts of God as well as War, Military Operation, Blockade, Act or Actions of State Authorities that have arisen after signing of the present contract. Party invoking this clause shall serve notice of seven days along with the proof of occurrence of the force majeure event to the opposite party. At the time of cessation of such force majeure event a notice of the same shall also be served to the opposite party.

		In such circumstances, upon a written approval of ITI, the time stipulated for the performance of an obligation under the present contract will stand extended correspondingly for the period of time of action of these circumstances and their consequences. However, any such extension shall be given only if extension is granted by the ultimate buyer/ user. Parties at all times take reasonable steps within their respective powers and consistent with good operation practices (but without incurring unreasonable additional costs) to: a) Prevent Force Majeure Events affecting the performance of the Company's obligations under this agreement; b) Mitigate the effect of any Force Majeure Event; and c) Comply with its obligations under this agreement. Further, if the period of the Force Majeure event extends beyond three months*, the parties may consider the foreclosure of the agreement. * Period of three months may vary at the discretion of ITI as per the validity period of the contract.
32	**Arbitration**	All disputes arising out of this contract shall be referred to the sole arbitration of MSP Head, ITI Limited, LUCKNOW or his nominee as per the provisions of the Arbitration and Conciliation Act, 1996. Decision of arbitrator shall be final and binding on both the parties.
33	**Jurisdiction**	This contract between the supplier and buyer shall be governed by the laws of India and this contract shall be taken up by the parties for settlement and orders only in Lucknow jurisdiction.
34	**MSME/Start-up Exemption**	Bidders shall not be exempted from submission of EMD. However, exemption shall be allowed only with respect to the annual turnover and similar work experience criteria
35	**Other Terms and Conditions**	
a	The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of ITI shall be final, conclusive and binding on the Bidder(s). In a nutshell, the Conditional Bid or Bid with deviations will be summarily rejected.	
b	The Bids/Offers of the Qualified bidders (who qualify the eligibility conditions) only would be subjected to the technical-evaluation.	
c	The bidder is expected to go through the Scope of work and Specifications. The bidders are to quote only fully compliant solution.	
d	The bidder may be required to study the existing system being used by the end-client to assess the exact requirements and the Quantum of work on "No-commitment" basis (no commercial compensation would be given to the bidder either by ITI or the end-client for doing this exercise).	
e	The exact strategy to address and win the business opportunity would beshared / discussed with the **Best-Rated** qualified bidder in due course of time.	
f	The bidder is required to extend the requisite support during the evaluation by giving Technical Presentation /Demonstration /Arranging site visits (if required) on "No-Cost No-commitment" basis.	
g	Any clarification issued by ITI in response to query raised by prospectivebidders shall form an integral part of bid documents and it shall amount to an amendment of relevant clauses of the bid documents.	

h	A clause-by-clause compliance statement to all Sections of the EoI/RFP/Tender document is to be submitted in the Technical Bid, demonstrating substantial responsiveness. A bid without clause-by-clause compliance statement to Eligibility Criteria of the EoI/RFP/Tender document, shall not be considered for evaluation and shall be summarily rejected.
i	The bidder should study carefully the document to assess the work and Risk factors associated with such type of Business opportunities.
j	The bidder has to consider the following major Cost Factors while arriving at a commercial decision: • Direct Cost (requisite IT Hardware and Application Software) • Fiscal Cost • Logistics Cost • Taxes/ Duties • Services and Administrative Cost • Training and Documentation Cost • Contingencies
k	The bidder should enclose the documents in their '**Technical Bid**' & '**Commercial Bid**' as specified in the tender documents.
l	Please note that if any document/authorization letter/testimonials are found fabricated /false/ fake, the bid will be declared as disqualified and EMD will be forfeited. This may also lead to the black-listing of the bidder.
m	All the required documents to establish the bidder's eligibility criteria should be enclosed with the original bid/offer (Technical-Bid) itself. The EoI/RFP/Tender will be evaluated on the basis of the documents enclosed with the original bid/offer only. ITI will not enter into any correspondence with the bidder to get these certificates/ document subsequently. However, it reserves its right to get them validated/verified at its own.
n	Due to any breach of any condition by the bidder, the Bid Security (EMD) submitted by the bidder may be forfeited at any stage whenever it is noticed and ITI will not pay any damage to the bidder or the concerned person. The bidder or/and the person will also be debarred for further participation in future EoI/RFP/Tenders.
o	All suppliers (including small scale units who are registered with the National Small Scale Industries Corporation under Single point registration scheme) shall furnish Bid Security to the purchaser as per the requirement. As such no bidder is exempted to furnish the EMD.
p	The successful bidder's bid security (EMD) will be discharged upon the bidder's acceptance of ITI's Order in due course of time and furnishing the Requisite Performance Security/Guarantee. The bid security of the unsuccessful bidder will be returned/ discharged within a month of the opening of the Bids.
q	Suitable 'Training' would have to be imparted to ITI personnel at Bidder's cost in the areas of Installation, day to day Maintenance and Operation of entire system (in the event of placement of order by ITI). The training of the personnel shall be to ensure trouble free operations of the System/Equipment by the end customer.
r	The bidder is required to enclose Notarized Copy of the Power of Attorney from its Directors/Top management which should indicate clearly the name of the signatory and title. The Bidders must ensure that all the documents are sealed and signed by authorized signatory.
s	The Power of Attorney given to the Authorized Signatory should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the respective states(s) and the same be attested by a Notary public or registered before Sub-Registrar of the states(s) concerned.
t	"DISCOUNT, if any, offered by the bidders shall not be considered unless specifically indicated in the price schedule."
u	Sealed offer/bid prepared in accordance with the procedures enumerated above should be submitted to the Tenderer not later than the date and time laid down, at the specified address.
v	ITI shall not be responsible for any postal delay about non-receipt / non- delivery of the bid/documents. This EoI/RFP/Tender Document is absolutely not transferable.

