



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

ITI LIMITED

**Network Systems Unit
Materials Management Dept.**

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



ITI Web-Site/ Govt. Portal

ENQUIRY

NSU 5L 85H/II

DATE 24 07 2026

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

Sl.No.	Item Description as per Technical Specifications
1	Supply, Installation, Commissioning of Backup and Storage Solution
	<u>Please refer following enclosures before submitting tender:</u> Annexure A: General Terms & Conditions for submission of Tender Annexure B: Tender Document Annexure C: Price Bid Annexure D: Auction Details

Special Note: Please refer tender document vide Ref. No. ITI/ESG/ASC-4/BKS/10/26 dated. 24.07.2026

Tender Due Date	14/08/2026, 14:00 Hrs	Tender Opening Date	14/08/2026, 15:00 Hrs
Tender Opening Venue	Materials Management Dept., N.S. Unit, I.T.I. Ltd., Dooravaninagar, Bengaluru- 560 016		
Scope of Work	As per tender document	ITI/ESG/ASC-4/BKS/10/26	dated. 24.07.2026
Delivery	As per tender document	ITI/ESG/ASC-4/BKS/10/26	dated. 24.07.2026
Terms of Payment (TOP)	As per tender document	ITI/ESG/ASC-4/BKS/10/26	dated. 24.07.2026
Performance Bank Guarantee	As per tender document	ITI/ESG/ASC-4/BKS/10/26	dated. 24.07.2026
Compliance	Point-wise compliance to each item/ Clause mentioned in Tender Document.		
Validity of the offer	180 days from the last date of submission of Bid	Tender Fee: Rs. 11,800.00/- (incl. GST)	
Earnest Money Deposit	Rs. 19 Lakhs/- . As per tender document No. ITI/ESG/ASC-4/BKS/10/26 dated. 24.07.2026/ Valid MSE certificate along with Bid Securing declaration. The EMD is normally to remain valid for a period of 45 days beyond the final bid validity period.		

All other terms and conditions as per Tender Document vide Tender refer No: ITI/ESG/ASC-4/BKS/10/26 dated. 24.07.2026

Note: Offers should be submitted online as per tender documents.

For submission of online Bid & Procedure to be followed visit
(<https://itilimited.ewizard.in>)

All Vendors have to register in website & pay the tender processing fee if required:(<https://itilimited.ewizard.in>) for submitting online BID.

For ITI Ltd., N S Unit,

(Signature)
24/07/2026

Addl. General Manager (MM)-NS

**GENERAL TERMS AND CONDITIONS FOR SUBMISSION OF TENDER (INLAND)****ENCLOSURE TO ENQUIRY No. NSU 5L 85H/II DATE: 24.07.2026****1. PRICES:**

- (a) ITI Ltd., is planning to have long term tie up with limited vendors, who can supply the item with good quality, prompt delivery and at lowest price. Hence, you may quote in such a way that a long-term relationship is possible.
- (b) Prices must be per unit as called for in the enquiry and should be on FOR ITI/FOR destination basis as the case may be and inclusive of Insurance charges.
- (c) ITI Ltd., under normal circumstances, may not negotiate for the price. Hence you are requested to quote your best price in the original quotation itself.
- (d) Any counter terms and conditions are not binding on us unless ITI Ltd., agree to the same in writing.
- (e) In case of an order issued on you, the ordered rate should be firm till the completion of the order. In case where the market prices are going down beyond 5% of the ordered rate or decrease in the statutory levies, the same should be passed on to ITI Ltd.
- (f) Vendors should deliver the materials to ITI Ltd., Stores/the destination as mentioned in the P.O. ITI Ltd., will not take the responsibility of clearing the goods from the carriers godown/office/Railway Station/Airport, etc.
- (g) 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.
- (h) The validity of your offer should be for a minimum period of (As main sheet No. NSU 5L 85H/II) from the date of opening the tender.
- (i) 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 NSU 5L 85H/II from the date of receipt of the material / services at our Stores / Destination.
- (b) No payment will be made for the rejected quantity.

3. INSPECTION: : (As per Enquiry NSU 5L 85H/II)

- (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 centre authorised by us.
- (d) We or our representative including our customer may if required preliminarily inspect the product at vendor's premises. Such verification shall not absolve the vendor of the responsibility to provide the acceptable product nor shall preclude subsequent rejection during the final inspection at our works/site. It is the responsibility of every vendor to ensure that only the inspected materials conforming to our specifications / drawings / requirements are supplied.
- (e) The supplies shall be from the latest batch of production. Batch Number should be indicated on the item/ packet / test certificate and accompanying delivery challan / test certificate.
- (f) Test Certificate/check list should accompany each supply. Consignments without test certificate, if asked for, are liable for rejection. Rejected material should be collected immediately (within 30 days) after our intimation by giving two days' prior notice for completing the necessary excise formalities. You should make arrangements to collect the material either personally OR through your authorized representatives. ITI does not take any responsibility to send the material back to you. After 90 days from the date of rejection intimation to you the material will be scrapped at your risk if not collected.

4. SAMPLES:

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

5. WARRANTY:

ITI Ltd., is an ISO accredited company. All our equipment systems have a warranty as per Enquiry No NSU 5L 85H/II from the date of despatch to our customer. Hence, the warranty of your products should be as per Enquiry No NSU 5L 85H/II 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 NSU 5L 85H/II)

- (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 fail 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.

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.


24/07/2026
Additional General Manager-MM(NS)

Annexure B



ITI LIMITED

Network System Unit

(A Govt. of India Undertaking)

Dooravaninagar. P.O. Bengaluru – 560 016

Tel : 080 - 28503639, Fax: 080 – 28503653

www.itilttd.in

materials_nsu@itilttd.co.in, krkannan_nsu@itilttd.co.in

Tender Document Ref No. ITI/ESG/ASC-4/BKS/10/26 Dtd. 24.07.2026

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING OF BACKUP AND STORAGE SOLUTION

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

Read, understood and complied with

Signature of the Bidder

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION

ANNEXURE-I**Tender Document for Supply, Installation, Commissioning and Maintenance of Backup and Storage Solution****1. Introduction**

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

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

NAME OF WORK: This Tender is being floated for SUPPLY, INSTALLATION & COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION.

SL NO	DESCRIPTION	INFORMATION
1	REFERENCE NO. OF TENDER DOCUMENT	Ref: ITI/ESG/ASC-4/BKS/10/26 Dtd. 24.07.2026
2	DATE OF UPLOADING OF TENDER DOCUMENT	24.07.2026
3	MODE OF SUBMISSION OF TENDER	https://itilimited.ewizard.in
4	LAST DATE & TIME FOR SUBMISSION OF BIDS	14.08.2026 AT 14.00 Hrs
5	DATE & TIME OF OPENING OF TECHNICAL BIDS	14.08.2026 AT 15.00 Hrs
6	OPENING OF FINANCIAL BIDS	WILL BE INTIMATED LATER
7	TENDER FEE	Rs. 11,800.00/-
8	EARNEST MONEY DEPOSIT (EMD) IN THE FORM OF DEMAND DRAFT/ BANKERS CHEQUE.	Rs.19,00,000.00/- (The EMD has to remain valid for a period of 45 days beyond the final bid validity period) or Bidders (Micro and Small Enterprises (MSEs)) registered with MSME need not to submit the EMD. Such firms should produce proof of registration in own name with MSME and NSIC and should provide Bid Security Declaration form.)
9	FINANCIAL TURNOVER	Rs. 7.2 Crore (Not less than 30% of estimated cost of Tender)
10	ADDRESS FOR BID SUBMISSION	https://itilimited.ewizard.in
11	VALIDITY	180 days from the last date of submission of bid.
12	PERFORMANCE BANK GUARANTEE	5% of contract value, valid throughout warranty period + 60 days
13	LEAD TIME FOR SUPPLY	Within 6 weeks from the date of request in a staggered manner or else LD will be applicable.

Read, understood and complied with

Signature of the Bidder

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION

14	REVERSE AUCTION	YES
15	CONTACT PERSON	AM-UNMS -For technical Queries: sunil_nsu@itilttd.co.in , piu_nsu@itilttd.co.in and AGM MM -For other queries. krkannan_nsu@itilttd.co.in , materials_nsu@itilttd.co.in
16	ESTIMATED COST	Rs 24.00 Cr (Including GST) Excluding AMC

2. The tenders are invited in **TWO BIDS**, consisting of Technical Bid (Part-A) and Price/Commercial Bid (Part-B).

3.1 **The Technical Bid (Part-A)** without the Price/Rate shall contain the following details:

e-Envelope-I [Technical Bid]

Tender documents shall be filled, signed and submitted/Uploaded in original. The submitted Tender shall consist of the following:

- i. Cover note by the Bidder indicating the name of the Company/Organization, address, communication details (mobile numbers, landline numbers, fax numbers, e-mail ids for correspondence), name of the contact person, designation of the Bid submission authority.
- ii. All the documents regarding eligibility criteria.
- iii. Complete set of tender documents original as sold dully/downloaded filled and signed by the bidder as prescribed in the different places of the tender document.
- iv. Information regarding the bidder [organization setup] as in the proforma enclosed at **ANNEXURE-IX**.
- v. Bidder's Profile
- vi. Declaration regarding the Bidders work of experience organization in the proforma enclosed in **ANNEXURE-VII**.
- vii. Acceptance of all the terms & conditions indicated in tender document.
- viii. Income Tax Return for the last three financial years.
- ix. PAN Number and GST Registration certificate.
- x. Affidavit for proprietary/partnership deed/article of association
- xi. Earnest Money Deposit (EMD)

As specified in the tender/enquiry and tender document fee shall be payable with the bid. EMD to remain valid for a period of 45 days beyond the final bid validity period. Micro small Enterprise (MSE) Organizations, Startups are exempted from EMD and tender fee. But bid securing declaration form (**ANNEXURE-XXI**) need to be submitted.

