



आईटीआई लिमिटेड
नेटवर्क सिस्टम्स युनिट
सामाग्री प्रबंधन विभाग
एफ - 100, पश्चिम विंग
दूरवाणीनगर, बेंगलूरु - 560 016, भारत
फोन : +91 (80) 2566 0508
ई.मेल : materials_nsu@itilttd.co.in
ISO 9001 : 2015 प्रमाणित युनिट

ITI LIMITED

**Network Systems Unit
Materials Management Dept.**

F-100, West Wing,
Doorvaninagar, Bengaluru - 560 016, India
Tel : +91 (80) 2566 0508
E-mail : materials_nsu@itilttd.co.in
ISO 9001: 2015 Certified Unit



ITI Web-Site/ Govt. Portal

**ENQUIRY
NSU6H62N**

DATE 20 08 2026

Dear Sir / Madam, please quote your best price and delivery for supply/service of the following item/s,

Sl.No.	Item Description as per Technical Specifications
1	Renewal of Warranty Support for CISCO (Hardware & Software)
	<u>Please refer following enclosures before submitting tender:</u> Annexure A: General Terms & Conditions for submission of Tender Annexure B: Tender Document Annexure C: Price Bid Annexure D: Auction Details

Special Note: Please refer tender document vide Ref. No. ITI/NSU/AFCEL/CISCO Dated:20.08.2026

Tender Due Date	03.09.2026, 14:00 Hrs	Tender Opening Date	03.09.2026, 14.30 Hrs
Tender Opening Venue	Materials Management Dept., N.S. Unit, I.T.I. Ltd., Dooravaninagar, Bengaluru- 560 016		
Scope of Work	As per tender document	ITI/NSU/AFCEL/CISCO Dated:20.08.2026	
Delivery	As per tender document	ITI/NSU/AFCEL/CISCO Dated:20.08.2026	
Terms of Payment (TOP)	As per tender document	ITI/NSU/AFCEL/CISCO Dated:20.08.2026	
Performance Bank Guarantee	As per tender document	ITI/NSU/AFCEL/CISCO Dated:20.08.2026	
Compliance	Point-wise compliance to each item/ Clause mentioned in Tender Document.		
Validity of the offer	180 days from the last date of submission of Bid	Tender Fee: Rs. 5,900.00/-(incl. GST)	
Earnest Money Deposit	Rs. 6,78,000.00/-. As per tender document No. ITI/NSU/AFCEL/CISCO Dated:20.08.2026/ Valid MSE certificate along with Bid Securing declaration. The EMD is normally to remain valid for a period of 45 days beyond the final bid validity period.		

All other terms and conditions as per Tender Document vide Tender refer No: ITI/NSU/AFCEL/CISCO Dated:20.08.2026
Note: Offers should be submitted online as per tender documents.
For submission of online Bid & Procedure to be followed visit
(<https://itilimited.ewizard.in>)
All Vendors have to register in website & pay the tender processing fee if required:(<https://itilimited.ewizard.in>) for submitting online BID.

For ITI Ltd., N S Unit,

Addl. General Manager (MM)-NS

(Signature)
20/08/2026

पंजीकृत एवं निगमित कार्यालय : आईटीआई भवन, दूरवाणीनगर, बेंगलूरु - 560016, भारत फोन : +91 (080) 2561 4466, फैक्स : +91 (080) 2561 7525

Registered & Corporate Office : ITI Bhavan, Doorvaninagar, Bengaluru - 560016, India Phone: +91(080) 2561 4466, Fax: +91(080) 2561 7525

TIN : 29980058837 GSTIN : 29AAAC14625C2ZU CIN : L32202KA1950GOI000640 Visit our Website : www.itilttd.in



GENERAL TERMS AND CONDITIONS FOR SUBMISSION OF TENDER (INLAND)

ENCLOSURE TO ENQUIRY No. NSU6H62N: Dated 20.08.2026

1. PRICES:

- (a) ITI Ltd., is planning to have long term tie up with limited vendors, who can supply the item with good quality, prompt delivery and at lowest price. Hence, you may quote in such a way that a long-term relationship is possible.
- (b) Prices must be per unit as called for in the enquiry and should be on FOR ITI/FOR destination basis as the case may be and inclusive of Insurance charges.
- (c) ITI Ltd., under normal circumstances, may not negotiate for the price. Hence you are requested to quote your best price in the original quotation itself.
- (d) Any counter terms and conditions are not binding on us unless ITI Ltd., agree to the same in writing.
- (e) In case of an order issued on you, the ordered rate should be firm till the completion of the order. In case where the market prices are going down beyond 5% of the ordered rate or decrease in the statutory levies, the same should be passed on to ITI Ltd.
- (f) Vendors should deliver the materials to ITI Ltd., Stores/the destination as mentioned in the P.O. ITI Ltd., will not take the responsibility of clearing the goods from the carriers godown/office/Railway Station/Airport, etc.
- (h) If the supplier supplies the same item at a lower rate to any of their customers during the pendency of execution of ITI Ltd., Purchase Order/ Order Amendment, the supplier should voluntarily come forward and reduce the price.
- (i) The validity of your offer should be for a minimum period of **180** days from the date of opening the tender.
- (j) Any Plant/division of ITI reserves the right for placement of Repeat Order if required within one year of original PO date.

2. TERMS OF PAYMENT:

- (a) Payment will be made for the accepted quantity/services as per Main sheet of NSU6H62N.
- (b) No payment will be made for the rejected quantity/services.

3. INSPECTION: :(As per Enquiry: NSU6H62N)

- (a) ITI reserves the right to split the purchase order among the vendors who are capable of meeting the Quality, Delivery and Cost requirements. Preference will be given to the vendors with well-maintained and proven Quality Assurance.
- (b) We are planning to reduce inspection time with self-certification scheme for the vendors who keep up good quality leading to "ship to stock system".
- (c) Inspection of the material at our works/site will be final. ITI reserves the right to inspect the material at any other standard testing center authorized by us.
- (d) We or our representative including our customer may if required preliminarily inspect the product at vendor's premises. Such verification shall not absolve the vendor of the responsibility to provide the acceptable product nor shall preclude subsequent rejection during the final inspection at our works/site. It is the responsibility of every vendor to ensure that only the inspected materials conforming to our specifications / drawings / requirements are supplied.
- (e) The supplies shall be from the latest batch of production. Batch Number should be indicated on the item/ packet / test certificate and accompanying delivery challan / test certificate.
- (f) Test Certificate/check list should accompany each supply. Consignments without test certificate, if asked for, are liable for rejection. Rejected material should be collected immediately (within 30 days) after our intimation by giving two days' prior notice for completing the necessary excise formalities. You should make arrangements to collect the material either personally OR through your authorized representatives. ITI does not take any responsibility to send the material back to you. After 90 days from the date of rejection intimation to you the material will be scrapped at your risk if not collected.

4. SAMPLES:

Those tenderers, who have not supplied the material against any of earlier orders, should submit FREE SAMPLES clearly indicating enquiry reference. Free samples along with your offer is preferable. In case of a Purchase Order on you, bulk supply should commence only after approval of samples and other approval formalities including infrastructure clearance.