w	The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to ITI to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of the EoI/RFP/Tender.
x	It is further stressed that synergies between ITI's competitors with the bidder, or cartel formation with other bidders, would result in Disqualification of the Bidder.

I. Special Terms and Conditions of RFP/EoI/Tender:

1. The requirement is meant for addressing a business opportunity which has emerged from some Govt. body against their already published tender-Notification / Invitation for the submission of Bids/Quotes which envisages Implementation of Project.

2. The broad 'Scope of Work' would be as per the EoI/RFP/Tender Document. However, the exact Scope of Work will be intimated to the selected SI/Vendor in due course of time (once bidder is short-listed) for addressing the opportunity.

3. The bidder (in the capacity of a System Integrator) is supposed to address the business opportunity jointly with ITI under "Sole Investment Business Model". This may include arranging Bid Security and Performance Bank guarantee etc. All 'Terms and Conditions' as per ITI's customer with regard to Payment / Reward / Delivery/Penalty shall be applicable on the selected Business Associate /SI also (in the event of the award of the business to ITI by the end-customer). It may please be noted that ITI shall open 'Escrow Bank Account' with the business associate (in the event of the award of the order to ITI).

4. The bidder must be prepared to work with ITI limited on exclusive basis and will neither submit any direct proposal (to the end-client) nor submit any business proposal (to the end-client) through other business partner/PSU. In case of violation of the same, the EMD shall be forfeited and the bidder will be black-listed.

5. Agencies should be willing to impart required training to ITI engineers for undertaking services & execution of project.

6. Agencies will be responsible for any short coming in the BOM and the same should be rectified free of cost.

7. Agencies should be willing to provide TOT for manufacturing of offered products in ITI if the bidder is an OEM.

8. Agencies should be willing to sign an exclusive agreement with ITI for smooth execution of the project.

9. Selected agency will submit Performance Bank Guarantee/security Deposit to the end Customer of behalf of ITI Limited.

10. All CVC circulars/ Statutory guidelines as applicable needs to be followed.

II. EoI/RFP/Tender Rejection Criteria:

The EoI/RFP/Tender/Bid will be rejected in case any one or more of the following conditions are observed:

1. Bids received without Proof of Purchase of EoI/RFP/Tender Document and EMD as per requirement.
2. Bids which are not substantially responsive to the Invitation for EoI/RFP/Tender.
3. Incomplete or conditional EoI/RFP/Tender that does not fulfill all or any of the conditions as specified in this document.
4. Inconsistencies in the information submitted.

5. Misrepresentations in the bid proposal or any supporting documentation.
6. Bid proposal received after the last date and time specified in this document.
7. Unsigned bids, or bids signed by an unauthorized person (without a valid Power of Attorney).
8. Bids containing erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person(s) signing the bid.
9. Bid shall remain valid for the specified period from the date of opening of EoI/RFP/Tender prescribed by the purchaser. A bid valid for a shorter period shall be rejected by the purchaser being non-responsive.

III. Lowest-Bid (Best Qualified Bid) Evaluation Methodology:

a. This EoI/RFP/Tender would be subjected to a Two Stage (Technical & Commercial) Evaluation Process. All the Bidders are requested to note the entire evaluation process carefully.

b. Prior to the detailed evaluation, ITI will determine the substantial responsiveness of each Bid to the EoI/RFP/Tender Document. For the purpose of ascertaining the eligibility,

c. A substantially responsive bid is one which confirms to all the terms and conditions of the EoI/RFP/Tender Document without deviations.

d. The purchaser's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

e. The Bids would be evaluated by a duly constituted Committee of ITI Limited, whose decision would be generally taken as final, unless the aggrieved party establishes any Prima facie errors in the findings of the Committee. In such a situation, he may file a representation within 02 working days of receipt of decision from ITI Limited, duly listing the reasons / grounds. Such a representation would be considered at Senior Management Level of the Tendering Authority, whose decision would be final and binding on all the bidders.

