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ITI LIMITED

(A Govt. of India Undertaking)

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**Tender for “Selection of Bidder
for Operation & Maintenance of TANFINET Pkg-D Project”
[Two Bid System (Technical Bid & Finance Bid)]**

Critical Dates:

| | | |
|---|----------|-------------------------------|
| RFQ RELEASE DATE | : | 21/03/2026 |
| Due Date for Submission of Quotation | : | 14.00Hrs on 04/04/2026 |
| Tender opening (Technical Bid) | : | 14.30Hrs on 04/04/2026 |



**Sub:REQUEST FOR PROPOSAL: Operation & Maintenance(O& M) of
TANFINET Pkg-D Project**

ITI Limited, Palakkad Plant invites competitive bids through E-tendering for Selection of Bidder for **Operation & Maintenance of TANFINET Pkg-D Project**. Please submit your competitive bid on our E-tender Portal (<https://itilimited.ewizard.in/>) against the Enquiry Ref No. PH016C019 dated 21/03/2026, for the above mentioned tender on or before due date. **The details of our Terms and Conditions are as follows: -**

1. INTRODUCTION:

TANFINET, a Special Purpose Vehicle (SPV), was formed by the State as nodal agency for Implementation of the Bharat Net Phase-II project in the **State of Tamil Nadu**.

Broad Scope of project include Design, Supply, Installation, Commissioning and Testing of IP-MPLS Network, capable of delivering Triple Play Services, across all Districts and integration with SNOC & BBNL NOC. ITI has been awarded with Package-D, consists of Southern 10 districts of Tamil Nadu covering 109 Blocks and 3103 Gps.

ITI was awarded **Pkg-D of TANFINET** and ITI is responsible for Route survey, IP-MPLS Network Planning and obtaining necessary approvals for execution. ITI will also handle the supply, installation, integration, testing, and commissioning of both aerial and underground Optical Fibre Cable (OFC). The project includes integration with the State and BBNL NOC, as well as operation and maintenance, ensuring continuous service provisioning for the commissioned network components for three(3) years post go-live.

Bidder find brief Scope of Work for Network Maintenance, TANFINET PROJECT. The bidder should refer TANFINET Tender **Ref: NIT_TANFINET_002_PACKAGE_D**, for detailed Scope, SLA/Penalty etc.

2. SCOPE OF WORK

The selected O & M Bidder/Bidder shall be responsible for the maintenance of TANFINET network during the O & M period. This shall include undertaking all the required preventive measures of the OFC routes including Active Nodes, rectification of faults and restoration jobs required for achieving the OFC link availability & Node Availability of highest order. The Bidder shall supply all the required material under the scope of O&M including active and passive components along with tools, testers, equipment and manpower. All operational activities & cost are under the scope of Bidder.



Primary Objective as per the Tender is to maintain 109 Blocks, 3103 GPs and Fibre Network consists of approximate 13,858 KM Aerial and 1,944 KM UG Fibre Cable **on back to back basis**. The total KM may vary slightly based on the actual implementation.

Conversion of Blocks after CC/ATC into LIVE O&M is under process and Bidder has to deploy O & M team to maintain SLA / MTTR and other performance parameters of O& M of Blocks & GPs as per the TANFINET requirement. The Bidder Shall Act as the primary coordinator with all stakeholders including active component vendors (UPS, Routers, Battery, SFPs etc.), passive component vendors (Pole, Accessories, OFC, Duct etc) Customer, Local administration and PoP teams for smooth day-to-day operations.

As of now 42 Blocks (906 GPs) are under Live O & M and remaining Blocks are under process and gradually converted into Live O & M. **Live O & M in each district is shown in TABLE-1**

TABLE-1

| Sl. No. | District | No. of Blocks | No. of GPs | 96F in KM | 24F in KM | 48F in KM |
|---------|----------------|---------------|------------|---------------|--------------|----------------|
| 1 | Dindigul | 9 | 174 | 0.588 | 203.513 | 662.647 |
| 2 | Kanyakumari | 5 | 55 | 63.922 | 50.637 | 148.944 |
| 3 | Madurai | 4 | 106 | 42.99 | 111.112 | 278.16 |
| 4 | Ramanathapuram | 4 | 145 | 48.49 | 128.2 | 390.082 |
| 5 | Tenkasi | 10 | 219 | 165.042 | 173.66 | 658.027 |
| 6 | Theni | 2 | 31 | 0 | 33.69 | 81.26 |
| 7 | Thoothukudi | 3 | 91 | 13.6 | 107.15 | 319.87 |
| 8 | Tirunelveli | 3 | 27 | 35.62 | 12.81 | 88.83 |
| 9 | Virudhanagar | 2 | 58 | 15.84 | 74.53 | 190.03 |
| | Total | 42 | 906 | 386.09 | 895.3 | 2817.85 |

Total Scope -District Wise

| Sl. No. | District | No. of Block | No. of GP | UG Cable (KM) | Aerial Cable (KM) |
|---------|----------------|--------------|-------------|----------------|-------------------|
| 1 | Dindigul | 14 | 307 | 87.79 | 1737.419 |
| 2 | Virudhunagar | 11 | 448 | 229.48 | 1829.173 |
| 3 | Theni | 8 | 129 | 118.71 | 535.108 |
| 4 | Madurai | 13 | 419 | 266.04 | 1608.444 |
| 5 | Sivagangai | 12 | 445 | 234.4 | 2046.203 |
| 6 | Tenkasi | 10 | 219 | 175.21 | 916.722 |
| 7 | Thoothukkudi | 12 | 408 | 195.44 | 1984.187 |
| 8 | Tirunelveli | 9 | 204 | 128.17 | 1043.766 |
| 9 | Kanniyakumari | 9 | 95 | 167.92 | 300.18 |
| 10 | Ramanathapuram | 11 | 429 | 341.2 | 1856.901 |
| | | 109 | 3103 | 1944.36 | 13858.1 |



Bidder is hereby requested to go through TANFINET Pkg-D Tender document for detailed scope of O & M work.

The Total O & M Cost for **3 years** is **Rs. 86.58 Cr** including GST.

3. Bidder's Brief Scope:

- The bidder shall operate & maintain the network 24x7x365.
- O&M would entail undertaking all the activities to ensure uptime of the network as per customer (TANFINET) SLAs defined in the TANFINET Tender Document.
- The bidder shall prepare the SOP as required by end customer and submit to the Purchaser for end customer approval. It shall cover the following, but not limited to:
 - The details of the manpower deployment at the NOC, districts and field staffs for maintenance.
 - The process/procedure for the periodical maintenance.
 - The procedure/process for upkeep of NOC, PoPs, fibre infrastructure including periodical maintenance.
- Resources for Operation and Maintenance of the active and passive network elements would include following but not limited to:
 - Field engineers with dedicated FRTs (Fault Restoration Team)/petroller as per Tanfinet tender
 - Bidder may use two-wheeler for patrolling and four-wheeler for FRT teams having tools & mobilization of other necessary resources, communication devices to issue reporting and resolution.
 - Equipment like splicing machine, OTDR, LSPM, Visual fault locators, Fibre optic cleaning kits etc. required for maintenance to be provided by bidder.
 - Warehouse to be arranged by the bidder to meet the SLA.
 - Spare material including all required active and passive elements in adequate quantity to be maintained as per end customer guideline.
 - Bidder shall submit periodical reports against the SLA, periodical updating of the Help desk reports, etc. as per requirement.
 - Bidder during O&M Phase, the bidder shall have to provide O&M of the complete network including active and passive infrastructure.
 - Bidder The operational requirements such as loading the ports in the Routers at Block & GPs, Configuration of networks and Connectivity to the users of the network etc., are within the Operations scope of the bidder.
 - Requests for connections and configurations shall be undertaken by the bidder within 2 days of such request by ITI/TANFINET. Failing to adhere to the timeline for configuration shall attract penalty at Rs. 200 per day from the 3rd day.
 - Network Consists of Aerial / UG Fibre, Pole Structure, Accessories, duct, and other protecting accessories etc.