This shall be paid well in advance of tender submission time through Bank Guarantee / Online Payment through eWizad payment gateway in favour of ITI Ltd, N.S. Unit, Bangalore-560016. The Bank details is attached as **ANNEXURE-XX**. Proof/receipt of payment of cost of EMD to be uploaded. The format for submission the BG is attached at **ANNEXURE-XVI**.

Note: The EMD amount transfer Details/BG details shall be indicated on the letter head along with a scanned copy of the above payment must be uploaded during tender submission.

- xii. Power of attorney in the case as an authorized representative who has signed the tender.

Read, understood and complied with

Signature of the Bidder

- xiii. An integrity pact duly signed by the bidder shall be submitted. Any bid without a signed Integrity pact shall be rejected. **[ANNEXURE-XIII]**
- xiv. Single point of contact (SPOC) details for official communication (Name, Mobile no., Email id, Address).
- xv. Self-declaration for not having any litigation history.
- xvi. Undertaking of non-blacklisting –**[ANNEXURE- XVIII]**

Note:

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

e-Envelope 2 [Financial BID]

The Price/Commercial Bid (Part-B), consists of a document with the rate quoted in figures and words only in separate sealed Envelope. Incomplete price bid is liable for rejection.

ELIGIBILITY CRITERIA FOR THE BIDDERS

I. COMPANY PROFILE:

- c The Bidder shall be a Company incorporated /registered in India under Companies Act 1956/2013/ proprietorship/ partnership firm/ Limited Liability Partnership (LLP).
- c Bidder shall have experience of working with CPWD, Railways, Defense, Department of Post, State PWDs, State/Central PSUs and Semi-Government Organizations in the same field.

II. WORK EXPERIENCE:

The bidder should have relevant experience in the supply and maintenance of IT equipment such as servers, routers, switches, firewalls, storage systems and backup devices during the last 7(Seven) years ending 31st March 2026.

- a. Three similar works each costing not less than 40% of the estimated cost put to tender or
- b. Two similar works each costing not less than 50% of the estimated cost put to tender or
- c. One similar work costing not less than 80% of the estimated cost put to tender.

The experience in similar nature of work should be supported by certificates issued by the client's organization. The bidder has to submit Letter of work order for ongoing work/Completion certificate and copies of the Corresponding TDS certificate.

Read, understood and complied with

Signature of the Bidder

WORK EXPERIENCE CERTIFICATE: Bidder shall submit the work experience certificate from client as per format given in **ANNEXURE-IX**.

In case bidder submits work experience certificate issued by private companies/entities, the bidder shall also submit along with work experience certificate, the relevant copy of work order, bill of quantities, bill wise details of payment received duly certified by Chartered Accountant, TDS certificates for all payments received and copy of final/last bill paid by company in support of above work experience certificate.

III. FINANCIAL STRENGTH:

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

- The Bidder shall have a positive Net Worth at the end of the financial year i.e. as on 31/03/2026.
- The Bidder shall submit Audited financial statements for last three years (2023-24 & 2024-25 & 2025-26) by CA.

3. EARNEST MONEY DEPOSIT (EMD):

As specified in the tender/enquiry and tender document fee shall be payable with the bid. EMD to remain valid for a period of 45 days beyond the final bid validity period. Micro small Enterprise (MSE) Organizations, Startups are exempted from EMD and tender fee. But bid securing declaration form (**ANNEXURE-XXI**) need to be submitted.

This shall be paid well in advance of tender submission time through **Bank Guarantee/** Online Payment through eWizard payment gateway in favour of ITI Ltd, N.S. Unit, Bangalore-560016. The Bank details is attached as **ANNEXURE-XX**. Proof/receipt of payment of cost of EMD to be uploaded. The format for submission the BG is attached at **ANNEXURE-XVI**.

Note: The EMD amount transfer Details/BG details shall be indicated on the letter head along with a scanned copy of the above payment must be uploaded during tender submission

3.1 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 has to be discharged and EMD of the bidder will be forfeited.

3.2 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.

3.3 The Earnest Money deposited by the successful bidder will be refunded on their request after submission of PBG.

3.4 EMD shall be forfeited if the Bidder fails to submit the balance amount of Performance Bank Guarantee within 30 Days.

Read, understood and complied with

Signature of the Bidder

4. **PERFORMANCE CUM WARRANTY BOND:** PBG for supply, Installation, 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 favour of ITI.

- PBG to be submitted by successful bidder awarded the PO as per above to ensure due performance
- PBG has to be furnished within 15 days from the date of issue of LOI/PO and should remain valid for a period of 60 days after the completion of 3 years' warranty obligation of the Bidder.
- If the PBG validity is going to expire before completion of project (i.e. before obtaining NOC/Commissioning Certificate), it will be obligatory on bidder part to extend the PBG validity period accordingly.
- No interest shall be allowed on the PBG by the Bidder
- Bidder shall submit **performance bank guarantee bond** as per **ANNEXURE-XV**
- Bidder shall submit separate PBG for AMC at the time of award of AMC contract PO.

5. **LIQUIDITY DAMAGES (LD) CLAUSE:** LD shall be as per ITI Clauses (@ 0.5% of order value per week or part there of subject to a maximum of 10% of the undelivered portion/ the order value (if the item(s) cannot be used unless full supply is made) or to cancel the order and purchase the materials from alternative source at the risk and cost of the supplier) OR as per the end customer PO/Tender clause whichever is higher.

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.

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.

Read, understood and complied with

Signature of the Bidder

6. **PAYMENT TERMS AND CONDITIONS:**

- a) The delivery of materials shall be lot-wise (maximum 3 lots) within 06 (Six) months from the date of successful completion of POC.
- b) For each lot, ITI will issue a Release Order confirming the quantity to be supplied consignee-wise at respective sites as delivery plan shared by ITI.
- c) Separate LCs will be opened for each lot against Purchase Invoice (PI) raised by bidder.
- d) Payment terms for **Each Lot** will be as given below:
 - 70% through LC with usance period of 120 days from the date of delivery. Certificate of receipt of material indicating date of delivery, will be issued by ITI after receipt of ordered materials at site and physical verification between M/s ITI Ltd & Bidder at site.
 - 30% against Successful completion of Installation & Commissioning of supplied equipment or 270 days from date of delivery whichever is earlier.

All bank charges w.r.t, LC opening, extension, amendment and retirement, would be borne by the bidder.

Please note:

Zonal AT means testing of Backup and Storage Solution as per ITI requirement at Zones.

Network AT means testing of Backup and Storage Solution as per ITI requirement at Central Location and Integration of all the Backup and Storage solution at Zones with Central location.

7. **SPECIAL TERMS AND CONDITIONS:**

- 7.1 Backup and Storage Solution will be installed at “10” Zonal Centre’s and “2” Central Locations with Technical specifications as given in **ANNEXURE-II SL. No. B.**
- 7.2 All the equipment proposed for solution shall be 19” Rack mountable and shall be supplied with required mounting kit.
- 7.3 Bidder shall submit the following documents all with the bid:

- (i) Undertaking from OEM stating 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 AMC period will be Non-‘Country of Concern’ for “Customer project name.”

Please Note- ‘Country of Concern’ implies country sharing land border with India

- (ii) The Bidder shall submit the non-malicious code certificate for the offered Hardware and software.
- (iii) Point wise compliance to all the **Annexures**.
- (v) Backup and Storage Solution Document- Including overall network architecture, Architecture and Connectivity Plan for overall Network, Backup methodology.
- (vi) List of spares
- (vii) Product Data sheet/Brochure of each quoted item.
- (viii) OEM authorization Certificate mentioning tender reference
- (ix) Letter from OEM stating that the offered product will be supported by OEM for next 11 years as the project life time is about 11 Years (3 years Warranty +8 years AMC), so minimum 11 years’ life span of the equipment is required. In case OEM fails to support for 11 years, then it will be bidder’s responsibility to provide support during the left out period.