f. The Bidders who have submitted the EoI/RFP/Tender Document cost & EMD will be considered for Technical Evaluation.

g. In Technical Evaluation process, all the Technical Bids of the preliminary eligible bidders (as mentioned above) would be scrutinized thoroughly w.r.t our EoI/RFP/Tender Document. The Bidders, who will qualify in the Technical Evaluation process, would be considered for Commercial Evaluation.

h. In Commercial Evaluation process, all the Commercial Bids of the technically qualified bidders (as mentioned above) would be scrutinized thoroughly w.r.t our EoI/RFP/Tender Document. The Bidder with **Least cost (L-1)** would be considered as a successful bidder against this EoI/RFP/Tender.

i. ITI reserves the right to reject any or all bids without assigning any reasons thereof. It shall not be obligatory for ITI to award the work only to the lowest bidder.

IV. Documents to be submitted along with the "Technical Bid":

The Bidder/System Integrator (SI) must submit the following documents along with their Technical Bid:

1. **BID COVERING LETTER**
2. **BIDDERS PROFILE**
3. **CASE–SPECIFIC POWER OF ATTORNEY AUTHORIZING THE BIDDER TO SUBMIT THE BID/EOI ON BEHALF OF THE BIDDER.**
4. **TENDER-DOCUMENT COST OF REQUIRED AMOUNT.**

5. **BID SECURITY (EMD) OF REQUIRED AMOUNT.**
6. **COPY OF PAN CARD.**
7. **GST REGISTRATION CERTIFICATE.**
8. **UNDERTAKING AGAINST NON-BLACKLISTING**
9. **DECLARATIONS**
10. **COMPLIANCE STATEMENT OF ELIGIBILITY CRITERIA**
11. **BID SECURITY DECLARATION**
12. **DETAIL OF WORK EXPERIENCE WITH COMPLETION CERTIFICATE**
13. **FINANCIAL STRENGTH OF THE BIDDER**
14. **INTEGRITY PACT**
15. **TENDER DOCUMENTS DULY SIGNED & ACCEPTED BY THE BIDDER**
16. **THE DETAILED TECHNICAL PROPOSAL, ALONG WITH THE PROPOSED COMPLETION TIMELINE, MUST BE ATTACHED WITH THE BID.**

In case, the bidders do not submit any of the above-mentioned papers/information along with Expression of Interest, his bid will be rejected and bid will not be considered for further evaluation.

It is reiterated that any bid not fulfilling any of the essential requirements mentioned in this EoI/RFP/Tender document would be classified as "Technically Non-Qualified/Non-Responsive" and Commercial bids of such bidders will not be opened and subsequently returned to the bidder. No relaxation would be given to any bidder on any of these conditions.

V. Documents to be submitted along with the "Commercial Bid":

The Bidder/System Integrator (SI) must submit the following documents along with their Commercial Bid:

1. Price Bid as per EoI/RFP/Tender Document format only **(Annexure-H)**. No other format will be accepted.

ELIGIBILITY CRITERIA FOR BIDDERS

The Bidders must fulfill the following eligibility criteria**:**

Sl. No.	**Eligibility Criteria**	**Documents Required**
1.	a) Bidder should be registered under the Companies Act, 1956 / 2013.	**Bidder should submit the following documents:** a) Copy of Certificate of Incorporation/Registration Certificate. b) Copy of MOA (Memorandum of Association) and AOA (Article of Association). c) Copy of PAN card. d) Copy of GST Registration Certificate.

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2.	Bidder should not have been blacklisted /debarred by any Govt. department or any PSU (State or Central) / Autonomous Institution in India as on bid submission date.	Bidder should submit an undertaking signed by CEO/Country Head/Director/Authorized Signatory of the company on non-judicial stamp paper of INR 100/- or such equivalent amount and the same to be attested by notary public. **(Declaration required as per Annexure-E)**
3.	All experiences regarding eligibility criteria will be pertaining to India only. Experiences outside India will not be considered.	Self-declaration on company letterhead.
4.	Bidder should have the valid Unique Identification Authority of India issued OVSE Certificate, MSME & DPIIT Certificate	Copy of valid certificate.
5.	Bidder must submit certain declarations as per **Annexure-D** without which bid would not be considered for evaluation.	Declarations as per **Annexure-D.**
6.	The average annual turnover of the bidder should be minimum INR **1.05 Crore** in the last three financial years.	CA certificate required with UDIN
7.	Similar Work Experience The bidder should have successfully executed **Agriculture and Horticulture Solution and Software Development and AI/ML-based Model Development** work meeting any one of the following criteria: 1. **One single order** of value **₹2.80 Crore or above**; **OR** 2. **Two orders**, each of value **₹1.75 Crore or above**; **OR** 3. **Three orders**, each of value **₹1.20 Crore or above**.	Copy of Work order with Completion certificate