- Perform Preventive maintenance, Corrective Maintenance, Performing Planned Maintenance, Safe guarding of Existing Fibre, Cut Restoration, Ring Closure, High Loss rectification, Ensure Safety of installed Poles by Re-installing or taking necessary action etc.
- Support with OTDR traces including facilitating of TANFINET Commercial Lease of Fibre, Loss Clearance etc. as required by the Customer.
- Bidder(s) shall provide each team with the standard and quality tool kits and accessories as required.
- Bidder(s) shall respond to the tickets and requests from the OSS tool integrated with external applications like mobile app and undertake required activities.
- All operational activities are under the scope Bidder(s) at no additional cost for the Maintenance period.
- Regular maintenance activities through O&M team.
- All the activities related to Road widening shall be excluded from SLA and network uptime calculation.
- If major damage to network has happened due to road widening, water and sewage work or other civil work, then cost of material and services for restoration shall be borne by ITI/TANFINET.
- In case of theft/physically damaged (repair not possible) by reasons not attributable to Bidder(s) or its agents, the equipment shall be replaced on TANFINET cost after due recommendation of designated representative of TANFINET and ITI. In case of theft, such requests for replacements shall be submitted by the Bidder(s) along with the copy of FIR lodged. In such cases, TANFINET will pay for material charges only.
- If the OFC cable cut is such that the cable has been damaged for distance more than 10 meter by any external agency, then TANFINET shall bear cost of cable/PLB. TANFINET will pay for material charges only.
- If the pole has fallen or replaced by electricity department/external agency and cable has been damaged such that it cannot be used further, then TANFINET shall bear cost of cable, Pole (if required) other pole kits. The cost of workmanship and other store like jointing kits etc. shall be borne by Bidder(s).
- Due to various cut (more than 8 cuts in one km) due to wear and tear or by external agency, OFC cable shall be replaced, and TANFINET shall bear the cost of material only.
- The cost of materials and services for pre-notified planned shifting of network / OFC route due to other reasons like widening of road, construction of bridges or asked by central / state authorities (PWD/NHAI/Railway etc.) or any location operational reasons will be paid by TANFINET.
- Cyclones that are not above the speed of 100 km/h shall not be considered as force majeure.
- It is the responsibility of Bidder to capture all the above mentioned incidents against respective FTs (Fault Ticket).
- Shutdowns with a prior approval of the competent authority for Shutdown taken for fiber maintenance by the agency will be excluded from the SLA.
- No exclusions will be allowed except for the above cases or force majeure events. The BIDDER will take OTDR traces on a fortnightly basis from the block and/or GP ends for all cases where SLA relaxations are sought by the BIDDER.



The bidder should refer TANFINET Tender **Ref: NIT_TANFINET_002_PACKAGE_D**, for detailed Scope of O & M, SLA/Penalty etc.

Maintenance of ISP (Inside Plant) ISP

Network consists of Router, UPS, Battery, FDMS and Power Cable till Electrical Meter Box etc.

Bidder shall Coordinate with EB department / Authorities for resolving EB Supply related issue and Other PoP Materials including CAT6 cable and visibility of UPS. Perform root cause analysis for issues related to routers, UPS, and other PoP equipment in coordination with field teams.

Router – Bidder shall conduct Maintenance of Active Nodes, RMA coordination with OEM, Timely Upgradation of IOS and all other configurations, Optimization of Network & Planning and Rehomming of Nodes for improving Availability, Ensuring Uptime and other performance parameters etc. but not limited to the same, as per instruction of TANFINET.

- Manage IOS/firmware upgrades on active devices.
- Provide remote and on-site troubleshooting for network faults.

UPS and Battery – Coordination with Respective OEM for ensuring Uptime of the UPS, Coordination with OEM for Faulty UPS Rectification, UPS Configuration, Regular Load testing for ensuring Battery Back Up as per Specification, Ensuring Spare availability / maintenance, UPS Visibility, Maintenance of SNMP Card including Rewrite and CAT 6 Cable required etc. as per requirement of the Tender Specification.

The Engineer shall rectify the complaints within the same day using spare and send the faulty for RMA. It is the responsibility of Bidder to monitor efficiency of the UPS and batteries online at NOC via SNMP card. If the efficiency drops below 80%, shall take immediate actions to improve the efficiency over 80%, including Battery Back UP.

During the O & M phase, the bidder shall coordinate with OEM and replace Battery at GPs and Blocks once.

Where electricity connection is unavailable in the GP, downtime exclusion will be allowed after battery set discharge, provided the battery is in healthy condition and a proper backup and charging system is functional. If electricity is available in the GP



but not in the building, the agency can shift the equipment, as per instruction of Customer. If no suitable building is available, the BIDDER must coordinate with TANFINET/local authorities for obtaining an electricity connection. Downtime during power unavailability will be excluded from the SLA until the connection is provided. Issues related to service lines or non-availability of EB due to other reasons must be taken up with TANFINET/local administration for proper resolution.

If the electric supply is unavailable and the battery cannot take the load, the downtime of the block/GP will be excluded from the SLA.

Preventive and corrective maintenance of the equipment and accessories in PoPs shall be undertaken. In case of theft, the Bidder shall follow and obtain FIR with Police. No additional service charges will be paid for replacement with spares.

| Active Equipments @ Block Location | | |
|--|--|------------|
| Item | Item name | Qty |
| Cisco Router | Aggregation Router at Block(400 GB) - NCS-560-4 Make - Cisco | 1 |
| Cisco SFP (1G Optical and Electrical and 10 G Optical) | Based on the requirement | |
| UPS and Batteries | UPS 6KVA (Model : AVO 1006) Make - AVO - 1 No Battery Cells - 42AH (Exide, HBL) - 20 Nos | 1 |
| Active Equipments @ GP Location | | |
| Item | Item name | Qty |
| Cisco Router | Access Routers at GPs - NCS 540 Make - Cisco | 1 |
| Cisco SFP (1G Optical and Electrical and 10 G Optical) | Based on the requirement | |
| UPS and Batteries | UPS 1KVA (Model : HP - 1KL) Make - AVO - 1 No Battery Cells - 65AH (Exide, HBL) - 3 Nos | 1 |

Protection of all Passive and Active Asset against Theft:

Up-keeping of Asset register of PoP material including Router, UPS, Battery, SFP etc. including serial Numbers, PoP Shifting and Rerouting of Fiber as per the instruction of TANFINET including due to Authority work etc.



Insurance:

- Warehouse to be insured by bidder only.
- Other passive and active equipment to be insured as per Tanfinet requirement /tender.
- Valid labour licenses to be obtained by the bidder.

