



हिंदी केवल एक भाषा नहीं बल्कि हमारी राष्ट्रीय पहचान है।



आईटीआई लिमिटेड

नेटवर्क सिस्टम्स यूनिट
सामग्री प्रबंधन विभाग
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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

NSU5G44N

DATE 11 07 2025

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

SL. NO.	Item Description as per Technical Specifications	QTY	Unit
1	Installation and Commissioning and Maintenance of the State NOC (SNOC) in Itanagar/Dhimapur for BharatNet Phase 3 project		Ref BOQ of the Tender Document
	Encls: Annexure A: General Terms and Conditions Annexure B: Tender Document		Annexure C: Price Bid Format
Tender Due Date	04.08.2025, 14.00 Hrs	Tender Opening Date	04.08.2025 15.00 Hrs
Tender Opening Venue	Materials Management Dept., N.S. Unit, I.T.I. Ltd., Dooravaninagar, Bengaluru- 560 016(ITI tender wizard)		
Terms of Payment (TOP)	As per the tender document : ITI/NSU/BN3/NER-II/SNOC dated: 11.07.2025		
Delivery and penalty	As per the tender document : ITI/NSU/BN3/NER-II/SNOC dated: 11.07.2025		
Compliance	Point-wise compliance to each item/ Clause mentioned in Tender Document.		
Validity of the offer	180 days from Tender Opening date.		
PBG	The successful bidders shall submit PBG from a schedule bank to ITI for an amount equivalent to 5% of the contract value(incl. GST),valid throughout warranty period + 60 days within 15 days from date of issue of PO		
Earnest Money Deposit & Tender Fee	Rs 28 Lakhs towards EMD deposit in favors of ITI Limited payable at Bangalore valid for 225 days & Tender fee 5900/-. MSEs exempted from EMD & tender fee but should submit bid securing declaration form.		
Other terms and conditions	As per Enquiry NSU5G44N dated 11.07.2025 and tender document ref no ITI/NSU/BN3/NER-II/SNOC dated: 11.07.2025		
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, Lendhy 11/07/25 Additional General Manager-MM(NS)	



GENERAL TERMS AND CONDITIONS FOR SUBMISSION OF TENDER (INLAND)

ENCLOSURE TO ENQUIRY No. NSU5G44N: Dated 11.07.2025

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 NSU5G44N.
- (b) No payment will be made for the rejected quantity/services.

3. INSPECTION: :(As per Enquiry: NSU5G44N)

- (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 confirming 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 NSU5G44N from the date of dispatch to our customer. Hence, the warranty of your products should be as per Enquiry No NSU5G44N 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: NSU5G44N)

- (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.

Londhy 11/07/25
Additional General Manager-MM(NS)



NETWORK SYSTEM UNIT

(A Govt. of India Undertaking)

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Tender Ref No: ITI/NSU/BN3/NER-II/SNOC

**Tender for “INSTALLATION & COMMISSIONING AND MAINTENANCE OF STATE NOC
(SNOC) IN ITANAGAR FOR BHARATNET PH-3 PROJECT”**

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

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, Bharat net, and Defense Network Rollout etc.

2. GENERAL INFORMATION

2.1 NAME OF WORK: This Tender is being floated for “**State NOC for ITANAGAR BharatNet Ph-3 Network and integration with C-NoC**”

SL NO	DESCRIPTION	INFORMATION
1.	REFERENCE NO. OF TENDER DOCUMENT	Tender Ref No: ITI/NSU/BN3/NER-II/SNOC dated: 11.07.2025
2.	DATE OF UPLOADING OF TENDER DOCUMENT	11.07.2025
3.	MODE OF SUBMISSION OF TENDER	https://itilimited.ewizard.in
4.	LAST DATE & TIME FOR SUBMISSION OF BIDS	04.08.2025 14.00 Hrs
5.	DATE & TIME OF OPENING OF TECHNICAL BIDS	04.08.2025 15.00 Hrs
6.	OPENING OF FINANCIAL BIDS	WILL BE INTIMATED LATER
7.	TENDER FEE	Rs. 5,900.00/- (Including GST)
8.	EARNEST MONEY DEPOSIT (EMD) IN THE FORM OF DEMAND DRAFT/ BANKERS CHEQUE.	Rs. 28.0 lakhs (Interest free EMD has to remain valid for a period of 45 days beyond the final bid validity period) Bidders registered as MSE (Micro & Small Enterprises) are exempted from submission of EMD. Such firms should produce proof of registration certificate in their own name from MSME department and NSIC & should provide Bid Security Declaration form as per ANNEXURE -II.

9.	THE AVERAGE ANNUAL FINANCIAL TURNOVER IN THE LAST 3 FY (FINANCIAL YEARS) I.E. (2021-22, 2022-23 & 2023-24)	Rs. 14.0 Cr
10.	ADDRESS FOR BID SUBMISSION	https://itilimited.ewizard.in
11.	VALIDITY	180 days from the last date of submission of bid.
12.	PERFORMANCE BANK GURANTEEE	5% of PO Value (incl. GST) valid throughout warranty period + 60 days
13.	PRICE ESCALATION	NIL
14.	CONTACT PERSON	AGM MM - For queries. udhayanansv_crp@itild.co.in , materials_nsu@itild.co.in
15.	WARRANTY	Warranty of the supplied equipment shall be for 01 (One) year from the date of commission of SNOC.
16.	SOLVENCY	Rs. 18.5 Cr (Bidder shall submit Solvency Certificate either from any one scheduled bank or from CA issued within 06 (Six) months prior to the Bid submission date.
17.	PRE-BID MEETING	Pre bid meeting will be conducted at ITI Bhavan, Doorvaninagar, Bangalore- 560 016 or ITI Limited, Network System Unit, Doorvaninagar, Bangalore-560 016 or through VC at on 17.07.2025 at 2.30 PM

3. TENDER INFORMATION

The tenders are invited in **TWO BIDS**, consisting of **Technical Bid and Financial BID (Price/Commercial)** as per **ANNEXURE-C**.

3.1 TECHNICAL BID

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

Sl. No.	Description	Compliance Documents to uploaded	Attachments	
			Yes	No
1.	Tender fee documents for submission/bidding of tender (If required as per tender fee)			
2.	Technical Bid [Technical Specifications]	As per ANNEXURE-I		
3.	Documents in support of submission of EMD or MSE registered with Undertaking for "Bid Security Declaration Form"	As per ANNEXURE-II		

4.	Company Profile			
5.	GST & PAN registration certificate			
6.	EPF registration certificate			
7.	All the pages of tender documents stamp signed/ digitally signed			
8.	Product Data Sheet/Brochure			
9.	Financial turnover for the last three years certified by the Chartered Accountant with registration number	As per ANNEXURE-III		
10.	Work completion certificate/Experience during the last 7 (seven) years	As per ANNEXURE-IV		
11.	Signed Pre-contract Integrity	As per ANNEXURE-V		
12.	Mutual non-disclosure agreement	As per Annexure-VI		
13.	Undertaking that the Bidder has not been Blacklisted/ Debarred	As per Annexure-VII		
14.	Single point of contact (SPOC) details for official communication (Name, Mobile no., Email id, Address).	On company Letter head		
15.	Undertaking for the certifying the compatibility and latest version	On company Letter head		
16.	Undertaking for “Declaration of Bidders”	As per ANNEXURE-VIII		
17.	Copy of Power of Attorney of authorized signatory of the bid on stamp paper duly Notarized	As per ANNEXURE-IX		
18.	EMD BANK GUARANTEE PROFORMA	As per ANNEXURE-X		
19.	Self-declaration for not having any litigation History	As per Annexure-XI		
20.	PBG Bank Guarantee Performa	As per Annexure-XII		
21.	Undertaking from OEM- Non- “Country of Concern, Non-malicious code certificate from OEM & IT Act 2000 (No 21 of 2000)	As per Annexure-XIII		
22.	OEM Authorization Certificate (MAF)	As per Annexure-XIV		
23.	Self-declaration regarding Local Content (LC) for Telecom Product	As per Annexure-XV		
24.	Undertaking w.r.t. Local content declaration in view of allowing multiple OEMs	As per Annexure-XVI		

25.	Format for essential information for applying to NSCS (Trusted Telecom Portal)	As per Annexure-XVII		
26.	Compliance to No Variance /Deviation in Bid	As per Annexure-XVIII		
27.	Technical Compliance	As per Annexure-XIX		
28.	Un-Priced Finance-Bid (Fill & upload separately)	As per Annexure-XX		

Note: Bidder must take notice of the above points and checkmark Yes / No. The checklist shall be placed in the technical bid. The bidder is expected to examine and comply all requirements, terms, and conditions of the tender. Failure to furnish required information in every respect or non-submission of necessary proof and relevant document of EMD amount may lead to rejection of the bid.

3.2 ELIGIBILITY CRITERIA

Sl. No.	Eligibility Criteria of Applicants	Supporting Documents Required
A.	The Bidder should be registered under Indian Companies Act, 1956 or Limited Liability Partnership Act, 2008 or as amended; with at least 5 years of operations in India as on bid submission date.	Following documents in respect of sole Bidder shall be submitted: (a) Copy of Certification of Incorporation / Memorandum of Association (MoA) and Articles of Association (AoA)/ registration certificate with LLP agreement. (b) Copy of PAN Card (c) Copy of GST Registration
B.	Turnover The Bidder shall have minimum average annual financial turnover of Rs. 14 Cr in the last 3 FY (financial years) i.e. (2021-22, 2022-23 & 2023- 24). Note: Bidder's Parent/group company turnover will not be considered in turnover criteria.	Audited financial statements/annual report for 3 financial years i.e., 2021-22, 2022-23 & 2023-24 from the Statutory Auditor/ Chartered Accountant. i. Certificate from the Statutory Auditor/Company Secretary/Chartered Accountant on turnover details for the last three (3) financial years (2021-22, 2022-23, 2023-24).
C.	Net worth The Bidder should have Positive Net Worth for the last 03 years i.e. (2021-22, 2022-23 & 2023- 24)	Audited Net worth certificate assigned by the company's Auditors/ CA for the last 03 years
D.	Experience: i. The Bidder should have deployed NOC/ OSS anywhere globally for any Government/Public Sector Undertaking	(i) PO & Work Completion Certificate issued & signed by the PO issuing authority or an authority authorized by the PO issuing authority of the client

	<p>(PSU)/ Service Provider public limited company/ Telecom Service Provider Company/ Telco/ BharatNet SPV during last 7 years, with at least 2000 Active nodes from maximum three projects and should have operated and maintained for Hardware and Software the same for at least one year as on the date of bid submission.</p> <p>Note:- The active nodes to be considered for this criterion can be Routers, Layer-3 Switches, BNGs, PTNs/CPANs, DWDM, OLTs of 16 or more ports, enode B and OTN.</p> <p>ii. The OSS /NMS tool supplied by the bidder should support multi-vendor technologies like MPLS, UBR (Unlicensed Band Radio), GPON, RFMS EMS, UPS EMS, smart rack EMS, GIS, Microwave etc. Bidder/OEM should have installed in one network consisting of multi technology.</p>	<p>entity (central government departments/ State Government departments/ PSUs/ Telecom Service Providers (Telco)/ Category-A ISPs/Private Companies) along with the supporting documents such as Work order/Purchase order OR Contract clearly highlighting the scope of work and quantities of the contract/ order (Self-Certification by the bidder, alone shall not be accepted).</p> <p>(ii) OEM for NMS should have executed and should be supporting in managing at least 40,000 active elements.</p> <p>(iii) Client contact details i.e., name of contact persons, postal address, official email, tel.</p> <p>(iv) Work Experience Details as per ANNEXURE-IV</p>
E.	<p>The Bidder in the last seven years, must have successfully completed at least One SNOC project (Supply, Installation & commissioning and integration) with a value of Rs. 37 Cr</p> <p>or</p> <p>Two SNOC project (Supply, Installation & commissioning and integration) with a value of Rs. 23 Cr each</p> <p>or</p> <p>Three SNOC project (Supply, Installation & commissioning, and integration) with a value of Rs. 18.5 Cr each</p>	<p>Valid end customer PO copy during the last seven years with completion certificate.</p> <p>Ongoing projects may be considered if the value and quantities of work carried out meets the tender requirements. Work completion certificates for the completed work in the ongoing projects duly certified by the client to be submitted.</p> <p>During 5 years, if bidder has participated in any ITI project, the satisfactory certificate from ITI issued by not below AGM rank only will be considered.</p>
F.	<p>The bidder shall have/being carried out SNOC/CNOC work in Bharat Net project in Phase-I/Phase-II/Phase-III or shall have/being carried out NOC/command center works for reputed organizations/establishments of Central or</p>	<p>PO/work completion certificates/ongoing project certificate duly certified by the client shall be submitted.</p>

	State Govt. projects.	
G.	The Bidder should not be blacklisted/debarred with Ministry of Communication or BSNL/ITI or debarring order issued by Department of Expenditure (DOE), Ministry of Finance (MOF) covering all central Ministries/ Departments as per provision of OM No.F.1/20/2018-PPD by Department of Expenditure (DoE), MoF dated on 2nd Nov 2021 as on Bid submission date.	The Bidder shall submit: An undertaking signed by CEO/ Country Head/ Authorized Signatory of the company to be provided on Non – judicial stamp paper of INR 100/- or such equivalent amount and document duly attested by notary public as per ANNEXURE- VII.
H.	Bidder should have valid International Organization for Standardization (ISO) 20000:2015, ISO/ IEC 27001, ISO 9001:2015 certification and CMM Level-3 & above on the Last date of Bid submission.	Required certificates to be submitted along with the bid.
I.	Bidder to bring eligible OEM who meets the requirements as per the tender. Supporting documents including MAF shall be submitted along with bid. OEM can be Bidder also.	Manufacturer Authorization Form (MAF) from OEM/Vendors for each product as per Annexure-XIV
J.	It is mandatory for the bidder to submit a self-certification as per Annexure-XV, along with the bid that the items meet the minimum local content and shall give details of the locations at which the local value addition is made. In addition, such bidder is also required to provide a certificate from the statutory auditor or cost auditor of the company prior to customer tender submission giving the percentage of local content in accordance with DPIIT letter dated 16.09.2020 & 04.03.2021 and the Gazette notification dated 29 th Aug 2018 issued by DoT on PMI Policy. Furnishing of false information on this account shall attract penal provisions as per the Guidelines/ Notification.	Self-undertaking as per Annexure-XV shall be submitted along with bid.
K.	Trusted Product Requirement: The instructions regarding supply of 'Trusted Products' as mandated by DoT vide File no-20-271/2010 AS-I (Vol-III) dated 10.3.2021,	It is mandatory for the bidders to be registered in Trusted Telecom Portal. The format for submission of information (to be submitted with technical bid) is