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TECHNICAL BID [Envelop-I]:

It shall have the **full name, address of the Bidder / the authorized agent deliveringthe tender at the bottom left hand corner of the sealed cover**. The cover shall consist of the following:

1	Power of Attorney (POA) towards bid signing authority / Authorization letter from Director or CEO of the Bidder (in Company's letterhead) authorizing the person towards bid signing authority.
2	Bid Covering Letter (as per **Annexure-A**).
3	Bidder's Profile (as per **Annexure-B**).
4	Tender Document Fee.
5	Certificate of Incorporation, Memorandum of Association (MOA) & Articles of Association (AOA).
6	PAN Registration Certificate / PAN Card.
7	GST Registration Certificate.
8	Undertaking towards Non-Black Listing of our firm by any Govt. Body as per **Annexure-C**
9	Declarations against Expression of Interest (EoI) as per **Annexure-D**.
10	Compliance Statement of Eligibility Criteria As per **Annexure-E**.
11	Bid Security Declarations against Expression of Interest (EoI) as per **Annexure-F**).
12	Integrity Pact as per **Annexure-G**
13	**Annexure - H**
14	Audited financial statements (Balance Sheet & P/L Accounts) for last three financial years
15	Certificate from Statutory Auditor / CA specifying the Positive Net Worth for last three years.
16	Experience Certificates: Work Order / Agreements of the projects (of any Consortium Partner) clearly highlighting the Scope of Work (SOW), Bill of Material (BOM), cost of the project(s). The experience is required to meet the eligibility conditions detailed in the Bidder's Eligibility Criteria.
17	Certification in Bidder's letter head towards Funding Plan to execute the project or Solvency Certificate from the banker.
18	Bank Guarantee Formats per **Annexure-I.**
19	Tender document duly signed by the authorized person of the Bidder at bottom of each page of the complete tender document as an acceptance for having read, understood and accepted the tender.
20	All other docs as mentioned in this tender elsewhere.
21	An undertaking of non-subcontracting & subletting of Contract\SOW will be allowed by any of Bidder
22	Relaxations are considered for DPIIT and MSME registered startups on the balance sheet, Certificate from Statutory Auditor, Experience certificates, and related guidelines provided by the government ministries.

Part V-B: FINANCIAL EVALUATION OF BID

The Commercial Evaluation shall be carried out in accordance with the terms and conditions specified in the EOI. The evaluation shall be based on the total price quoted in the prescribed Financial Bid format for each & individual component. The bidder quoting the lowest evaluated price (L1) among the technically qualified bidders shall be considered for award of the contract, subject to meeting all other requirements and conditions stipulated in the EOI. In case of any discrepancy between the price quoted in figures and in words, the amount quoted in words shall prevail. The decision of the EOI Evaluation Committee in this regard shall be final and binding on all bidders.

Part VI: Annexures

1. ANNEXURE-A: BID COVERING LETTER

[On Bidder's Letter Head]

To,
CM
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref: EOI no. ……………………………………………………………. dated …………………….

Subject: Bid Covering Letter against Expression of Interest (EoI) ……………………………………………..

Dear Sir,

Having examined the EoI/RFP/Tender document, we hereby submit our bid for the subject requirement which has emerged from some Government body to implement the above captioned project.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to ITI Limited is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Buyer in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the EoI/RFP/Tender document including annexures and corrigendum if any and also agree to abide by this tender response for a period of 6 months from the date fixed for bid opening.

We hereby declare that in case the agreement is awarded to us, we shall submit the Performance Guarantee in the form of bank guarantee in the format to be provided by ITI Limited.

We agree that ITI Limited is not bound to accept any tender response that they may receive. We also agree that ITI Limited reserves the right in absolute sense to reject all or any of the services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

We understand that it will be the responsibility of our organization to keep ITI Limited informed of any changes in respect of authorized person and we fully understand that ITI Limited shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication in the event reasonable prior notice of any change in the authorized person of the company is not provided to ITI Limited.

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

2. ANNEXURE B: BIDDERS PROFILE

[On Bidder's Letter Head]

To,
CM
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

1.	Name and address of the company	
2.	Contact Details of the Bidder (Contact person name with Designation, Telephone Number, FAX,E- mail and Website)	
3.	Area of Business	
4.	Annual Turnover in last 3 financial years (Rs in Crore)	
5.	Date of Incorporation	
6.	GST Registration number	
7.	PAN Number	
8.	CIN Number, if applicable	
9.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details thereof.	
10.	Status and details of disputes/ litigation/ arbitration, if any.	
11.	Name, Designation and address of the officer to whom all references shall be made regarding this EOI	
12.	Contact details of Authorized signatory in reference to this EOI	

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

Digitally signed by ALTAF KHAN
Date: 2026.08.20 17:05:36 IST

3. ANNEXURE C: UNDERTAKING AGAINST NON-BLACKLISTING

[***Non-judicial stamp paper of Rs. 100/- certified by Notary***]

To,
CM
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref.: EOI no. ______________________________ Dated: ______________
Subject: Undertaking towards Non-Black Listing of our firm by any Govt. Body

Dear Sir,

We hereby declare that we have not been stand BLACK LISTED by any Govt. department/ PSU (State or Central)/ Autonomous Institution against our performance obligation in India and there has been no litigation with any government department on account of similar services for the last 5 years.