5. WARRANTY:

ITI Ltd., is an ISO accredited company. All our equipment systems have a warranty as per Enquiry No NSU6H62N from the date of dispatch to our customer. Hence, the warranty of your products should be as per Enquiry No NSU6H62N from the date of supply if not specified explicitly. Within this warranty period, if any of your components/subsystem is found defective during our manufacturing process/system testing/installation & commissioning/operation of our equipment in the field, the same is to be replaced free of cost immediately by you. Warranty specified in the P.O. to be reckoned as final.

6. GENERAL:

- (a) We reserve the right to accept or reject any or all offers and to order full or part quantities or cancellation thereof without assigning any reason whatsoever.
- (b) Successful tenderer only will be intimated by post through letter of intent / firm orders.
- (c) Canvassing by tenderers in any form including un-solicited letters against tenders submitted or post-tender corrections shall render their tenders liable for summary rejection.
- (d) Any Plant/division of ITI reserves the right for placement of Repeat Order if required within one year of original date.

7. DELIVERY SCHEDULE: (As per Enquiry: NSU6H62N)

- (a) Please indicate minimum lead-time required, manufacturing capacity and the quantity that can be reserved for us.
- (b) **Liquidated Damages Clause:** Time is the essence of contract and the materials, against an order arising out of this enquiry must be delivered by the supplier according to the delivery schedule indicated in the P.O. In case of any change, the supplier should inform us in advance and obtain our approval to the revised delivery schedule. Should the supplier fails to deliver the material or part thereof as per the delivery schedule, or any extension thereof, we shall be entitled at our option either to recover from the supplier, as penalty, a sum equivalent to 0.5% per week (fractions of a week will be considered as one week) for such delay or part thereof of the item delayed (subject to a maximum of 10% of purchase order value) and purchase the material elsewhere at the risk and cost of the defaulted suppliers. Delivery schedule specified in the P.O. will be final.

8. LOCAL REPRESENTATION:

Please indicate your local representative's address, telephone, Fax No., of the person to be contacted, in the offer.

9. TECHNICAL CATALOGUE:

The Technical Catalogue in English should be submitted. In the event of any change in the technical catalogue, updated version may be sent to us immediately. It is essential that you simultaneously take up the same with approval authority and their approval copy sent to us.

10. GOVERNING LAW:

All suits shall be instituted in a court of competent jurisdiction at Bangalore and in case of arbitration, the Indian Arbitration Conciliation Act, 1996 is applicable.


20/08/2026
Additional General Manager-MM(NS)



ANNEXURE-B

ITI LIMITED

NETWORK SYSTEM UNIT

(A Govt. of India Undertaking)

Dooravaninagar. P.O. Bengaluru – 560 016

Tel : 080 - 28503639, Fax: 080 – 28503653

www.ilttd.in

skumar_bcdel@ilttd.co.in

Tender No: - ITI/NSU/AFCEL/CISCO

Tender for Renewal of Warranty Support for CISCO(Hardware & Software)

[Two Bid System (Technical Bid & Finance Bid)]

Signature of the Bidder with stamp & date

1. INTRODUCTION

ITI Limited, a Public Sector Undertaking under the Department of Telecommunications, Ministry of Communications, is a leading Telecom equipment manufacturer and device provider in India. The major customers are BSNL, BBNL, MTNL, Defense, Paramilitary forces, Railways, Banks, Central & State Govt. departments, Institutions and research organizations. ITI has a pan India business footprint supported by the network of its Manufacturing units & MSP (Marketing, Services and Project) units at various locations.

ITI Limited has been undertaking various projects in all fields of telecommunications and information technology and also continuously deploying new technologies in the field of Telecom, ICT, Networking, e-Governance etc. ITI has diversified its operation and has been executing Turnkey projects in the field of Smart Infrastructure, Bharatnet, and Defense Network Rollout etc.

2. GENERAL TERMS & CONDITIONS INFORMATION

NAME OF WORK: This Tender is being floated for “RENEWAL OF WARRANTY SUPPORT (HARDWARE & SOFTWARE) for Cisco.

SL NO	DESCRIPTION	INFORMATION
1	REFERENCE NO. OF TENDER DOCUMENT	Ref: ITI/NSU/AFCEL/CISCO Dated:20.08.2026
2	DATE OF UPLOADING OF TENDER DOCUMENT	20.08.2026
3	MODE OF SUBMISSION OF TENDER	GeM portal (Government e-Marketplace Portal)
4	LAST DATE & TIME FOR SUBMISSION OF BIDS	03.09.2026 AT 14.00 Hrs
5	DATE & TIME OF OPENING OF TECHNICAL BIDS	03.09.2026 AT 14.30 Hrs
6	OPENING OF FINANCIAL BIDS	WILL BE INTIMATED LATER
7	TENDER FEE	Rs 5900/-
8	EARNEST MONEY DEPOSIT (EMD) IN THE FORM OF DEMAND DRAFT/ BANKERS CHEQUE/EMD Bank Guarantee Format	Rs. 6,78,000/- (Interest free EMD has to remain valid for a period of 45 days beyond the final bid validity period) or MSE Vendors registered with MSME need not to submit the EMD. Such firms should produce proof of registration in own name with MSME and NSIC and should provide Bid Security Declaration form.
9	FINANCIAL TURNOVER	Minimum Average Annual Turnover for last 03 financial years, ending 31st March of the previous financial year, should not be less than 30% of estimated annual outflow of project cost of the Buy (Indian-IDDM) and Buy (Indian)

Signature of the Bidder with stamp & date

		project and for Buy & Make (Indian) should not be less than 30% of estimated annual outflow of the project cost of the Make portion.
10	MODE OF SUBMISSION OF TENDER	https://itilimited.ewizard.in
11	SECURITY DEPOSIT	5% Tax invoice will be retained from Bill Payment
12	BID VALIDITY	180 days from the last date of submission of bid.
13	PERFORMANCE BANK GUARANTEE(PBG)	5% of Contract/PO Value, valid throughout warranty or ATS period + 60 days
14	LEAD TIME FOR SERVICES	Within 15 days from the date of PO or else LD will be applicable.
15	TECHNICAL SUPPORT TEAM	Contact details with Certification & Escalation Matrix, please refer "Annexure-1"
16	CONTACT PERSON	DGM-Projects & DM – For queries. skumar_bcdel@itilttd.co.in For Technical Queries. faizahmad_nsu@itilttd.co.in For Purchase Queries materials_nsu@itilttd.co.in
17	ESTIMATED COST(Including GST)	Rs. 5,78,00,000 (Including GST) for 01 Years

3. The tenders are invited in **Two BIDS**, consisting of **Technical Bid** and **Price/Commercial Bid**.

4. **TENDER BID [TECHNICAL BID]**

Documents to be uploaded by the Vendor (Please upload supporting documents wherever required & applicable)

Sl. No.	Description	Compliance Documents to be uploaded	Attachments	
			Yes	No
1	Tender fee documents for submission/ bidding of tender (If required as per tender fee)			
2	Scope Of Work	As per ANNEXURE-1		
3	Undertaking of Bid Security Declaration Form	As per ANNEXURE-2		
4	Documents in support of exemption of EMD deposit for MSME/MSE registered firm			
5	Company Profile			
6	GST & PAN registration certificate			