	<p>along with its amendments, issued from time to time, shall be complied for this tender. The bidder/OEM shall not be in the notified list of designated sources, from whom no procurement can be done, as per above letter. The equipment and software falling in the list of products as per the DOT letter mentioned above should comply as “Trusted Products”, before delivery.</p> <p>In case, the make/ model is not approved as “Trusted Product”, then, the bidder/ OEM shall obtain the approval for the tendered products from the designated office. Delivery Schedule shall start from the date of PO or from the date of issue of NSCS certificate, whichever is later. Alternatively, the bidders can provide all documents/ information to ITI for application on trusted portal, in their technical bid.</p>	enclosed at Annexure-XVII
L.	<p>MTCTE Compliance Requirement: The Mandatory Testing and Certification of Telecom Equipment (MTCTE) guidelines require that every telecom equipment must undergo mandatory testing and certification prior to sale, import for use in India. The products, which are required to be MTCTE complied as per extant guidelines issued by TEC from time to time for various telecom equipment, shall meet the same.</p>	Details regarding certification/compliance to be provided along with the bid.
M.	The bidder shall submit a letter certifying the compatibility and latest version details of all applications/solutions in S- NOC	Undertaking for the certifying the compatibility and latest version details to be submitted by bidder.
N.	Bidders shall quote a one OEM make and model against each line item mentioned in the tender. Multiple OEMs for a single line item shall not be accepted, and any deviation from this requirement may result in bid disqualification.	Undertaking regarding the criteria to be submitted as per Annexure-XVI
O.	The bidder should submit the solvency certificate either from any one scheduled bank or from CA issued within 06 months prior to bid submission date.	Rs. 18.5Cr

P.	<p>Bidder shall present presentation on Project Implementation Plan and technical capability on how the project will be executed by the bidder covering the topics & presentation which should include the following topics</p> <ol style="list-style-type: none"> Understanding of project Approach & Methodology for establishment of S-NOC Technical and Domain Experience Credentials of previous projects handled. Credentials of manpower planned for deployment at S-NOC Detailed Design and Diagram of SNOC with BOQ 	<p>Presentation on Project Implementation Plan and technical capability on how the customer EOI/tender implementation will be executed by the bidder.</p> <p>Presentation should include the plan for civil and electrical work execution methodology also.</p>
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3.3 GENERAL TERMS AND CONDITION

Bidder shall submit the following documents along with the technical bid:

- Bidder shall submit self-certificate with proper contact detail of SPOC (Details of Contact person, Designation, Telephone Number, Official mail id etc.)
- Any bidder or its OEM from a country which shares land border with India will be eligible to bid if the bidder is registered with the competent authority as specified in (O.M. No. 7/10/2021-PPD (1) Dated 23.02.2023 from Department of Expenditure, Ministry of Finance. The Bidder/OEM shall submit undertaking-1 in this regard as per Annexure-XIII.

Bidder or their OEM sharing land border with India, which are not part of restricted countries shall provide the certificates of registration in this regard from DPIIT. Undertaking-II format is provided in Annexure-XIII.

- The Bidder shall submit the IT act and non-malicious code certificate for the offered Hardware and software as per Annexure-XIII.
- In case of imported products, OEM should have a registered office and service support center in India to provide after sales service support in India.

Bidder shall submit list of imported products with registered office and service support center details or shall submit an undertaking is to be provided for opening the office in India for service support.

- List of spares to maintain the SLA of the tender.
- Product Data sheet/Brochure of each quoted item.
- Letter from OEM stating that the offered product will be supported by OEM for next 10 years (Implementation and 3 years Warranty + O&M so minimum 10 years' support of the equipment is required).

In case OEM fails to support for 10 years, then it will be bidder's responsibility to provide support during the left-out period.

In case, Bidder fails to provide the support for any item due to EOL/EOS/any circumstance beyond control at any stage of the project, then Bidder shall provide the compatible replacement item meeting all the operation and functional requirement without any extra cost to ITI after approval from end customer.

- h. Bidder shall submit the tentative Make and Model of the NOC IT and Non-IT components as per the Annexure-I. The Make and Model of the NOC IT and Non-IT components are subjected to approval of BSNL/ITIL in writing.
- i. Lowest Bid will be decided on the basis of total cost of Supply, Installation, Commissioning and services till warranty period.
- j. Selected Bidder may have to go through Technical Evaluation for the offered equipment by the Technical Evaluation Committee (TEC) constituted by ITI.

3.4 SPECIAL TERMS AND CONDITION

- a) Any item required for completion of the project as per scope of work including but not limited to patch cords, connectors, installation material, adapters, attenuators, software, hardware etc. shall be supplied by the Bidder without any additional cost to ITI.
- b) OSS/NMS should support Workforce Management System along with Mobile App.
- c) Post Installation and commissioning, Active Nodes should be integrated with SNOC for complete visibility.
- d) The bidder shall make suitable provision in the Router, UPS etc. to connect the same with the router for extending the UPS, battery, solar charge controller alarms to the SNOC.
- e) The bidder shall provide training for the functioning of SNOC.
- f) The SNOC shall be integrated with C-NoC as and when required by BSNL, by the bidder. An undertaking shall be provided by the bidder for the same.
- g) Bidder shall notify ITI one year in advance the End of Life (EOL) or End of Sale (EOS) of any offered product.
- h) The materials to be used shall be at the high quality & standard make of well-known brand. The bidder shall obtain prior approval of materials to be used from BSNL and ITIL.
- i) Bidder shall establish the SNOC in statistically good and looking up to the satisfaction of BSNL/ITIL.
- j) The bidder shall execute the SNOC project and handover the SNOC with trained Manpower at the end of the project execution, in coordination with ITIL.
- k) Public Procurement (Preference to Make in India):
 - i. In accordance to guidelines of GoI issued vide No. P-45021/2/2017-PP(B.E.-II) dated 16th September, 2020, No. P-45021/102/2019-BE-II- (part(I) (E-50310) dated 04.03.2021 and instructions as amended from time to time by Govt. of India, in order to encourage make in India and promote manufacturing and production of goods and services in India, preference will be given to domestically manufactured equipment envisaged to be procured through this

tender. A copy of the aforesaid Notifications/ Guidelines/ Amendments can be downloaded from Department of Promotion of Industry and Internal Trade website i.e. URL www.dipp.gov.in. Purchase preference for domestic manufacturer, methodology of its implementation, value addition to be achieved by domestic manufacturers, self-certification and compliance and monitoring shall be as per the aforesaid Guidelines/ Notifications. The Guidelines may be treated as an integral part of the tender document.

- ii. As per aforementioned guidelines there shall be three categories for manufacturers/suppliers:

(a) **Class-I Local Supplier:** A supplier or service provider whose goods, services or works offered for procurement meets minimum 'Local Content' of 50%.

(b) **Class-II Local Supplier:** A supplier or service provider whose goods, services and works offered for procurement meets minimum 'Local Content' of 20% but less than 50%.

(c) **Non-Local Supplier:** A supplier or service provider whose goods, services and works offered for procurement has 'Local Content' less than 20%.

- iii. The Local Content shall mean the amount of value added in India which shall be the total value of item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent. DPIIT letter dated 16.09.2020 & 04.03.2021 shall be referred for calculation of Local Content of bid. (iv) It is mandatory for the bidder to submit a self-certification as per proforma in Annexure-XV, along with the bid that the items (Excluding Services (I&C) and O&M value) offered as package in this tender meets the minimum local content and shall give details of the locations at which the local value addition is made. In addition, such bidder is also required to provide a certificate from the statutory auditor or cost auditor of the company giving the percentage of local content in accordance to DPIIT letter dated 16.09.2020 & 04.03.2021. Furnishing of false information on this account shall attract penal provisions as per the Guidelines/ Notification. Bidders may note that whereas end customer may at its discretion choose to randomly verify any of the documents submitted towards fulfilment of claims of PMI under this clause, it is under no obligation to verify the self-declaration of bidder and/or certificate of Chartered Accountant/Cost Accountant regarding the bidder meeting the criteria to be eligible for class I / class II status in this tender. Mere acceptance of the documents furnished by the bidder as part of the bid by the end customer in this regard shall not amount to endorsement of their content by the end customer, and consequences of false declarations if any, discovered at any stage before or after award of work shall completely fall on the bidder. All instructions/ amendments on the subject of PMI issued by DPIIT or any other department of Government of India, up to the date of bid shall be applicable for this tender, and bidders claiming any benefits under subject provisions must ensure full compliance by furnishing the necessary documents, beyond the list of documents.

3.5 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. Bidder /Firms who fulfill the requirements as mentioned in this tender document shall be eligible to apply.
- ii. Bidder can upload documents in the form of PDF format only.
- iii. Bidder 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 bidder, Rate of such items shall be treated as rupees "0" (ZERO) or rejected for Bidding.
- v. The eligibility documents shall be opened first for technical bid on due date and time as mentioned above. Financial evaluation of Bidders/Firms who qualified in technical evaluation will be opened on the later date.
- vi. ITI Limited reserves the right to reject the tender 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 bidders 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.
- 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 all pages of tender 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.

ITI Limited reserves the right to reject this tender at any stage without assigning any reason thereof.

4. BRIEF SCOPE OF WORK

Scope of Work is to establish and operate a S-NOC for managing and monitoring the network operations in Itanagar, including the integration with the Central Network Operations Center (C-NOC). The scope also includes integration of EMS of smart rack, RFMS, Routers etc., to connect

the complete BharatNet network components to be installed and maintained by the ITIL for monitoring, supervision and O&M.

The scope of work includes, but is not limited to:

1. **Design and Establishment of S-NOC:** Design, establish, and operate the S-NOC, including carrying out the required Civil works and the provision of necessary hardware, software, and manpower.
2. **Integration with C-NOC:** Integrate the S-NOC with the C-NOC, including the integration of Network Management Systems (NMS) and Element Management Systems (EMS).
3. **Network Monitoring and Management:** Monitor and manage the network operations, including fault management, performance management, configuration management, and security management.
4. **Troubleshooting and Maintenance:** Provide troubleshooting and maintenance support for the network operations.
5. **Training and Knowledge Transfer:** Provide training and knowledge transfer to the ITIL/BSNL officials and other stakeholders.
6. **Operations and Maintenance:** Operate and maintain the S-NOC, including the provision of necessary manpower, hardware, and software. O&M will be decided after completion of the warranty period.
7. Level 1 and Level 2 Support for all the SNOC active equipment's including servers to be provided by the Bidder and Coordination for Level 3 support in coordination with respective OEMs.

For Detail scope of work refer Annexure – I

5. EARNEST MONEY DEPOSIT (EMD)

As specified in the tender document EMD shall be payable with the bid. EMD is to be remain valid for a period of 45 days beyond the final bid validity period.

Micro, small Enterprises (MSE) Organizations, Startups are exempted from EMD and tender fee. Such firms should produce proof of registration in own name with MSME and NSIC and should provide “**BID SECURITY DECLARATION FORM**” as **ANNEXURE-II**.

This shall be paid well in advance of tender submission time through Bank Guarantee/ eWizard Payment gateway in favor of ITI Ltd, N.S. Unit, Bangalore-560016. The Bank details is attached as ANNEXURE-XXI. Proof/receipt of payment of cost of EMD to be uploaded.

Note: The Bank Guarantee Details /Payment details shall be indicated on the letter head along with a scanned copy of the above payment must be uploaded during tender submission. Failure to furnish relevant document of EMD amount may lead to rejection of the bid.

The EMD may be forfeited:

- If a bidder withdraws the bid after bid opening during the period of validity.
- The information provided by the bidder 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 bidder withdraws during the technical evaluation and before financial bid opening, still the technical bid of such bidder will be evaluated and in case such bid is technically suitable and happens to be L-1, then also the tender must be discharged and EMD of the bidder will be forfeited.

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

The Earnest Money deposited by the successful bidder will be adjusted towards the Security deposit for the fulfilment of the contract.

EMD shall be forfeited if the Bidder fails to submit the balance amount of Performance Bank Guarantee within 30 Days (i.e. 5% of the tendered value - the requisite security deposit). EMD of successful bidder shall be returned after submission of performance bank guarantee within 30 days.

6. PERFORMANCES CUM WARRANTY BOND:

- (i) PBG for supply and testing etc. will be submitted by Bidder in the form of Performance Bank Guarantee (PBG) equal to 5% of the Purchase order value through the scheduled bank of India in favor of ITI.
- (ii) PBG to be submitted by successful bidder awarded the PO as per above to ensure due performance.
- (iii) PBG must be furnished within 15 days from the date of issue of LOI and should remain valid for a period of 60 days after the completion of warranty obligation of the Bidder.
- (iv) If the PBG validity is going to expire before completion of project, it will be obligatory on bidder part to extend the PBG validity period accordingly.
- (v) If PBG is not submitted within 15 days from the date of issue of LOI, then the successful bidder may submit the same within 30 days with 12% penal interest on amount of performance guarantee from the 15th day to the date of submission within the cut off 60 days. However, if PBG is not submitted within 30 days, then ITI reserve the right to cancel the LOI duly forfeiting the EMD.
- (vi) In case, PBG beyond 30 days is to be accepted under specific circumstances to with successful bidder, extension of maximum of 60 days with 12% annual interest will be given subject to approval from concerned authority of ITI.
- (vii) No interest shall be allowed on the PBG.