This declaration is being submitted as per the requirement of your EoI/RFP/Tender.

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

Digitally signed by ALTAF KHAN
Date: 2026.08.20 17:05:36 IST

4. ANNEXURE D: DECLARATIONS

[On Bidder's Letter Head]

To,
CM
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref.: EOI no. ……………………………….. dated …………………
Subject: Declarations against Expression of Interest (EoI) for …………………………….

Dear Sir,

We hereby declare / undertake the following.

We hereby declare that we will work with ITI as per EOI/RFP/Tender terms and conditions of ITI as well as end customer including warranty & post-warranty services and implementation of the project in the event of ITI winning the contract on back-to-back basis.

We hereby declare that we will submit the Tender Fee & EMD (while submitting the bid to the end customer in the form of Bank Guarantee / Demand Draft / Online Payment from any Nationalized / Scheduled Bank) & Performance Bank Guarantee to end customer or ITI (as decided by ITI) as per EoI/RFP/Tender terms & conditions. We also undertake that we will provide EMD & PBG to ITI as per the end-customer's EoI/RFP/Tender terms even if ITI is exempted to submit the same to end- customer because of its PSU status.

We hereby declare that we have 'No Objection/ No Claim/ No Compensation' from ITI Limited if this EoI/RFP/Tender is cancelled at any stage of evaluation process by ITI or the main EoI/RFP/Tender is cancelled by the end customer.

We hereby undertake that we will be equipped with the required manpower with qualifications, certifications and experience as required in the end customer's EoI/RFP/Tender.

We hereby undertake that we will be able to give the proposed solution as required in the end customer's EoI/RFP/Tender.

We hereby undertake that we will arrange required certificate & support (warranty & post- warranty/maintenance) in the name of ITI Limited from the OEM as per end customer's requirement.

We hereby undertake that we will obtain relevant statutory licenses for operational activities.

We indemnify ITI Limited from any claims / penalties / statuary charges / liquidated damages / legal expenses if any etc. as charged by the end customer.

We hereby undertake to make arrangement for signing of agreement between OEM and ITI as per end customer's EoI/RFP/Tender requirements.

We hereby undertake that the OEMs who meet the eligibility and other conditions as per end customer's EoI/RFP/Tender requirement will be finalized by us and produce the required eligibility documents and other related documents of the OEM for final bid submission.

We hereby agree to take the responsibilities covered in the agreement (on back-to-back basis) to be signed between ITI & OEM (if required) as per end customer's EoI/RFP/Tender terms & conditions.

We hereby declare to supply equipment/components which are brand new, first hand and contain no previously used, recycled or refurbished components.

We hereby declare not to partner with any other organization for addressing this EoI/RFP/Tender.

We hereby declare to accept payment terms on back-to-back basis. Penalties, if any, will be borne by us.

We hereby declare to provide Bank Guarantee (110% of value for the period till the advance is settled) for getting the advance payment if any on back-to-back basis.

We hereby agree that ITI may take any punitive action as deemed fit, including forfeiture of EMD / Security submitted by us, if it is found that any of the documents / information provided by us (to meet the tender requirement including eligibility) is wrong/ forged/ misleading at any stage of tender processing / evaluation. The decision of ITI regarding forfeiture of the EMD shall be final and shall not be called upon question under any circumstances

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

5. ANNEXURE E: COMPLIANCE STATEMENT OF ELIGIBILITY CRITERIA

[On Bidder's Letter Head]

To,
CM
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref.: EOI no. ……………………………….. dated …………………
Subject: Declarations against Expression of Interest (EoI) for …………………………….

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

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

6. ANNEXURE F: Bid Security Declaration

[On Bidder's Letter Head]

To,
CM
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref: EOI no. …………………………. dated …………………
Subject: Bid Security Declarations against Expression of Interest (EoI) for……………….