Signature of the Bidder with stamp & date

7	Copy of Power of Attorney of authorized signatory of the bid on stamp paper duly notarized			
8	EPF registration certificate			
9	Financial turnover for the last three years certified by the Chartered Accountant with registration number	As per ANNEXURE-3		
10	Work completion certificate/Experience during the last Three years	As per ANNEXURE-4		
11	Self-declaration for not having any litigation History			
12	All the pages of tender documents stamp signed/ digitally signed			
13	Signed Pre-contract Integrity	As per ANNEXURE-5		
14	Mutual Non-disclosure agreement	As per ANNEXURE-6		
15	Compliance to No Variance/Deviation in Bid	As per ANNEXURE-7		
16	Undertaking that the Vendor has not been Blacklisted/ Debarred	As per ANNEXURE-8		
17	Affidavit for proprietary/partnership deed/article of association			
18	Single point of contact (SPOC) details for official communication (Name, Mobile no., Email id, Address).			
19	Income Tax Return for the last three financial years.			
20	Delivery Schedule	As per ANNEXURE-9		
21	Undertaking for "Declaration of Vendors"	As per ANNEXURE-10		
22	Un-Priced Finance-Bid (Fill & upload separately)	As per ANNEXURE-11		
23	EMD Bank Guarantee Proforma	As per ANNEXURE-12		
24	Bank Guarantee Proforma	As per ANNEXURE-13		

Financial BID [Price/Commercial Bid]

The **Price/Commercial Bid**, consists of a document with the rate quoted in figures and words only in separate sealed Envelope/online uploaded quoted sheet as per **ANNEXURE-C**. Incomplete price bid is liable for rejection.

- i. Vendor /Firms who fulfill the requirements as mentioned in this tender document shall be eligible to apply.
- ii. Vendor can upload documents in the form of PDF format only.
- iii. Vendor must ensure to quote rate items separately as per format given in **Financial Bid** as per **ANNEXURE-C**.
- iv. If any cell is left blank and no rate is quoted by the Vendor, Rate of such items shall be treated as rupees "0" (ZERO) or rejected for Bidding.

Signature of the Bidder with stamp & date

- v. The eligibility documents shall be opened first for technical bid on due date and time as mentioned above. Financial evaluation of Vendors/Firms who qualified in technical evaluation will be opened on the later date.
- vi. ITI Limited reserves the right to reject any or all the tenders without assigning any reason thereof.
- vii. The rates will be submitted as per the financial bid (**ANNEXURE-C**). Financial bid in another format shall be liable to be rejected. In case, if the Vendors do not submit any tender relevant document as mentioned in Technical Bid, his bid will be outright rejected and bid will not be considered for further evaluation.

Signature of the Bidder with stamp & date

- viii. **GOVERNMENT LAW:** - All suits shall be instituted in a court of competent jurisdiction at Delhi and in case of arbitration; the Indian Arbitration Conciliation Act 1996 is applicable. Tender documents shall be filled, signed and submitted/Uploaded in original. The submitted Tender shall consist of the following:

Note:

- Tenders not submitted on time will not be considered and will be summarily rejected. Tender documents shall be filled and submitted in original all pages of tender documents to be sealed and signed/digitally signed [Submitted along with the technical bid].
- The conditional tender will not be considered and will be summarily rejected.
- There shall not be any financial quote in the Technical Bid, if it is added then said bid will be summarily rejected.

5. ELIGIBILITY CRITERIA FOR THE VENDORS

I. Company Profile:

- Profile of the Vendor indicating the name of the Company/Organization, address, communication details (mobile numbers, landline numbers, fax numbers, e-mail ids for correspondence), name of the contact person, designation of the Bid submission authority.
- The Vendor shall be a Company incorporated /registered in India under Companies Act 1956/2013/ proprietorship/ partnership firm/ Limited Liability Partnership (LLP).
- Vendor shall have experience of working with CPWD, Railways, Defense, Department of Post, State PWDs, State/Central PSUs, Private sector and Semi-Government Organizations in the same field.

II. WORK EXPERIENCE:

- The Vendor should be OEM/authorized partner of the CISCO and have similar work experience in reputed firm at least 3 years for the offered products. MAF must be submitted along with technical bid.

Completed similar works during last 3 years should be either of the following: -

- One similar completed works each costing not less than the amount equal to 80% or
 - Two similar completed works each costing not less than the amount equal to 50%; or
 - Three similar completed work costing not less than the amount equal to 40%.
- **Definition of Similar work:** Supply, installation, Commissioning and Services of CISCO Hardware Software and technical support services.
 - Work experience certificate for completed work issued by Govt. Organizations/Semi Govt. Organizations of Central or State Govt.; or by Public Sector Undertakings/Autonomous Bodies of Central/State Govt. or their subsidiaries/by Public Ltd Companies listed in Stock exchange in India or Aboard or subsidiaries of such companies shall only be accepted.

Signature of the Bidder with stamp & date

- **WORK EXPERIENCE CERTIFICATE:** Vendor shall submit the work experience certificate as per format given in **ANNEXURE-4**.

In case Vendor submits work experience certificate issued by private companies/entities, the Vendor shall also submit along-with work experience certificate, the relevant copy of work order, bill of quantities, in support of work experience certificate. PO details, completion certificate.

III. FINANCIAL STRENGTH:

The average annual financial turnover on Supply/services for the last 3 years (up to 31st March 2026) shall not be less than 30% of the estimated cost. The requisite Turnover shall be duly certified by a Chartered Accountant with his Seal/Signatures and registration number as per format given in **ANNEXURE-3**.

- The Vendor shall submit Audited financial statements for last three years (2023-24, 2024-25 & 2025-26) Certified by CA (Chartered Accountant).

6. EARNEST MONEY DEPOSIT (EMD):

As specified in the tender document EMD of Rs. 6,78,000/- shall be payable with the bid. EMD will remain valid for a period of 45 days beyond the final bid validity period. Micro small Enterprise (MSE) Organizations are exempted from EMD. But bid securing declaration form need to be submitted.

This shall be paid well in advance of tender submission time through Online Payment (NEFT/RTGS) in favor of ITI Ltd, N.S. Unit, Bangalore-560016. The Bank details are attached as **ANNEXURE-14**. Proof/receipt of payment of cost of EMD to be uploaded.

Note: The DD no. /Bankers pay order no. Shall be indicated on the letter head along with a scanned copy of the above payment must be uploaded during tender submission and has to ensure delivery of hard copy of Original DD to the Buyer on or before Bid submission date/Bid opening date.

6.1 The EMD may be forfeited:

- If a Vendor withdraws the bid after bid opening during the period of validity.
- The information provided by the Vendor is found to be false/forged document have been provided. This will entail black listing of the tender also.

IN CASE L1 BACKS OUT: in case The Vendor withdraws during the technical evaluation and before financial bid opening, still the technical bid of such Vendor will be evaluated and in case such bid is technically suitable and happens to be L-1, then also the tender has to be discharged and EMD of the Vendor will be forfeited.