Read, understood and complied with

Signature of the Bidder

- (x) 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.
- 7.4 Bidder shall provide line-item wise break up (BoM) of each of the supplied item. The solution has to be got vetted by customer. If to meet the solution, customer desire to get changed the items then same has to be done by bidder within the P.O. value. **The BoM will be frozen after successful completion of POC. The final PO will be placed after BoM finalisation with respect to approved POC.**
- 7.5 Cost of each line item shall be applicable for Spares also. Bidder shall provide the list of required spares to ITI. ITI will place order for spare items within one year from the date of successful completion of POC.
- 7.6 Bidder shall deliver the POC material within given timelines and ensure the timely installation and commissioning for POC.
- 7.7 End of Life (EOL) or End of Sale (EOS) of any offered product should be notified to ITI one year in advance. Bidder has to support during the Change management process for EOL/EOS products/items.
- 7.8 Any BG submitted by bidder has to be from an Indian nationalized bank only.
- 7.9 Authorized channel partners are eligible for participating on behalf of OEMs, but, they have to qualify for all eligibility criterion of this tender and have to submit Authorization certificate from respective OEM.
- 7.10 Lowest Bid will be decided on the basis of total cost of Supply, Installation and Commissioning and AMC Charges.
- 7.11 Vendor will be decided through value/rate based reverse auction.
- 7.12 Process and Instruction of **Reverse Auction** will be intimated to the Bidders once the financial bid is opened.
- Note:** This RFP may be cancelled/withdrawn at any stage of the tendering process without any reason and prior intimation to bidders.
8. **End of Life (EOL) or End of Sale (EOS)** of offered product (if any) should be notified to ITI one year in advance.
- If required, selected Bidder may have to go through Technical Evaluation for the offer solution by the Technical Evaluation Committee (TEC) constituted by End customer.

Read, understood and complied with

Signature of the Bidder

9. WARRANTY

- (i) Warranty of equipment shall be for **03 (three) years** from the date of acceptance of the Material after successful completion of JRI. During warranty period comprehensive onsite maintenance (onsite maintenance shall mean providing technical support through telephone, e-mail or site visit if required at free of cost) shall be provided at locations where the supplied equipment has been installed.

Warranty of equipment shall cover software upgradation, repair/replacement of faulty hardware, technical support through telephone, Email or onsite visit free of cost

- (ii) Acceptance of the material shall mean receipt of material and functionally working.
- (iii) During warranty period hard drives shall be supported, on "Defective Media Retention basis". ITI will keep the defective hard drives.
- (iv) TAT (Turn-around time) for faulty card / equipment will be 22 days from the date of reporting of fault in the equipment by ITI to the supplier and date of receipt back of the rectified equipment at 12 major sites spread across PAN India.
- (v) The LD/penalty (if any) will be recovered from the Performance Bank Guarantee (PBG). If the amount exceeds that of PBG the balance amount will be adjusted against the payments made to the Bidder till the penalty amount is recovered fully.
- (vi) AMC clauses are equally applicable during the warranty period of the Project.

10. DELIVERY OF MATERIAL: Bidder shall deliver the material as per **ANNEXURE-IV**.

11. **ANNUAL MAINTENANCE CONTRACT (AMC):** Bidder shall provide (08) 'eight years' maintenance support post (03) 'three years' warranty for the quoted items. (Refer **ANNEXURE-XIV** for details). AMC per year cost quoted by bidder shall not be less than 5% of the tender value. ITI will release separate order for AMC as per its requirement based on this quoted price after signing of AMC agreement with customer.

Bidder shall quote AMC charges for the offered items for eight years (**Post Three years' warranty**) in the given format

S.No.	Description	Price in Rs.
1	1 st year of AMC	
2	2 nd year of AMC	
3	3 rd year of AMC	
4	4 th year of AMC	
5	5 th year of AMC	
6	6 th year of AMC	
7	7 th year of AMC	
8	8 th year of AMC	

Read, understood and complied with

Signature of the Bidder

ANNEXURE-II

Bidder is required to provide complete solution for Backup and Storage. Bidder has to submit its bid covering following:

- 1) Supply of all items as per proposed solution and complying technical specifications as given in this tender document (refer A and B of this ANNEXURE).
- 2) Installation & Commissioning
- 3) AMC of Installed system to be covered for the specified period.

Bill of Quantity & Technical Specifications

A. Bill of Quantity

Sl. No.	Item Name	Items- Description	Specification	Required Qty.
Supply of Items				
1	ASC-GIS-SAN-25	SAN storage (25 TB Usable)	As per Serial No B (1) given below.	20
2	ASC-GIS-SAN-100	SAN storage (100 TB Usable)	As per Serial No B (2) given below.	2
3	ASC-UNMS-BKP-CZC	Backup Solution (CZC)	As per Serial No B (3) given below.	2
4	ASC-UNMS-BKP-ZC	Backup Solution (ZC)	As per Serial No B (4) given below.	10
5	ASC-UNMS-SAN-SW	SAN Switch	As per Serial No B (5) given below.	34
6	ASC-UNMS-BKP-TL	Tape Library	As per Serial No B (6) given below.	2
Installation and Commissioning				
7	ASC-UNMS-IC	Installation & Commissioning of the supplied items	As per Serial No B (7) given below.	1 Lot (for 12 sites)
Annual Maintenance Contract				
8	ASC-UNMS-AMC	Annual Maintenance Contract	As per annexure XV and serial no 14 of tender document	1 Lot (for 8 years)

Read, understood and complied with

Signature of the Bidder

B. Technical Specifications

1. ASC-GIS-SAN-25

Storage Specification Details of 25 TB usable capacity		
SL. No.	Attributes	Specifications
1	Architecture	Block
2	Front End Network Protocols	FC, iSCSI and SAS
3	Back End expansion Protocols	12 Gb SAS
4	RAID	RAID 5
5	Make & Model	Branded
6	Form Factor	19" rack mountable
7	HDD Slots	24 Nos. slots
8	HDD Flash (SSD)	30% SSD out of 25 TB (usable) [i.e 7.68TB Min]
9	HDD (SAS)	70% SAS out of 25TB (usable) [i.e 19.2 TB Min]
10	Processor	Intel Processor, 4 Cores, 2.5GHz or higher
11	System Memory (RAM)	Minimum 48GB (System memory or cache memory)
12	Fiber Channel port	4x2 of 16Gbps FC ports with SFPs
13	Management Port	1 No. Ethernet port 1Gbps (per controller)
14	SAS Port	1 No. SAS Port 12Gbps (per controller)
15	Operating System	Compatible OS (Latest Version)
16	Power Modules	Redundant power supply
17	Disk array Enclosure	Provision for Multiple Expansion

Read, understood and complied with

Signature of the Bidder

2. ASC-GIS-SAN-100

STORAGE SPECIFICATION DETAILS OF 100 TB USABLE CAPACITY		
MAIN ENCLOSURE		
SL. No.	Attributes	Specifications
1	Architecture	Block
2	Front End Network Protocols	FC, iSCSI and SAS
3	Back End expansion Protocols	12 Gb SAS
4	RAID	RAID 5
5	Make & Model	Branded
6	Form Factor	19" rack mountable
7	HDD Slots	24 Nos. slots
8	HDD Flash	30% SSD out of 100 TB (usable) [i.e.30.72TB (Min)]
9	HDD SAS	70% SAS out of 100TB (usable) [i.e. 69.6TB (Min)]
10	Processor	Intel Processor,4 Cores, 2.5 GHz or higher
11	System Memory (RAM)	Minimum 48GB (System memory or cache memory)
12	Fiber Channel port	4x2 of 16 Gbps FC port with SFPs
13	Management Port	01 No. Ethernet port 1Gbps (per Controller)
14	SAS Port	01 No. SAS Port 12 Gbps (per Controller)
15	Operating System	Compatible OS (Latest Version)
16	Power Modules	Redundant power supply
17	Disk array Enclosure	Provision for Multiple Expansion
Expansion Enclosure (if required)		
1	Form Factor	19 inch mountable
2	HDD Slots	Multiple slots
3	HDD	SAS
4	SAS Port	2 Nos. SAS 12Gbps ports (per enclosure)
5	Power Modules	Redundant power supply

Read, understood and complied with

Signature of the Bidder

3. ASC-UNMS-BKP-CZC

SPECIFICATION DETAILS OF BACKUP SOLUTION (CZC)		
Main Enclosure		
SL No.	Attributes	Specifications
1	Make & Model	Branded
2	Form Factor	19" Rack mountable
3	HDD Slots	8 Nos. slots
4	Storage Capacity	120TB
5	SAS Ports	Redundant SAS Ports 12Gbps
6	Fiber Channel 16 Gb	4x1 16 Gbps FC Port with SFPs
7	10G BaseT Ethernet	4x1 10G BaseT Ethernet Port Fixed or SFP Based
8	Additional Interface	1 x management port, 1 x Serial port, 1 x Ethernet port
9	USB	Front (01) & Rear (02)
10	Operating System	Compatible OS (Latest Version)
11	Supported Protocols	NFS, CIFS, VTL
12	Power Supply	Redundant Power Supply
13	Enclosure	Provision for Multiple Expansion
14	Backup Software	4TB Capacity Based backup Software
15	Deduplication and Compression	Required
Expansion Enclosure-1, Enclosure-2 (if required)		
1	Form Factor	19" Rack mountable
2	HDD Slots	15 Slots
3	SAS ports	02Nos. SAS Ports 12Gbps SAS
4	Ethernet ports	2x1GbE Management Ports
5	Power Supply	Redundant Power supply

Read, understood and complied with

Signature of the Bidder

4. ASC-UNMS-BKP-ZC

SPECIFICATION DETAILS OF BACKUP SOLUTION (ZC)		
SL. No.	Attributes	Specifications
1	Make & Model	Branded
2	Form Factor	19" Rack mountable
3	HDD Slots	14 Nos Slots (minimum)
4	Storage Required	16 TB
5	Fiber Channel	4x1 16 Gbps FC Ports with SFPs
6	10G BaseT	4x1 10G BaseT Ethernet Port Fixed or SFP Based
7	Additional Interface	1 x Management Port 1 x Serial port, 1 x Ethernet port
8	USB	Front (01) & Rear (02)
9	Operating System	Compatible OS (Latest Version)
10	Supported Protocols	NFS, CIFS, VTL
11	Power Supply	Redundant Power supply
12	Backup Software	2TB Capacity Based backup Software
13	Deduplication and Compression	Required