Dear Sir,

I/We, the undersigned hereby declare that:

I/We know that the bid should be supported by a Bid Security Declaration (in lieu of EMD as per end customer) in accordance with your conditions. I/We accept to automatically be suspended from being eligible for bidding in any contract in ITI Limited for a period of three years from the date of opening of Bid, if I am/We are in breach of our obligation(s) under the bid conditions, because I/We

a) have withdrawn our Bid during the period of bid validity or its extended period, if any; or
b) having been notified of the acceptance of our Bid by the Contracting Authority within the period of bid validity

(i) have withdrawn/modified/amended, impairs or derogates from the EOI / tender, my/our Bid during the period of bid validity or its extended period, if any;

OR

(ii) have failed or refused to furnish a Performance Security in accordance with the Condition of the EOI/Tender Document;

OR

(iii) Have failed or refused to sign the contract.

I/We know that this Bid Security Declaration will expire, if contract is not awarded to us, upon:

a) the receipt of your notification to us of the name of the successful Bidder; or
b) Thirty days after the expiration of the validity of my/our Bid or any extension to it.

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

7. ANNEXURE G: DETAIL OF WORK EXPERIENCE

[On Bidder's Letter Head]

To,
CM
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

For Pre/Technical Qualification/

S. No.	Client Name	Work Order Ref. No.	Date of WO	Date of Completion (if available)	Amount of Work Order	Type of documentary proof Submitted

(**Note:** Copy of Work Order /Contract /Agreement / Completion Certificate from the respective clients to be submitted along with the proposal)

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

Digitally signed by ALTAF KHAN
Date: 2026.08.20 17:05:36 IST

8. ANNEXURE H: UNPRICED FINANCIAL BID

[On Bidder's Letter Head]

To,
CM
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India
Dear Sir,

We, the undersigned on behalf of <name of the agency>, wish to submit our offer <title of project> in accordance with your Request for Proposal <EOI reference> dated <insert Date>.

We are hereby submitting our Financial Proposal.

EOI No.: ITI/MSP/LKO/EOI/DHFP/01				**Dated: 20-08-2026**		
Scope of Work: Supply, Implementation, Customization, Operation & Maintenance of an AI-Enabled Horticulture Subsidy Management Platform (HMISMS)						
Name of the Bidder/ Bidding Firm / Company:						
PRICE SCHEDULE						
NUMBER	**TEXT**	**NUMBER**	**NUMBER**	**NUMBER**	**NUMBER**	**NUMBER**
Sl.No.	**Item Description**	**BASIC RATE (In Rs.)**	**ITI's Margin (In Rs.)**	**TOTAL(BASIC)**	**GST@18%**	**TOTAL**
1	Supply, implementation, customization, integration, migration, testing and go-live of the Potato Farmer Support Platform (Scheme & Subsidy Engine) as per the scope defined herein – One Time Development & Customization Charges			0	0	0
2	Comprehensive Annual Maintenance & Support (CAMC) of the application software, post-warranty (Yearly Rate)			0	0	0
3	Application & Data Hosting Charges (Yearly rate)			0	0	0
TOTAL AMOUNTINCLUDING ALL (IN FIGURES)						

EOI No.: ITI/MSP/LKO/EOI/DHFP/01				**Dated: 20-08-2026**		
Scope of Work: Supply, Implementation, Customization, Operation & Maintenance of an AI-Enabled Horticulture Subsidy Management Platform (HMISMS)						
Name of the Bidder/ Bidding Firm / Company:						
PRICE SCHEDULE						
NUMBER	**TEXT**	**NUMBER**	**NUMBER**	**NUMBER**	**NUMBER**	**NUMBER**
Sl.No.	**Item Description**	**BASIC RATE (In Rs.)**	**ITI's Margin (In Rs.)**	**TOTAL(BASIC)**	**GST@18%**	**TOTAL**
1	Supply, implementation, customization, integration, migration, testing and go-live of AI-Enabled Micro Irrigation Subsidy Management Platform (HMISMS)- (One Time Development & Customization Charges)			0	0	0

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Date: 2026.08.20 17:05:36 IST

2	Comprehensive Annual Maintenance & Support (CAMC) of the application software, post-warranty (Yearly Rate)			0	0	0
TOTAL AMOUNTINCLUDING ALL (IN FIGURES)						

EOI No.: ITI/MSP/LKO/EOI/DHFP/01 Dated: 20-08-2026						
Scope of Work: Supply, Implementation, Customization, Operation & Maintenance of an AI-Enabled Horticulture Subsidy Management Platform (HMISMS)						
Name of the Bidder/ Bidding Firm / Company:						
PRICE SCHEDULE						
NUMBER	**TEXT**	**NUMBER**	**NUMBER**	**NUMBER**	**NUMBER**	**NUMBER**
Sl.No.	**Item Description**	**BASIC RATE (In Rs.)**	**ITI's Margin (In Rs.)**	**TOTAL(BASIC)**	**GST@18%**	**TOTAL**
1	Supply, implementation, customization, integration, migration, testing and go-live of Sovereign Intelligence Platform – digitization of departmental records and creation of an integrated Data Lake (One Time Development & Customization Charges)			0	0	0
2	Comprehensive Annual Maintenance & Support (CAMC) of the application software, post-warranty (Yearly Rate)			0	0	0
TOTAL AMOUNTINCLUDING ALL (IN FIGURES)						