6.2 Return of Earnest Money deposit: No interest shall be allowed on the Earnest Money deposit by the Vendor. The earnest money of the unsuccessful Vendor will be refunded on their request after the finalization of the contract.

6.3 The Earnest Money deposited by the successful Vendor will be adjusted towards the Security deposit for the fulfillment of the contract.

6.4 EMD shall be forfeited if the Vendor fails to submit the balance amount of Performance

Signature of the Bidder with stamp & date

Bank Guarantee within 30 Days (i.e. 5% of the Contract value/PO value - the requisite security deposit).

7. PERFORMANCE CUM WARRANTY BOND:

- 7.1 PBG for ATS will be submitted by Vendor in the form of Performance Bank Guarantee (PBG) equal to 5% of Purchase order value valid throughout ATS period+60 Days from the scheduled bank of India in favor of ITI.
- 7.2 PBG to be submitted by successful Vendor awarded the PO as per above to ensure due performance.
- 7.3 PBG has to be furnished within 15 days from the date of issue of PO and should remain valid for a period of 60 days after the completion of ATS contract period obligation of the Vendor.
- 7.4 If the PBG validity is going to expire before completion of project (i.e. before obtaining NOC/Commissioning Certificate), it will be obligatory on Vendor part to extend the PBG validity period accordingly.
- 7.5 No interest shall be allowed on the PBG by the Vendor.

8. SECURITY DEPOSIT (SD):

In addition to PBG, Security Deposit 5% of tax invoice will be retained as security deposited. The EMD of the successful Vendor shall be adjusted against the SD. In case the Vendor furnishes the Bank Guarantee from scheduled Bank against 5% SD, then the same may be accepted and EMD will be returned.

Refund of Security Deposit: SD will be returned after completion of ATS and after deducting LD/loss to ITI due to negligence/delay on part of Vendor and if following conditions are met.

- Final Payment of the Contract.
- Execution of Final Supplementary Agreement or Certification by Engineer that ITI has No Claim on Contractor.
- No interest shall be allowed on the Security Deposited by the Vendor

9. PENALTY CLAUSE:

Sl. No.	Project Activity	Max Completion Timeline	Penalty
1	Renewal of Warranty Support for CISCO(Hardware & Software)	As per timeline defined in below table	If problem is not resolved within the maximum completion timeline period; a penalty @ 0.5% per week will be applicable on the component subject to maximum of 10% of the total contract value.

Vendor has to ensure that the problem must be resolved as per given below timeline:-

Sl. No.	Main Sub System	Maximum Permissible time to repair
	Software Fault(Mainly Technical Support Timeline)	
(a)	Critical/Catastrophic and Emergency Failure	02 Hours

Signature of the Bidder with stamp & date

(b)	Major Fault	08 Hours
(c)	Minor Fault	48 Hours
(d)	Normal Faults	96 Hours
	Hardware Fault/Hardware Replacement	
(e)	Core Equipment & Access network at 06 location	Two Days
(f)	Radio Access Network	Five Days
(g)	For difficult RAN site as per location '	Seven Days

Note: Vendor has to ensure that the problem must be resolved online (Telephonic)/offline as per above mentioned timeline. If not resolved through telephonic, then bidder has to send their representative at site to resolve the problem.

10. **PAYMENT TERMS AND CONDITIONS:**

- a) Payment through LC with 90 Days usance period from the date of renewal of warranty support will be paid annually.
- b) All LC charges would be borne by the Vendor.

11. **TERMS AND CONDITIONS:**

11.1 Vendor shall submit the following documents all with the bid:

- (i) Point wise compliance to all the Annexures.

11.2 Any BG submitted by Vendor has to be from scheduled bank only.

11.3 Authorised channel partners are eligible for participating on behalf of OEMs, but, they have to qualify for all eligibility criterion of this tender and have to submit Authorisation certificate from respective OEM.

11.4 Lowest Bid (L-1) will be decided on the basis of total cost of CISCO (hardware & software) Warranty Support Services.

11.5 Vendor shall provide the Contact Details for Technical Support Team along-with escalation matrix.

11.6 Vendor will be decided through value/rate based reverse auction.

11.7 Process and Instruction of reverse action will be intimated to the Bidders once the financial bid is opened.

NOTE:

- A. This RFP may be cancelled / withdrawn at any stage of the tendering process without any reason and prior intimation to Vendors.

Signature of the Bidder with stamp & date

ANNEXURE-1**SCOPE OF WORK**

Below Cisco solution **Table-1** (Sl. No. i to viii) are procured and installed in AFCEL Project, Support was valid till 30.09.2024 and renewal of Warranty Support Extension (Hardware & Software) to be required for items mentioned in Table-1 (S.No. i to viii) for the period **from 01-10-2024 to 30.09.2027**.

Table-1:

Warranty Support Extension CISCO - AFCEL Upgrade Project				
Sl. No.	Item Description	Quantity	Extension Required till	Validity Expired
1	Warranty Support (Hardware & Software) Extension CISCO			
(i)	Cisco FPR4112 Threat Defense Threat and Malware License	12	30.09.2027	30.09.2024
(ii)	ENH SW SUB Cisco FPR4112 Threat	12	30.09.2027	30.09.2024
(iii)	Cisco Secure Malware Analytics Licence for Appliance	500	30.09.2027	30.09.2024
(iv)	Cisco Support Basic for Secure Malware Analytics	1	30.09.2027	30.09.2024
(v)	Cisco Secure Malware Analytics License for Appliance	1	30.09.2027	30.09.2024
(vi)	Cisco Secure Malware Analytics Licence for Appliance	500	30.09.2027	30.09.2024
(vii)	Cisco Support Basic for Secure Malware Analytics	1	30.09.2027	30.09.2024
(viii)	Cisco AMP Private Cloud Subscription License	2	30.09.2027	30.09.2024

Note:

1. The successful Vendor will provide online (Telephonic) /onsite Warranty Support for installation, configuration and services including updates, patches during warranty period for already purchased CISCO solution (Hardware & Software).
2. Vendor has to provide the support at 6 (Six) different locations of PAN India and has to provide configuration support online (Telephonic)/offline as required for above CISCO solution at 6 (Six) different locations of PAN India. (Location details will be shared later).
3. If there is any upgrade patch is released by OEM, then it is Vendor's responsibility to help the ITI in upgrading/ installing the upgraded patch during the contract period.
4. The successful vendor has to supply all the components, services to make solution complete.
5. The successful vendor shall deploy their own trained and experienced engineers for implementing, managing and maintaining the system.
6. The successful vendor has to ensure that during implementation of critical services hosted for CISCO solution shall not face any downtime due to improper configuration of components.