Read, understood and complied with

Signature of the Bidder

5. ASC-UNMS-SAN-SW

SPECIFICATION DETAILS OF 48 PORT SAN SWITCH		
SL No.	Attributes	Specifications
1	Make & Model	Branded
2	Form Factor	19" Rack mountable
3	Total Ports	48 x 16 Gbps Ports
4	Required SFPs	12 x 16Gbps Active Ports (with SFP)
5	Active Ports	12 x 16Gb active ports
6	Additional Interface	1 x Console, 1 x Management Port, 1 x USB
7	Power Supply	Redundant Power Supply
8	Power ON/OFF Switch	1 per power supply

6. ASC-UNMS-BKP-TL

SPECIFICATION DETAILS TAPE LIBRARY		
SL No.	Attributes	Specifications
1	Make & Model	Branded
2	Form Factor	19" Rack mountable
3	Drive Type	LTO-8 or Higher
4	Drive Slot	Multiple Slots (Minimum 3)
5	No. of Drives required	2
6	Fiber Channel port	2 x 8Gbps FC port (One FC port per Drive)
7	Number of Cartridges slot in tape library	40 Slots
8	No. of Cartridges required	6 (12/30TB - Native/Compressed including 01 cleaning cartridge)
9	Display	LCD Display with control panel
10	Ports	2 x Gigabit Ethernet, 2 x USB

Read, understood and complied with

Signature of the Bidder

11	SAS Ports	6 Gbps SAS
12	Transfer Rate	300 Mb/s
13	Encryption Capability	AES 256 bit

7. ASC-UNMS-IC

Installation and Commissioning of above items referred at **Serial No. “5”** of **ANNEXURE-III**.

8. Annual Maintenance Contract

As per **ANNEXURE-XIV** and **Serial No 13** of tender document

NOTE:

- (i) The scheduled quantity may vary post successful completion of POC.
- (ii) ITI reserves the right for placement of repeat order if required within one year of original order date.
- (iii) The supplier will not be entitled, to any compensation for any increase / decrease in the quantities of work done and materials supplied.
- (iv) The bidder shall offer the complete solution for Backup and Storage. Any other Hardware or Software required to complete the solution, other than items mentioned in the **Point No “A”** of **ANNEXURE-II (Serial No 1 to 6)**, shall be the responsibility of bidder.

Read, understood and complied with

Signature of the Bidder

ANNEXURE-III

Scope of work

1. **Proof Of Concept (POC):** Successful Bidder shall provide the sample of each item for POC on No Cost-No Commitment (NC-NC) basis at any Zonal Centre/ Central Zonal Centre (preferably CZC-Delhi) as given below:

Sl. No.	Item Name	Items- Description	Qty for POC
1	ASC-GIS-SAN-25	SAN storage (25 TB Usable)	1
2	ASC-GIS-SAN-100	SAN storage (100 TB Usable)	1
3	ASC-GIS-BKP-CZC	Backup Solution (CZC)	1
4	ASC-GIS-BKP-ZC	Backup Solution (ZC)	1
5	ASC-UNMS-SAN-SW	SAN Switch	4
6	ASC-UNMS-BKP-TL	Tape Library	1

- POC. Material should be delivered for POC Trials within 1 months from the date of Purchase Order.
 - Bidder shall provide the both remote and on-site technical support during POC Trials.
 - Bidder has to complete the Install and commission the equipment in POC Test bed.
 - Bidder shall provide POC Acceptance Test Procedure documents to ITI during POC trial.
 - Bidder shall be responsible for the acceptance of each test case by the end customer.
 - Bidder shall be responsible for knowledge transfer during POC trial for handhold to ITI Team during POC setup and Bidder shall involve ITI team in each test case performed by the bidder during POC trial.
 - Bidder shall provide the installation, configuration, operational and troubleshooting procedure documents for the supplied Hardware and Software.
 - Bidder shall provide User Manual/ Technical literature documents in CD/DVD to ITI for further submission to End Customer.
2. **Pre-Dispatch Inspection (PDI):** After successful completion of POC, PDI of the ordered items shall be conducted by OEM in the presence of ITI and End Customer (Indian Army) at OEM premises in India preferably at Delhi.
- Bidder shall provide the PDI Acceptance Test Procedure documents to ITI.
 - Bidder shall deliver the Items as per consignee details only after the successful completion of PDI and approved dispatch plan by ITI.
3. **Delivery:** Bidder shall deliver the material as per ANNEXURE-IV.
4. **Joint Receipt Inspection (JRI):** Bidder shall support during JRI which will be conducted after the delivery of items at the site. The Bidder shall provide JRI acceptance procedure documents to ITI for further approval by end customer (Army) and the final approved document would be used for conduct of JRI

Read, understood and complied with

Signature of the Bidder

5. Installation & Commissioning of Backup and Storage Solution

ITI Limited is executing a project of National importance across PAN India which consist of IP-MPLS, VSAT, Microwave, Net Sync, UNMS Subsystem in which IP-MPLS will be Backbone network. Network architecture is a three-tier architecture- Node level, Zone level and Central/Network level.

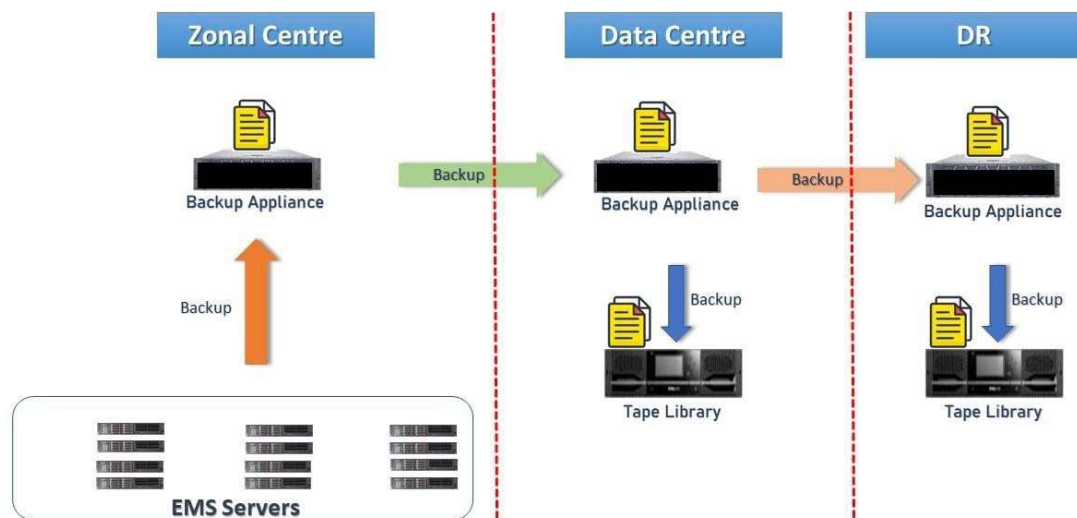
Installation & Commissioning Scope of Work for Backup and Storage Solution as follows:

- A. Installation & Commissioning at Zone Level
- B. Installation & Commissioning at Central/Network Level

A. Installation & Commissioning at Zone Level

Bidder shall supply, install and commission Backup and Storage Solution at 10 (Ten) Zonal Centre's spread across India. Storage server will get integrated with GIS Application Server through SAN Switch at Zonal and Central level. Backup appliance at zonal level will take the backup of zonal servers and the backup data in zonal appliance will get replicated at backup appliance at central level. Backup appliance at central level will also take the backup of central servers. Central backup appliance data will further be stored in tape library. Please refer backup flow diagram given below:

Backup Flow



Installation & Commissioning scope covers the following:

- (i) Mounting of the supplied items in rack, Cabling, Power-ON testing.
- (ii) Installation and Configuration as per tender specification and as per details to be shared by ITI team.
- (iii) Integration with SAN Switch and GIS Server and other servers of which back is to be taken
- (iv) Testing of Backup and Storage solution

Read, understood and complied with

Signature of the Bidder

Integration with Existing ZNMS

Bidder shall provide Technical Support for Integration of Backup Software with existing Zonal NMS through North Bound Interface (Rest API, SNMP, XML etc)

B. Installation & Commissioning at Central Level

Bidder shall supply, install and commission Backup and Storage Solution at “2” (Two) Central Locations spread across India.

Installation & Commissioning scope covers the following:

- (i) Mounting of the supplied items in rack, Cabling, Power-ON testing.
- (ii) Installation and Configuration as per tender specification and as per details to be shared by ITI team.
- (iii) Integration with SAN Switch and GIS Server and other servers of which back is to be taken
- (iv) Testing of Backup and Storage solution.

Integration with Existing CNMS

Bidder shall provide Technical Support for Integration of Backup Software with existing Central NMS through North Bound Interface (Rest API, SNMP, XML etc.)

INTEGRATION WITH EXISTING CUSTOMER STORAGE SYSTEM OF INDIAN ARMY

Bidder shall provide Technical Support for Integration of proposed storage solution with existing Customer Storage System. Integration Test cases will be finalized and shared by bidder after release of Purchase Order (PO).