7. LIQUIDITY DAMAGES (LD) CLAUSE:

LD shall be as per the following clauses:

- a) At a sum equivalent to 1% of the value of the work order as per the delivery schedule of SNOC for each week of delay or part thereof for a period up to 10 (TEN) weeks and
- b) Thereafter, at a sum equivalent to 1.4% of the value of the work order as per the delivery schedule of SNOC for each week of delay or part thereof for another 10 (TEN) weeks of delay.
- c) In addition to above clauses of LD, If the achievement of milestone is delayed due to the bidder, the applicable penalty LD shall be as per BSNL BharatNet Ph 3 tender including amendments conditions (LD is capped at 24% of work order value).
- d) ITI reserves the right to terminate/cancel the work order for abnormal delay and complete the balance work at the risk and cost of the bidder. The timelines for completing the work shall be as defined in the P.O. released to the successful bidder and any delay shall trigger LD clause as mentioned above.
- e) Delay attributed to Force Majeure or enhancement in the scope of work by the way of modification or delay on the part of ITI in the clearing the site, furnishing of clarification, Supply of ITI materials etc. shall not attract LD.
- f) The LD will not be imposed on the bidder for the delay in part of ITIL or other associated partners of ITIL.

8. PAYMENT TERMS AND CONDITIONS:

- a) Delivery of SNOC after AT will be within 4 months from the date of issuance of the work order.
- b) Integration of SNOC with CNOC will be sole responsibility of bidder once the CNOC established and Functional.
- c) ITI will issue a Release Order confirming the items to be supplied with consignee detail.

Payment Terms:-

Sr. No.	Milestones	Proposed payment schedule
1.	Readiness of Civil and Electrical infrastructure and supply of Non -IT infra items	10% of Work Order value
2.	Delivery of hardware, software applications and licenses	10% of Work Order value
3.	Installation and commissioning of all S-NOC components (IT and Non-IT components) and integration of at least 2 EMS functionality with NMS.	15% of Work Order value
4.	Commissioning (AT completion) of S-NOC along with at least integration of 10% GPs in a ring.	30% of Work Order value

5.	Integration All the EMS and functionality of the installed equipment's in the network and displayed on the Video Wall.	15% of work order value
6.	Completion of warranty	10 % of Work Order value
7.	Integration of Bharat Net NOC (C-NOC)*	10 % of Work Order value

* In case the BSNL CNOC is not ready, the 10% payment towards integration of SNOC with CNOC will be made on submission of equal amount of BG (initial validity period for 01 year and further extension).

Note:

The SNOC shall be deemed to be commissioned after the following:

- Installation and commissioning of all the hardware and software sought in the SNOC after successful Acceptance Testing.
- Providing the sought manpower support and the processes as per SLA.
- Visibility of at least 100 GP Routers and 5 Block Routers in the SNOC confirming streamlining of the processes.

9. SERVICE LEVEL AGREEMENT HEREINAFTER REFERRED AS SLA AND PENALTIES

9.1 SLAs for Network Availability for S-NOC

Measurement Criteria	Definition	Quarterly Target	Penalty as %age of Quart. Payable O&M payment of the State NoC network
Network Availability at NOC	All network equipment (Servicing affecting) installed and commissioned at S-NOC including but not limited to, core routers, switches, Firewall, IPS, EMS, NMS etc.	≥99.9%	No Penalty
		≥ 99.5% < 99.8%	1.5x Proportionate Penalty
		≥ 99% < 99.5%	2.5x Proportionate Penalty
		≥ 95% < 99%	4x Proportionate Penalty
		<95%	6x Proportionate Penalty

Network Availability Calculation:

Network Availability (%) = (Total minutes during the Quarter – Planned downtime during the Quarter – Unplanned downtime minutes during the Quarter) *100 / (Total minutes during the Quarter- Planned downtime during the Quarter)

Penalty Calculation Illustration:

Suppose up to 99.9 % availability, the penalty is zero and from 99.8% to 99.5%, the penalty is 1.5 times of the proportionate, 99 to 99.5%, the penalty is 2.5 times the proportionate, 95% to

99% the penalty is 4 times the proportionate and below 95%, it is 6 times the proportionate.

The maximum penalty in slab 99.8% to 99.5%, shall be $0.3 \times 1.5 = .45\%$, slab 99 to 99.5%, shall be $.45\% + .5 \times 2.5\% = 1.7\%$.

Illustrations of penalty calculation under different availability

- If the availability is 97.56 %, it will be rounded off to single digit after decimal i.e.97.6 and penalty will be $0.3 \times 1.5 + .5 \times 2.5\% + 4 \times (99 - 97.6) = 3.05\%$.
- If the availability is 92.43 %, it will be rounded off to single digit after decimal i.e.92.4 and penalty will be $0.3 \times 1.5 + .5 \times 2.5\% + 4 \times 4 + 6 \times (95 - 92.4) \% = 33.3\%$.
- If the availability is 82.67 %, it will be rounded off to single digit after decimal i.e.82.7 and penalty will be $0.3 \times 1.5 + .5 \times 2.5\% + 4 \times 4 + 6 \times (95 - 82.7) \% = 91.5\%$.
- If the availability is 81.3 %, the penalty will be $0.3 \times 1.5 + .5 \times 2.5\% + 4 \times 4 + 6 \times (95 - 81.3) \% = 100\%$.
- The penalty shall never be more than 100%

Note:- SNOC will be treated as an complete outage in case of the following events-

- Complete Power outage for SNOC.
 - Both Backhaul bandwidth is down and SNOC is unreachable.
 - OSS/NMS of the SNOC become unreachable due to any software/ hardware issues.
 - More than 2 EMS are unreachable through OSS/NMS.
- Apart from above, the following penalty charges will also be implemented-
- Non generation of trouble tickets duration beyond 12 hrs will attract penalty will be Rs. 20,000 and after 24 hrs., it will be Rs. 50,000 per day and beyond 48 hrs, it will be Rs. 1,00,000 per day.
 - Security breach per event, penalty will be Rs. 1,00,000.
 - DDOS kind of attack which breaches the service for more than 4 days to 7 days will attract the penalty of 50% of O&M payment of the quarter. Beyond 7 days, 100% penalty will be imposed for that quarter.

9.2 Service provisioning by Bidder from S-NOC:

Sl.No	Measurement Criteria	Definition	Target	Penalty
1.	Service Provisioning	Provisioning and monitoring of services from S-NOC	Up to 36hours	No Penalty
			> 36 hours	INR 10,000 per day

10. WARRANTY

- Warranty of the supplied equipment shall be **for 1 year** from the date of project completion after successful commissioning of SNOC.
- Warranty of equipment shall cover software upgradation, repair/replacement of faulty hardware, technical support through telephone, Email or on-site visit without any extra cost.
- During warranty period hard drives shall be supported, on “Defective Media Retention basis”. ITI will keep the defective hard drives.

- iv. Acceptance of the material shall mean receipt of material and functionally working.
- v. Bidder should keep sufficient spares for maintaining the SLA of the SNOC as defined in BSNL RFP and its amendments.
- vi. Warranty period clauses are equally applicable during the O&M of the Project, if awarded.

11. QA CHARGES (WHEREVER APPLICABLE)

The bidder shall get the QA done for all the material to be used for which specifications have been defined. The successful bidder shall pay the required QA charges (1% of the material cost) to BSNL QA Circle and will get the reimbursement of the same from ITIL on submission of the invoice for the same. BSNL will fix notional cost for the material for calculation purpose of the QA charges for the materials for which cost not taken as separate line item in the price schedule.

12. DELIVERY SCHEDULE

Materials should be delivered in Itanagar. Detail address of consignee will be shared later.

Sr. No.	Milestones	Proposed Delivery schedule
1	(a) Completion of Civil and Electrical infrastructure (b) Delivery of hardware, software applications and licenses	T0 + 10 weeks
2	Installation and commissioning of all S-NOC components including IT and Non-IT components	T0 + 16 weeks
3	Commissioning (AT completion) of S-NOC along with at least integration of 10% GPs	T0 + 20 weeks

13. OPERATION & MAINTENANCE (O&M)

Bidder shall provide up to 3 years of operation & maintenance support of SNOC (including O&M of SNOC equipment's).

The bidder shall deploy the requisite manpower for monitoring and troubleshooting the day-to-day activities on 24x7x365 basis from the date of handover the SNOC to ITIL/BSNL.

ITI may release separate order for operation & maintenance as per its requirement based on this quoted price after signing of agreement with customer. The bidder has to submit separate PBG for O&M works, if awarded.

TECHNICAL BID [Part-A (TECHNICAL SPECIFICATION) & Part-B (BOQ)]**PART-A: TECHNICAL SPECIFICATION****1. GENERAL**

Proposed S-NOC shall be the 'heart' of the network that assists in enhancing efficiencies of operations and management of all active and passive network elements. It shall provide a holistic view of all network operations allowing monitoring, control, and automation of various functionalities at an individual system level.

1.1 State- Network Operations Centre (S-NOC) Implementation

- a) The bidder shall be responsible for establishing of an S-NOC for managing the existing (Phase-I & II, to be upgraded) and new network (to be created) in each State. The bidder shall be responsible for the deployment of all requisite hardware, software, and manpower for monitoring, helpdesk, troubleshooting, etc.
- b) The scope shall also include design, planning, supply, installation, testing, commissioning, documentation, operations and maintenance of NOC along with workforce deployment, training, etc.
- c) The NOC shall be capable to perform key functions but not limited to i.e. fault management, performance management, configuration management and security management etc.
- d) The passive infrastructure deployed should be certified by BSNL TSEC/TEC TAC/BIS/ISI, whichever is applicable.
- e) Bidder shall connect the NOC or its relevant platform created under this project to BSNL's point of integration for NOC i.e. Business Exchange Gateway (BEG).
- f) Bidder shall submit details such as APIs', protocols, version, attributes etc. to ITI/BSNL. Once, the information has been shared at detailed level, both Bidder and ITI/BSNL shall complete integration of NOC within 90 days from agreement signed date.
- g) Further, the Bidder shall perform end-to-end testing of the NOC in accordance with good industry practice, specifications and standards, and acceptance testing template for quality assurance.
- h) **State NOC Space and Infra Charges:** The infrastructure for State NOC (*Approximately 2500 Sq. ft.*) in BSNL exchange or any other building of BSNL will be provided to the bidder. The bidder may visit/survey the proposed site location and the quote for preparation of SNOC with required civil work and supply & installation of Non-IT components.

The civil work includes the removal of any existing, if any, if required, and creating partition to establish Conference room, control room, server room, UPS room, etc.

Civil works including site preparation and partitioning works, false flooring, false ceiling, termite proofing, rodent proofing, fire retardant, soundproofing/ noise proofing and moisture proofing. The SNOC shall be provided with Smoke & Fire detectors of reputed make. All the furniture should be for futuristic use, and modular in nature to accommodate future changes/accommodation, antistatic stepwise flooring, painting and finishing, to accommodate 20 work stations on day one and have scope for future expansion for 10 more stations etc. The SNOC should be in statically good looking up to the satisfaction of ITIL/BSNL. The materials to be used shall be at the high quality & standard make of well-known brand. The bidder shall obtain prior approval of materials to be used from BSNL and ITIL.

- i) The State NOC created under this project shall be integrated with CNOC BharatNet once the CNOC is established/Functional.
- j) The S-NOC shall enable all the eMS to be integrated with Central NOC to fetch the required parameters directly.
- k) **Data Communication Network (DCN) Charges-** The DCN links for connectivity of Block routers to State NOC and State NOC to Central NOC shall be provided by BSNL

1.2 STATE NOC (S-NOC) INTEGRATION WITH CENTRAL NOC (C-NOC)

- i. Bidder shall ensure integration of S-NOC with C-NOC including NMS and all EMSs, such as IP-MPLS routers, RFMS, mini-OLT, alternate technology, etc.
- ii. Bidder shall ensure seamless integration of S-NOC applications such as Fault management, Performance management and Trouble ticket management etc. with C-NOC.
- iii. Bidder shall establish mechanisms for real-time data synchronization between S-NOC and C-NOC applications. The integration shall be based on open APIs and event-based data shall be pushed by S-NOC to C-NOC on near real time basis.

1.3 RESPONSIBILITIES OF THE BIDDER in S-NOC

- i. The bidder may visit/survey the proposed site location and the quote for preparation of SNOC with required civil work and supply & installation of Non-IT components. Civil works including site preparation by removing existing partitioning/wall, and construction of partitioning works, false flooring, false ceiling, termite proofing, rodent proofing, fire retardant, soundproofing/, moisture proofing, noise proofing and DG platform and required cabling. All the furniture should be for futuristic use, and modular in nature to accommodate future changes/accommodation, antistatic stepwise flooring, painting and finishing, to accommodate 20 work stations on day one and have scope for future expansion for 10 more stations etc.
- ii. Bidder have to survey the site for planning the layout of the site for placement of smart rack, routers, Customer care Desks etc. to make the S-NOC operations.

- iii. The complete BoQ of the work to be done at S-NOC needs to be submitted along with the design and approval to be taken from end customer (BSNL) before start of the work.
- iv. S-NOC shall be manned with qualified manpower for S-NOC operations. S-NOC shall be managed 24x7x365 and accordingly manpower to be planned.
- v. S-NOC shall act as centralized management of full-network resource and service inventory to improve utilization of in-service resources.
- vi. The IT infrastructure at S-NOC will be in full redundancy architecture and will be provisioned with the required storage, computing, networking, security, backup, monitoring, management and help desk components.
- vii. The S-NOC will house the OSS solution to monitor the complete IP network (all the active devices, any other SNMP enabled devices in the network, IT systems in the S-NOC) and optical network.
- viii. S-NOC shall always be able to generate inventory report of active elements like port status, port utilization status etc. for future perspective through Network Management System (NMS).
- ix. S-NOC shall have a centralized monitoring console displaying network topology map. It shall provide key correlation analysis for network fault processing to improve network fault processing efficiency, provide performance & trend analysis of network equipment and impact range of network fault, network usage, availability and performance for server nodes etc.
- x. All the EMS like router, RFMS, UBR, DMW and any other alternate technology EMS will be integrated to S-NOC NMS
- xi. The NMS and all EMS of S-NOC will be integrated with Central BharatNet main NOC and DR NOC (C-NOC). The integration of S-NOC with C-NOC will be based on open standards. The prospective bidders should plan the deployment accordingly.

1.4 NETWORK DESIGN

The network created should have capability to establish end to end integration as per requirement up to State-Wide Area Network (SWAN) and National Knowledge Network (NKN). In this regard, BSNL shall facilitate in provisioning of all necessary details and access for a smooth integration.