Signature of the Bidder with stamp & date

ANNEXURE-2

Tender Ref No:

Dated:

BID SECURITY DECLARATION FORM

<Letter head of the Vendor>

<Date>

To

ITI LIMITED,

Bangalore

I/We, the undersigned, declare that:

I/We understand that bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/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 purchaser during the period of bid validity

(i) fail or reuse to execute the contract, if required, or

(ii) fail or refuse to furnish the Performance Bank Guarantee, in accordance with the Instructions to Vendors.

c) If the Vendor is found indulging in any corrupt, fraudulent or other malpractice in respect of the bid;

or

d) If there is a discrepancy between words and figures quoted by the Vendor and the Vendor does not accept that the amount in words prevails over amount in figure.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Vendor, upon the earlier of

(i) the receipt of your notification of the name of the successful Vendor; or

(ii) thirty days after the expiration of the validity of my/our Bid.

Signed:

(Insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name:

(Insert complete name of person signing the Bid Securing Declaration)

Signature of the Bidder with stamp & date

Duly authorized to sign the bid for an on behalf of (insert complete name of Vendor)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a consortium, the Bid Securing Declaration must be in the name of all partners to the consortium that submits the bid)

Signature of the Bidder with stamp & date

ANNEXURE-3**TURN OVER FOR LAST THREE YEARS**

S.No.	Financial year	Turnover
1	Last 1 st Year	
2	Last 2 nd Year	
3	Last 3 rd Year	

Note:

In addition to the above, the applicant has to submit the following documents/information,

- a. Copy of the balance sheets
- b. Other relevant details if any.

The requisite Turnover certificate shall be duly certified by a Chartered Accountant with his seal /Signature and Registration No.

Signature of the Vendor with Seal

Signature of the Bidder with stamp & date

ANNEXURE-4**DETAILS OF THE WORK COMPLETED CERTIFICATE/EXPERIENCE DURING THE LAST 3 YEARS**

Sl. No.	Name of work / PO Details	Scope of services	Value of work	Date of start/ completion	Name and address of the client	Remarks

NOTE:

The following documents are to be enclosed for each of the above works:

- a. Completion certificate.
- b. Copy of award letter and PO/WO copy.
- c. Other relevant documentary evidence, if any.

Signature of the Vendor with Seal

Signature of the Bidder with stamp & date

PRE CONTRACT INTEGRITY PACT

PURCHASE ENQUIRY/ORDER No.

THIS Integrity Pact is made on.....day of..... 20.

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 bidder/contract ON THE SECOND PART.

Preamble

WHEREAS the Principal intends to award, under laid down organizational procedures, contract forof ITI Limited (name of the Stores/equipments/items). The Principal, values full compliance with all relevant laws of the land, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s)/ Contractor(s).

In order to achieve these goals, the Principal has appointed an Independent External Monitor(IEM), who will **monitor** the 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.

Signature of the Bidder with stamp & date

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

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

- a. The bidder(s)/contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the Principal's employees involved in the 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 bidder(s)/contractor(s) will not enter with other bidders/contractors into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices,

Signature of the Bidder with stamp & date

specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The bidder(s)/contractor(s) will not commit any offence under IPC/PC Act, further the bidder(s)/contractor(s) will not use improperly, for purposes of competition of personal gain, or pass onto others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractor(s) of foreign 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 Bidder(s)/Contractor(s) will, when presenting the bid, disclose any and all payments made, are committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. The Bidder(s)/Contractor(s) will not bring any outside influence and Govt bodies directly or indirectly on the bidding process in furtherance to his bid.

g. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

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

3.1 If the Bidder(s)/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 Bidder(s)/ Contractor(s) from the tender process.

3.2 If the Bidder(s)/Contractor(s), has committed a transgression through a violation of Section 2 of the above, such as to put his reliability or credibility into question, the Principal shall be entitled exclude including blacklisting for future tender/contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case, particularly taking into account the number of transgression, the position of the transgressor within the company hierarchy of the Bidder(s)/Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.

Signature of the Bidder with stamp & date

3.3 The Bidder(s)/Contractor(s) with its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground including the lack of any hearing before the decision to resort to such exclusion is taken. The undertaking is given freely and after obtaining independent legal advice.

3.4 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.

3.5 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.

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

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

SECTION 4 – PREVIOUS TRANSGRESSION

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

4.2 If the Bidder(s)/ 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

5.1 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.

5.2 In addition to 5.1 above the Principal shall be entitled to take recourse to the relevant provision of the contract related to termination of Contract due to Contractor default. In such case, the Principal

Signature of the Bidder with stamp & date

shall be entitled to forfeit the Performance Bank Guarantee of the Contractor or demand and recover liquidate and all damages as per the provisions of the contract agreement against termination.

SECTION 6 – EQUAL 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)

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

SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)

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

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

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

Signature of the Bidder with stamp & date

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

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

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

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

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

-

IEM I

Shri Atul Jundall, IFS (Retd.)
3/10 Vishesh Khand 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

10.1 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.

10.2 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

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

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

Signature of the Bidder with stamp & date

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.

12.3 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. 4 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 done mentioned in the presence of the witnesses:

For PRINCIPAL

For BIDDER(S)/CONTRACTOR(S)

.....

.....

(Name & Designation)

(Name & Designation)

Witness

Witness

1)

1).....

2)

2).....

MUTUAL NON- DISCLOSURE AGREEMENT

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

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

Whereas in order to pursue the mutual business purpose of this particular Consultancy as specified in Exhibit A (the "Business Purpose"), ITI Ltd. and M/s -----

-----recognize that there is a need to disclose to one another certain information, as defined in Para 1 below, of each party to be used only for the Business purpose and to protect such confidential information from unauthorized use and disclosure.

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

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

Information consists of certain specifications, designs, plans, drawings and /or technical information, and all copies and derivatives containing such information, that may be disclosed to one another for and during the purpose, which a party considers proprietary or confidential ("Information"). Information may be in any form or medium, tangible or intangible, and may be Communicated/disclosed in writing, orally, or through visual observation or by any other means to one party (hereinafter referred to as the receiving party) by the other party (hereinafter referred to as one disclosing party). Information shall be subject to this Agreement, if it is in tangible form, only if clearly marked as proprietary or confidential as the case may be, when disclosed to the receiving party or, if not in tangible form, its proprietary nature must first be announced, and it must be reduced to writing and furnished to the receiving party within thirty (30) days of the initial disclosure.

M/s-----and ITI Ltd hereby agreed at during the Confidentiality Period:

ITI Ltd. RFP. No. _____

The receiving party shall use Information only for the Purpose, shall hold Information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, but not less than reasonable care, taking into account the nature of the Information, and shall grant access to Information only to its employees who have a need to know, but only to the extent necessary to carry out the business purpose of this project as defined in exhibit A, shall cause its employees to comply with the provisions of this Agreement applicable to the receiving party, shall reproduce Information only to the extent essential to fulfilling the purpose, and shall prevent disclosure of information to third parties.

Upon the disclosing party's request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have

Signature of the Bidder with stamp & date

been destroyed. Provided, however. That an archival copy of the Information may be retained in the files of the receiving party's counsel, solely for the purpose of proving the contents of the Information.

The foregoing restrictions on each party's use or disclosure of Information shall not apply to Information that the receiving party can demonstrate

was independently developed by or for the receiving party without reference to the Information, or was received without restrictions; or

has become generally available to the public without breach of confidentiality obligations of the receiving party; or

was in the receiving party's possession without restriction or was known by the receiving party without restriction at the time of disclosure; or

is the subject of a subpoena or other legal or administrative demand for disclosure; provided, however that the receiving party has given the disclosing party prompt notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure and appropriate protective order; or

is disclosed with the prior consent of the disclosing party; or

was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media prior to receipt from the disclosing party and was not previously acquired by the receiving party from the disclosing party under an obligation of confidence; or

the receiving party obtains or has available from a source other than the disclosing party without breach by the receiving party or such source of any obligation of confidentiality or non-use towards the disclosing party.

Each party agrees not to remove any of the other party's Confidential Information from the premises of the disclosing party without the disclosing party's prior written approval. Each party agrees to exercise extreme care in ITI Ltd. RFP. No. _____ protecting the confidentiality of any confidential information, which is removed, only with the disclosing party's prior written approval, from the disclosing party's premises. Each party agrees to comply with any and all terms and conditions the disclosing party's may impose upon any such approved removal, such as conditions that the removed confidential information and all copies must be returned by a certain date, and that no copies are to be make off of the premises.

Upon the disclosing party's request, the receiving party will promptly return to the disclosing party all tangible items containing or consisting of the disclosing party's confidential information all copies thereof.

Each party recognizes and agrees that all of the disclosing party's confidential information is owned solely by the disclosing party (or its licensors) and that the unauthorized disclosure or use of such confidential information would cause irreparable harm and significant injury, the degree of which may be difficult to ascertain. Accordingly, each party agrees that the disclosing party will have the right to obtain an immediate injunction enjoining any breach of this agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.

Access to information hereunder shall not preclude an individual who has seen such information for the purpose of this agreement from working on future projects for the receiving party which

Signature of the Bidder with stamp & date

relate to similar subject matters provided that such individual does not make reference to the information and does not copy the substance of the information during the confidentiality period. Furthermore, nothing contained herein shall be construed as imposing any restriction on the receiving party's disclosure or use of any general learning, skills or know how developed by the receiving party's personnel under this agreement, if such disclosure and use would be regarded by a person of ordinary skill in the relevant area as not constituting a disclosure or use of the information.

As between the parties, all information shall remain the property of the disclosing party. By disclosing information or executing this agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection rights, trade secret or any other intellectual property right. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION.

Execution of this agreement and the disclosure of information pursuant to this agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase, or sale or to enter into any additional agreement of any kind.

Either party's failure to enforce any provision, right or remedy under this agreement shall not constitute a waiver of such provision, right or remedy.

This Agreement will be construed in, interpreted and applied in accordance with the laws of India.

M/s ITI Ltd. has sole rights for the feasibility report submitted by M/s. ----- for its use with other successful Vendor for next Phase (if any). If there is any conflict between earlier clauses and this clause, then this clause shall prevail.

That in case of any dispute or differences, breach & violation relating to the terms of the agreement. The said matter or dispute, difference shall be referred to sole arbitration of Chairman ITI Ltd or any other person appointed by him. That the award of the arbitrator shall be final and binding on both parties. In the vent of such arbitrator to whom the matter is originally referred to is being transferred or vacates his office on resignation or otherwise or refuses to do work or neglecting his work or being unable to act as Arbitrator for any reasons whatsoever, the Chairman ITI Ltd shall appoint another person to act as Arbitrator in place of outgoing Arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by his predecessor. The M/s ----- will have No Objection in any such appointment, that arbitrator so appointed is employee of ITI Ltd. The said Arbitrator shall act under the Provisions of the Arbitrator and Conciliation Act, 1996 or any statutory modifications or re- enactment there of any rules made thereof.

This Agreement and Exhibit A attached hereto constitutes the entire agreement of the parties with respect to the parties' respective obligations in connection with Information disclosed hereunder and supersedes all prior oral and written agreements and discussions with respect thereto. The parties can amend or modify this agreement only by a writing duly executed by their respective

Signature of the Bidder with stamp & date

authorized representatives. Neither party shall assign this Agreement without first securing the other Party's written consent.

This Agreement will remain in effect for one year from the date of the last disclosure of Confidential Information., at which time it will terminate, unless extended by the disclosing party in writing.

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

(M/s-----)

Signature_____.

Printed Name: _____.

Title: _____.

ITI Ltd

RFP No. _____

Exhibit A

(M/s ITI Ltd.)

Signature: _____

Printed Name: _____

Title: _____

Business Purpose: Supply, installation and Services of Trend Micro annual technical support(Hardware & Software).

Confidential Information of M/s. ITI Ltd. w.r.t RFP No. _____

All sites and their related information.

All information shared in oral or in written form by ITI Ltd. with M/s -----

Information downloaded or taken in physical form shall be returned/destroyed after use not copied.

ITI Ltd: _____

Signed

Tender Ref No:

M/s -----

Signed

Dated:

ANNEXURE-7

COMPLIANCE TO NO VARIANCE/DEVIATION IN BID

NAME OF WORK:

Dated:

TENDER REF NO:

We hereby agree to fully comply with, abide by and accept without variation, deviation or reservation all technical, commercial and other conditions whatsoever of the Bidding Documents and

Amendment(s)/ Addendum(s) to the Bidding Documents, if any, for subject work/tender issued by ITI Limited. We hereby further confirm that any terms and conditions if mentioned in our bid (Un- priced as well as Priced Part) shall not be recognized and shall be treated as null and void.

Vendor's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Place:

Date:

Signature of the Bidder with stamp & date

ANNEXURE-8

Ref: Tender Ref. No.

date....

UNDERTAKING THAT THE VENDOR HAS NOT BEEN BLACKLISTED/DEBARRED

To,

date

<Name and address>

Subject: Declaration of Vendor being not Blacklisted/Debarred.

Dear Sir,

It is certified that our firm/company or any of our entity is not black listed/Debarred from doing business or put on holiday list etc. by any Govt. Organization / Semi Govt. Organizations/PSUs for any reason. However, if we fail to complete the awarded work / fulfill the Tender conditions or if any of the information submitted by our company or its employee or associate, proves to be false, ITI Ltd shall be free to take action / black list our firm / company notwithstanding of taking any other legal action."

Vendor's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Place:

Date:

Signature of the Bidder with stamp & date

ANNEXURE-9

DELIVERY SCHEDULE

- (i) We, M/s(Bidder Name) shall deliver CISCO warranty support (hardware & software) services renewal within 15 days from date of PO.
- (ii) Renewal for Cisco Warranty Support(**from 01-10-2024 to 30.09.2027**)

Signature of the Bidder with stamp & date

ANNEXURE-10

DECLARATION OF VENDORS

FROM

TO

.....
.....

1. I/We..... have read the conditions of the tender and tender documents attached hereto and agree to abide by such conditions. I/We offered to do..... at the rates quoted in the attached schedule to complete the works on or before the dates mentioned in the schedule for completion of works.
2. I/We further agree to sign an agreement, bind to abide by the general conditions of the contract, and to carry out all works according to the specifications laid down in the tender papers. I/We hereby pay the earnest money of..... by demand draft/banker's cheque. I/We bind myself/ ourselves to deposit the security deposit [Performance security] as prescribed within 15 days after receiving the notice that the contract has been awarded to me/us failing which I/We have no objection to the forfeiture of the earnest money in full; otherwise they said earnest money shall be retained by the said company towards security deposit as specified in the conditions. I/We further bind myself /ourselves to execute the Tender document and to commence the work with 15 days after issue of the Purchase order in writing as aforesaid failing I/We agree to the company forfeiting the earnest money and security deposit deposited with them. The accepting authority shall also be at liberty to cancel the acceptance of the tender if I/We fails to deposit the security amount as specified or to execute an agreement or to start work as stipulated in the tender documents.
3. I/We hereby enclose a declaration of my/our experience of execution of works of similar nature and magnitude carried out by me/us in the prescribed proforma, and also the income tax and sales tax clearance certificates.
4. The offer shall remain open for acceptance by the Accepting Authority for a **period of 6 months** from the date of opening of the tender. **[180 days]**

Date:

Signature of Vendor with the seal of the firm

Witness.....

(Name in block letters)

Power of attorney in case the tender is signed by the authorized nominee must be enclosed.

Address:

Occupation:

Signature of the Bidder with stamp & date

ANNEXURE-11**Un-priced Finance Bid**

Description		Renewal of Warranty Support (Hardware & Software) Extension CISCO					
S.No.	Item Description	Quantity	Warranty Support Price (Excluding GST) (In Rs.)	% of GST	GST Amount (In Rs.)	Total Value (In Rs.)(Inclusive of all taxes)	Total Value
1	Product Warranty Support Extension						
	(a)	(b)	(c)	(d)	(e)	(f)=(c+e)	g= Sum of value of i to viii
(i)	Cisco FPR4112 Threat Defense Threat and Malware License	12					
(ii)	ENH SW SUB Cisco FPR4112 Threat	12					
(iii)	Cisco Secure Malware Analytics Licence for Appliance	500					
(iv)	Cisco Support Basic for Secure Malware Analytics	1					
(v)	Cisco Secure Malware Analytics License for Appliance	1					
(vi)	Cisco Secure Malware Analytics Licence for Appliance	500					
(vii)	Cisco Support Basic for Secure Malware Analytics	1					
(viii)	Cisco AMP Private Cloud Subscription License	2					
Total Warranty Support Value (Value of Col g) in words:(Rupees.....)							

Important Notes:

- 1) COMMERCIAL BID (e-Envelope-II) must consist of price bid as per ANNEXURE-C
- 2) Tender will be evaluated on the basis of Total Value. Bidder, whose Total value is lowest, shall be declared as L1-bidder.

Signature of the bidder with Seal

Signature of the Bidder with stamp & date

EMD BANK GUARANTEE PROFORMA

1. As agreed under the relevant terms and conditions of Enquiry Ref _____ dt _____ (hereinafter called the said Enquiry) between M/s. ITI Ltd., NS Unit, Dooravani Nagar, Begaluru-560016, India. (Hereinafter called the Purchaser) and M/s. _____ (hereinafter called the Bidder) for supply of _____, the Bidder hereby agrees to furnish EMD against supply performance by way of an irrevocable Bank Guarantee for Rs. _____ (Rupees. _____). We _____ (indicate the name of Bank) (hereinafter referred to as 'THE BANK' at the request of the Bidder do hereby undertake to pay to the Purchaser, an amount not exceeding Rs. _____ (Rupees. _____) against any loss or damage caused to or suffered or would be caused to or suffered by the Purchaser, by reasons or breach by the said Bidder of any of the terms or conditions contained in the said Enquiry.
2. We _____ (indicate the name of the Bank) do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the Purchaser stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Purchaser, by reason of breach by the said Bidder of any of the terms and conditions contained in the said Enquiry or by reason of the Bidder's failure to perform the said Enquiry. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees. _____).
3. The Bank further agrees that the Purchaser shall be the sole judge as to whether the said Bidder has committed any breach or breaches of any of the terms and conditions of the contract and the extent of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Purchaser on account thereof, and the decision of the Purchaser that the said Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Purchaser from time to time shall be conclusive, final and binding on the Bank.
4. We undertake to pay to the Purchaser, any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceedings pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.
5. It shall not be necessary for the Purchaser to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the Purchaser may have obtained or obtains from the Bidder.

Signature of the Bidder with stamp & date

6. We _____(indicate the name of Bank) further agree with the Purchaser, that the Purchaser shall have the fullest liberty without our consent and without effecting in any manner our obligation hereunder to vary any of the terms and conditions of the said Enquiry or to extend time of performance by the said Bidder from time to time or to postpone for any time or to time any of the powers exercisable by the Purchaser against the said Bidder and to forbear or enforce any of the terms and conditions relating to the said Enquiry and we shall not be relieved from our liability by reasons of any such variation, or extension being granted to said Bidder or for any forbearance, Tender document for Supply & Maintenance of Desktop PC Page 47 of 48 act or omission on the part of the Purchaser or any indulgence by the Purchaser, to the said Bidder or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

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

8. We _____(indicate the name of Bank) undertake not to revoke this Guarantee during its currency except with the previous written consent of the Purchaser, in writing.

9. Notwithstanding anything contained in the foregoing clauses, our liability under this guarantee is restricted to Rs. _____ (Rupees. _____) and our guarantee shall remain in force until _____(Date of expiry of Bid validity). Unless a demand is made against us to enforce a claim under this guarantee within three months from the date of expiry of Bid validity, all your rights under this guarantee shall be forfeited and we shall be relieved and discharged from all liability hereunder.

DATE:

For _____(indicate the name of Bank)

PLACE:

BANK GUARANTEE PROFORMA

1. As agreed under the relevant terms and conditions of Purchase Order Ref dt(hereinafter called the said Purchase Order) between M/s. ITI Ltd., NS Unit, Dooravaninagar, Bangalore-560 016, India. (Hereinafter called the purchaser) and M/s. (Hereinafter called the supplier) for supply ofthe supplier hereby agrees to furnish a security Deposit against supply performance by way of an irrevocable Bank Guarantee for Rs..... (Rupees.....) We..... (indicate the name of Bank) (hereinafter referred to as 'THE BANK' at the request of the supplier do hereby undertake to pay to the purchaser, an amount not exceeding Rs..... (Rupees.) against any loss or damage caused to or suffered or would be caused to or suffered by the Purchaser, by reasons or breach by the said supplier of any of the terms or conditions contained in the said Purchase Order.
2. We (indicate the name of the Bank) do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the purchaser stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the purchaser, by reason of breach by the said supplier of any of the terms and conditions contained in the said Purchase Order or by reason of the supplier's failure to perform the said Purchase Order. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee shall be restricted to an amount not exceeding Rs. (Rupees)
3. The Bank further agrees that the Purchaser shall be the sole judge as to whether the said Supplier has committed any breach or breaches of any of the terms and conditions of the contract and the extent of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Purchaser on account thereof, and the decision of the Purchaser that the said Supplier has committed such breach or breaches and as to the amount or amounts of loss, damage costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Purchaser from time to time shall be conclusive, final and binding on the Bank.
4. We undertake to pay to the Purchaser, any money so demanded notwithstanding any dispute or disputes raised by the Supplier in any suit or proceedings pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.
5. It shall not be necessary for the Purchaser to proceed against the Supplier before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the Purchaser may have obtained or obtains from the Supplier.
6. We (indicate the name of Bank) further agree with the Purchaser, that the Purchaser shall have the fullest liberty without our consent and without effecting in any manner our obligation