Note: Bidder shall provide support (if required) during the **Zonal AT** and **Network AT** with other Sub-systems.

- C. **Zonal AT (Acceptance Test):** Backup & Storage of all the servers' associated with that Zone is running smoothly and backup appliance is integrated with Zonal NMS. All test cases as per approved Acceptance Test Procedure Document are successfully shown and accepted by end Customer.
 - D. **Network AITP:** Backup & Storage of all the servers' associated with Central location is running smoothly and backup appliance is integrated with Central NMS. All test cases as per approved Acceptance Test Procedure Document are successfully shown and accepted by end Customer.
6. **DOCUMENTS:** Bidder shall provide the installation, configuration, Integration and operational procedure documents for the supplied Hardware and Software. Bidder shall provide User Manual/ Technical literature documents in CD/DVD to ITI for further submission to End Customer.
7. **TRAINING:** Pre-implementation Training shall be conducted by the OEM through bidder (Free of Cost) for one batch of customer (30 persons) along-with ITI Personnel at ITI/Customer location in Delhi. The training shall include installation, configuration, testing, and operational fundamentals to exploit all the features of the equipment. The training shall be conducted on-site and shall incorporate hands on training on actual equipment. The training duration shall be 5 to 8 days. This training will be conducted immediately on completion of the Proof-of-Concept trials with mutual agreement with ITI. Bidder shall prepare and submit training document to ITI for approval.

Read, understood and complied with

Signature of the Bidder

Tentative Delivery Schedule

- (i) Delivery of the material shall be lot wise (maximum 3 lot) within 6 Months from the date of completion of POC.
- (ii) ITI will provide the schedule of staggered delivery (release order) after successful completion of POC.
- (iii) Delivery of the items will be at 12 sites (Major cities). Location details of sites will be shared later.
- (iv) The bidder shall have the ability to supply the whole Lot in Single Supply Order
- (v) Installation and commissioning of material at sites is Bidder's responsibility.
- (vi) PDI and Joint Receipt Inspection (JRI) will be the responsibility of Bidder.

Read, understood and complied with

Signature of the Bidder

ANNEXURE-V**CHECK LIST FOR THE SUBMISSION OF TENDER:**

Whether the following documents are enclosed:

Sl. No.	Discription	Yes	No	Page No.
1	Documents in support of submission of fee of tender document			
2	Documents in support of submission of EMD			
3	Copy of Power of Attorney of authorized signatory of the bid on stamp paper duly notarized			
4	GST registration certificate			
5	Average annual financial turnover for the last three years certified by the Chartered Accountant with registration number			
6	Organization set up of the company [as per annexure]			
7	Work completion certificate during the last Seven years			
8	Details of ongoing works			
9	Signed Integrity Pact			
10	Any Litigation History			
11	All the pages of tender documents signed			
12	Signed Pre-contract Integrity Pact and non-disclosure agreement			
13	Pointwise Technical Document and Technical Compliance (ANNEXURE-III)			
14	Product Data Sheet / Brochure			
15	Backup & Storage solution Document			
16	OEM Authorization Certificate			
17	Undertaking from OEM- Non- "Country of Concern"			
18	Non-malicious code certificate from OEM			
19	End of Life ("EOL") or End of Support ("EOS") certificate from OEM			
20	Undertaking of Non blacklisting			

Note: Bidder has to 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.

Read, understood and complied with

Signature of the Bidder

DECLARATION OF BIDDERS

FROM

TO

.....
.....

1. I/We.....h
ave read the conditions of the tender and tender documents attached hereto and agree to abide by
such conditions. I/We offered to
do.....at the rates quoted in the
attached schedule to complete the works on or before the dates mentioned in the schedule for
completion of works.
2. I/We further agree to sign an agreement, bind to abide by the general conditions of the contract,
and to carry out all works according to the specifications laid down in the tender papers. I/We hereby
pay the earnest money 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 they said earnest
money shall be retained by the said company towards security deposit as specified in the
conditions. I/We further bind myself /ourselves to execute the Tender document and to commence
the work with 15 days after issue of the Purchase order in writing as aforesaid failing I/We agree to
the company forfeiting the earnest money and security deposit deposited with them. The accepting
authority shall also be at liberty to cancel the acceptance of the tender if I/We fails to deposit the
security amount as specified or to execute an agreement or to start work as stipulated in the tender
documents.
3. I/We hereby enclose a declaration of my/our experience of execution of works of similar nature and
magnitude carried out by me/us in the prescribed proforma, and also the income tax and sales tax
clearance certificates.
4. The offer shall remain open for acceptance by the Accepting Authority for a period of 6 months from
the date of opening of the tender.[180 days]

Date:

Signature of 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:

Read, understood and complied with

Signature of the Bidder

ANNEXURE-VII

Name of the Clients with Address, E-mail, and Phone No.

PROFORMA FOR WORK EXPERIENCE CERTIFICATE FROM CLIENTS,

Name of the Contractor:

1	Name of work/project location	
2	Name, address and Email of the client	
4	Cost of work completed	
5	Date of start	
6	Percentage of work completed (applicable if work is under progress)	
7	The actual date of completion	
8	Scope of work/Supply	

Signature with Seal of the Issuing Authority

Date:

Name:

Designation:

Read, understood and complied with

Signature of the Bidder

ANNEXURE- VIII

TURN OVER FOR LAST THREE YEARS

S. No.	Financial year	Turnover	Average of three years
1	2023-24		
2	2024-25		
3	2025-26		
		Average turnover	

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/TAN
- d. Details of litigation if any.
- e. 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

Read, understood and complied with

Signature of the Bidder

ANNEXURE-IX

ORGANISATION SET UP OF THE COMPANY

S. No.	Name	Designation	Qualification	Professional Experience	Registration	Years with the firm	Remarks

Signature of the bidder with Seal

Read, understood and complied with

Signature of the Bidder

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION

ANNEXURE-X

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

Signature of the bidder with Seal

Read, understood and complied with

Signature of the Bidder

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION

ANNEXURE-XI

DETAILS OF ONGOING WORKS

S.No.	Name of work	Scope of services	Value of work order	Date of start/completion	Name and address of the client	Remarks

NOTE:

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

- a. Copy of Award letter.
- b. Other relevant documentary evidence if any.

Signature of the bidder with Seal.

Read, understood and complied with

Signature of the Bidder

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/ Equipments/items). The Principal, values full compliance with all relevant laws of the land, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s)/ Contractor(s).

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

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

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

SECTION 1 – COMMITMENTS OF THE PRINCIPAL

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

a. No employee of the Principal, personally or through family members, will in connection with the tender for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the 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

Read, understood and complied with

Signature of the Bidder

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

Read, understood and complied with

Signature of the Bidder

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

Read, understood and complied with

Signature of the Bidder

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 extend the parties comply with the obligations under this pact.

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

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

8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the Bidder(s)/Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this,

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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 exam in 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 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.

Read, understood and complied with

Signature of the Bidder

SECTION 11 – PACT DURATION

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

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

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

SECTION 12 – OTHER PROVISIONS

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

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

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

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).....

Read, understood and complied with

Signature of the Bidder

MUTUAL NON- DISCLOSURE AGREEMENT

This Agreement is made as of the ----- 2026 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.

Read, understood and complied with

Signature of the Bidder

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.

Read, understood and complied with

Signature of the Bidder

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

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

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

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

M/s ITI Ltd. has sole rights for the feasibility report submitted by M/s----- for its use with other successful 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.

Read, understood and complied with

Signature of the Bidder

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

(M/s-----)

Signature_____.

Printed Name:_____.

Title:_____.

ITI Ltd

RFP No. _____

Exhibit A

(M/s ITI Ltd.)

Signature: _____

Printed Name: _____

Title: _____

Business Purpose: Supply, Installation & Commissioning, Training, Integration Services and Maintenance of Backup & Desktop Solution.

Confidential Information of M/s. ITI Ltd. With respect to RFP No. _____

All sites and their related information.

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

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

ITI Ltd : _____

Signed

M/s -----

Signed

Read, understood and complied with

Signature of the Bidder

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION

Annual Maintenance Contract for Backup and Storage Solution

1. Terms and conditions:

The AMC will be applicable for 08 (Eight) years after the completion of warranty period of 03 (Three years) and the payment will be made on quarterly basis (contract amount of a year will be distributed equally in four parts for each quarter) to be paid at the end of the period on satisfactory delivery of services on production of satisfactory performance certificate and system serviceability certificate from the ITI for the period of which AMC payment is claimed by Bidder for AMC.

If the Bidder is offering for AMC for Backup and Storage Solution with any other organization, public/private in India, The Bidder are required to give a written undertaking that they have not provided AMC for similar systems or subsystems at a price lower than that offered in the present bid to any other Ministry/Department of the Government of India and if the similar AMC price has been offered at a lower price than the details regarding the cost, time of AMC and AMC schedule be included as part of the commercial offer. In case of non-disclosure, if it is found at any stage that the similar AMC was provided by the Bidder/OEM to any other Ministry/Department of the Government of India at a lower price, then that very price, will be applicable to the present case and, with due allowance for elapsed time.

During AMC period, the life time, support all updates and modifications including software patches will be carried out free of cost and will be continuing life time support to the provided products even if the production of the equipment/system is stopped due to any reason.

During AMC period, if any Hardware card/component replacement is required Bidder shall replace the required hardware free of cost.

2. Scope of work:

Broad scope of work of AMC is as given below:

- (a) Comprehensive maintenance shall be provided as part of the project during the AMC period at locations where the supplied equipment has been installed. The maintenance support has to be provided either through telephonic support, remote support or through onsite support, if required as the case may be, but overall objective is to bring up the system.
- (b) Comprehensive AMC shall include maintenance of the complete equipment and systems, spares, repair and replacement of modules / sub- assemblies / components etc.
- (c) Bidder shall be exclusively responsible for any defect that may develop under normal use arising from faulty material, design and workmanship and shall remedy such a defect at their own cost immediately after getting intimation from the ITI. All expenses, which are incurred for replacement or repair during AMC period, shall be entirely borne by the Bidder.
- (d) Travelling Time: Travelling time permitted for the Bidder to travel to the sites shall be decided by ITI in coordination with Bidder.

Read, understood and complied with

Signature of the Bidder

3. Repair / Receipt / Return of Equipment / Modules / Cards

Procedure for repair/receipt/return of equipment/modules/cards is as under:-

- (a) All equipment including spares supplied by Bidder are covered under repair and maintenance.
- (b) The faulty equipment/modules/cards will be handled by the Bidder when fault is reported by ITI till it gets repaired /replaced.
- (c) OEM origin card / sub systems ex-import - within 30 (thirty) days if being repaired out of India and within 15 (Fifteen) days if being repaired within India.
- (d) The repaired equipment/modules/cards once repaired will be inspected by Bidder engineer/ technicians in presence of ITI representative at 12 sites (Major cities) spread across PAN India. Location details will be shared later). If the equipment/modules/cards are not functioning as per the defined parameter it will continue to be considered as faulty from the initial date of fault.
- (e) **Maintenance of Card / Equipment:** Faulty equipment / card shall be collected from and delivered at 12 sites (Major cities) spread across PAN India. Location details will be shared later).In case of any unforeseen circumstances like road blockages, landslides etc. faulty equipment / card may be collected / delivered from / to nearest node (ie nearest node to faulty location) with approval of ITI. Spares used as interim measure will be replenished once repaired card /equipment is delivered and accepted as repaired.
- (f) **Replacement of 'Beyond Repair' Equipment / Cards / Modules:** Equipment/modules/cards declared 'Beyond Repair' by the Bidder will be replaced by Bidder at no additional charge. The replaced equipment/modules/cards will be of same make and model and shall be the property of the ITI.
- (g) **Repair:** While attempting to repair the faulty cards, if the faulty components of cards are found to have become obsolete or are not readily available, Bidder will rectify the faults using suitable substitute components to serve the function, guaranteeing the original electrical parameters as also the mechanical compatibility with the system. Use of in lieu items in extreme situation when resorted to, shall not adversely affect the operational requirements of the network. Repair by substitution will not be at card level but at component level of the card only (e.g. make/ model of a transistor used in a card).
- (h) **Failure Analysis Report:** Bidder shall deliver to ITI the repaired or replaced equipment/modules/cards, or part thereof, accompanied by written "Failure Analysis Report" setting forth a description of the fault found and the corrective action taken by the Bidder.

4. Provisioning of Spares:

- 1) **Maintenance Spares:** The list of maintenance spares, required for providing maintenance support, shall be worked out by the Bidder and submitted for ITI's approval.
- 2) **Last Buy of Equipment and Spares:** Bidder will ensure adequate stocking of cards/accessories likely to get obsolete and taken out of production, to ensure life time maintenance support.

5. Original Equipment Manufacturer (OEM) Support

Original Equipment Manufacturer (OEM) Support: OEM support will be guaranteed by the Bidder for the complete period of AMC. All OEMs will have their repair facility in India. The repair and support for equipment / spares will be available for the period of AMC. Repair support of respective OEMs on requirement basis, training of ITI's Engineer / technicians and personnel employed will be done by OEMs. OEM support also includes upgrades of firmware / updates released for software by OEM.

Read, understood and complied with

Signature of the Bidder

6. **Penalties:**

Ceiling Limit on Penalties: The ceiling of 10% of AMC amount is only applicable for not maintaining the system Uptime ie for Uptime penalty. There is no ceiling on any other type of penalties.

Uptime Penalty: Calculation Formula for System Uptime Penalty. In order to calculate system Uptime penalty, total down time per year of system/subsystem is calculated as under:-

Calculation of Down Time for System/Subsystem

- i. Total down time = (Y)

Required System Uptime:

- (i) System availability requirement (A) - 99.99% for overall system
- (ii) Max Uptime - 100%
- (iii) Permissible Max System down time in a year (B) = $365 \times 24 (1 - A)$ hours ~ 03 and hours ~ 09 hours calculated for system availability of 99.99%.
- (iv) Deviation in system downtime per year = Total Downtime – Permissible Max System down time in a year = $(Y - B)$ hours.
- (v) If $Y - B > 0$, penalty will be put as per the penalty clause defined below.

Penalties if the Bidder is unable to meet the required Uptime

In the event of not adhering to the specified Uptime for the equipment/system, 0.5% of the total cost of the equipment/system rendered out of service, per week shall be levied. However cap on Uptime penalty of 10% of total value of that particular year annual AMC payment shall be admissible. Illustration: if $Y - B = K > 0$ (the variables are defined above) the penalty would be $K / (7 \times 24) \times 0.5\%$ of the total cost of the equipment. In case of failure to maintain the specified uptime during the warranty period, the proportionate loss will be made good by the Bidder's Bank Guarantee submitted or subsequent payments of AMC. For ascertaining the price of equipment/ component /subcomponent/card the bill of material (BoM) attached with main tender will be used. If the subcomponent/card price is not given in the BoM then the price abstraction of the higher component/Equipment given in the BoM will be taken as price of the sub component.

Read, understood and complied with

Signature of the Bidder

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..... (Rupees8.....) 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.

Read, understood and complied with

Signature of 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 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.

PLACE:

DATE:

For (indicate the name of Bank)

Read, understood and complied with

Signature of the Bidder

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION

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, Bengaluru-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.

Read, understood and complied with

Signature of 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:

For _____ (indicate the name of Bank)

DATE:

Read, understood and complied with

Signature of the Bidder

TECHNICAL COMPLIANCE SHEET**1. ASC-GIS-SAN-25**

Storage Specification Details of 25 TB usable capacity			
SL. No.	Attributes	Specifications	Bidder's Remark
1	Architecture	Block	
2	Front End Network Protocols	FC, iSCSI and SAS	
3	Back End expansion Protocols	12 Gb SAS	
4	RAID	RAID 5	
5	Make & Model	Compatible Make & Model	
6	Form Factor	19" rack mountable	
7	HDD Slots	24 Nos. slots	
8	HDD Flash	Optional	
9	HDD Flash (SSD)	30% SSD out of 25 TB (usable) storage i.e 7.5TB at least	
10	HDD (SAS)	70% SAS Based HDD out of 25TB (usable) storage ie 17.5TB	
11	System Memory (RAM)	Minimum 48 GB (System memory or cache memory)	
12	Fiber Channel port	4x2 of 16Gbps FC ports with SFPs	
13	Management Port	01 No. Ethernet port 1Gbps (per controller)	
14	SAS Port	01 No. SAS Port 12Gbps (per controller)	
15	Operating System	Compatible OS (Latest Version)	
16	Power Modules	Redundant power supply	
17	Disk array Enclosure	Provision for Multiple Expansion	

Read, understood and complied with

Signature of the Bidder

2. ASC-GIS-SAN-100

Storage Specification Details of 100 TB usable capacity			
Main Enclosure			
SL. No.	Attributes	Specifications	Bidder's Remark
1	Architecture	Block	
2	Front End Network Protocols	FC, iSCSI and SAS	
3	Back End expansion Protocols	12 Gb SAS	
4	RAID	RAID 5	
5	Make & Model	Branded	
6	Form Factor	19" rack mountable	
7	HDD Slots	24 Nos. slots	
8	HDD Flash	Optional	
9	HDD Flash (SSD)	30% SSD out of 25 TB (usable) storage i.e 30 TB at least	
10	HDD (SAS)	70% SAS Based HDD out of 70TB (usable) storage	
11	System Memory (RAM)	Minimum 48 GB (System memory or cache memory)	
12	Fiber Channel port	4x2 of 16 Gbps FC port with SFPs	
13	Management Port	01 No. Ethernet port 1Gbps (per controller)	
14	SAS Port	01 No. SAS Port 12Gbps (per controller)	
15	Operating System	Compatible OS (Latest Version)	
16	Power Modules	Redundant power supply	
17	Disk array Enclosure	Provision for Multiple Expansion	
Expansion Enclosure (if required)			
1	Expansion Enclosure (if required)		
2	Form Factor	19 inch mountable	
3	HDD Slots	Multiple slots	
4	HDD SAS	SAS	
5	SAS Port	02 Nos. SAS Ports 12Gbps (per enclosure)	
6	Power Modules	Redundant power supply	

Read, understood and complied with

Signature of the Bidder

1. ASC-GIS-BKP-CZC

Specification Details of Backup Solution (CZC)			
Main Enclosure			
SL No.	Attributes	Specifications	Bidder's Remark
1	Make & Model	Branded	
2	Form Factor	19" Rack mountable	
3	HDD Slots	8 Nos. slots	
4	Storage Capacity	120TB	
5	SAS Ports	Redundant SAS Ports 12Gbps	
6	Fiber Channel 16 Gb	4x1 16 Gbps FC Port with SFPs	
7	10G BaseT Ethernet	4x1 10G BaseT Ethernet Port Fixed or SFP Based	
8	Additional Interface	1 x management port, 1 x Serial port, 1 x Ethernet port	
9	USB	Front (01) & Rear(02)	
10	Operating System	Compatible OS (Latest Version)	
11	Supported Protocols	NFS, CIFS, VTL	
12	Power Supply	Redundant Power Supply	
13	Enclosure	Provision for Multiple Expansion	
14	Backup Software	4TB Capacity Based backup Software	
15	Deduplication and Compression	Required	
Expansion Enclosure (if required)			
1	Form Factor	19" Rack mountable	
2	HDD Slots	15 Slots	
3	SAS ports	2 SAS Ports 12 Gbps SAS	
4	Ethernet ports	2x1 GbE Management Ports	
4	Power Supply	Redundant Power supply	

Read, understood and complied with

Signature of the Bidder

2. ASC-GIS-BKP-ZC

Specification Details of Backup Solution (ZC)			
SL. No.	Attributes	Specifications	Bidder's Remark
1	Make & Model	Branded	
2	Form Factor	19" Rack mountable	
3	HDD Slots	14 Nos Slots (minimum)	
4	Storage Required	16 TB	
5	Fiber Channel	4x1 16 Gbps FC Ports with SFPs	
6	10G BaseT	4x1 10G BaseT Ethernet Port Fixed or SFP Based	
7	Additional Interface	1 x Management Port 1 x Serial port, 1 x Ethernet port	
8	USB	Front (01) & Rear(02)	
9	Operating System	Compatible OS (Latest Version)	
10	Supported Protocols	NFS, CIFS, VTL	
11	Power Supply	Redundant Power supply	
12	Backup Software	2TB Capacity Based backup Software	
13	Deduplication and Compression	Required	

Read, understood and complied with

Signature of the Bidder

3. ASC-UNMS-SAN-SW

SPECIFICATION DETAILS OF 48 PORT SAN SWITCH			
SL No.	Attributes	Specifications	Bidder's Remark
1	Make & Model	Branded	
2	Form Factor	19" Rack mountable	
3	Total Ports	48 x 16 Gbps Ports	
4	Required SFPs	12 x 16Gbps Active Ports (with SFP)	
5	Active Ports	12 x 16Gb active ports	
6	Additional Interface	1 x Console, 1 x Management Port, 1 x USB	
7	Power Supply	Redundant Power Supply	
8	Power ON/OFF Switch	1 per power supply	

4. ASC-UNMS-BKP-TL

SPECIFICATION DETAILS TAPE LIBRARY			
SL No.	Attributes	Specifications	Bidder's Remark
1	Make & Model	Branded	
2	Form Factor	19" Rack mountable	
3	Drive Type	LTO-8 or Higher	
4	Drive Slot	Multiple Slots (Minimum 3)	
5	No. of Drives required	2	
6	Fiber Channel port	2 x 8Gbps FC port (One FC port per Drive)	
7	Number of Cartridges slot in tape library	40 Slots	
8	No. of Cartridges required	6 (12/30TB - Native/Compressed including 01 cleaning cartridge)	
9	Display	LCD Display with control panel	
10	Ports	2 x Gigabit Ethernet, 2 x USB	
11	SAS Ports	6 Gbps SAS	
12	Transfer Rate	300 Mb/s	
13	Encryption Capability	AES 256 bit	

Read, understood and complied with

Signature of the Bidder

FORMAT FOR UNDERTAKING OF NON-BLACKLISTING

(To be submitted on Non-Judicial Stamp Paper of Rs. 100/- duly notarized)

Subject: Non-Blacklisting declaration in connection with participation in RFP/Tender Ref No:
for

This is to notify you that our Firm/Company/Organization intends to submit a proposal in response to invitation for RFP/Tender Ref Nofor providing
.....In accordance with the above we declare that:

(Insert Bidder Name) are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities and also have not been under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice with any Indian Central/ State Government.

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

Sincerely,

[BIDDERS NAME]

Authorized Signature: _____

Name and Title of Signatory: _____

Location: _____ Date: _____

Read, understood and complied with

Signature of the Bidder

ANNEXURE-XIX

I. Submission of Bid Documents

1. The bidder shall submit the quote through online through e-tender portal <https://itilimited.ewizard.in>.
2. **The bid will be processed on a TWO BID SYSTEM.**
3. The bidder shall submit all the documents as requested in this **Tender Ref : ITI/ESG/ASC-4/BKS/10/26**. All the documents requested in this **Tender Ref : ITI/ESG/ASC-4/BKS/10/26** must be uploaded with sign and seal of duly authorized official of the Competent Authority of the Bidder.
4. 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.
5. The Purchaser shall not be responsible for any delay in submission of bids due to the reason what so ever. Hence, bidders are advised to submit their bids well in advance to avoid such situations.

II. Clarification on Bid Documents

1. A bidder, requiring any clarification on Technical queries shall notify the Technical Team in writing or by E-mail at piu_nsu@itiltd.co.in and for other queries to the Purchaser's mailing address indicated in the invitation of Bid on or before the stipulated date and time. The Technical Team/ Purchaser will respond to any request for the clarification of the Bid Documents received within the schedule date. Copies of the queries (without identifying the source) and clarifications by the Purchaser will be published as a corrigendum in the Purchaser's E-Tendering portal, ITI web site and Central Public Procurement Portal also.
2. Notwithstanding the above, prior to the date of submission of the bids, the Purchaser may, for any reason, modify the tender documents. These amendments shall be put on the Purchaser's web site and CPP portal also. In order to afford prospective bidders a reasonable time to prepare the bid, the Purchaser may, at its discretion, extend the date for bid submission. Bidders are therefore requested to check the Purchaser's website prior to submission of the bids.

III. Bid Submission and Period of Validity of bids

1. The bids shall be submitted before the time as specified on due date. If this day is declared as holiday on account of any reason, the bid submission period will stand extended up to same time, next working day.
2. ITI's Tender document can be downloaded from ITI web site www.itiltd.in or CPP portal www.eprocure.gov.in The hard copy of the Tender document is not available for sale by ITI.
3. Bid/RFP /Tender "ITI Ltd, Bengaluru Plant, Dooravani Nagar, Bengaluru – 560016 fee of **Rs. 11,800/-** shall be applicable for each bid. Bid Fee through online gateway available in the e- wizard Portal is recommended.
4. Bids submitted beyond the period specified shall be rejected.

5. Bids shall remain valid for 180 days from the due date for submission of bids. Bids with lesser validity period will not be considered for evaluation.

IV. Signing of Bid.

1. The bidder shall prepare, as a part of his bid, the bid documents duly signed on each and every page submitted (digital signatures accepted on e-tendering portal), establishing the conformity of his bid to the bid documents of all the works to be executed by the bidder under the contract and the credentials claimed to comply the bid conditions.
2. The bid shall contain no inter-lineation, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed with dated by the person or persons signing the bid.

V. Bid Prices

1. The offer should be in INR. Terms of Price shall be FOR ITI Ltd. NSU, Delhi. Bids that do not comply with terms of price will not be considered for evaluation.
2. The price quoted by the bidder shall remain fixed during the entire period of the contract including Warranty Period (i.e., from the date of bid submission until five years from the date of warranty). However, price variation may be permitted beyond a period of six months from the date of bid submission on account for any changes in the statutory duties and taxes during the period between the date of bid submission and the actual delivery date including supply of maintenance consumables/ spares/ optional modules during warranty and AMC period. Any variation in taxes/ duties beyond a period of six months from the date of bid submission shall be to the account of the Purchaser.

VI. Bid opening and Evaluation

1. The bids will be opened on the due date mentioned. If the due date mentioned happens to be holiday for the purchaser for any reason, the bids will be opened at the same time on the next working day. The evaluation of the price bid for the machine shall be based on the total of the following.
2. **Cost of Supply, Installation, Commissioning and Maintenance of Backup and Storage Solution** to meet the requirements.
3. The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of Purchaser's action.

VII. Delay in Completion / Liquidated Damages

If the bidder fails to deliver/execute the contract within the time specified in the order or any extension thereof, the ITI Limited shall recover from the bidder as LD a 0.5% [sum one-half of one percent] of the contact price for each calendar week of delay or part thereof and max 10% of order value will be changed for supply received after the confirmation of delivery date. The total LD shall not exceed 10% [Ten percent] of the order value for delayed supply or non- performance.

VIII. Replacement

If the delivery of the equipment's or any portion thereof [i.e materials/ systems/ components] is damaged or lost, the bidder shall be provided on free of cost within a reasonable time to avoid unnecessary delay in the intended usage of the materials/systems/ components.

Read, understood and complied with

Signature of the Bidder

IX. Terms of Contract

The contract shall be effective on the date of its signing and shall continue until the date of the successful completion of work/event unless terminated sooner by either of the parties.

X. Rejection of Bids

1. Effective competition is lacking.
2. All bids are not substantially responsive to the requirement of the tender condition.
3. Bid price are substantially higher than that of the estimated cost/ available budget
4. None of the technical proposals meets the minimum technical qualifying score.
5. Bids without authenticated proof of Bid document fee, EMD and other technical compliances as required and prescribed in this Tender, will be rejected.
6. Canvassing by the bidder in any form including unsolicited letter and post-bid correction may invoke summarily rejection with forfeiture of EMD.
7. Conditional bids shall be rejected.

XI. Termination/Cancellation of Tender.

1. ITI reserves the right to suspend or cancel the Tender process at any stage, or to accept, or reject any, or all offers at any stage of the process and / or to modify the process, or any part thereof, at any time without assigning any reason, without any obligation or liability whatsoever and the same shall be published in the ITI website or intimated through email.
2. ITI LTD shall have the right to terminate the contract by giving 30 days' notice without assigning any reasons thereof. However, in the event of any breach of terms of the contract, ITI LTD will have right to terminate the contract by written notice to the Seller.
3. ITI LTD shall have the right to terminate the contract or any part thereof by written notice to the seller in the event of any direction or restriction imposed by the Govt. of India which may affect the Contract.

XII. Force Majeure.

Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and which is not foreseeable. Such events may include, but are not restricted, to acts of the purchaser either in its sovereign or contractual capacity, wars or revolution, epidemics, quarantine restrictions, strikes, lockouts, natural calamities, freight embargoes etc. If there is delay in performance or other failures by the supplier to perform its obligation under its contract due to event of a Force Majeure, the supplier shall not be held responsible for such delays/failures.

If a Force Majeure situation arises, the supplier shall promptly notify the purchaser in writing of such conditions and the cause thereof within Fourteen days of occurrences of such event. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding thirty days, either party may at its option terminate the contract without any finance repercussion on either side.

There may be a Force Majeure situation affecting the purchase organization only. In such a situation the purchase organization is to take up with the supplier on similar lines as above for further necessary action.

Read, understood and complied with

Signature of the Bidder

XIII. Arbitration.

In case amicable settlement is not reached in the event of any dispute of difference arising out of the execution of the contract or the respective rights and liabilities of the parties or in relation to interpretation of any provision by the contractor in any manner touching upon the contract, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to the sole arbitration of the arbitrator appointed by ITI.

(a) The award of the Arbitrator shall be binding upon the parties to the dispute.

(b) Subject as aforesaid, the provisions of Arbitration and Reconciliation Act 1996 (India) or statutory modifications or re-enactments thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of the arbitration shall be held at Bengaluru and the language of the proceedings shall be in English. Subject to the above, the Courts at Bengaluru alone shall have the jurisdiction to deal any disputes between the Parties pertaining to the contract.

(c) The cost of arbitration shall be borne equally by both the parties.

(d) Work under the contract shall be continued during the arbitration proceedings.

(e) Failure to comply with any of the above conditions can result in termination of the contract, forfeiture of the security deposit, penalty as may be decided by ITI and future blacklisting of the contractor.

XIV. Governing Law:

This Contract shall be governed in accordance with the laws of India.

XV. Jurisdiction of Courts:

The courts of India at Bengaluru have exclusive jurisdiction to determine any proceeding in relation to this Contract.

XVI. Indemnity

Bidder agrees to indemnify and hold harmless ITI Limited and any of its Affiliates, including the Parties' and its Affiliates' directors, officers, employees, representatives, consultants and agents (the "Indemnified Parties") from and against any and all damages, losses, claims, actions, demands, or liabilities of and from all reasonable expenses and costs incidental thereto, including but not limited to reasonable attorney's fees (the "Losses"), arising from any action taken by any third party in connection with the performance of the party's obligations under this Tender or from any wilful default, negligent or wrongful act, omission or misrepresentation by the party or its employees, agents or representatives, any breach by the party of this Tender, and/or any claim of infringement of any Intellectual Property Rights of a third party arising out of this Tender.

Read, understood and complied with

Signature of the Bidder

MANDATE FORM



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@itilttd.co.in
वेबसाइट : www.itilttd.in
CIN No. : L32202KA1950GOI000640



ITI LIMITED

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

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.

For STATE BANK OF INDIA
[Signature]
Manager
S.P.B., BENGALURU - 560 025

Date:

Signature of Bank Manager

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

Read, understood and complied with

Signature of the Bidder

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION

ANNEXURE-XXI

Tender Ref No:

Dated:

BID SECURITY DECLARATION FORM

<Letter head of the bidder>

<Date>

To
ITI LIMITED,
Bangalore

I/We, the undersigned, declare that:

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

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

I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity or its extended period, if any; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
 - (i) fail or reuse to execute the contract, if required, or
 - (ii) fail or refuse to furnish the Performance Bank Guarantee, in accordance with the Instructions to Bidders.
- c) If the bidder is found indulging in any corrupt, fraudulent or other malpractice in respect of the bid;
or
- d) If there is a discrepancy between words and figures quoted by the bidder and the bidder does not accept that the amount in words prevails over amount in figure.

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

upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed:

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

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

Name:

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

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

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

Corporate Seal (where appropriate)

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

Read, understood and complied with

Signature of the Bidder

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.

Read, understood and complied with

Signature of the Bidder

- 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.

Read, understood and complied with

Signature of the Bidder

ANNEXURE-XXIII

UN PRICE BID (In letter head with date, seal and signature of Bidders) TABLE 1: Supply of Backup & Storage solution as per Tender Document											
SI No	BOM/ CODE/ CATALOGUE NUMBER	Description of Material	Make	Qty (UOM Nos/Set/ Lot/Year)	Total Qty	Unit Rate In INR	Total Amount In INR	GST(%)	GST Amount In INR	Total amount with GST In INR	Remarks
1	ASC-GIS-SAN-25	SAN storage (25 TB Usable)		Nos	20						
2	ASC-GIS-SAN-100	SAN storage (100 TB Usable)		Nos	2						
3	ASC-GIS-BKP-CZC	Backup Solution (CZC)		Nos	2						
4	ASC-GIS-BKP-ZC	Backup Solution (ZC)		Nos	10						
5	ASC-UNMS-SAN- SW	SAN Switch		Nos	34						
6	ASC-UNMS-BKP- TL	Tape Library		Nos	2						

Read, understood and complied with

Signature of the Bidder

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION

UN PRICE BID (In letter head with date, seal and signature of Bidders) TABLE 2: Installation & Commissioning of Backup & Storage solution as per Tender Document											
SI No	BOM/ CODE/ CATALOGUE NUMBER	Description of Material	Make	Qty (UOM i.e Nos/Set/ Lot/Year)	Total Qty	Unit Rate In INR	Total Amount In INR	GST(%)	GST Amount In INR	Total amount with GST In INR	Remarks
1	ASC-UNMS-IC	Installation and Commissioning of the supplied items		LOT	1						

Read, understood and complied with

Signature of the Bidder

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION

UN PRICE BID (In letter head with date, seal and signature of Bidders) TABLE 3: AMC for Backup & Storage solution as per Tender Document (after 3 years free warranty)									
SI No	DESCRIPTION ANNUAL MAINTENANCE CONTRACT	Qty (UOM)	Total Qty	Rate of AMC per year Post warranty (in %) on total basic value of supply	Total Amount In INR	GST(%)	GST Amount In INR	Total amount with GST In INR	Remarks
1	AMC Cost for 1 st Year	Year	1						
2	AMC Cost for 2 nd Year	Year	1						
3	AMC Cost for 3 rd Year	Year	1						
4	AMC Cost for 4 th Year	Year	1						
5	AMC Cost for 5 th Year	Year	1						
6	AMC Cost for 6 th Year	Year	1						
7	AMC Cost for 7 th Year	Year	1						
8	AMC Cost for 8 th Year	Year	1						

Important Notes:

- 1) Commercial Bid (e-Envelope- II) must consist of price bid as mentioned above formats i.e

TABLE 1 : Supply of Backup & Storage Solution as per Tender Document

TABLE 2 : Installation & Commissioning of Backup & Storage Solution as per Tender Document

TABLE 3 : AMC Backup & Storage Solution as per Tender Document (after 3 years free warranty)

- 2) Price breakup should be provided by the Bidder for detailed BOM for each Line Item in TABLE 1 for e-Envelope - II (Commercial Bid Opening). If Bidder fails to provide the price breakup for detailed BOM for each Line Item of TABLE 1, bid is liable for rejection
- 3) Un-priced Bid as above along with detailed BOM breakup should be sealed and signed by Bidder on their Letter Head and the same to be submitted along with Technical documents for Technical Bid opening (Cover-1 Opening).
- 4) Vendor will be decided through value/rate based reverse auction

Read, understood and complied with

TENDER FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF BACKUP & STORAGE SOLUTION

Signature of the Bidder

Note:

1. Relevant Columns to be filled with PERCENTAGE / NUMERICAL Values ONLY, ELSE will be treated as INCLUDED in FOR Site Total Price)
Quoted Price is including of Packing/Forwarding charges (if any) and Freight/Insurance charges (if any).
2. The tender will be evaluated based on the total price quoted in the price bid for Supply, Installation & Commissioning and AMC Charges..
3. Bidder has to quote for all the line items.
4. Separate PO will be issued for AMC post warranty period of 3 years.
5. Vendor will be decided through value/rate based reverse auction

24/07/2026
AGM - MM (NS)

Additional instructions:

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

Contact details of e-Wizard portal support team

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


 24/07/2026
 ASM (MM-NS)