EOI No.: ITI/MSP/LKO/EOI/DHFP/01 Dated: 20-08-2026						
Scope of Work: Supply, Implementation, Customization, Operation & Maintenance of an AI-Enabled Horticulture Subsidy Management Platform (HMISMS)						
Name of the Bidder/ Bidding Firm / Company:						
PRICE SCHEDULE						
NUMBER	**TEXT**	**NUMBER**	**NUMBER**	**NUMBER**	**NUMBER**	**NUMBER**
Sl.No.	**Item Description**	**BASIC RATE (In Rs.)**	**ITI's Margin (In Rs.)**	**TOTAL(BASIC)**	**GST@18%**	**TOTAL**
1	Supply, implementation, customization, integration, migration, testing and go-live of Sovereign Edge Data Centre buildup and integration of all Scheme Portals (One Time Development & Customization Charges)			0	0	0
2	Comprehensive Annual Maintenance & Support (CAMC) of the application software, post-warranty (Yearly Rate)					
3	Application & Data Hosting Charges (Yearly rate)			0	0	0
TOTAL AMOUNTINCLUDING ALL (IN FIGURES)						

9. ANNEXURE I: FINANCIAL STRENGTH OF THE BIDDER

[On Bidder's Letter Head]

To,
CM
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

S. No.	Financial Year	Net-worth Status (Positive/ Negative)	Whether Profitable (Yes/ No)	Annual Profit Before Tax (in INR)	Overall Annual Turnover (in INR)
1	2023-24				
2	2024-25				
3	2025-26				

Note:

a) Copies of the audited Balance sheets duly audited by the statutory auditors of the Company or Chartered Accountant. AND

b) Certificate from Statutory Auditor or Chartered Accountant regarding turnover as asked in the clause. AND

c) Form as per Appendix E: Financial Strength of the Bidder

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

Digitally signed by ALTAF KHAN
Date: 2026.08.20 17:05:36 IST

10. ANNEXURE J: FORMAT FOR PERFORMANCE BANK GUARANTEE

In consideration of the ITI, (hereinafter called "ITI") having issued Letter of Intent dated **< insert date of LoI>**to **< insert Name of Bidder >**(hereinafter called the "Agency") for **"<>"** pursuant to EOI No. **< insert EOI No. >**Dated **< insert date of EOI >**issued by it which stipulates that the Agency has to furnish an irrevocable **Performance Bank Guarantee to ITI for an amount equal to 5% (Five Percent) of the contract value**, from any Nationalized / Scheduled / Centralized Bank or a Private Sector Bank authorized to conduct government business in India valid for 36 months with claim period of 39 months as security for the performance of its obligations in terms of the EOI and the Contract:

1. We **< insert Name of the Bank >**(herein after referred to as the "Bank") hereby affirm, guarantee and undertake to pay to ITI any amount not exceeding the sum of **₹ <insert numerical value equivalent to 5% of contract value>/- (Rupees <insert value in words equivalent to 5% of contract value > Only)**, without any demur and objection whatsoever, merely against the first written demand of ITI stating that the amount demanded therein has become due to it on account of the failure of the agency to perform its obligations under the Contract, without ITI needing to prove or to show grounds or reasons for demand of the sum specified therein. Any such demand made on us by ITI shall be conclusive in all its respects, including the amount due and payable.

2. We declare that ITI's demand in writing as aforesaid will be unquestionably binding upon us, our liability arising upon written demand of ITI being absolute, unqualified and irrevocable until the sum as demanded therein is paid to ITI in full. We hereby waive the necessity of ITI demanding the said amount from the Agency before presenting us with the demand.

3. We undertake unconditionally and irrevocably to make payment to ITI of the sum demanded in the aforesaid written demand, irrespective of any dispute between ITI and the Agency under the Contract.

4. We further agree that ITI and the Agency shall have the right, without our consent and without effecting in any manner our obligations here under to vary any of the terms and conditions of the Contract. No change or addition to or other modification of the terms of the contract or of any of the contract documents shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

5. This Guarantee shall also not be discharged by any forbearance or indulgence granted by ITI to the Agency as to payment, time, and performance or otherwise.

6. We waive in favour of ITI all or any of our rights as surety, which may be at any time be inconsistent with the provisions of this guarantee.

7. Our liability under this Guarantee shall not be affected by:
   i. any change in the status or constitution of the ITI
   ii. ii. any change in our status or constitution
   iii. any change in the status or constitution of the Agency

8. This Guarantee shall be governed in all respects by Indian law and shall be subject to the exclusive jurisdiction of Courts at New Delhi.