Warehousing:

Bidder shall maintain adequate warehousing facilities for secure storage and handling of Spare materials. Maintenance of WH for keeping all Passive and Active Network Elements including theft protection, Loading, unloading with Manpower / Machine etc. are the responsibility of Bidder.

Liaison & Regulatory Coordination:

Coordinate with government bodies and other agencies for RoW permissions as per requirement, EB connections, IPMPLS issues, and network restoration to ensure SLA compliance.

The BIDDER shall coordinate with various authorities for safeguarding our valuable asset against upcoming work if any. Bidder has to be in continuous touch with Authorities for Upcoming Authority work to take preventive action.

Maintenance of SLA

Responsible to Make 100% UP GPs of LIVE O & M Blocks. Bidder shall respond to the tickets and requests from the OSS tool integrated with external applications like mobile app and undertake required activities.

As part of this scope, Bidder is responsible to attend all these faults (but not limited to the same) required to meet SLA/ MTTR and other performance parameters i.e, Rectification of all Fault related to Active and Passive including Fibre, Router, UPS, Batteries, PoP Infra etc. per the scope.

Various SLA / MTTR and Other performance parameters are given below.

| Performance Parameter | Monthly Availability |
|---|-----------------------------|
| Availability of equipment installed at NOC (Cisco EPNM and UPS's EMS) | ≥ 99.99 % |
| Network Availability in Block | ≥ 99.50 % |
| Network Availability in Gram Panchayat | ≥ 98 % |
| Network backbone packet loss | Up to 1% |
| Network latency/Jitter (Core to Access) | Up to 40ms |
| MTTR – Fibre Restoration | < 8 hours |



BIDDER is expected to provide action plan to achieve the target with escalation Matrix.

PM of PoP

Each PoP patrolling team should update their location along with the photograph of the fault location in the mobile application. The PoP team shall be equipped with all Vacuum Cleaner and other cleaning accessories and repair tool kit during O&M phase like Megger, Voltmeter etc to handle the periodic maintenance of the network health. Periodic Maintenance of PoP and Sign-off.

Preventive maintenance of active and passive equipment.

Fibre Patrolling

Each patrolling team should update their location along with the photograph of the fault location in the mobile application. Regular maintenance activities such as patrolling along Aerial / UG Fibre route, Report probable threats, clearing branches of trees that may fall on Aerial fibre, adjusting for tension, checking the joint enclosures, manholes, Safeguarding of Fibre, Patrolling of Fibre Network and Sign-off.

4. RESOURCES TO BE DEPLOYED BY THE BIDDER:

MANPOWER:

The bidder shall engage necessary manpower for the awarded work, who shall coordinate and manage all the maintenance activities. He shall keep a daily liaison with the designated officers of ITI Ltd. The designated person should have to have sufficient knowledge and experience in OFC maintenance works and other Active elements as explained above.

Indicative Manpower is given. However, it is the responsibility of bidder to ascertain and engage sufficient FRTs and other Technical personal, as required to maintain SLA, MTTR and Other performance parameters and to avoid penalty.

The bidder shall deploy Optimum FRT team per District with vehicle support of 12 Hrs per day and 3000km per month / FRT team. Transportation of Material (Both Active, Passive, PoP material etc.) is the responsibility of Bidder.

Bidder has to provide FRTs exclusively for O&M of package-D and that too for Operational Area (OA).



The following items and Equipment shall be arranged by the Bidder on their own but not limited to the same for each FRT team: -

| Sl. No. | Item | Min. Quantity |
|---------|---|------------------|
| 1 | OTDR | 1 No. |
| 2 | Power Meter | 1 No. |
| 3 | Power Source | 1 No. |
| 4 | Splicing Machine | 1 No. |
| 5 | Optical Fiber Tool Kit (including Sheath Cutter, Striper, Cleaver, Ceramic Scissors etc.) | 1 Set |
| 6 | Barricading tape (while executing OF cable restoration works) | Adequate lengths |
| 7 | Display boards, night warning lamps (while executing OF cable restoration works) | Adequate Nos |
| 8 | Emergency lights/Torch/Night lamps/Generator sets suitable for splicing work at night | As required |
| 9 | Helmets, Gloves, Safety Shoes, Gum Boots | As required |
| 10 | Spades, Shovels, Pick-axe, Crow-bar etc. | As required |

Note: - Any other items other than those listed as part of Civil Kit, PPE Kit, GIS etc. like Rodo Meter, GPS Tool, Dewatering Pump etc. but not limited to same, if required for execution of the work, should be arranged by the Bidder.

5. **SUBMISSION OF REPORTS**

The Bidder/Bidder shall be responsible for submitting regular reports consisting of -

- A. Monthly Material Consumption report for the Maintenance.
- B. Updating of Faults in NMS, FT Closure in system and Weekly report of faults for all links and all fibers.
- C. Monthly report on spare fiber loss with OTDR Traces.
- D. The special reports consisting of OTDR Traces, Splice loss details, OTDR report



of all fibers in a cable, total loss report for a section of the cable using Power meter.

E. All Hardcopy submission of reports is the responsibility of the Bidder.

F. Other Field related Reports

6. **MATERIALS**

The Bidder has to arrange all the materials for O&M at his own cost. The bidder should keep spare against each item for yearly consumption of materials (active, passive, PoP etc.) on account of O&M as per the requirement of TANFINET.

The above yearly consumption will be reimbursed by Tanfinet subject to submission of proper documents to ITI/TANFINET and thereafter approval from TANFINET. The Bidder shall be responsible for the safety of the materials. Material Consumption to be updated against each FT / Incident, as proof.

Material Consumption report must be submitted to Zonal In-Charge during the process of bill submission.

However, in case any material to be procured by the Bidder beyond the consumption limit, approval from Tanfinet to be taken before procuring the same. This include Passive, Active and PoP etc. Bidder should procure materials from only Tanfinet approved MAF Bidder.

Transportation of Materials: The transportation from bidder designated warehouse to working location is to be arranged by the bidder at his own cost.

6. **INSPECTION & TESTING**

For inspection of the works carried out by the Bidder, ITI/TANFINET will depute suitable officer. ITI can make surprise visit to any link at any time during this maintenance period.

All results of inspection and test results will have to be recorded in the inspection reports.

If Bidder fails to carry out the work or service rendered by the Bidder is found defective or there is abnormal delay in carrying out the work, then ITI may carry out such work from outside agency or ITI own resources. In such an event the cost of any such work



carried out shall be deducted from the amount payable to the Bidder. The Decision of the Engineer In-charge/Zonal In-charge shall be final in this regard. This is without prejudice to any other actions(s) that ITI may take for violation of contractual obligations under this tender.

7. SLA COMPLIANCE / PENALTY:

The Bidder shall adhere to defined Service Level Agreements (SLAs) for network availability and restoration timelines, ensuring consistent and reliable service.

The Bidder shall provide detailed reporting on SLA metrics and issue resolution, demonstrating compliance and identifying areas for improvement.

The Bidder shall provide escalation Matrix for Successful completion of Scope.

The Bidder must achieve the SLA requirement of TANFINET; otherwise, penalty imposed by TANFINET will be passed on to the bidder on back-to-back basis. The SLA requirement of TANFINET is indicated hereunder for reference purpose only.

The Bidder should go through the TANFINET Tender for the detailed scope of O & M and SLA parameters.