Signature of the Bidder with stamp & date

hereunder to vary any of the terms and conditions of the said Purchase Order or to extend time of performance by the said Supplier from time to time or to postpone for any time of from to time any of the powers exercisable by the Purchaser against the said Supplier and to forbear or enforce any of the terms and conditions relating to the said Purchase Order and we shall not be relieved from our liability by reasons of any such variation, or extension being granted to said Supplier or for any forbearance, act or omission on the part of the Purchaser or any indulgence by the Purchaser, to the said Supplier or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

7. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier.
8. We.....(indicate the name of Bank) undertake not to revoke this Guarantee during its currency except with the previous written consent of the Purchaser, in writing.
9. Notwithstanding anything contained in the foregoing clauses, our liability under this guarantee is restricted to Rs.....(Rupees) and our guarantee shall remain in force until..... (Date of expiry of warranty period + 60 Days). Unless a demand is made against us to enforce a claim under this guarantee within twelve months from the date of expiry of warranty period, all your rights under this guarantee shall be forfeited and we shall be relieved and discharged from all liability hereunder.

DATE:

For (indicate the name of Bank)

PLACE:



हिंदी केवल एक भाषा नहीं बल्कि हमारी राष्ट्रीय पहचान है।

आईटीआई लिमिटेड

नेटवर्क सिस्टम्स युनिट - वित्त
दुरवाणीनगर, बेंगलूर - 560 016, भारत
फोन : +91 (80) 2566 0503
: +91 (80) 2565 1714
ई-मेल : cfm_nsu@itilttd.co.in
वेबसाइट : www.itilttd.in
CIN No. : L32202KA1950GOI000640

ITI LIMITED

Network Systems Unit - Finance
Dooravaninagar
Bengaluru-560 016, India.
Tel : +91 (80) 2566 0503
: +91 (80) 2565 1714
E-mail : cfm_nsu@itilttd.co.in
Website : www.itilttd.in
GSTIN No. : 29AAACI4625C2ZU



MANDATE FORM FOR PAYMENT

- | | |
|--------------------------------|--|
| 1. Beneficiary Name & Address: | ITI Limited, Network Systems Unit
Dooravaninagar, Bangalore 560 016 |
| 2. Bank, Branch Name & Address | State Bank of India
Industrial Finance Branch, Residency Road,
Bangalore - 560 025 |
| 3. Bank Account Number | 10637729843 |
| 4. Bank MICR Code | 560002059 |
| 5. Bank RTGS/ IFSC Code | SBIN0009077 |
| 7. Type of Account | CC A/C |
| 8. PAN NO. | AAACI4625C |

I do hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, the customer will not be responsible.

Yours faithfully

For ITI Limited, N.S. Unit

Kanchana

KANCHANA

Authorized Signatories

KANCHANA
Dy. Finance Manager
Network Systems Unit,
ITI Limited, Dooravaninagar,
Bangalore - 560016

पंजीकृत एवं निगमित कार्यालय : आईटीआई भवन, दुरवाणीनगर, बेंगलूर - 560016, भारत फोन : +91 (080) 2561 4466, फैक्स : +91 (080) 2561 7525
Registered & Corporate Office : ITI Bhavan, Dooravaninagar, Bengaluru - 560016, India Phone: +91(080) 2561 4466, Fax: +91(080) 2561 7525
TIN : 29980058837 GSTIN : 29AAACI4625C2ZU CIN : L32202KA1950GOI000640 Visit our Website : www.itilttd.in

Signature of the Bidder with stamp & date



Renewal of Warranty Support (Hardware & Software) Extension CISCO

Ref: NSU6H62N Dtd. 20.08.2026

PRICE BID FORMAT

Annexure C

Name & Address of the Bidder

S.No.	Item Description	Quantity	UNIT Price (Exclusive of GST)	% of GST	GST Amount (In Rs.)	Total Value (In Rs.)(Inclusive of	Total ATS Value
1	Product Warranty Support Extension						
	(a)	(b)	(c)	(d)	(e)	(f)=(c+e)	g= Sum of value of i to viii
(i)	Cisco FPR4112 Threat Defense Threat and Malware License	12					
(ii)	ENH SW SUB Cisco FPR4112 Threat	12					
(iii)	Cisco Secure Malware Analytics Licence for Appliance	500					
(iv)	Cisco Support Basic for Secure Malware Analytics	1					
(v)	Cisco Secure Malware Analytics License for Appliance	1					
(vi)	Cisco Secure Malware Analytics Licence for Appliance	500					
(vii)	Cisco Support Basic for Secure Malware Analytics	1					
(viii)	Cisco AMP Private Cloud Subscription License	2					

Total Warranty Support Value (Value of Col g) in words:(Rupees.....)

(Relevant Columns to be filled with PERCENTAGE / NUMERICAL Values ONLY. Quoted Price is including Packing/Forwarding Charges (if any)and Frieght/Insurance Charges (if any))

Note:

- The tender will be evaluated based on the total price quote in the price bid.
- The bidder has to quote for all the Line Items mentioned above

[Signature]
20/08/2026

Additional instructions:

Sr. No	Events	Dates and descriptions	
1	Pre-bid training (Auction) to the intending bidders for online bidding by M/s.ITI Limited. Interested bidders can contact support numbers of M/s.ITI Limited.	Will be intimated to bidders by Corrigendum	
2	Auction Extension Details	Number of extension: Will be intimated to bidders by Corrigendum Prior Extension in Minutes : Will be intimated to bidders by Corrigendum Extension time in Minutes : Will be intimated to bidders by Corrigendum	
3	Scheduled Date & time of opening and closing of Reverse Auction	Opening at Will be intimated to bidders by Corrigendum	Closing at Will be intimated to bidders by Corrigendum
4.a	Minimum Bid Decrement(Rs.)	Will be intimated to bidders by Corrigendum	
4.b	Starting Bid(Rs.)	Will be intimated to bidders by Corrigendum	
4.c	Maximum Allowed Decrement	Will be intimated to bidders by Corrigendum	
5	Intimation for securing the position of the L-1 Bidder (Lowest bidder)	Will be intimated to bidders by Corrigendum	
6	Return of EMD of unsuccessful Bidders	As per NIT Conditions	

Contact details of e-Wizard portal support team

SI No	Name	Indicative Territory	Contact Details	Email ID
1	Mr. Gagan T S	-	+91 8448288987	eprochelpdesk.01@gmail.com
2	Mrs. Sujatha K	-	+91 8448288989	eprochelpdesk.101@gmail.com
3	Mr. Chaitanya Y	-	+91 8448288985	eprochelpdesk.03@gmail.com
4	Mr. Nittin S	-	+91 8448288986	eprochelpdesk.44@gmail.com