9. This guarantee is irrevocable and shall be valid until the _____ day of _________ unless extended further. Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to ₹ **< insert numerical value equivalent to 5% of contract value** >/- (Rupees **< insert value in words equivalent to 5% of contract value** >Only), and unless a claim in writing is lodged with us within three months of the date of expiry or extended date of expiry of this Guarantee all our liabilities under this Guarantee shall stand discharged.

Dated the - - - - - - day of - - - - - - - , 20 - -

(**Signature of the authorized officer of the Bank)**

Digitally signed by ALTAF KHAN
Date: 2026.08.20 17:05:36 IST

Name and designation of the Officer

Seal, Name & Address of the Bank and Address of the Branch)

Digitally signed by ALTAF KHAN
Date: 2026.08.20 17:05:36 IST

11. ANNEXURE K: INTEGRITY PACT

PURCHASE ORDER No.

THIS Integrity Pact is made on…………………day of ……………….2026.

BETWEEN

ITI Limited having its Registered & Corporate Office at ITI Bhavan, Dooravaninagar, Bangalore – 560 016 and established under the Ministry of Communications, 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 also include its successors and assigns) ON THE ONE PART

AND

…………………………………………….. Represented by Chief Executive Officer (hereinafter called the 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 contractor ON THE SECOND PART.

Preamble

WHEREAS the Principal intends to award, under laid down organizational procedures, contract for ……………………………………………. of ITI Limited. 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 Contractor(s).

In order to achieve these goals, the Principal has appointed an Independent External Monitor (IEM), who will monitor the tender 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 Tender 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 WITNESSETH 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 tender 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 person is not legally entitled to.

b. The Principal will, during the tender process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the tender 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 tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

1.2. If the Principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Act or 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

Digitally signed by ALTAF KHAN
Date: 2026.08.20 17:05:36 IST

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

a. The 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 tender 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 tender process or during the execution of the contract.

b. The contractor(s) will not enter with other contractors into 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 contractor(s) will not commit any offence under IPC/PC Act, further the contractor(s) will not use improperly, for purposes of competition of personal

2. 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 Contractor(s) of foreign origin 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 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 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 Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

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

2.1. If the Contractor(s), during tender 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 Contractor(s) from the tender process.

2.2. If the 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 to exclude, including blacklisting, for future 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 Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.

2.3. The 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.

2.4. 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.

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

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

2.7. subject to full satisfaction of the Principal, the exclusion of the Contractor(s) could be revoked by the Principal if the 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 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 tender process.

4.2. If the Contractor(s) makes incorrect statement on this subject, he can be disqualified from the tender 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

1.1. If the Principal has disqualified the Bidder(s)/Contractor(s) from the tender 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 equivalent to Earnest Money Deposit/Bid Security apart from any other legal that may have accrued to the Principal.

1.2. 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 the 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 liquidated damages and all other damages as per the provisions of the contract agreement against termination.

SECTION 6 – EQUAL TREATMENT 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 sub- contractor(s)/sub-vendor(s)/associate(s), if any, and to submit the same to the Principal along with the tender 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 sub-contractors/sub- vendors/associates.

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

SECTION 7 – CRIMINAL CHARGES AGAINST VIOLATING BIDDER(S)/ CONTRACTOR(S)

7.1If the Principal receives any information of conduct of a Contractor(s) or sub- contractor/sub-vendor/associates of the 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 extent 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 Contractor(s) accepts that the Monitor has the right of unrestricted access to all product documentation of the Principal, including that provided by the Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon request and demonstration of a valid interest, unrestricted and unconditional access to its project documentation. The Monitor is under a contractual obligation to treat the information and documents of the 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 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 the relevant IPC/PC Act, and the Chairman & Managing Director of the Principal has not, within a 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:

IEM - I
Shri Atul Jindal, IFS (Retd.)
3/10 VisheshKhand, Opp. Little Friend School, Gomti Nagar,
Lucknow-226010 (UP)

IEM - II
Shri Benny John, IRS (Retd.)
Villa No. 36, Kent Plam Villas, Fort Valley Township, Athani,
Kakkanad, Ernakulam, Kerala – 682 030.

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

SECTION 9 – FACILITATION OF INVESTIGATION

9.1. 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.

SECTION 10 – LAW AND JURISDICTION

1.1. The Pact is subject to the Law as applicable in Indian Territory. The place of performance and jurisdiction shall be the seat of the Principal.

1.2. The actions stipulated in this 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.

SECTION 11 – PACT DURATION

Digitally signed by ALTAF KHAN
Date: 2026.08.20 17:05:36 IST

11.1. 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.

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

11.3. 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 12 – OTHER PROVISIONS

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

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

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

12.4. 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.

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

12.6. 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 and date first above mentioned, in the presence of the witnesses:

For PRINCIPAL	**for CONTRACTOR(S)**
…………………………………	………………………………………
(Name & Designation)	(Name & Designation)
Witness	Witness
1)……………………………………	1)……………………………………

Digitally signed by ALTAF KHAN
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