Network Availability (%) for a month = $(\text{Total minutes during the month} - \text{Downtime minutes during the month}) * 100 / \text{Total minutes during the month}$

Network Equipment Availability for a month = $\text{Total time (in minutes) in a month} - \text{total down time (in minutes) in a month}$

The network is considered available when all the services in full capacity are available. Total Time shall be measured on 24*7 basis.

SLA would be applicable in operations and maintenance phase of the project. The penalties shall be applicable on Operations & Maintenance cost of the project calculated quarterly.

SLA would be applicable on:

- (i) Network availability at Block and GP
- (ii) Network Operations Centre (S-NOC)



Network related Operational Service Levels:

| Measurement | Definition | Monthly Target | Penalty as % of QGR |
|--|--|---------------------|---|
| Availability of Equipment installed at NOC (CISCO EPNM and UPS EMS) | All commissioned equipment in the NOC is available with full functionalities | ≥99.99 % | No Penalty |
| | | ≥99.8 % to <99.99 % | 2.00% |
| | | ≥99.5 % to <99.8 % | 5.00% |
| | | <99.5 % | Additional 1% penalty on account of each 0.1% |

Availability of Devices at other Nodes:

| Measurement | Definition | Monthly Target | Penalty |
|--|---|--------------------|---|
| Network Availability in Block (Aggregation) | All commissioned equipment in the node is available with full functionalities | ≥99.5 % | No Penalty |
| | | ≥97.5 % to <99.5 % | 2.00% |
| | | ≥95.0 % to <97.5 % | 4.00% |
| | | ≥90.0 % to <95.0 % | 5.00% |
| | | <90.0 % | Additional 1% penalty on account of each 0.2% reduction in uptime |
| Network Availability in Gram Panchayat | All commissioned equipment in the node is available with full functionalities | ≥98.0 % | No Penalty |
| | | ≥95.0% to <98.0% | 2.00% |
| | | ≥90.0% to <95.0% | 5.00% |
| | | <90.0 % | Additional 1% penalty on account of each 0.2% reduction in uptime |



- Unavailability of the equipment due to the failure/under performance of UPS/Batteries or any other accessories supplied by the Bidder(s) shall be considered as unavailability of the equipment.
- Unavailability of any of the specified features of the equipment at the time of service delivery shall be considered as unavailability of the equipment and the penalty shall be levied for each such lapse shall be 1% of the total cost of the work orders per month

Network related operational SLAs

| Sl. No. | Measurement | Monthly Target | Penalty |
|---------|---|-----------------|---|
| 1 | Network backbone packet loss | Up to 1% | No Penalty |
| | | More than 1% | 0.5% penalty on account of each 1% additional packet loss |
| 2 | Network latency/Jitter (Core to Access) | Up to 40 ms | No Penalty |
| | | More than 40 ms | 0.5% penalty on account of each 5 ms additional latency |

OFC Restoration

| Sl. No. | Time to repair | Penalty (% of O&M) |
|---------------------------------|-------------------------|--------------------|
| MTTR – Fibre Restoration | < 8 hrs. | No Penalty |
| | >= 8 hrs. and <12 hrs. | 1 % |
| | >= 12 hrs. and <18 hrs. | 2 % |
| | >= 18 hrs. and <24 hrs. | 3 % |
| | > 24 hrs. | 5 % |

**Penalty on if essential optical parameters not maintained during maintenance period:**

| Ser No. | Parameter | Limits | Amount of penalty in Rs. |
|---------|-----------------------|--|---|
| 1 | Splice loss per fiber | | Rs.2,000per joint per occasion/incident |
| 2 | Trenching penalty | If the Bidder does not meet the specification of trench for relaying or repairing of existing route for restoration of faults at the required depth as per tender terms and conditions | Rs.150/meter |
| 3 | Jointing penalty | If Bidder does not make joints as per standard and specifications of tender terms and conditions | Rs.2,500/-per joint |

Bidder shall Submit Time Stamped Photos with Lat and Long of each of the incident of repair including the attendance of FRT (Fault Repair Team), Vehicle Start and End Reading etc. If Contract is not provided as per the provisions of the contract such as tools/tester/vehicle/manpower, is not effectively working or that the FRT provided is not exclusive and dedicated to the ITI work under this contract, following recovery/ penalty shall be effected.

| SI.No. | Description | Amount of recovery/ Penalty in Rs. |
|--------|---|---|
| 1 | Absence of FRT | Proportionate amount for the day will be deducted |
| 2 | Absence of Tools / Not Accurate | Rs.500/-per Splice |
| 3 | Absent of Splicer/Patroller | Rs.500/-per day per each incident |
| 4 | Not attending Router / UPS Fault for Two days | Rs.1,000 per days from third day |

The overall penalty/recovery calculated in this clause shall not exceed the Monthly billed amount of the work.



8. Help Desk and NOC Manpower

Helpdesk should be operational during operational phase. Bidder should provide operational support for all the locations, through a suitable helpdesk system, to ensure that the solution is functioning as intended and that all problems associated with operations are resolved satisfactorily during the contract period.

Helpdesk should have minimum 2-member team

Bidder shall provide sufficient manpower for NOC and Helpdesk management as required by Tanfinet. The manpower would be utilised during the operation and maintenance phase of network management.

9. THIRD PARTY DAMAGE

If the Bidder damages other Private Service provider cables/sewage line/ Government or public properties, such as electricity cable or roads etc, the damage charges/penalty will be paid by the bidder as per the claim of such third party. ITI will not be liable to pay any penalty or any damage charges made by the Bidder as per the indemnity clause as below:

“Bidder shall either pay to third parties all expenditure incurred for restoring services which are damaged by Bidder while carrying out the work or the same amount will be deducted from his bills. Such expenditure shall be intimated to Bidder either by Engineer-in-charge or concerned third parties in writing. The amount deducted from Bidder’s bill shall be paid to concerned third parties by Accounts Officer.”

10. Payment Terms:

Payment shall be made after completion of every quarter (Based on SLA Parameters) after receipt of payment from end customer TANFINET.

11. Supporting Documentation for Submission of Bills

- MTTR, Jitter, Packet Loss and Other SLA reports from NOC
- OTDR Traces
- Penalty Statement Need to share Exclusion, if any
- Node UP Time Report
- GIS updates, if any
- Material Consumption/Reconciliation (certified by TPA/Tanfinet).
- FT wise Material booked under claimable scope



The BIDDER shall submit signed GST Invoice along with all supporting Documents duly endorsed by Concerned to the

**ITI Ltd,
#76, Sri Vinayaga Complex,
3rd Floor West,
Athikulam Main Road, Reserve Lane PO,
Madurai 625014.**

ITI'sSCOPE

- ITI will co-ordinate with Customer for smooth execution of O & M activities.
- ITI will attend the meeting with TANFINET and provide the feedback for improvement /corrective actions in the O & M activities.
- ITI will review the activities every week with bidder to maintain the Network and SLA as per the requirement.
- ITI will submit the bills to TANFINET with all the supporting documents..
- ITI will provide approval for materials to be used during the O & M activities.
- ITI will verify the materials stored by the bidder for O & M activities.
- ITI will maintain the record of materials used during O & M period.
- ITI will assist the bidder for any permission /Row clearance if required.
- ITI will make visit to the GPs and blocks to verify the quality of works.
- ITI will process the bidder's bill after receipt of the amount from TANFINET
- ITI will check and verify the attendance of the FRT teams and POP teams and infra teams and their movement
- ITI also coordinate with OEMs and local authority of Tanfinet if required.