There may be a requirement and integration of EMS (Element Management System) in the SNOC for each Alternate Technology like Unlicensed Band Radio (UBR) or Digital Microwave (DMW). EMS shall be provided by BSNL at CNOC or any other central location.

The S-NOC shall enable all the eMS to be integrated with Central NOC to fetch the required parameters directly.

2. FUNCTIONAL REQUIREMENTS OF S-NOC:

Sr. No.	Category	Functional Specification
1.	General	<ul style="list-style-type: none"> a. S-NOC to provide key correlation analysis for network fault processing to improve network fault processing efficiency. b. Provide the function of automatic service design and resource distribution. c. Provide performance & trend development analysis of network equipment and impact range of network fault and supply end-to

Sr. No.	Category	Functional Specification
		<p>end service quality management & control, which control network & service quality continuously and enhance customer satisfaction.</p> <p>d. Provide Field Operation Assistance (FOA) for field engineers.</p> <p>e. S-NOC would also maintain necessary reports like details of no. of nodes per logical links on any particular fibre route through NMS.</p> <p>f. Minimum 10 licenses for helpdesk solution to monitor the state network for performance and resolution of all alarms related to network to be deployed.</p> <p>g. Logs and other items like trouble ticket details related to invoicing and payment shall be retained for 1 year or date of invoice settlement whichever is later.</p>
2.	Key Function and Operation	<p>a. NOC should have following key functions:</p> <ul style="list-style-type: none"> i. Centralized Operation ii. Fault management iii. Network performance/ SLA management iv. Planning and Engineering v. Service management vi. Spare Management vii. RFMS management for fault management <p>b. NOC should have following field operations activity:</p> <ul style="list-style-type: none"> i. Connectivity ii. IT and Security iii. Provisioning on field
3.	Core Function	<p>Core infrastructure supports for NOC:</p> <ul style="list-style-type: none"> i. Next-gen firewall along with NIPS ii. Core switches for traffic aggregation iii. OSS/NMS for equipment monitoring iv. Network inventory management system v. Remote Fiber Monitoring Software (RFMS) system vi. Helpdesk (or Incident management system)
4.	NOC Router	<ul style="list-style-type: none"> a. The router shall be CE 2.0 certified or TEC-GR: TEC/GR/IT/TCP-006/01/AUG-16 complied. b. The router shall support a redundant and scalable architecture, including CPUs, modular power supplies, and performance components. c. All interface modules and power supplies shall be hot-swappable and provided with 1+1 route processor, 1+1 or 1+N switch fabric and power supply redundancy. d. It shall also support minimum nonblocking capacity of 1.6 Tbps full duplex and handle minimum 256K IPv4 and 128K IPv6 routes. e. It shall have minimum ports 2*100 G, 4*40G and 12*10G and may be extended in future as per requirement. f. The router shall support multicast, routing and protocols required to run services as mentioned in Annexure-1 clause no. 1.4 (Network design).

Sr. No.	Category	Functional Specification
		<ul style="list-style-type: none"> g. The router shall support traffic classification, congestion management, traffic conditioning, hierarchical QoS policies and various other security features to prevent network attacks and vulnerabilities h. The router shall support access control lists to filter traffic based on parameters, per-user authentication, authorization and accounting. i. Operate within a temperature range of 0 to 40 degrees Celsius and humidity levels of 10% to 90% non-condensing. j. The router shall provide wire-rate throughput on all interfaces, with sufficient optical distance to eliminate the need for additional equipment. k. The routers shall be supplied with necessary power cords, data cables, connectors, CD's, manuals, bracket accessories, wire managers and other appropriate accessories.
5.	Core Switch	<ul style="list-style-type: none"> a. The switch shall support non-blocking Layer 2 switching and Layer 3 routing, providing 1:1/N+1 redundancy for power supplies, fan trays and fan. b. The switch shall support 24 x 10/40/100 G fiber interfaces, console port, and management interface for Out-of-Band Management. c. The switch shall support multicast, routing and protocols required to run services as mentioned in Annexure-1 clause no. 1.4 (Network design). d. It should support sufficient IPv4 and IPv6 routes and hardware-based load balancing, as per requirement, if not provided by any other mechanism e. The switch shall support classification and marking, methods for identifying traffic types, and real-time traffic differential treatment and support hierarchical QoS policies. f. The switch shall support port-based authentication from Layer 2 to Layer 4, control plane protection, stringent security policies, AAA and various other security features to prevent network attacks and vulnerabilities, provided these are not addressed by any other mechanism in S-NOC. g. The switch shall support remote login using telnet and SSH V.2
6.	Aggregator Switch	<ul style="list-style-type: none"> a. Aggregator switch shall support non-blocking Layer 2 switching and Layer 3 routing to ensure seamless data flow across the network. b. It shall support 1:1/N+1 redundancy and reliability for critical features such as components power supplies and fans to eliminate single points of failure. c. It shall support high-speed connectivity equipped with 48 x 10/ 25G Fiber and 4 x 40/ 100G ports, enabling high-speed data transmission and scalability.

Sr. No.	Category	Functional Specification
		<ul style="list-style-type: none"> d. It shall support scalable routing and capable of handling sufficient IPv4 and IPv6 routes, as per requirement. e. It shall support load balancing ensuring optimal traffic distribution and performance. f. It shall provide robust security with port-based authentication, control plane protection, and support for external AAA databases. Includes comprehensive management features like SNMP v2/v3, centralized syslog, and packet capture capabilities. g. The switch shall support multicast, routing and protocols required to run services as mentioned in Annexure-1 clause no. 1.4 (Network design).
7.	SAN storage for application & DB	<ul style="list-style-type: none"> a. SAN storage shall have provision of enterprise all-flash storage arrays for high-performance application. b. It shall ensure 99.9999% availability with SAN solutions configured for optimal and consistent performance. c. It shall implement regular backups to disk-based systems and transfer to object storage for long-term retention and it should have scalable object storage. d. It shall use enterprise SSD disks with dual parity RAID-6 for application and DB storage. e. It shall include multiple hot spares, active-active architecture, and fault-tolerant design without single points of failure. f. It shall provide a minimum of 8 point-in-time copies or snapshots with at least 20% of storage capacity allocated for snapshots. g. It shall offer centralized management software for monitoring, performance analysis, and support for various operating systems and databases.
8.	SAN Switch	<ul style="list-style-type: none"> a. The SAN switch shall comply with TEC GR No. TEC/GR/IT/DSI-001/04/DEC 2015 section 3.13 or latest amendment and have a director-class, non-blocking architecture. b. It shall be scalable to 48 ports in a single domain, with 16 Gbps full duplex ports, ensuring high throughput and low latency. c. It shall have two fibre channel switches in a high availability mode, with no oversubscription at 16 Gbps, ensuring reliability and performance. d. It shall operate at 16 Gbps and auto-negotiate to 8 Gbps/4 Gbps. All components shall be hot-swappable and field-replaceable, allowing non-disruptive maintenance. e. It shall have no single point of failure and include dual-redundant control processors, redundant hot-swappable power and cooling subsystems
9.	Blade Chassis /Rack servers (including AAA)	<ul style="list-style-type: none"> a. The PIA shall optimize server and processor hardware requirements, ensuring redundancy and allowing application combinations as needed. b. It shall have 64-bit latest CPU architecture, 2.5 GHz, 512 GB RAM extendable up to 1 TB.

Sr. No.	Category	Functional Specification
		<ul style="list-style-type: none"> c. It shall ensure high availability and scalability, supporting multiple partitions and dynamic resource allocation with security isolation between partitions. d. It shall support 10/20/40 Gigabit Ethernet and have at least four 8/16 Gbps fibre channel adapters with redundancy, segregating public/private traffic. e. It shall support proactive failure detection, dynamic partition migration, dual redundant power supplies, ECC cache, and pre-failure alerts, with a 20% resource headroom. f. Its shall have Independent OS images in each partition, supporting virtual IP, dynamic processor allocation, online upgrades, clustering, patch management, and volume/file system management. g. Applications shall failover to high availability servers in separate partitions, with dynamic CPU resource allocation and maintaining performance without degradation, supporting minimum 2 x 1 TB internal SSD. h. The AAA server/ appliance shall provide authentication and security policy enforcement for network users and infrastructure, supporting redundant servers and remote databases for large-scale environments. i. The AAA server/ appliance shall offer web-based interface for simplified configuration, dynamic quotas for access restrictions, and flexible administration of security policies across network devices.
10.	Backup and archival solution	<ul style="list-style-type: none"> a. Backup software shall operate on Windows, Linux, and UNIX platforms, supporting backup and restore across all type of operating systems. b. It shall support OS, database, and virtualization software backup. c. It shall be capable of backing up data from one platform and restoring it to another. d. It shall support multiple backup frequencies (daily, weekly, monthly) and utilizes 256-bit advanced encryption for secure data backups without additional licensing costs. e. It shall provide command-line support across supported platforms and features wizard-driven configuration for simplified setup and modifications. f. It shall offer firewall support, role-based access control, and cross- platform domain architecture for secure user management in multi- tenant environments. g. It shall Include deduplication, data multiplexing, hardware snapshot backups, and support for virtual platforms and databases, ensuring comprehensive backup capabilities. h. It shall Integrate with third-party Virtual Tape Libraries (VTLs) with deduplication capabilities and provides extensive web-based/GUI reporting for detailed backup management.

Sr. No.	Category	Functional Specification
		i. It shall support scalable deployment with multiple worker/storage/media servers and allows direct data movement from clients to backup storage for efficient operations.
11.	NMS/ OSS Solution	<ul style="list-style-type: none"> a. The OSS shall be telco-grade solution with proven scalability robust integration (SNMP and open-source APIs), and high availability on various OS. b. It shall support comprehensive eTOM coverage including next generation OSS providing Service assurance and Service fulfilment, spanning, Inventory, Discovery, Service provisioning, Service activation, Fault, Incident, Task, Device, SLA, Performance, Problem and Change management. c. It shall provide unified GUI for network management, featuring end- to-end circuit diagrams, topology views, alarm management with root cause analysis, severity levels, and automatic ticketing. d. It shall support advanced CMDB functionality for managing active/passive inventory, custom attributes, workflow-based discrepancy resolution, and integration via standard NBLs. e. It shall provide auto-discovery of network inventory, circuits, and protection mechanisms with detailed GUI visualization and reporting capabilities. f. It shall support for auto-diagnosis, predictive analytics, service outage management, and detailed RCA with actionable alarms and SMS/email notifications. g. It shall support customizable network topology views including IP networks, device icons, and geo-location maps with interactive drill- down capabilities. h. It shall provide network diagram builder with Visio-like interface, primary/backup connection definitions, and automatic failover notifications. i. It shall provide real-time monitoring of device health, performance metrics, interface bandwidth, VLANs, and circuit levels with configurable KPIs and data aggregation. j. It shall support for Threshold Crossing Alerts (TCA), rule-based alarms, customized reports, and real-time data export in Excel format. k. It shall support End-to-end incident management with multi-channel creation, automatic timestamp recording, SLA mapping, dynamic workflows, and comprehensive audit trail. l. It shall support self-service capabilities for incident tracking, knowledge article access, customer surveys, role-based access control, and integration with field service GPS tracking.
12.	NIPS (1+1)	<ul style="list-style-type: none"> a. The NIPS appliance shall be dedicated firmware, independent from firewall or UTM functions, which means NIPS shall be purpose- built dedicated appliance. b. It shall support up to 60 Gbps inspection throughput. c. It shall handle up to 20 Gbps of TLS traffic inspection, supporting

Sr. No.	Category	Functional Specification
		<p>10,000 new SSL connections per second and 1,00,000 concurrent SSL connections with a provision to extend up to 20% in future.</p> <p>d. It shall have Internal fail-over capabilities on interfaces up to 20 G to maintain network continuity during hardware failure.</p> <p>e. It shall defend against IPv4, IPv6, MPLS, and tunneled traffic, including protocol/application anomalies and P2P attacks.</p> <p>f. It shall offer 15,000+ built-in IPS signatures, supports signature imports and allows flexible signature to enable/ disable and IP exemptions.</p> <p>g. It shall provide comprehensive protection with exploit detection, vulnerability scanning integration, layer 2 fallback, and IP reputation blocking</p>
13.	End point security solution	<p>a. End point protection software shall be single agent software for NGAV, EDR, Threat Hunting, Application Control, Vulnerability Protection, Firewall, and Device Control, operable without additional updates.</p> <p>b. Supports IPv4 and IPv6.</p> <p>c. Comprehensive protection against viruses, Trojans, worms, spyware, adware, and other malicious tools.</p> <p>d. Full malware scan with configurable exclusions and performance controls.</p> <p>e. Utilizes behavior monitoring and machine learning to detect fileless attacks and unknown threats with an in-house anti-malware engine.</p> <p>f. Safeguards documents from ransomware, including backup capabilities.</p> <p>g. Automated cleanup of malware remnants and infected system elements.</p> <p>h. Blocks Command and Control (C&C) traffic, malicious websites, and protects against vulnerabilities with virtual patching and CVE-based rules.</p>
14.	Help desk Solution	<p>a. The help desk solution shall be converged communication system supporting analog and IP devices on a server-gateway architecture, scalable up to 25 stations.</p> <p>b. It shall be SIP-based voice network with full redundancy (1:1) and support for IPv6 for future proofing.</p> <p>c. It shall support ACD features include skill-based routing, customizable queuing, real-time statistics, and agent chat.</p> <p>d. It shall support IVR capabilities encompass voice support, HTTP/XML integration, outbound campaigns, and IVR application performance reporting.</p> <p>e. It shall support email integration with Exchange for queuing, routing, and agent automation, real-time supervisor reporting.</p> <p>f. It shall provide IP Phones with monochrome display, speakerphone, headset support, SNMP/DHCP/DNS protocols,</p>

Sr. No.	Category	Functional Specification
		and QoS. g. It shall provide video conferencing system with H.265/H.264 support, 1080p resolution, dual monitor HDMI/DVI outputs, and cloud platform compatibility.
15.	Availability	a. 2 NOC core routers operating in high availability mode. b. Minimum 2 core switches with high switching capacity which will be connected on mesh mode to have high availability. c. All the servers like (NMS, Webserver etc) & Firewall devices will be connected to core switches.
16.	Servers	a. All servers like Helpdesk, EMS, OSS, AAA, Backup etc. with necessary hardware and software.
17.	Firewall Support	a. The Firewall must support application identification natively, without requiring any license/ subscription/ blade. There should not be any need to buy any license for application visibility and the firewall must operate at Layer 7 natively. b. NOC must support Firewall, Application visibility and control, IPS, from day one and support for URL Filtering. c. NOC should support language like English, Hindi and regional languages for URL and IP database to fulfil web security needs. d. All the servers will be kept behind firewalls. e. NOC must have always on access to the firewall. The firewall should have dedicated inbuilt hardware resources for firewall access and management at all times and must be available irrespective of load. f. The NIPS and NGFW shall not be implemented in same security layer. Antivirus, Anti malware, Anti bot will have to be available at edge device. g. Performance Parameter: Next-Gen Firewall throughput must be 60 Gbps. The device must have capability of handling adequate Concurrent Sessions (TCP). IPSEC VPN throughput of 40 Gbps and SSL inspection throughput of 20 Gbps. It should be able to support http, https traffic. h. Interface Requirement: 4 X 10 G SFP, scalable to 6 x 10 G SFP. i. All required transceivers as per solution design should be populated from day one. j. Proposed solution must be dedicated purpose-built firewall device which enables the convergence of high performing networking and security across the security platform. k. The proposed solution must be quoted in high-availability mode with 2 appliances and active/active & active/passive modes must be supported on both IPV4 & IPV6.
18.	User Licenses	There shall not be any limit on user creations for accessing all the applications.
19.	Video Wall	The Video Wall should have configuration of 4(C) x3(R) of 70" Diagonal with Laser/RGB Laser Light Source having minimum resolution of Full

Sr. No.	Category	Functional Specification
		HD (1920 X 1080 Resolution per cube), minimum onscreen brightness of 500 cd/m2, Dual redundant (1+1) redundancy and hot swappable power supply, video wall controller along with wall management software should be able to control all the cubes from a single logical area and should have minimum 12 HDMI/ DVI inputs.
20.	Non-IT infrastructure	<p>To provide non-IT infrastructure including but not limited to tables and chairs for helpdesk support staff in NOC</p> <ol style="list-style-type: none"> To provide fixtures, cable trays and racks for the server/telecom room. All structured LAN cabling for entire NOC along with necessary accessories I/O, faceplate, backbox, cable trays, jack panels. Physical structure, ergonomically designed desk to ensure 24x7 desking solution with sufficient knee space and foot space. The console top / working surface should be made of MDF with high pressure laminate finish. The laminate shall be fire retardant, insulated, waterproof, scratch resistant and high hardness. Consoles must be of modular design, facilitating future equipment retrofits and full re-configurations without requiring any major modification to the structure or exterior elements The workstation shall be able to house computer equipment, Ethernet Points, Power Distribution Unit. The CPUs shall be mounted/ kept on slide out CPU trays (mounted on heavy duty slides) for ease in maintenance, all of these equipment's should be concealed from direct human view while ensuring that adequate leg space is available for the operator. Ergonomic chair with arm rest and castor wheels designed for 24/7 usage Backrest support should be tilt adjustable Warranty/guarantee for tables/ work stations and chairs should be for entire contract period (10 years). Air conditioning, earthing, fire, and safety facilities to be provided by bidder as per actual requirement.
21.	UPS	NOC should be with proper building management system, civil and electrical Infra with 40 KVA UPS (1+1), 40 kVA/40kW 3 phase 415V, 50Hz input/ output online UPS (with SNMP) in 1+1 configuration with Li-ion battery for 60 minutes backup. Certification: ISO 9001:2015.
22.	DG	Silent DG of 100 KVA, engine should be full authority electronic with common rail fuel system 50 degree C ambient capability. Emissions useful life of after treatment systems not less than 8000 hours. Silencer should be hospital grade & oil change interval of 750 hours/1 year. Controller should have built in AMF functionality with RS 485 interface CAN compatible.
23.	Mini Data Center at S-NoC	<p>Mini Data Center (MDC):</p> <ol style="list-style-type: none"> Access Control: The front & rear door of rack should be fitted with high security electro-mechanical metal spring loaded with 9 digit

Sr. No.	Category	Functional Specification
		<p>code combination lock.</p> <p>b. IP Camera: 2 nos one on the front and one rear side with software & internal storage (data storage capacity should be sufficient for minimum 30 days)</p> <p>c. Electrical: Raw power point will be given by user, raw DB, UPS input/output DB and associated wiring has to be done by bidder.</p> <p>d. Monitoring: intelligent monitoring system with an ethernet 10BaseT network connection.</p> <p>e. Cooling: Air conditioning as per actual requirements. Separate cost saving air-conditioning solutions like PAC, in-row cooling, smartrow, smart suite, smart isle etc shall be deployed for Data Centre Racks housing servers/storage/networking equipment etc to optimize OPEX. Comfort Airconditioning solution shall be provided for other areas.</p>

Note:

1. The bidder has to maintain the network for the entire period of both implementation and warranty as per the KPIs & SLA parameters defined in the tender. The specifications/ functional requirements/ dimensions mentioned in the tender for S-NOC are minimum requirement.
2. The bidder shall have to plan and deploy the hardware/ software in S-NOC to meet the SLA and O&M requirements. The bidder shall also deploy suitable security features to protect the NOC and the network from any security breaches.
3. The HDMI/LAN Cables inside the SNOC shall be properly laid as per the best industrial standards in a protective steel conduit and the end points to be sealed with glass wool materials as required.

3. REPORTS

Around 40 no. of reports are required to be developed by the successful bidder at the time of the implementation of the S-NOC. These reports shall encompass the planning, operational and MIS parameters. Further, around 10 new reports and 10 customizations of existing reports, every year shall be done free of cost by the successful bidder during the warranty/ O&M period to meet any changes in the requirement. Any unused quantum of new reports shall be rolled over to the balance O&M period.

The solution shall support the ability to send SMS/ WhatsApp/e-mail alerts regarding faults as per the defined escalation matrix. SMPP port and WhatsApp business account shall be provided by BSNL on chargeable basis, cost of which shall be reimbursed in the quarterly O&M invoices.

The SNOC shall be deemed to be commissioned after the following:

- i. Installation and commissioning of all the hardware and software sought in the SNOC after successful Acceptance Testing
- ii. Providing the sought manpower support and the processes.
- iii. Visibility of at least 100 GP Routers and 5 Block Routers in the SNOC confirming streamlining of the processes.

PART-B: BOQ**1. INDICATIVE BOM**

Sl. No.	Item	Make	Model	UoM	Total Qty
	NOC IT-COMPONENTS				
1	NOC Router	Tejas	TJ1400-18E	No	2
		CISCO	NCS 5504		
		Juniper	MX240		
		Equivalent-DELL	DELL Model		
2	Core Switch	Tejas	TJ1400P-M4-32U	No	2
		CISCO	N9K-C9336C		
		HPE	Aruba 8325 32p 100G QSFP+/ QSFP28		
		Juniper	QFX5120-32C		
3	Access Switch	Tejas	TJ1400P-M2-24TD-LSv2	No	4
		CISCO	C9200-48-E/ C9200-48P-E		
		HPE	Aruba 6200M 24G 4SFP+ Switch		
		Equivalent-DELL	DELL Model		
4	Aggregation Switch	Tejas	TJ1400P-M4-48x10G/25G	No	2
		CISCO	N9K-C93180YC		
		HPE	Aruba 8325 48p 25G SFP/ SFP+/ SFP28 8p 100G QSFP+/QSFP28		
		Juniper	QFX5120-48Y		
5	SAN storage for application & DB	HPE	HPE Alletra MP	Set	1
		Equivalent-DELL	DELL Model		
6	SAN Switch	HPE	HPE SN 8700	No	2
		CISCO	DS-C9706		
		Equivalent-DELL	DELL Model		
7	Secondary Storage (As per requirement, to be assessed by bidder)	HPE	HPE Alletra 4000 with Scalify+	Set	1
		Equivalent-DELL	DELL Model		
8	Blade Chassis/Rack servers (including AAA) (As per requirement, to be assessed by bidder)	HPE	DL 380 G11	Set	1
		CISCO	UCS X9508 Chassis		
		Acer	Altos BrainSphere™ R380 F5		
		Equivalent-DELL	DELL Model		
9	Workstation computers (i5 2.5 GHz processor, 8 GB DDR4, 1 TB	Acer	Model Veriton M4690G	No	10

	HDD with 19.5 Full HD Monitor Key Board & Mouse with all other accessories as per requirement; 1xDVI output, 2xHDMI Output, 1xVGA Output)	Equivalent-DELL	DELL Model		
10	IP phones	Parswa	T-43U	No	10
		CISCO	UC Phone 7821		
		MATRIX	SPARSH VP210		
		Equivalent-DELL	DELL Model		
11	IP PBX	Parswa	Micro Server-ISP	No	1
		CISCO	Business Edition 7000H		
		MATRIX	SPARK 200		
		Equivalent-DELL	DELL Model		
12	Video wall display, Controller, Video wall Management Software & Accessories	Barco	Videowall - ODL-721 Controller - LVC 420	Set	1
		Delta	Video Wall - DVS-708 RANController - Icon Pro ControllerSoftware - Icon Pro Studio		
		Equivalent-DELL	DELL Model		
13	Backup and archival solution	Commvault	Commvault	Lot	1
		HPE	HPE Storeonce VSA		
		Veeam	Backup and Replication Software		
		Equivalent-DELL	DELL Model		
14	NMS/OSS Solution	Everest	Infraon OSS	Lot	1
		Echelonedge	Percipient – NMS, Percipient – ITSM Helpdesk suite		
		Motadata	7.x		
		Equivalent-DELL	DELL Model		
15	Helpdesk solution	Everest	Infraon Desk	Lot	1
		Cisco	BE7H-M6-K9		
		Elision	DialSree		
		Equivalent-DELL	DELL Model		
16	End point protection software	TrendMicro	Apex One	Lot	1
		Equivalent-DELL	DELL Model		
17	Centralized Access Control system software for AAA server	Cisco	SNS-3795-K9 ISE-TACACS	Lot	1
		Equivalent-DELL	DELL Model		
18	Firewall (1+1)	Cisco	FPR4215-NGFW-K9 FMC	Lot	1
		Juniper	SRX5600		
		Equivalent-DELL	DELL Model		

19	NIPS (1+1)	Cisco	FPR4215-NGFW-K9 FMC	Lot	1
		NIPS	Tipping Point 9200TX		
		Viavi	OTU 5000		
		Equivalent-DELL	DELL Model		
20	Network color laser printer	HP		No	1
		Equivalent-DELL	DELL Model		
NOC NON-IT COMPONENTS					
1	Civil works including site preparation and partitioning works , false flooring, false ceiling, etc.	-	-	Lot.	1
2	Electrical works including light fixtures, cabling, panels + earthing etc.	-	-	Lot.	1
3	Silent DG set with AMF panel and required foundation and civil structure	Mahindra	Powerol M100DR	No.	1
		Kirloskar			
		Cumins			
		Equivalent			
4	Air conditioning for NOC, UPS, BMS, Meeting, electrical rooms, etc.	Daikin		Lot.	1
		Samsung			
		BlueStar			
		LG			
5	40 kVA online UPS (with SNMP) with 60 minutes battery backup and battery enclosure (in 1+1 configuration)	Uniline	TP 40	Set	1
		Delta			
		Fuji Electric			
		Equivalent			
6	Access Control System (RFID + Biometric, smart cards) to manage NOC	Matrix		Lot.	1
		Equivalent			
7	Supply and Installation of Racks (Integrated Air conditioning and climate monitoring system covering entire Racks/suite/Isle/Data Centre only)	WQ		Set	1
		Equivalent			
8	IP camera with intelligent monitoring system including software & internal storage	Prama		No.	2
		Equivalent			
9	70" LED TV	Samsung	QB75C	No.	2
		LG			
		Equivalent			
10	Structured cabling (OFC and Cat6)	Digisol		Lot.	1
		D-Link			
		Equivalent			

11	Workstation furniture and fixtures including chairs	Featherlite		Set	15
		Godrej			
		Neelkamal			
		Equivalent			
12	Fire Detection System	Meghapro		Lot.	1
		Equivalent			

Note:

- Any other item required for completion of the project as per scope of work including but not limited to patch cords, connectors, installation material, adapters, attenuators, software, hardware etc. shall be supplied by the BIDDER without any additional cost to ITI.
- The IT and Non-IT equipment's, wherever equivalent is mentioned, is subject to approval of BSNL in writing.
- The HDMI/LAN Cables inside the SNOC shall be properly laid as per the best industrial standards in aa steel conduit and the end points to be sealed with glass wool materials as required.

2. TEC REQUIREMENT OF SNOC COMPONENTS

Sl. No.	Type of Material	Technical Specifications
1.	Patch Cord	TEC GR Standard No.: TEC 87070:2009, with latest amendments if any.
2.	Data Storage Infrastructure	TEC GR Standard No.: TEC 49100:2015, with latest amendments if any
3.	Ethernet electrical to optical media converter	TEC GR Standard No.: TEC 48080:2014, with latest amendments if any
4.	Firewall System / NIPS	TEC GR Standard No.: TEC 49090:2023, with latest amendments if any or NDPP certified TEC GR Standard No. for NIPS: 49140:2018, with latest amendments if any or NDCPP certified
5.	Lan Switch	TEC GR Standard No.: TEC 48060:2023, with latest amendments if any or NDPP certified
6.	Layer 4-7 Load Balancer Switch	TEC GR Standard No.: TEC 48090:2015 with latest amendments if any
7.	Network Management System	TEC GR Standard No.: TEC 48100: 2015 with latest amendments, if any

SERVER HARDWARE SPECIFICATIONS

S.No	Server Hardware Specifications
1	The Storage proposed shall conform to TEC Specification/GR No. TEC/GR/IT/SRV-001/02/MAR-18 or latest.
2	All the servers shall be DC/AC powered for Data centres.
3	The processor loading at rated capacity of the network elements shall not exceed 70% of the total processor capacity
4	Server shall be 64-bit RISC / EPIC / CISC architecture processors with minimum 8 cores in each server.
5	The server should be provided with a minimum of 2 numbers of hot plug 600GB 10K RPM SAS hard disk drives
6	No of equipped cores shall be as per sizing given by the software Application OEM.
7	Server shall have dual redundant power supplies.
8	All servers shall be rack mounted using rack mounting kits to be supplied by the server vendor (OEM).

STORAGE SYSTEM SPECIFICATIONS

S.No	Storage System Specifications
1	The Storage system proposed shall conform to Entry-level storage category of TEC Specification/GR No. TEC/GR/IT/DSI-001/04/DEC- 2015 or latest.
2	All Storages shall be DC/AC powered.
3	The Storage system shall be provided in RAID 5 configuration.
4	The bidder can propose the Storage as per the solution requirement, either built-in within the Server or proposed as external Storage System to meet the solution requirement.

FORM OF BID-SECURING DECLARATION

Date:

[RFP No.....]

To

The ITI LIMITED

NS Unit

Bengaluru 560016

We, the undersigned declare that:

We understand that, according to your conditions, Bids must be supported by a Bid-securing Declaration. We accept that we are required to pay the bid security amount specified in the Term and Condition, failure to do so will automatically exclude us from being eligible for Bidding or submitting Bid in any contract with the employer for the period of two years if we are in breach of our obligation(s) under the term and condition prescribe for ticketing vide invitation letter no:

- a) Have withdrawn our Bid during the period of Bid validity specified by the Bidder in the Form of Bid; or
- b) Having not accepted the correction of errors in accordance with the instructions to Bidders ITB or
- c) Having been notified of the acceptance of our Bid by the Employer during the period of Bid validity.
- i) Fail or refuse to furnish the performance security in accordance with the ITT, or
- ii) Fail or refuse to execute the contract in accordance with the ITB.

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of

- i) Our receipt of your notification to us of the name of the successful Bidder: or
- ii) Thirty (30) days after the expiration of our Bid.

Sign and Seal

Name of Authorized Official

Legal Stamp

ANNUAL FINANCIAL TURN OVER FOR LAST THREE YEARS.

Sl. No.	Financial year	Turnover	Average of three years
1	2021-22		
2	2022-23		
3	2023-24		

Note:

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

- a. Copy of the balance sheets
- b. Copy of the valid GST no.
- c. Copy of the PAN.
- d. 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 bidder with Seal

ANNEXURE-IV

DETAILS OF THE WORK COMPLETED DURING THE LAST 7 YEARS

Sl. No.	Name of work	Scope of services	Value of work	Date of start/completion	Name and address of the client	Value of TDS in case of private work	Remarks

NOTE:

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

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

Signature of the bidder with Seal

PRE CONTRACT INTEGRITY PACT

PURCHASE ENQUIRY/ORDER No.

THIS Integrity Pact is made on.....day of20.

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 for of ITI Limited (name of the Stores/equipment's/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.

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

SECTION 1 – COMMITMENTS OF THE PRINCIPAL

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

- a. No employee of the Principal, personally or through family members, will in connection with the 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 personal 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, 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.
- 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 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 equitant 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 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 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 Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all product documentation of the Principal including that provided by the Bidder(s)/Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor is under contractual obligation to treat the information and documents Bidder(s)/Contractor(s) with confidentiality.
- 8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the Bidder(s)/Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.
- 8.5 The Monitor will submit a written report to the Chairman & Managing Director of the Principal within a reasonable time from the date of reference or intimation to him by the principal and, should the occasion arise, submit proposals for correcting problematic situations.

- 8.6 If the Monitor has reported to the Chairman & Managing Director of the Principal a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman & Managing Director of the Principal has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 8.7 The word '**Monitor**' would include both singular and plural.
- 8.8 Details of the Independent External Monitor appointed by the Principal at present is furnished below: -
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 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.
- 12.3 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 ----- 2024 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 Bidder" which expression shall unless repugnant to the subject or the context mean and include its successors, nominees or assigns.

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

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

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

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 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 made 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 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 another successful bidder 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 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
Name
Designation
ITI Ltd RFP No.
Exhibit A

(M/s ITI Ltd.)
Signature:
Name:
Designation:

Business Purpose:

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:
Sign & Stamp

M/s -----(Bidder)
Sign & Stamp

DECLARATION THAT THE BIDDER HAS NOT BEEN BLACKLISTED/DEBARRED

(To be typed preferably on letterhead of the company)

Letter No. _____

Dated: _____

Subject: - Declaration Letter for Non-Blacklisting of the Bidder.

Sir/Madam,

This is to notify you that our Company/ Partnership <Name> intends to submit a proposal in response to the tender for GIS Mapping, we also declare that our Company/ Partnership **is not black-listed/ debarred by any PSU or State/UT or Central Government in India as on <the date of the submission of bid>.**

Sincerely,

(Signature of authorized person) Name:

Designation:

Note: If the Company/ Partnership has been blacklisted/debarred by any PSU or State/UT or Central Government in India in past and now the order has been revoked or period finished, then bidder should furnish details of such cases.

DECLARATION OF BIDDERS

FROM,

TO

1. I/We..... have read the conditions of the tender and tender documents attached here to and agree to abide by such conditions. I/We offer 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 ofby 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 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 Performa, 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 bidder
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:

POWER OF ATTORNEY

Know by all men by these presents, We (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of..... as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connect ion with or incidental to our Proposal for “Request for Proposals for ”Bid Number: <..... > including signing and submission of all documents and providing information / responses to the Department, representing us in all matters before Department, and generally dealing with the Department in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For,
Name:
Designation:
Date & Time:
Seal:
Business Address:
Accepted,

(Authorized Signatory)

(Name, Title and Address of the Attorney)

Note: The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

- The Power of Attorney shall be provided on Rs.100/- stamp paper.
- The Power of Attorney should be supported by a duly authorized resolution of the Board of Directors of the company Bidder authorizing the person who is issuing this power of attorney on behalf of the Bidder.

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.
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 from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forbear or enforce any of the terms and conditions relating to the said 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, 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.

PLACE:

DATE :

For _____ (indicate the
name of Bank)

UNDERTAKING REGARDING LITIGATION/ ARBITRATION

To,
M/s ITI Limited NSU,
Bangalore-560016

We hereby confirm and declare that

- a. We, M/s -----, does not have any litigation / Arbitration History with any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last ----- years.
- b. There is no litigation pending or, to the best of such Party's knowledge, threatened to which it or any of its Associates is a party that presently affects or which would have a material adverse effect on the financial condition or prospects or business of such Party in the fulfilment of its obligations under this Agreement.

For -----

Authorised Signatory

Date:

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 of the 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 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 or from time 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:

Undertaking-I

UNDERTAKING FROM OEM

(To be rendered on the Company letter head)

As an OEM we under take that:

Final delivery/supply of equipment/cards as part of Project “Customer project name “including spares / maintenance equipment to be provided during the warranty and O&M period will be Non - ‘Country of Concern’ for “Customer project name.”

Dated:

Place:

Firm

(Sign & Stamp)

Designation/Name/Address of the

Undertaking-II

**DECLARATION REGARDING “RESTRICTIONS ON PROCUREMENT FROM A BIDDER OF
A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA”**

(To be submitted on Applicant’s Letter Head)

To,

Dear Sir,

In reference to bid submitted by M/s against ITI RFP Document
Number: ,

I/We have read the Order No: F. No6/18/2019-PP Dated: 23-July-2020 from Department of Expenditure,
Ministry of Finance regarding restrictions on procurement from a bidder of a country which shares a
land border with India and on subcontracting to contractors from such countries.

I/We certify that we/our Collaborator/Assignee are/is not from such a country or, if from such a country,
have/has been registered with the Competent Authority and we will not subcontract any work to a
contractor from such countries unless such contractor is registered with the Competent Authority.

We here by certify that we fulfill all requirements in this regard and are eligible to be considered.

We further confirm that evidence of valid registration by the Competent Authority as applicable, is
enclosed.

*Bidder to strike-off, if not applicable.

Date:

Seal of Organization

Place:

Signature of Authorized Applicant

Undertaking-III

UNDERTAKING FOR PROVISIONS OF THE INFORMATION TECHNOLOGY ACT 2000 (NO 21 OF 2000)

(To be rendered on the Company letter head)

It is certified that (Company name), strictly adhere to all the provisions of the information Technology Act 2000 (No 21 of 2000) of ministry of Law, Justice and company affairs government of India.

In case of any violation-deviation (company name) would be liable for any action under the provisions of the aforesaid law.

Dated:

Place:

Firm

(Sign & Stamp)

Designation/Name/Address of the

Undertaking-IV

UNDERTAKING FOR NON-MALICIOUS CODE CERTIFICATE

(To be rendered on the Company letter head)

1. This is to certify that the Hardware and the software being offered, as a part of the Contract, does not contain embedded malicious code that would activate procedures to:

- a. Inhibit the desired and designed function of the equipment.
- b. Cause physical damage to the user for equipment during the exploitation.
- c. Tap information, resident or transient in the equipment/Networks.

2. The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyrights and Intellectual Property Rights (IPRs) are caused due to activation of any such malicious code in embedded software.

Dated:
Place:
the Firm

(Sign & Stamp)
Designation/Name/Address of

MANUFACTURER AUTHORIZATION CERTIFICATE FROM OEM**Details of Manufacturer Authorization Form (MAF)**

The Bidder should submit valid letter (MAF) with undertaking from the OEM of the vendors whose product is being quoted by the bidder, as per format given below:

To

.....,

.....,

.....

Subject: Manufacturer Authorizations Letter for NIT No.

.....

Sir,

We, <OEM Name> having our registered office at <OEM address>, hereinafter referred to as OEM are an established manufacturer of the following items quoted by <Bidder Name> having their registered office at <Bidder address>, hereinafter referred to as Bidder.

We <OEM Name> authorize <Bidder's name> to quote our product for above mentioned tender as our Authorized Indian Agent.

We confirm that we have understood the delivery & installation timelines defined in the tender. We confirm that we have worked out all necessary logistics and pricing agreement with <bidder name>, and there won't be any delay in delivery, installation and support due to any delay from our side. Our full support as per pre-purchased support contract is extended in all respects for supply, warranty and maintenance of our products. We also ensure to provide the required spares and service support as pre-purchased for the supplied equipment for a period of 10 years (includes 3 years implementation) from date of supply of the equipment as per tender terms. In case of any difficulties in logging complaint at bidder end, user shall have option to log complaint at our call support centre.

We also undertake that in case of default in execution of this Contract by bidder, we shall provide necessary support in identifying another authorized partner with similar certifications/capabilities and extend support to the new partner in accordance with OEM's agreement with the new partner. In case bidder is unable to fulfil the obligations given under this Contract, OEM shall be responsible to replace the bidder with an alternate Indian Authorized agent to facilitate to get the requisite work done.

In case of bidder exit from the Project for any reason, including but not limited to default, insolvency, termination of Agreement, or other circumstances resulting in the inability of bidder to fulfill its obligations under the Agreement, OEM shall be obligated to continue providing the services to

Authority in accordance with the terms and conditions outlined in the agreement between OEM and bidder including commercials. OEM shall also ensure that the alternate Indian Authorized Agent in this case shall abide by all the terms & conditions laid down under the Contract and during the Award of Work to the bidder for the quoted OEM products.

We also agree that in case of any default by us in meeting out the obligations as mentioned above, BSNL/ITI may debar the bidder.

If any product is declared end of sale, we shall proactively ensure that a suitable equivalent or higher roll over product is offered through the existing bidder to ITI for due approval, contract and order executions thereafter.

We understand that any false information/ commitment provided here may result in <OEM's Name> getting blacklisted/debarred from doing business with BSNL/ITI.

We <OEM Name>, hereby provide this undertaking with regard to the submission of the Agreement executed between <Name of bidder> and <OEM Company Name> during the submission of our Bid for <Project Name>

Thanking You

For <OEM/ Manufacturer name>

< (Authorized Signatory)>

Name:

Designation:

Contact Details:

Seal of the Company

Note:

1. The letter should be submitted on the letter head of the manufacturer / OEM and should be signed by the authorized signatory.
2. Any deviation would lead to summarily rejection of bids.

SELF-DECLARATION REGARDING LOCAL CONTENT (LC) FOR TELECOM PRODUCT

Format for Self-declaration regarding Local Content (LC) for Telecom Product, Services or Works (As per clause 9 (b) of DPIIT order No P-45021/2/2017-B.E-II dated 15.06.2017, certificate from statutory auditor / cost auditor of the company is mandatory for all bids of a value more than Rs 10 crore)

Date:

I,S/o, D/o, w/o
 , Resident of
 do hereby solemnly affirm and declare as under.

That I agree to abide by the terms and conditions of Department of Telecommunications, Government of India issued vide Notification No. dated.....
 That the information furnished hereinafter is correct to best of my knowledge and belief and I undertake to produce relevant records before the procuring entity or any other authority so nominated by the department of Telecommunications, Government of India for the purpose of assessing the LC.

Percentage of LC claimed: %

That the LC for all inputs which constitute the said Telecom Product/Services/Works has been verified by me and I am responsible for correctness of the claims made therein.

That in the event of the LC of the Telecom Product/Services/Works mentioned herein is found to be incorrect and not meeting the prescribed LC norms, based on the assessment of an authority so nominated by the Department of Telecommunications, Government of India and I will be liable as under clause 9 (f) of **Public Procurement (Preference to Make in India) Order 2017**.

I agree to maintain all information regarding my claim for LC in the Company's record for a period of 2 years and shall make this available for verification to any statutory authorities.

- i. Name and details of the Local supplier (Registered Office, Manufacturing unit location, nature of legal entity)
- ii. Date on which this certificate is issued.
- iii. Telecom Product/Services/Works for which the certificate is produced.
- iv. Procuring agency to whom the certificate is furnished.
- v. Percentage of LC claimed.
- vi. Name and contact details of the unit of the manufacturer.

- vii. Sale price of the product.
- viii. Ex-Factory Price of the product.
- ix. Freight, insurance and handling
- x. Total Bill of Material.
- xi. List and total cost value of inputs used for manufacture of the Telecom Product/Services/Works.
- xii. List and total cost of inputs which are locally sourced. Please attach LC certificate from local suppliers, if the input is not in-house.
- xiii. List and cost of inputs which are imported, directly or indirectly.

For and on behalf of _____ *(Name of Firm/Entity)*

Authorized signatory (To be duly authorized by the Board of Directors)

<Insert Name, Designation and Contact No. and date>

**UNDERTAKING W.R.T. LOCAL CONTENT DECLARATION IN VIEW OF ALLOWING MULTIPLE OEMS
(only applicable if bidder is claiming Preference as Class-I Local category bid for award of work)**

We have offered multiple OEMs for active & passive components in our bid for tender enquiry No.
.....

We hereby claim Preference as Class-I Local category bid for award of work and have worked out our bid's Local content (LC) in such a manner that our claim for Local content will always remain under Class-I category with the offered OEMs during bidding stage as well as during the supplies.

We have also taken cognizance of the DPIIT guidelines dated 16.09.2020 and the Gazette notification dated 29th Aug 2018 issued by DoT on PMI Policy is also complied for calculation of local content of products of our OEMs, whose product has been offered in our bid.

(Authorized signatory)

ANNEXURE-XVII**FORMAT FOR ESSENTIAL INFORMATION FOR APPLYING TO NSCS
(TRUSTED TELECOM PORTAL)**

1	Project Name	:			
2	Type of Project	:	1. New Roll Out 2. Expansion 3. Upgrade		
3	Are your procurements from India registered vendor only for this project?	:	<input type="radio"/> Yes <input type="radio"/> No		
4	Do you intend to procure from non-India registered vendor for this project?	:	<input type="radio"/> Yes <input type="radio"/> No		
5	Remarks on the Project Criticality, if any,				
6	Details of Equipment:				
	Asset (one to be selected)	Equipment Name	Company Name/Vendor	Product Name	Model Name
	a) Support System b) Transport		Name of Contact person: E-mail ID: Mobile No.		

COMPLIANCE TO NO VARIANCE/ DEVIATION IN BID

NAME OF WORK:

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.

Place	:
Date	:
Bidder’s Company Seal	:
Authorized Signatory’s Signature	:
Authorized Signatory’s Name and Designation	:

TECHNICAL COMPLIANCE

Bidder must submit bid covering following:

1. Supply of all items must comply BoM & technical specifications of this ANNEXURE.
2. O&M of supplied items is to be covered for the specified period.

Sr. No.	Category	Functional Specification	Compliance (Yes/No)
1.	General	a. S-NOC to provide key correlation analysis for network fault processing to improve network fault processing efficiency. b. Provide the function of automatic service design and resource distribution. c. Provide performance & trend development analysis of network equipment and impact range of network fault and supply end-to end service quality management & control, which control network & service quality continuously and enhance customer satisfaction. d. Provide Field Operation Assistance (FOA) for field engineers. e. S-NOC would also maintain necessary reports like details of no. of nodes per logical links on any particular fibre route through NMS. f. Minimum 10 licenses for helpdesk solution to monitor the state network for performance and resolution of all alarms related to network to be deployed. g. Logs and other items like trouble ticket details related to invoicing and payment shall be retained for 1 year or date of invoice settlement whichever is later.	
2.	Key Function and Operation	a. NOC should have following key functions: <ol style="list-style-type: none"> i. Centralized Operation ii. Fault management iii. Network performance/ SLA management iv. Planning and Engineering v. Service management vi. Spare Management vii. RFMS management for fault management b. NOC should have following field operations activity: <ol style="list-style-type: none"> i. Connectivity ii. IT and Security iii. Provisioning on field 	
3.	Core Function	Core infrastructure supports for NOC: <ol style="list-style-type: none"> i. Next-gen firewall along with NIPS ii. Core switches for traffic aggregation iii. OSS/NMS for equipment monitoring iv. Network inventory management system v. Remote Fiber Monitoring Software (RFMS) system 	

Sr. No.	Category	Functional Specification	Compliance (Yes/No)
		vi. Helpdesk (or Incident management system)	
4.	NOC Router	<ul style="list-style-type: none"> a. The router shall be CE 2.0 certified or TEC-GR: TEC/GR/IT/TCP- 006/01/AUG-16 complied. b. The router shall support a redundant and scalable architecture, including CPUs, modular power supplies, and performance components. c. All interface modules and power supplies shall be hot-swappable and provided with 1+1 route processor, 1+1 or 1+N switch fabric and power supply redundancy. d. It shall also support minimum nonblocking capacity of 1.6 Tbps full duplex and handle minimum 256K IPv4 and 128K IPv6 routes. e. It shall have minimum ports 2*100 G, 4*40G and 12*10G and may be extended in future as per requirement. f. The router shall support multicast, routing and protocols required to run services as mentioned in Annexure-1 clause no. 1.4 (Network design). g. The router shall support traffic classification, congestion management, traffic conditioning, hierarchical QoS policies and various other security features to prevent network attacks and vulnerabilities h. The router shall support access control lists to filter traffic based on parameters, per-user authentication, authorization and accounting. i. Operate within a temperature range of 0 to 40 degrees Celsius and humidity levels of 10% to 90% non-condensing. j. The router shall provide wire-rate throughput on all interfaces, with sufficient optical distance to eliminate the need for additional equipment. k. The routers shall be supplied with necessary power cords, data cables, connectors, CD's, manuals, bracket accessories, wire managers and other appropriate accessories. 	
5.	Core Switch	<ul style="list-style-type: none"> a. The switch shall support non-blocking Layer 2 switching and Layer 3 routing, providing 1:1/N+1 redundancy for power supplies, fan trays and fan. b. The switch shall support 24 x 10/40/100 G fiber interfaces, console port, and management interface for Out-of-Band Management. c. The switch shall support multicast, routing and protocols required to run services as mentioned in Annexure-1 clause no. 1.4 (Network design). d. It should support sufficient IPv4 and IPv6 routes and 	

Sr. No.	Category	Functional Specification	Compliance (Yes/No)
		<p>hardware-based load balancing, as per requirement, if not provided by any other mechanism</p> <p>e. The switch shall support classification and marking, methods for identifying traffic types, and real-time traffic differential treatment and support hierarchical QoS policies.</p> <p>f. The switch shall support port-based authentication from Layer 2 to Layer 4, control plane protection, stringent security policies, AAA and various other security features to prevent network attacks and vulnerabilities, provided these are not addressed by any other mechanism in S-NOC.</p> <p>g. The switch shall support remote login using telnet and SSH V.2</p>	
6.	Aggregator Switch	<p>a. Aggregator switch shall support non-blocking Layer 2 switching and Layer 3 routing to ensure seamless data flow across the network.</p> <p>b. It shall support 1:1/N+1 redundancy and reliability for critical features such as components power supplies and fans to eliminate single points of failure.</p> <p>c. It shall support high-speed connectivity equipped with 48 x 10/ 25G Fiber and 4 x 40/ 100G ports, enabling high-speed data transmission and scalability.</p> <p>d. It shall support scalable routing and capable of handling sufficient IPv4 and IPv6 routes, as per requirement.</p> <p>e. It shall support load balancing ensuring optimal traffic distribution and performance.</p> <p>f. It shall provide robust security with port-based authentication, control plane protection, and support for external AAA databases. Includes comprehensive management features like SNMP v2/v3, centralized syslog, and packet capture capabilities.</p> <p>g. The switch shall support multicast, routing and protocols required to run services as mentioned in Annexure-1 clause no. 1.4 (Network design).</p>	
7.	SAN storage for application & DB	<p>a. SAN storage shall have provision of enterprise all-flash storage arrays for high-performance application.</p> <p>b. It shall ensure 99.9999% availability with SAN solutions configured for optimal and consistent performance.</p> <p>c. It shall implement regular backups to disk-based systems and transfer to object storage for long-term retention and it should have scalable object storage.</p> <p>d. It shall use enterprise SSD disks with dual parity RAID-6 for application and DB storage.</p>	

Sr. No.	Category	Functional Specification	Compliance (Yes/No)
		<ul style="list-style-type: none"> e. It shall include multiple hot spares, active-active architecture, and fault-tolerant design without single points of failure. f. It shall provide a minimum of 8 point-in-time copies or snapshots with at least 20% of storage capacity allocated for snapshots. g. It shall offer centralized management software for monitoring, performance analysis, and support for various operating systems and databases. 	
8.	SAN Switch	<ul style="list-style-type: none"> a. The SAN switch shall comply with TEC GR No. TEC/GR/IT/DSI- 001/04/DEC 2015 section 3.13 or latest amendment and have a director-class, non-blocking architecture. b. It shall be scalable to 48 ports in a single domain, with 16 Gbps full duplex ports, ensuring high throughput and low latency. c. It shall have two fibre channel switches in a high availability mode, with no oversubscription at 16 Gbps, ensuring reliability and performance. d. It shall operate at 16 Gbps and auto-negotiate to 8 Gbps/4 Gbps. All components shall be hot-swappable and field-replaceable, allowing non-disruptive maintenance. e. It shall have no single point of failure and include dual-redundant control processors, redundant hot-swappable power and cooling subsystems 	
9.	Blade Chassis /Rack servers (including AAA)	<ul style="list-style-type: none"> a. The PIA shall optimize server and processor hardware requirements, ensuring redundancy and allowing application combinations as needed. b. It shall have 64-bit latest CPU architecture, 2.5 GHz, 512 GB RAM extendable up to 1 TB. c. It shall ensure high availability and scalability, supporting multiple partitions and dynamic resource allocation with security isolation between partitions. d. It shall support 10/20/40 Gigabit Ethernet and have at least four 8/16 Gbps fibre channel adapters with redundancy, segregating public/private traffic. e. It shall support proactive failure detection, dynamic partition migration, dual redundant power supplies, ECC cache, and pre-failure alerts, with a 20% resource headroom. f. Its shall have Independent OS images in each partition, supporting virtual IP, dynamic processor allocation, online upgrades, clustering, patch management, and 	

Sr. No.	Category	Functional Specification	Compliance (Yes/No)
		<p>volume/file system management.</p> <p>g. Applications shall failover to high availability servers in separate partitions, with dynamic CPU resource allocation and maintaining performance without degradation, supporting minimum 2 x 1 TB internal SSD.</p> <p>h. The AAA server/ appliance shall provide authentication and security policy enforcement for network users and infrastructure, supporting redundant servers and remote databases for large-scale environments.</p> <p>i. The AAA server/ appliance shall offer web-based interface for simplified configuration, dynamic quotas for access restrictions, and flexible administration of security policies across network devices.</p>	
10.	Backup and archival solution	<p>a. Backup software shall operate on Windows, Linux, and UNIX platforms, supporting backup and restore across all type of operating systems.</p> <p>b. It shall support OS, database, and virtualization software backup.</p> <p>c. It shall be capable of backing up data from one platform and restoring it to another.</p> <p>d. It shall support multiple backup frequencies (daily, weekly, monthly) and utilizes 256-bit advanced encryption for secure data backups without additional licensing costs.</p> <p>e. It shall provide command-line support across supported platforms and features wizard-driven configuration for simplified setup and modifications.</p> <p>f. It shall offer firewall support, role-based access control, and cross- platform domain architecture for secure user management in multi- tenant environments.</p> <p>g. It shall Include deduplication, data multiplexing, hardware snapshot backups, and support for virtual platforms and databases, ensuring comprehensive backup capabilities.</p> <p>h. It shall Integrate with third-party Virtual Tape Libraries (VTLs) with deduplication capabilities and provides extensive web-based/GUI reporting for detailed backup management.</p> <p>i. It shall support scalable deployment with multiple worker/storage/media servers and allows direct data movement from clients to backup storage for efficient operations.</p>	
11.	NMS/ OSS Solution	<p>a. The OSS shall be telco-grade solution with proven scalability robust integration (SNMP and open-source APIs), and high availability on various OS.</p>	

Sr. No.	Category	Functional Specification	Compliance (Yes/No)
		<ul style="list-style-type: none"> b. It shall support comprehensive eTOM coverage including next generation OSS providing Service assurance and Service fulfilment, spanning, Inventory, Discovery, Service provisioning, Service activation, Fault, Incident, Task, Device, SLA, Performance, Problem and Change management. c. It shall provide unified GUI for network management, featuring end- to-end circuit diagrams, topology views, alarm management with root cause analysis, severity levels, and automatic ticketing. d. It shall support advanced CMDB functionality for managing active/passive inventory, custom attributes, workflow-based discrepancy resolution, and integration via standard NBIs. e. It shall provide auto-discovery of network inventory, circuits, and protection mechanisms with detailed GUI visualization and reporting capabilities. f. It shall support for auto-diagnosis, predictive analytics, service outage management, and detailed RCA with actionable alarms and SMS/email notifications. g. It shall support customizable network topology views including IP networks, device icons, and geo-location maps with interactive drill- down capabilities. h. It shall provide network diagram builder with Visio-like interface, primary/backup connection definitions, and automatic failover notifications. i. It shall provide real-time monitoring of device health, performance metrics, interface bandwidth, VLANs, and circuit levels with configurable KPIs and data aggregation. j. It shall support for Threshold Crossing Alerts (TCA), rule-based alarms, customized reports, and real-time data export in Excel format. k. It shall support End-to-end incident management with multi-channel creation, automatic timestamp recording, SLA mapping, dynamic workflows, and comprehensive audit trail. l. It shall support self-service capabilities for incident tracking, knowledge article access, customer surveys, role-based access control, and integration with field service GPS tracking. 	
12.	NIPS (1+1)	<ul style="list-style-type: none"> a. The NIPS appliance shall be dedicated firmware, independent from firewall or UTM functions, which means NIPS shall be purpose- built dedicated appliance. 	

Sr. No.	Category	Functional Specification	Compliance (Yes/No)
		<ul style="list-style-type: none"> b. It shall support up to 60 Gbps inspection throughput. c. It shall handle up to 20 Gbps of TLS traffic inspection, supporting 10,000 new SSL connections per second and 1,00,000 concurrent SSL connections with a provision to extend up to 20% in future. d. It shall have Internal fail-over capabilities on interfaces up to 20 G to maintain network continuity during hardware failure. e. It shall defend against IPv4, IPv6, MPLS, and tunneled traffic, including protocol/application anomalies and P2P attacks. f. It shall offer 15,000+ built-in IPS signatures, supports signature imports and allows flexible signature to enable/disable and IP exemptions. g. It shall provide comprehensive protection with exploit detection, vulnerability scanning integration, layer 2 fallback, and IP reputation blocking 	
13.	End point security solution	<ul style="list-style-type: none"> a. End point protection software shall be single agent software for NGAV, EDR, Threat Hunting, Application Control, Vulnerability Protection, Firewall, and Device Control, operable without additional updates. b. Supports IPv4 and IPv6. c. Comprehensive protection against viruses, Trojans, worms, spyware, adware, and other malicious tools. d. Full malware scan with configurable exclusions and performance controls. e. Utilizes behavior monitoring and machine learning to detect fileless attacks and unknown threats with an in-house anti-malware engine. f. Safeguards documents from ransomware, including backup capabilities. g. Automated cleanup of malware remnants and infected system elements. h. Blocks Command and Control (C&C) traffic, malicious websites, and protects against vulnerabilities with virtual patching and CVE-based rules. 	
14.	Help desk Solution	<ul style="list-style-type: none"> a. The help desk solution shall be converged communication system supporting analog and IP devices on a server-gateway architecture, scalable up to 25 stations. b. It shall be SIP-based voice network with full redundancy (1:1) and support for IPv6 for future proofing. c. It shall support ACD features include skill-based routing, customizable queuing, real-time statistics, and agent 	

Sr. No.	Category	Functional Specification	Compliance (Yes/No)
		<p>chat.</p> <p>d. It shall support IVR capabilities encompass voice support, HTTP/XML integration, outbound campaigns, and IVR application performance reporting.</p> <p>e. It shall support email integration with Exchange for queuing, routing, and agent automation, real-time supervisor reporting.</p> <p>f. It shall provide IP Phones with monochrome display, speakerphone, headset support, SNMP/DHCP/DNS protocols, and QoS.</p> <p>g. It shall provide video conferencing system with H.265/H.264 support, 1080p resolution, dual monitor HDMI/DVI outputs, and cloud platform compatibility.</p>	
15.	Availability	<p>a. 2 NOC core routers operating in high availability mode.</p> <p>b. Minimum 2 core switches with high switching capacity which will be connected on mesh mode to have high availability.</p> <p>c. All the servers like (NMS, Webserver etc) & Firewall devices will be connected to core switches.</p>	
16.	Servers	<p>a. All servers like Helpdesk, EMS, OSS, AAA, Backup etc. with necessary hardware and software.</p>	
17.	Firewall Support	<p>a. The Firewall must support application identification natively, without requiring any license/ subscription/ blade. There should not be any need to buy any license for application visibility and the firewall must operate at Layer 7 natively.</p> <p>b. NOC must support Firewall, Application visibility and control, IPS, from day one and support for URL Filtering.</p> <p>c. NOC should support language like English, Hindi and regional languages for URL and IP database to fulfil web security needs.</p> <p>d. All the servers will be kept behind firewalls.</p> <p>e. NOC must have always on access to the firewall. The firewall should have dedicated inbuilt hardware resources for firewall access and management at all times and must be available irrespective of load.</p> <p>f. The NIPS and NGFW shall not be implemented in same security layer. Antivirus, Anti malware, Anti bot will have to be available at edge device.</p> <p>g. Performance Parameter: Next-Gen Firewall throughput must be 60 Gbps. The device must have capability of handling adequate Concurrent Sessions (TCP). IPSEC VPN throughput of 40 Gbps and SSL inspection throughput of 20 Gbps. It should be able to support http, https traffic.</p>	

Sr. No.	Category	Functional Specification	Compliance (Yes/No)
		<p>h. Interface Requirement: 4 X 10 G SFP, scalable to 6 x 10 G SFP.</p> <p>i. All required transceivers as per solution design should be populated from day one.</p> <p>j. Proposed solution must be dedicated purpose-built firewall device which enables the convergence of high performing networking and security across the security platform.</p> <p>k. The proposed solution must be quoted in high-availability mode with 2 appliances and active/active & active/passive modes must be supported on both IPV4 & IPV6.</p>	
18.	User Licenses	There shall not be any limit on user creations for accessing all the applications.	
19.	Video Wall	The Video Wall should have configuration of 4(C) x3(R) of 70" Diagonal with Laser/RGB Laser Light Source having minimum resolution of Full HD (1920 X 1080 Resolution per cube), minimum onscreen brightness of 500 cd/m2, Dual redundant (1+1) redundancy and hot swappable power supply, video wall controller along with wall management software should be able to control all the cubes from a single logical area and should have minimum 12 HDMI/ DVI inputs.	
20.	Non-IT infrastructure	<p>To provide non-IT infrastructure including but not limited to tables and chairs for helpdesk support staff in NOC</p> <p>a. To provide fixtures, cable trays and racks for the server/telecom room. All structured LAN cabling for entire NOC along with necessary accessories I/O, faceplate, backbox, cable trays, jack panels.</p> <p>b. Physical structure, ergonomically designed desk to ensure 24x7 desking solution with sufficient knee space and foot space.</p> <p>c. The console top / working surface should be made of MDF with high pressure laminate finish. The laminate shall be fire retardant, insulated, waterproof, scratch resistant and high hardness.</p> <p>d. Consoles must be of modular design, facilitating future equipment retrofits and full re-configurations without requiring any major modification to the structure or exterior elements</p> <p>e. The workstation shall be able to house computer equipment, Ethernet Points, Power Distribution Unit. The CPUs shall be mounted/ kept on slide out CPU trays (mounted on heavy duty slides) for ease in maintenance, all of these equipment's should be concealed from direct human view while ensuring that adequate leg space is</p>	

Sr. No.	Category	Functional Specification	Compliance (Yes/No)
		<p>available for the operator.</p> <p>f. Ergonomic chair with arm rest and castor wheels designed for 24/7 usage</p> <p>g. Backrest support should be tilt adjustable</p> <p>h. Warranty/guarantee for tables/ work stations and chairs should be for entire contract period (10 years).</p> <p>i. Air conditioning, earthing, fire, and safety facilities to be provided by bidder as per actual requirement.</p>	
21.	UPS	NOC should be with proper building management system, civil and electrical Infra with 40 KVA UPS (1+1), 40 kVA/40kW 3 phase 415V, 50Hz input/ output online UPS (with SNMP) in 1+1 configuration with Li-ion battery for 60 minutes backup. Certification: ISO 9001:2015.	
22.	DG	Silent DG of 100 KVA, engine should be full authority electronic with common rail fuel system 50 degree C ambient capability. Emissions useful life of after treatment systems not less than 8000 hours. Silencer should be hospital grade & oil change interval of 750 hours/1 year. Controller should have built in AMF functionality with RS 485 interface CAN compatible.	
23.	Mini Data Center at S-NoC	<p>Mini Data Center (MDC):</p> <p>a. Access Control: The front & rear door of rack should be fitted with high security electro-mechanical metal spring loaded with 9 digit code combination lock.</p> <p>b. IP Camera: 2 nos one on the front and one rear side with software & internal storage (data storage capacity should be sufficient for minimum 30 days)</p> <p>c. Electrical: Raw power point will be given by user, raw DB, UPS input/output DB and associated wiring has to be done by bidder.</p> <p>d. Monitoring: intelligent monitoring system with an ethernet 10BaseT network connection.</p> <p>e. Cooling: Air conditioning as per actual requirements. Separate cost saving air-conditioning solutions like PAC, in-row cooling, smartrow, smart suite, smart isle etc shall be deployed for Data Centre Racks housing servers/storage/networking equipment etc to optimize OPEX. Comfort Airconditioning solution shall be provided for other areas.</p>	

UN-PRICED BID

UN PRICE BID							
TENDER ENQUIRY No. :							
Name of Bidder							
Sl. No.	ITEM Description	Qty	Unit	Basic Unit cost including warranty support	Total Basic cost including warranty Support (C+E)	GST Amount @ 18%	Total Value in INR (F+G)
A	B	C	D	E	F	G	H
	Section A: NOC IT COMPONENTS						
1	NOC Router	2	Nos				
2	Core Switch	2	Nos				
3	Access Switch	4	Nos				
4	Aggregation Switch	2	Nos				
5	SAN storage for application & DB	1	Set				
6	SAN Switch	2	Nos				
7	Secondary Storage (As per requirement, to be assessed by BIDDER)	1	Set				
8	Blade Chassis/Rack servers (including AAA) (As per requirement, to be assessed by BIDDER)	1	Set				
9	Workstation computers (i5 2.5 GHz processor, 8 GB DDR4, 1 TB HDD with 19.5 Full HD Monitor Key Board & Mouse with all other accessories as per requirement; 1xDVI output, 2xHDMI Output, 1xVGA Output)	10	Nos				
10	IP phones	10	Nos				
11	IP PBX	1	Nos				
12	Video wall display, Controller, Video wall Management Software & Accessories	1	Set				
13	Backup and archival solution	1	Lot				
14	NMS/OSS Solution	1	Lot				
15	Helpdesk solution	1	Lot				
16	End point protection software	1	Lot				
17	Centralized Access Control system software	1	Lot				
18	Firewall (1+1)	1	Lot				
19	NIPS (1+1)	1	Lot				
20	Network color laser printer	1	Nos				
21	Manpower for L1 and L2 support at SNOC for various services like integration with CNO including EMS, NMS, OSS, monitor & manage the nature of operation including fault management, performance management, configuration management & security management, providing troubleshooting & maintenance support, operate & maintain SNOC including service provisioning for entire project duration and warranty period	As per Requirement to meet the requirement of monitoring on 24x7x365 basis					
	Section B:NOC NON-IT COMPONENTS						
22	Civil works including site preparation and partitioning works , false flooring, false ceiling, etc.	1	Lot				
23	Electrical works including light fixtures, cabling, panels + earthing etc.	1	Lot				
24	Silent DG set with AMF panel and required foundation and civil structure	1	No.				
25	Air conditioning for NOC, UPS, BMS, Meeting, electrical rooms, etc.	1	Lot				
26	40 kVA online UPS (with SNMP) with 60 minutes battery backup and battery enclosure (in 1+1 configuration)	1	Set				
27	Access Control System (RFID + Biometric, smart cards) to manage NOC	1	Lot				
28	Supply and Installation of Racks (Integrated Air conditioning and climate monitoring system covering entire Racks/suite/Isle/Data Centre only)	1	Set				
29	IP camera with intelligent monitoring system including software & internal storage	2	No.				
30	70" LED TV	2	No.				
31	Structured cabling (OFC, HDMI and Cat6)	1	Lot				
32	Workstation furniture and fixtures including chairs	15	Set				
33	Fire Detection System	1	Lot				
	Total Value (Incl. GST)						
	Note:						
1	(Relevant Columns to be filed with PERCENTAGE / NUMERICAL Values ONLY. Quoted Price is including Packing/Forwarding Charges (if any) and Freight/Insurance Charges (if any))						
2	The bidder has to quote for all the items (Section A and Section B)						
3	L1 will be evaluated based on the Total price quoted for Section A & B cumulatively.						
4	As of date, the project is of 3 years and warranty is of 1 year. Accordingly, bidder may quote for lineitem 21 for entire project duration and warranty period.						



हिंदी केवल एक भाषा नहीं बल्कि हमारी राष्ट्रीय पहचान है।



आईटीआई लिमिटेड

नेटवर्क सिस्टम्स यूनिट - वित्त
दूरवाणीनगर, बेंगलूरु - 560 016, भारत
फोन : +91 (80) 2566 0503
: +91 (80) 2565 1714
ई.मेल : cfm_nsu@itiltld.co.in
वेबसाइट : www.itiltld.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@itiltld.co.in
Website : www.itiltld.in
GSTIN No. : 29AAACI4625C2ZU

RTGS/NEFT/ECS Mandate Form

1	Name of the Beneficiary	M/s ITI Limited - Network Systems Unit
2	Beneficiary Address	Regd. & Corporate Office, ITI Bhavan, Dooravaninagar, Bangalore 560016
3	Bank Account No.	10637729843
4	IFSC Code	SBIN0009077
5	a) Bank Name	State Bank of India
	b) Branch Name	Industrial Finance Branch
	c) Branch Address	Residency Road, Bangalore - 560025
6	Type of Account	CC Account
7	PAN No.	AAACI4625C
8	Bank MICR Code	560002059

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 purchaser will not be responsible.

Date: 12/06/2024

Kanchana

Authorised Signatories

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

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

प्रमाणित किया जाता है कि उपरोक्त विवरण सही है
FOR STATE BANK OF INDIA

Kamil
सहायक संचालक
ए. व. व. सं. ब. भारत, बेंगलूरु
I.F.B., BENGALURU - 560 028

Date:

Signature of Bank Manager

With Bank Seal

पंजीकृत एवं नियमित कार्यालय : आईटीआई भवन, दूरवाणीनगर, बेंगलूरु - 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.itiltld.in

ADDITIONAL INSTRUCTIONS FOR BIDDERS

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (<https://itilimited.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".
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal.
- c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- d) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- e) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
- f) After registration send mail to Helpdesk: helpdeskeuniwizarde@gmail.com for Account activation.
- g) As per portal norms Registration Fee will be applicable.

2. TENDER DOCUMENTS SEARCH

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

3. BID PREPARATION

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
- 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/XLSX/PNG, etc. formats.

4. BID SUBMISSION

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

5. AMENDMENT OF BID DOCUMENT

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

6. ASSISTANCE TO BIDDERS

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk.
- c) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
- d) The bid should be submitted through e-Wizard portal (<https://itilimited.ewizard.in>) only.
- e) All payments should be done through e-Wizard Payment gateway

PRICE BID							
TENDER ENQUIRY No. : NSUSG44N							
Date: 11.07.2025							
Name of Bidder							
Sl. No.	ITEM Description	Qty	Unit	Basic Unit cost including warranty support	Total Basic cost including warranty Support (C+E)	GST Amount @ 18%	Total Value in INR (F+G)
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24	Silent DG set with AMF panel and required foundation and civil structure	1	No.				
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Total Value (Incl. GST)							

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2	The bidder has to quote for all the items (Section A and Section B)
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4	As on date, the project duration is of 3 years and warranty period is of 1 year. Accordingly, Bidder may quote for lineitem 21 for the entire project duration and warranty period.

Isndhy
11/07/25