Instruction to Bidders

1. INTRODUCTION

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

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

- Bidders are advised to go through the **TANFINET Tender Reference: NIT_TANFINET_002_PACKAGE_D.**

<https://nextcloud.itildc.in/index.php/s/songcwBy8LT7F6S>

Use Browser : Microsoft Edge

- **The bidders must submit their bids for the above work contract through our E-tendering portal.**
- **E-tendering Instructions to Bidders:** Please refer **Annexure-I** for the instructions to Bidders regarding E-tendering.
- **The bid shall be processed as two cover bid.**

2. ELIGIBILITY CRITERIA:

The bidders must fulfil the following eligibility criteria:

| Sl. No. | Eligibility Criteria | Documents Required |
|---------|--|--|
| 1. | Bidder should be registered under the Companies Act, 1956 / 2013 as amended or a Proprietorship Firms or Partnership Firms registered under Partnership Act 1932 and should have at least 3 years of operations in India as on | Bidders should submit the following documents: a) Copy of Certificate of Incorporation / Registration Certificate. b) Copy of MOA (Memorandum of Association) and AOA (Article of |



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| | bid submission date. | Association). c) Copy of PAN card. d) Copy of GST Registration Certificate. |
| 2. | Bidder should not have been blacklisted / debarred by any Govt. department (State or Central) or any PSU (State or Central) / Autonomous Institution / University (State or Central) / College (Govt. affiliated) / School (Govt. affiliated) in India as on bid submission date. | Bidder should submit an undertaking signed by CEO / Country Head / Authorized Signatory of the company on non-judicial stamp paper of INR 100/- or such equivalent amount and the same to be attested by notary public.. |
| 3. | All experiences regarding eligibility criteria will be pertaining to India only. Experiences outside India will not be considered. | |
| 4. | Bidder should have the following valid certificates: <ul style="list-style-type: none">• ISO 9001:2008 or above for Quality Management System• ISO 20000:2011 or above for IT Service Management System &• ISO 27001:2013 or above for Information Security Management System | Copy of valid certificate. |
| 5. | Bidder should be a profit making organization during last three (3) audited years, ending 31st March of the previous financial year [(FY2021-22, FY2022-23, FY2023-24) or (FY2022-23, FY2023-24, FY2024-25)] | a) Audited financial statements for the last three financial years. b) Certificate from the Statutory Auditor / Company Secretary for the last three financial years.. |
| 6. | Bidder should have an average annual financial turnover of Rs. 26 Cr during last three (3) audited years, ending 31st March of the previous financial year. | a) Audited financial statements for the last three financial years. b) Certificate from the Statutory Auditor / Company Secretary for the last three financial years.. |



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| | <p>in IT / ITeS Services [(FY2021-22, FY2022-23, FY2023-24) or (FY2022-23, FY2023-24, FY2024-25)]</p> <p>Note: Turnover considered would be a consolidated turnover of the company i.e. A parent Company can use the turnover of its child company (100% subsidiary of parent) but a child company cannot use parent company's turnover.</p> | |
| 7. | <p>Bidder must have positive Net Worth in last three financial years [(FY2021-22, FY2022-23, FY2023-24) or (FY2022-23, FY2023-24, FY2024-25)].</p> <p>Net worth: Rs. 50 Cr or above as on 31st March 2025.</p> | <p>a) Audited financial statements for the last three financial years.</p> <p>b) Certificate from the Statutory Auditor / Company Secretary for the last three financial years .</p> |
| 8. | <p>Bidder should have a project office in the respective project site. However, if the local presence is not there in the State, the selected bidder should give an undertaking for establishment of a project office within one month of award of the contract.</p> | <p>Undertaking to be submitted.</p> |



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| 9. | <p>The bidder must have successfully completed OFC Execution: 5000 km in Last 7 Years - For Govt, projects and O&M of OFC Network: 45000 KM in last 3 years</p> <p>The Bidder should also meet the Technical Capability requirements on their own for the works awarded directly by the Central Government, State Government, Municipal Corporations for Telecom / ICT / IT projects in India in the last 3 years</p> <p>A. One project of above nature with, not less than the amount equal to</p> <p style="text-align: center;">Rs. 69 Cr OR</p> <p>B. Two project of above nature each with, not less than the amount equal to</p> <p style="text-align: center;">Rs. 43 Cr OR</p> <p>C. Three project of above nature each with, not less than the amount equal to</p> <p style="text-align: center;">Rs. 35 Cr</p> | <p>Bidder should submit the following in support of credentials:</p> <p>Completion Certificate issued & signed by the competent authority of the client entity along with the supporting documents such as Work Order / Purchase Order / Contract Agreement clearly highlighting the scope of work, Bill of Material and value of the contract / order</p> |
| 10. | <p>The Bidder should have at least</p> <ol style="list-style-type: none">1. FRT Vehicles: 36 nos and above2. Splicing Machine: 36 nos and above3. OTDR : 36 Nos and above | <p>Documentary proof to be submitted along with the bid document.</p> |
| 11 | <p>Consortium /JV</p> | <p>Not Allowed</p> |



3. Earnest Money Deposit (EMD)

3.1 The bidder shall submit EMD. EMD amount shall be **Rs. 42Lac**

The EMD shall be submitted online through our E-tendering website, in favor of ITI Limited, Palakkad.

3.2 The bids that are not accompanied by Earnest Money Deposit are liable to be rejected.

3.3 The EMD of all unsuccessful bidders shall be discharged within 60 days from the date of price bid opening.

3.4 The EMD of successful bidder shall be discharged within 45 days after the bidder's acceptance of Purchase Order and submission of Performance Bank Guarantee.

3.5 The EMD will be forfeited if the bidder withdraws the bid during the validity of the bid, or, in the case of a successful bidder, the bidder fails to accept the Purchase order.

3.6 MSE (Micro and Small Enterprises) vendors who are registered under Ministry of Micro, Small and Medium Enterprises, Government of India are exempted from submitting EMD. However, exemption shall be provided only to those MSE's who submit all the relevant documents online including valid MSME certificate to prove their claim as MSE and their MSE registration has to be **for the relevant area pertaining to the items of this.**

4. Performance Bank Guarantee (PBG)

4.1 On receipt of the LOI, the Bidder shall submit Performance Bank Guarantee @5% of the contract value within 21 days from the date of LOI. The validity period of the PBG shall be 3 months beyond the contract period. However, if PBG is not submitted with 21 days, then ITI reserve the right to cancel the LOI duly forfeiting the EMD.

4.2 The proceeds of the performance bank guarantee shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete his obligations under the contract.

4.3 The performance security Guarantee shall be in the form of Bank Guarantee issued by an Indian Nationalized / Scheduled Bank.

4.4 No interest shall be allowed on the PBG.

4.5 The Performance Security Guarantee will be discharged within 90 days, by the Purchaser after completion of the Supplier's performance obligations including warranty obligations under the contract.



5. **SECURITY DEPOSIT (SD)**

- 5.1 In addition to PBG, Security Deposit 5% of tax invoice value will be retained as security deposit.
- 5.2 Refund of Security Deposit: SD will be returned after completion of contract period and after deducting LD/loss to ITI due to negligence/delay, anything on part of bidder and if following conditions are met.
- 5.3 No interest shall be allowed on the Security Deposit.

6. **Period of the Contract:**

The O&M contract shall be valid for a period of **three years (3 Years)** subject to starting of work immediately on issuance of work order to the Bidder and thereafter execution of work satisfactorily as per the expectation of ITI/TANFINET. The O & M period will be further extended as per the requirement of end Customer.

If the performance of the Bidder is not satisfactory, the contract may be short closed OR Terminated by ITI and PBG will be encashed.

7. **Terms and Conditions -**

The following documents shall be submitted online on our E-tendering website: -

- 7.1 The bidder shall quote for **Operation & Maintenance of TANFINET Pkg-D Project** as per Annexure-II.
- 7.2 The bid will be processed on a **TWO BID SYSTEM**.
- 7.3 The bidder shall submit the documents online through our e-tendering website.
- 7.4 The following documents shall be submitted online against the Cover-I on our E-tendering website:
- The details of the EMD paid online on our E-tendering website.
 - Documents to prove eligibility conditions.
 - Clause-wise compliance to General Terms & Conditions, Technical Specifications/Requirements and Conditions, the technical clarifications issued by the Purchaser after the release of the tender, if any.
 - Copy of the Unpriced Price bid
- 7.5 The bidder is expected to examine all requirements, terms and conditions of the tender. Failure to furnish required information in every aspect or non-submission of necessary proof and relevant document or non-submission of EMD/valid MSME certificate may lead to rejection of the bid.
- 7.6 Each page of the bid document shall be signed by the bidder (except the technical manuals associated with the bid where signing of each page is not mandatory).



7.7 The bid documents shall be addressed to:

**The Deputy General Manager (Mktg & MM),
ITI Limited, Kanjikode West,**

Palakkad 678 623, Kerala, India

Tel: 0491-2566511/2564375

Email: karthikeyanm_pkd@itilttd.co.in/ pur4_pkd@itilttd.co.in

7.8 Duties & Taxes: if any may be indicated.

7.9 Terms of Price: At our Stores or project site.

7.10 Price Bid Format: The Price Bid format is available in the E-tendering site as xlsx file (Excel sheet) and the vendors may fill the details in the price bid that is available on the e-tendering site and submit the same on the e-tendering site. Please refer to Annexure-II of this RFP for BOQ format.

7.11 Prices quoted must be firm and shall not be subject to any upward revision (except customs/excise/taxes) on any account whatsoever (including increase/decrease in the number of components by any numbers) throughout the period of contract.

7.12 Bid Evaluation: The technically qualified bidder, who quoted higher % in the price bid, among all the technically qualified bidders will be ranked as H1. The other techno-commercially responsive bidders will be ranked as H2, H3 and so on according to their decreasing order of quoted %. The H1 ranked bidder will be invited for negotiations, if required and shall be recommended for award of contract.

7.13 If any bidder is found not performing, ITIL shall issue the warning letters for non-satisfactory performance. If the bidder is not improving even after receiving two such notices, ITIL reserve the right to terminate the contract and award the work to the other highest performing bidder at the risk and cost of the original bidder.

7.14 Warranty: As per the provisions if applicable.

7.15 Validity of Quote: 90 Days.

7.16 For Terms & Conditions for submission of Tenders, please visit our Website <https://www.itipalakkad.in/public/TenderTerms.htm>. For any clarification, please feel free to contact us.

7.17 Late Offers received after the due date, will not be entertained under any circumstances.

7.18 Integrity Pact: Integrity Pact must be submitted by the bidders along with their bid else bid will not be considered for evaluation.

8. EVENT OF DEFAULT BY THE BIDDER:

8.1 The failure on the part of the Bidder to perform any of its obligations or comply with any of the terms of this Contract which results in a material breach of the contract shall constitute an Event of Default on the part of the Bidder. The events of default as mentioned above may include inter-alia the following:



8.2 The Bidder has failed to adhere to any of the key performance indicators as laid down in the Key Performance Measures / Contract, or if the Bidder has fallen short of matching such standards/targets as the Purchaser may have designated with respect to any task necessary for the execution of the scope of work under this Contract which results in a material breach of the contract. The above mentioned failure on the part of the Bidder may be in terms of failure to adhere to timelines, specifications, requirements or any other criteria as defined by the Purchaser;

8.3 The Bidder has failed to remedy a failure to perform its obligations in accordance with the specifications issued by the Purchaser, despite being served with a default notice which laid down the specific deviance on the part of the bidder to comply with any stipulations or standards as laid down by the Purchaser; or

8.4 the Bidder / Bidder's team has failed to conform with any of the Service/Facility Specifications/standards as set out in the scope of work of this RFP or has failed to adhere to any amended direction, modification or clarification as issued by the Purchaser during the term of this Contract and which the Purchaser deems proper and necessary for the execution of the scope of work under this Contract;

8.5 The Bidder has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Bid, the RFP and this Contract;

8.6 There is an order from a court of competent jurisdiction for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the Bidder.

8.7 Where there has been an occurrence of such defaults inter alia as stated above, the Purchaser shall issue a notice of default to the Bidder, setting out specific defaults/ deviances/ omissions and providing a notice of fifteen (15) days to enable such defaulting party to remedy the default committed.

8.8 Where despite the issuance of a default notice to the Bidder by the Purchaser, the Bidder fails to remedy the default to the satisfaction of the Purchaser, the Purchaser may, where it deems fit, issue to the defaulting party another default notice or proceed to adopt such remedies as may be available to the Purchaser.

9. CONSEQUENCES OF EVENT OF DEFAULT:

9.1 The Bidder shall in addition take all available steps to minimize loss resulting from such event of default.

9.2 The Purchaser may, by a written notice of suspension to the Bidder, suspend all payments to the Bidder under the Contract, provided that such notice of suspension:

- a) Shall specify the nature of the failure; and



- b) Shall request the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder

9.3 In all cases of risk purchase, the difference in cost shall be borne by defaulting Bidder.

10. TERMINATION OF CONTRACT IN PART OR FULL:

10.1 The Purchaser may terminate this Contract in full or in part by giving the Bidder a prior and written notice indicating its intention to terminate the Contract under the following circumstances:

- a) Where the Purchaser is of the opinion that there has been such Event of Default on the part of the Bidder which would make it proper and necessary to terminate this Contract and may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract
- b) Where it comes to the Purchaser's attention that the Bidder (or the Bidder's Team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the Bidder's Bid, the RFP or this Contract.
- c) Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor Bidder and to ensure business continuity
- d) Termination for Insolvency: The Purchaser may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Purchaser
- e) Termination for Convenience: The Purchaser, may, by prior written notice sent to the Bidder at least 6 months in advance, terminate the Contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the



Contract is terminated, and the date upon which such termination becomes effective.

- 10.2** The Purchaser may retain such amounts from the payment due and payable to the Bidder as may be required to offset any losses caused to the Purchaser as a result of such event of default and the Bidder shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser in this regard. Nothing herein shall affect the continued obligation of the Bidder and Bidder's team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.
- 10.3** The Purchaser may invoke the Bank Guarantee and other Guarantees furnished hereunder, recover such other costs/losses and other amounts from the Bidder as may have resulted from such default and pursue such other rights and/or remedies that may be available to the Purchaser under law

11. CONSEQUENCES OF TERMINATION:

- 11.1** In the event of termination of this contract due to any cause whatsoever, the contract will stand cancelled effective from the date of termination of this contract.
- 11.2** In case of exigency, if the Purchaser gets the work done from elsewhere, the difference in the cost of getting the work done shall be borne by the Bidder at his risk & cost.
- 11.3** Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the Bidder or due to the fact that the survival of the Bidder as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Purchaser through re-determination of the consideration payable to the Bidder as agreed mutually by the Purchaser and the Bidder or through a third party acceptable to both the parties may pay the Bidder for that part of the Services which have been authorized by the Purchaser and satisfactorily performed by the Bidder up to the date of termination. Without prejudice any other rights, the Purchaser may retain such amounts from the payment due and payable by the Purchaser to the Bidder as may be required to offset any losses caused to the Purchaser as a result of any act/omissions of the Bidder. In case of any loss or damage due to default on the part of the Bidder in performing any of its obligations with regard to the execution of the scope of work under this Contract, the Bidder shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser. Additionally, other members of its team shall perform all its obligations and responsibilities under



this Contract in an identical manner as were being performed before the collapse of the Bidder as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by the Purchaser and as may be proper and necessary to execute the scope of work under the Contract in terms of the Bidder's Bid, the RFP and this Contract.

- 11.4** Nothing herein shall restrict the right of the Purchaser to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Purchaser under law.
- 11.5** The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination

12. FORCE MAJEURE:

- 12.1** Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations, if the non-performance results from such Force Majeure circumstances i.e. Flood, Fire, Earth Quake, Epidemic and other acts of God as well as War, Military Operation, Blockade, Act or Actions of State Authorities that have arisen after signing of the present contract. Party invoking this clause shall serve notice of seven days along with the proof of occurrence of the force majeure event to the opposite party. At the time of cessation of such force majeure event a notice of the same shall also be served to the opposite party.
- 12.2** In such circumstances, upon a written approval of ITI, the time stipulated for the performance of an obligation under the present contract will stand extended correspondingly for the period of time of action of these circumstances and their consequences. However, any such extension shall be given only if extension is granted by the ultimate buyer/ user.
- 12.3** Parties at all times take reasonable steps within their respective powers and consistent with good operation practices (but without incurring unreasonable additional costs) to:
- a)** Prevent Force Majeure Events affecting the performance of the Company's obligations under this agreement;
 - b)** Mitigate the affect of any Force Majeure Event; and
 - c)** Comply with its obligations under this agreement.
- 12.4** Further if the period of Force Majeure event extends beyond three months* the parties may consider the fore closure of the agreement.



* Period of three months may vary at the discretion of ITI as per the validity period of the contract.

13. ARBITRATION: -

13.1 All disputes for differences of any kind, whatsoever, arising out of or in connection with this contract or in discharge of any obligation arising out of this contract, the parties to this contract shall endeavor to settle such disputes and or difference amicably. If both the parties fail to reach such amicable settlement, either party may, within 30 days of such failure, give a written notice to the other party clearly setting out there in the specific dispute and or differences, which require to be arbitrated upon. Such disputes and / or differences shall be referred to a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitrator proceedings.

13.2 Arbitration proceedings shall be held at Palakkad, in Kerala State, India. The arbitration shall be covered by the provision of the Arbitration and Conciliation Act, 1996 or any statutory modifications or re-enactment thereof and rules framed there under from time to time.

13.3 Disputes if any will be within the Jurisdiction of Palakkad, Kerala State, India.

14. Any clarifications regarding the tender can be obtained from:

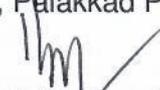
**The Deputy General Manager (Mktg&MM),
ITI Limited, Kanjikode West,
Palakkad 678 623, Kerala, India
Tel: 0491-2566511/2564375
Email: karthikeyanm_pkd@itilttd.co.in/ pur4_pkd@itilttd.co.in**

15. For general correspondence / queries you are requested to send communication topur4_pkd@itilttd.co.in

16. Critical Dates:

| | | |
|--------------------------------------|---|------------------------|
| RFP RELEASE DATE | : | 21/03/2026 |
| Due Date for Submission of Quotation | : | 14.00Hrs on 04/04/2026 |
| Tender opening (Technical Bid) | : | 14.30Hrs on 04/04/2026 |

Yours faithfully
For ITI Limited, Palakkad Plant

Karthikeyan M 
Deputy General Manager (Mktg &MM)

ANNEXURE I - TO RFQ Ref No PH016C019 DATED 21/03/2026; for Selection of Partner for Operation & Maintenance of TANFINET Pkg-D Project

ADDITIONAL INSTRUCTIONS FOR VENDORS

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (<https://itilimited.ewizard.in>)

1. REGISTRATION PROCESS ON ONLINE PORTAL

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

2. TENDER DOCUMENTS SEARCH

- a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, Estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'Interested tenders' folder.

c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3. BID PREPARATION

a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.

d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.

4. BID SUBMISSION

a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.

c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.

d) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.

e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.

f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

g) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

i) As per portal norms Tender Processing Fee will be applicable.

5. AMENDMENT OF BID DOCUMENT

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

6. ASSISTANCE TO BIDDERS

a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

b) Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994, 8448288986, 8448288989, 8448288985, 8448288987, 011-496060608448288988, 9355030610, 8448288984, 9355030608, 9355030620, 9355030604, 9355030613, 93550306069355030621, 8448288992, 9205898221, 8448288982, 93550306109355030629, 9355030630, 8448288980, 9355030617, 9355030616, 9355030623, 9355030624, 9355030614, 9355030618, 9355030607, 9355030615eprochelpdesk.01@gmail.com, eprochelpdesk.44@gmail.com, eprochelpdesk.03@gmail.com, eprochelpdesk.101@gmail.com

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.euniwizarde.com/>) only.

e) All payments should be done through e-Wizard Payment gateway.



ANNEXURE – II

UN PRICED BID FORMAT-BOQ

Work: Operation & Maintenance (O&M) of TANFINET Pkg-D Project

RFQ REF:, DATE:,

The Total O & M Cost for 3 years is Rs. 73.37 Cr (Basic Price) excluding GST

| | | | |
|---|--|--------------|--|
| Vendor Name: | | | |
| Quotation Ref: | | Date: | |
| Net Margin in% of O & M basic cost for 03 years. | | | |
| % in word | | | |

Please note that the above is only the format of the Price Bid

The Price Bid format is available in the E-tendering site as xlsx file (Excel sheet) and the vendors may fill the details in the price bid that is available on the e-tendering site and submit the same on the e-tendering site.

**ANNEXURE III - TO RFQ Ref No PH016C019 DATED 21/03/2026; for Selection of Partner
for Operation & Maintenance of TANFINET Pkg-D Project**

PRE CONTRACT INTEGRITY PACT

PURCHASE ENQUIRY REF _____, DATED _____

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 acting as (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 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 Actor if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary action as per its internal laid down Rules/ Regulations.

SECTION 2 – COMMITMENTS OF THE BIDDER/CONTRACTOR

2.1 The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself observe the following principles during the participation in the 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 original shall disclose the name and address of the agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
- e. The Bidder(s)/Contractor(s) will, when presenting the bid, disclose any and all payments made, are committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract.

- f. The Bidder(s)/Contractor(s) will not bring any outside influence and Govt bodies directly or indirectly on the bidding process in furtherance to his bid.
- g. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

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

- 3.1 If the Bidder(s)/Contractor(s), during tender process or before the award of the contract or during execution has committed a transgression in violation of Section 2, above or in any other form such as to put his reliability or credibility in question the Principal is entitled to disqualify Bidder(s)/ Contractor(s) from the tender process.
- 3.2 If the Bidder(s)/Contractor(s), has committed a transgression through a violation of Section 2 of the above, such as to put his reliability or credibility into question, the Principal shall be entitled exclude including blacklisting for future tender/contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case, particularly taking into account the number of transgression, the position of the transgressor within the company hierarchy of the Bidder(s)/Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.
- 3.3 The Bidder(s)/Contractor(s) with its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground including the lack of any hearing before the decision to resort to such exclusion is taken. The undertaking is given freely and after obtaining independent legal advice.
- 3.4 A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that on the basis of facts available there are no material doubts.
- 3.5 The decision of the Principal to the effect that breach of the provisions of this Integrity Pact has been committed by the Bidder(s)/ Contractor(s) shall be final and binding on the Bidder(s)/ Contractor(s), however the Bidder(s)/ Contractor(s) can approach IEM(s) appointed for the purpose of this Pact.
- 3.6 On occurrence of any sanctions/ disqualifications etc arising out from violation of integrity pact Bidder(s)/ Contractor(s) shall not entitled for any compensation on this account.
- 3.7 subject to full satisfaction of the Principal, the exclusion of the Bidder(s)/ Contractor(s) could be revoked by the Principal if the Bidder(s)/ Contractor(s) can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption preventative system in his organization.

SECTION 4 – PREVIOUS TRANSGRESSION

- 4.1 The Bidder(s)/ Contractor(s) declares that no previous transgression occurred in the last 3 years immediately before signing of this Integrity Pact with any other company in any country conforming to the anti-corruption/ transparency International (TI) approach or with any other Public Sector

Enterprises/ Undertaking in India of any Government Department in India that could justify his exclusion from the tender process.

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

SECTION 5 – COMPENSATION FOR DAMAGE

- 5.1 If the Principal has disqualified the Bidder(s)/Contractor(s) from the tender process prior to the award according to Section 3 the Principal is entitled to forfeit the Earnest Money Deposit/Bid Security/ or demand and recover the damages equitant to Earnest Money Deposit/Bid Security apart from any other legal that may have accrued to the Principal.
- 5.2 In addition to 5.1 above the Principal shall be entitled to take recourse to the relevant provision of the contract related to termination of Contract due to Contractor default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor or demand and recover liquidate and all damages as per the provisions of the contract agreement against termination.

SECTION 6 – EQUAL TREATMENT OF ALL BIDDERS/CONTRACTORS

- 6.1 The Principal will enter into Integrity Pact on all identical terms with all bidders and contractors for identical cases.
- 6.2 The Bidder(s)/Contractor(s) undertakes to get this Pact signed by its sub-contractor(s)/sub-vendor(s)/associate(s), if any, and to submit the same to the Principal along with the tender document/contract before signing the contract. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the provisions laid down in the Integrity Pact Agreement by any of its sub-contractors/sub-vendors/associates.
- 6.3 The Principal will disqualify from the tender process all bidders who do not sign this Integrity Pact or violate its provisions.

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

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

SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)

- 8.1 The Principal appoints competent and credible Independent External Monitor(s) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extend the parties comply with the obligations under this pact.
- 8.2 The Monitor is not subject to any instructions by the representatives of the parties and performs his functions neutrally and independently. He will report to the Chairman and Managing Director of the Principal.

- 8.3 The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all product documentation of the Principal including that provided by the Bidder(s)/Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor is under contractual obligation to treat the information and documents Bidder(s)/Contractor(s) with confidentiality.
- 8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the Bidder(s)/Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.
- 8.5 The Monitor will submit a written report to the Chairman & Managing Director of the Principal within _____ to _____ weeks 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 IEMs appointed by the principal at present is furnished below:-

IEM - I

Shri Atul Jindal, 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- 682030

SECTION 9 – FACILITATION OF INVESTIGATION

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

SECTION 10 – LAW AND JURISDICTION

- 10.1 The Pact is subject to the Law as applicable in Indian Territory. The place of performance and jurisdiction shall be the seat of the Principal.
- 10.2 The actions stipulated in this Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

SECTION 11 – PACT DURATION

- 11.1 This Pact begins when both the parties have legally signed it. It expires after 12 months on completion of the warranty/guarantee period of the project / work awarded, to the fullest satisfaction of the Principal.
- 11.2 If the Bidder(s)/Contractor(s) is unsuccessful, the Pact will automatically become invalid after three months on evidence of failure on the part of the Bidder(s)/Contractor(s).
- 11.3 If any claim is lodged/made during the validity of the Pact, the same shall be binding and continue to be valid despite the lapse of the Pact unless it is discharged/determined by the Chairman and Managing Director of the Principal.

SECTION 12 – OTHER PROVISIONS

- 12.1 This pact is subject to Indian Law, place of performance and jurisdiction is the Registered & Corporate Office of the Principal at Bengaluru.
- 12.2 Changes and supplements as well as termination notices need to be made in writing by both the parties. Side agreements have not been made.
- 12.3 If the Bidder(s)/Contractor(s) or a partnership, the pact must be signed by all consortium members and partners.
- 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 stipulated 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 mentioned in the presence of the witnesses:

For PRINCIPAL

For BIDDER(S)/CONTRACTOR(S)

.....
(Name & Designation)

.....
(Name & Designation)

Witness

Witness

1)

1).....

2)

2).....

ANNEXURE IV - TO RFQ Ref No PH016C019 DATED 21/03/2026; for Selection of Partner for Operation & Maintenance of TANFINET Pkg-D Project

PERFORMANCE BANK GUARANTEE PROFORMA

1. As agreed under the relevant terms and conditions of Letter of Intent / Purchase Order Ref Dated between M/s ITI Ltd., (with address) (hereinafter called the Purchaser) and M/s. (hereinafter called the Supplier) for(herein after called the said Letter of Intent / Purchase Order), the supplier hereby agrees to furnish a Security Deposit against supply performances by way of an irrevocable Bank Guarantee for Rs.....(Rupees..... only). We..... Indicate the name of Bank] (Herein after 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.....only) against any loss or damage caused to or suffered or would be caused to or suffered by the Purchaser, by reasons of breach by the said Supplier of any of the terms or conditions contained in the said Letter of Intent/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 or conditions contained in the said Letter of Intent/Purchase Order or by reason of the Supplier's failure to perform the said Letter of Intent/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 only).
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 Letter of Intent/Purchase Order or to extend time of performance by the said Supplier from time to time or to postpone for any time of from to time any of the powers exercisable by the Purchaser against the said Supplier and to forbear or enforce any of the terms and conditions relating to the said Letter of Intent/Purchase Order and we shall not be relieved from our liability by reasons of any such variation, or extension being granted to said Supplier or for any forbearance, act or omission on the part of the Purchaser or any indulgence by the Purchaser, to the said Supplier or by any such matter or thing whatsoever

which under the law relating to sureties would, but for this provision, have effect of so relieving us.

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

for.....[Indicate the name of Bank]

DATE:

PLACE: