

RFP for 1 year CAMC of UPS & PAHU at Data Center

Tender Ref No: ITI/BGP/IT-DC/2025/2053

ITI LIMITED



(A Government of India Undertaking)

Request for Proposal for 1 year CAMC of UPS & PAHU at Datacenter

ITI Limited - Bangalore Plant
Dooravaninagar, Bangalore-560016,
Karnataka, India.

RFP for 1 year CAMC of UPS & PAHU at Data Center

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Instructions to Bidders and General Terms & Conditions

1. Section I- INVITATION TO BIDDERS

ITI Limited is the first Public Sector Undertaking of India, under the Department of Telecommunications, Ministry of Communications. Government of India. It is a leading telecom equipment manufacturer for India and has been a regular supplier to customers like BSNL, MTNL, Defence, PSUs and other Private customers for various turnkey projects, products and services. ITI has now diversified and upgraded its business in various fields such as Data Centre, Cyber Security, Telecom Test Lab facility - EMI/EMC & Safety Lab as our endeavour to promote make in India, Atmanirbhar Bharat initiatives of Government of India. ITI has manufacturing units equipped with State-of-art manufacturing infrastructure

ITI owned two Datacenters. DCT1 started operation in 2009 and DC2 in 2020.

Now, ITI would like to invite bids from the eligible vendors to participate in the competitive bidding for the “Request for Proposal (RFP) for the CAMC of UPS & PAHU for DC2 for one year”

1.1 Tendering Authority

IMM-Dept, Bangalore Plant,

ITI Limited, Dooravaninagar,

Bangalore-560016

pnchaudhary_bgp@itilttd.co.in; mmr_bgp@itilttd.co.in

Ph. 080-28503607 / 080-25061820

1.2 Regarding Bid Response

In case of any clarification with regards to the bid document, the prospective bidders may raise their queries to the following e-mail IDs on or **before 06th July, 2025** pnchaudhary_bgp@itilttd.co.in or mmr_bgp@itilttd.co.in.

Details of Pre-Bid Meeting (if any) will be published on ITI tender portal i.e. (<https://itilimited.euniwizarde.com>).

The consolidated Queries from all the Bidders will be published in the ITI e-tender portal / CPPP portal.

Bids would be considered only in the prescribed form/ document. Bids not submitted in prescribed form will be summarily rejected.

The prospective bidder has to visit the Datacenter for assessment purpose and an NDA should be signed by the Bidder with ITI. The Bidder should bring the NDA printed and signed in the format attached to this RFP at Annexure III.

Nothing in this section shall be taken or read as compelling or requiring ITI Limited to respond to any question or to provide information. However, at its discretion, ITI Limited shall furnish clarifications to the extent possible.

The details of this engagement and terms of engagement along with the detailed scope of work are given in separate sections to this RFP.

1.3 Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, ITI Limited, for any reason, may modify the RFP by amendment notified in website through corrigendum. ITI may either

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extend the deadline for the submission of bids either on its own or based on the request of Bidders or not extend the deadline for the submission of bids.

All prospective Bidders who have been short listed shall be intimated of the amendment in writing by e-mail but ITI Limited will not be responsible if the Bidders do not get the individual intimates of such amendments due to whatever reasons. However, all such amendments shall be binding on Bidders.

1.4 Key Events and Dates

SL No	Terms of Reference	Remarks
1	Earnest Money Deposit (EMD) should be in the form of a Demand Draft/Banker's Cheque/ Bank Guarantee/NEFT/RTGS issued by any Nationalized / Scheduled Commercial Bank, in favour of ITI Limited, Bangalore Plant, Dooravaninagar, payable at Bangalore. EMD should be unconditional & irrevocable. Original EMD to be submitted to Additional General Manager (IMM), F-100, Second floor, ITI Limited, Dooravaninagar, Bangalore-560 016. Ph.No : :+91 80-28503607, Email: pnchaudhary_bgp@itild.co.in EMD is exempted for MSME firms. MSME firm has to provide Bid Security Declaration Form (Annexure V).	INR 2,07,500
2	Tender Fee in the form of a Demand Draft/Banker's Cheque/ issued by any Nationalized / Scheduled Commercial Bank, in favour of ITI Limited, Bangalore Plant, Dooravani nagar, payable at Bangalore.	INR 5,000
3	RFP Reference No:	ITI/BGP/IT-DC/2025/2053
4	Date of Release of RFP	04-07-2025
6	Last Date to submit Pre-Bid queries related to RFP clarifications	06-07-2025
5	Visit of Data Center by interested bidders	Before due date of bid submission.
7	Clarifications to Pre-Bid Queries by ITI	Will be published through e-tender portal (https://itilimited.euniwizar.de.com)
8	Last date for Bid Submission	14-07-2025, 2:00 PM
9	Opening of (Pre-qualification) Bids	15-07-2025, 11:00 AM
10	Bids Validity Period from the due Date of Bid Submission	180 days

Disclaimer:

The Tendering authority reserves the right to reject any or all the bids in whole or in part at any time without mentioning any reasons thereof.

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1.5 Procurement of RFP Document

The tender document can be downloaded from ITI website <http://www.itiltd.in> or the e-tender portal or /CPP portal. **Tender fee of Rs.5000/- (non-refundable)** to be remitted through a Demand Draft, from any commercial Nationalized/ Scheduled bank, drawn in favour of “ITI Limited, Bangalore Plant”, payable at Bangalore. The Bid will not be considered in the absence of the tender fee. The Demand Draft should be enclosed in the Earnest Money Deposit (EMD) envelope along with the draft of EMD. **EMD is exempted for MSME firms. MSME firm has to provide Bid Security Declaration Form(Annexure V).**

2. INTRODUCTION OF ITI DATA CENTER

Data Center is a physical / virtual infrastructure used by enterprises to house Computers, Servers, Networking Systems and Security components for the organization’s information technology (IT) needs, which typically involve storing, processing and serving large amounts of mission-critical data to clients in a client/server architecture. As a consequence, the security and reliability of data centers is of top priority for any organization.

ITI New Data Center is a newly built facility of ITI Limited, India’s first Public Sector Unit (PSU). It endeavors to provide customer-centric services to all the sectors. This Data Center is serving customers from Aviation, Universities, R&D institutions of Govt. of India, PSUs, MNCs and small enterprises from the year 2020-21.

3. BIDDER’S ELIGIBILITY CRITERIA

The Bidder/Partner Companies must meet the following eligibility requirements.

Sl. No	Criteria	Documents to be submitted
1	The bidder should be a company registered under the Companies Act, 2013 since last 6 years as on 31.03.2025.	Certificate of incorporation and Self Certification of being in the Information Technology business for the last 6 years should be attached.
2	Bidder should be an established Information Technology company/ IT System Integrator/ITeS company and should have been in the business for a minimum period of 5 years as on 31.03.2025. Consortium is not permitted.	1. CIN, MOA and/or 2. Business Registration Certificate and/or 3. Work Orders confirming year and area of activity.
3	The bidder should be an OEM / Authorized channel partner of OEM.	In the case of channel partners, 1. MAF & Authorization from respective OEM should be addressed to the Tenderer (ITI) or 2. Certificate of Authorized channel partner proving the validity of

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Sl. No	Criteria	Documents to be submitted
		association.
4	OEM/Channel partner should have an office in Bangalore.	Address proof and contact details of the Bangalore office.
5	The bidder should have a positive net worth as on 31.03.2024 and turnover of minimum Rs. 34.50 Lakhs on average for last three Financial Years ending on 31.03.2024.	Chartered Accountant certificate for Net-worth, Turnover and PAT should be attached. Copy of the audited profit and loss account/ balance sheet/ annual report of last three financial years (up to 31-Mar-25) should be attached.
6	The Bidder should have experience in supply, Installation & commissioning and CAMC of such kind of items “Similar IT infrastructures” (i) One PO to the value of 92.00 Lakhs OR (ii) Two POs to the value of Rs. 57.50 Lakhs each OR (iii) Three POs to the valued of Rs.46.00 Lakhs each PO / Work Order Value Covering above Scope of work will be considered	A copy of the work order and client certificates should be attached. The Bidder must produce a completion / satisfactory certificate from the customer stating that the project is completed /is being executed satisfactorily.
7	Certificates	Valid ISO 9001 certificate.
8	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the bidder should be attached.
9	The bidder should furnish, as part of its bid, an Earnest Money Deposit (EMD) of Rs. 2,07,500/-. MSMEs are exempted from EMD. MSME firm has to provide Bid Security Declaration Form(Annexure V).	The EMD should be in the Indian rupees and should be in the form of DD Demand Draft/Banker's Cheque/ Bank Guarantee as per Annexure I. Bid Security Declaration Form as per Annexure V.
10	Once PO is released, a 5% of PBG should be given against on total PO value for the entire period of contract within 15 days from the PO date.	The PBG should be in the Indian rupees and should be in the form of DD Demand Draft/Banker's Cheque/ Bank Guarantee should be submitted as per the format given in Annexure II.

4. SECTION II: INSTRUCTIONS TO BIDDER

RFP should be submitted online as per para 5 under “SECTION III: Bid Preparation & Submission”:-

4.1 Site Visit:

Partners are advised to inspect, examine the site / equipment's and its surrounding on or before 6th July, 2025 and satisfy themselves before submitting their offer. A tenderer shall be deemed to have full knowledge of the site / equipment's whether he inspects it or not and no extra charges consequent on misunderstanding or otherwise shall be allowed. For inspection, please contact ITI Ltd.

Since the proposal is for Comprehensive Annual Maintenance contract(CAMC) for 16 nos of 500KVA UPS & 4 nos of 100KVA UPS and 59 nos of 26TR PAHU at ITI Data Center, the Bidders are advised to visit the Infra on or before 6th July, 2025 for ascertaining and assessing the conditions and submit their bid accordingly.

Tender processing fees and download of Tender Document. The tender document can be downloaded from ITI website <http://www.itiltld.in> or the CPP portal. Tender fee of Rs.5000/- (non-refundable) to be remitted through a Demand Draft (Payable to ITI Limited Bangalore) / NEFT to the mentioned ITI account from any commercial nationalized/scheduled bank.

The Bid will not be considered in the absence of the tender fee. Hence, bidder may ensure to attach the scanned copy of the proof of payment.

In case of DD, scanned should be uploaded along with the Prequalification Bid and the original has to be submitted to the tendering authority well before bid opening.

4.2 PREPARATION OF BIDS: The Bid shall be submitted in three bid system as follows:

Part A: PRE- QUALIFICATION BID

1. The Pre-Qualification Bid should contain all the required information and supporting documents as per Section-1 Clause-3 Eligibility Criteria.
2. It should be complete in all respects to indicate that all products and services asked for, are quoted and should give all the required information.
3. Tender fee of **Rs. 5000/-** (non-refundable) to be remitted through a demand draft, from any commercial nationalized/ scheduled bank, drawn in favour of “ITI Limited, Bangalore Plant”, payable at Bangalore. The Bid will not be considered in the absence of the tender fee in the Pre-Qualification Bid Cover.

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4. Earnest Money Deposit (EMD) of **Rs. 2,07,500** as per Section I. The Earnest Money Deposit (EMD) should be in the form of a Demand Draft/Banker's Cheque/ Bank Guarantee issued by a Nationalized / Scheduled Commercial Bank, in favour of ITI Limited, Bangalore Plant, Dooravaninagar, payable at Bangalore. EMD should be unconditional & irrevocable. The same is to be submitted to the tendering authority well before bid opening. EMD to remain valid for a period of 45 days beyond the final bid validity period. EMD is exempted for MSME firms. **MSME firm has to provide Bid Security Declaration Form (Annexure V).**
5. If the Pre-qualification bid is not complied, Part B & Part C bids of that bidder will not be opened.

Part B: TECHNICAL BID

1. The Technical Bid should contain all the information asked for in this document, except prices. It should be complete in all respects to indicate that all products and services asked for, are quoted and should give all the required information. The Technical Bid must be made in an organized, structured and neat manner, with sequential numbering.
2. A copy of the commercial offer in the required format, without showing the price details, shall be enclosed as part of the Technical Bid.
3. The Technical Bid should contain Clause by Clause compliance of all the clauses in this RFP as per Scope of work and Section IV: Bidder's Scope. In case of deviations, a statement of the deviations and exceptions to the provision of the requirement shall be given by the bidder. A bid without clause-by-clause compliance shall not be considered. Major deviations may result into rejection of the bid.

Part – C: COMMERCIAL BID

The Bidder shall quote for the procurement of IT infrastructure as a “fixed amount of the receivables specified. All the commercial details should be given in the format placed. No other charges shall be paid to the bidder other than those specified in the commercial bid. In case, the bidder does not adhere to the format at Section V, the commercial bid is liable to be disqualified. Incomplete, illegible, and conditional offers and offers not adhering to the format at Section V are liable to be disqualified.

5. SECTION III: BID PREPARATION & SUBMISSION

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.euniwizarde.com>).

5.1 REGISTRATION PROCESS ON ONLINE PORTAL

1. Bidders to enroll on the e-Procurement module of the portal [https://itilimited.euniwizarde.com/](https://itilimited.euniwizarde.com) by clicking on the link “Bidder Enrolment”.

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2. The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal.
3. Bidders are 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.
4. 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.
5. 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.
6. After registration send mail to Helpdesk: helpdeskeuniwizarde@gmail.com for Account activation.
7. As per portal norms Registration Fee will be applicable.

5.2 TENDER DOCUMENTS SEARCH

1. 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.
2. 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.
3. 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.

5.3 BID PREPARATION

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. 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.
4. 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.

5.4 BID SUBMISSION

1. 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.
2. The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.
4. 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.
5. 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.
6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. 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.
8. The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.
9. As per portal norms Tender Processing Fee will be applicable.
10. The Bid shall be submitted in three parts:
 - Part A: Pre- Qualification Bid
 - Part B: Technical Bid & Un-priced commercial bid
 - Part C: Financial (Commercial) / Priced bid
11. The price should be quoted in Indian Rupees in accordance with the format given.
12. Correction of any type in price schedule is not permissible.
13. Bid Currency-Prices shall be quoted entirely in Indian Rupees.
14. The Proposal and all correspondence and documents shall be written in English. All Proposals and accompanying documentation will become the property of ITI Ltd and will not be returned. The hardcopy version will be considered as the official proposal.
15. Correction of errors - Bidders are advised to exercise greatest care in entering the pricing figures. No excuse is acceptable that mistakes have been made. No requests for prices to be corrected will be entertained after the quotations are opened. All corrections, if any,

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should be initialed by the person signing the bid form before submission, failing which the figures for such items may not be considered. Arithmetic errors in bids will be corrected as follows: -

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern. The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case the bid price shall govern.

5.5 Three Packet Bid system

Complete bidding process will be online (e-tendering) in three packet system. Submission of bids shall be in accordance with the instructions given below:

A. Packet 1: Pre-Qualification Proposal- Bidder should upload information as scanned copies in PDF format as required in the RFP as per Section III **PART-A**.

(i) Pre-Qualification - The requirements for submission of the Pre-Qualification Bid is provided in the RFP document.

B. Packet 2: Technical Bid – The format for submission of the Technical Bid is provided in the RFP document. Bid shall be submitted in accordance to Section III, **PART-B**

C. Packet 3: Commercial Proposal – Bidder should provide as per "Commercial Bid Format" of this RFP. Bid shall be submitted in accordance to Section III, **PART-C**

The packets to be submitted by the bidder shall consist of following minimum documents in accordance with the instructions given below:

Packet 1 (Pre-Qualification Proposal)	<ol style="list-style-type: none">1. Proof of submission of EMD/Annexure-I2. Proof of submission of Tender Fee.2. Duly signed Integrity Pact.3. Certified true copy of a board resolution/power of attorney empowering authorized signatory to sign/act/execute documents binding the bidder organization to the terms and conditions detailed in this proposal.4. Documents fulfilling Section-1 Clause-3 “Bidder’s Eligibility Criteria”. <p>Note: All documents will be submitted in pdf format and uploaded in the e-Tendering portal.</p>
Packet 2 (Technical Proposal)	<p>The Technical Bid should consist of the following information: -</p> <ol style="list-style-type: none">1. Form –1 to Form 7.2. Necessary supporting documents proving the capability & Methodology of Data Center O&M.3. Necessary supporting documents proving the experience of Data

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	<p>Center O&M</p> <p>4. Copy of RFP signed by authorized signatory with seal in all the pages.</p> <p>Details of Certificates & Partnership (if any)</p> <p>5. Technical capability & presentation.</p> <p>Conditional technical proposal is liable for rejection.</p>
Packet 3 (Commercial Proposal)	<p>1. Commercial details (in the format given in the RFP) shall be submitted online in a separate Packet marked "Commercial Proposal" to be submitted as (xls/xlss format)</p> <p>2. Forms and formats mentioned in this RFP document need to be scrupulously followed. Any deviation in it (without proper justification) may lead to disqualification of the bid.</p> <p>3. Bid quotation accompanied by vague and conditional expressions such as "subject to immediate acceptance", "subject to confirmation", etc. will be treated as being at variance and shall be liable to be summarily rejected.</p>

5.6 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.

5.7 ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/86/87/89/88/81/90/92/82 011-49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, eprochelpdesk.01@gmail.com, eprochelpdesk.44@gmail.com, eprochelpdesk.06@gmail.com
3. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
4. The bid should be submitted through e-Wizard portal (<https://itilimited.euniwizarde.com/>) only.

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5. All payments should be done through e-Wizard Payment gateway
6. Any clarifications regarding the tender can be obtained from

**IMM Dept, Bangalore Plant,
ITI Limited, Dooravani Nagar,
Bangalore - 560 016,
Ph. 080-28503607 / 080-25061820
Email: pnchaudhary_bgp@itilttd.co.in; mmr_bgp@itilttd.co.in**

5.8 Bid Preparation Instructions: -

- Non-judicial stamp paper of appropriate value as applicable.
- Every page of the Bid including all the Formats, Annexures and un-amended literatures should be sealed and signed by the authorized signatory of the bidder.
- The bid shall contain no inter lineation
- Erasures or over-writing, except as necessary to correct errors made by the bidder and in such cases, all corrections shall be countersigned by the person(s) signing the bid. The letter of authorization shall be indicated by a written Power-of-Authority, executed on

5.9 LATE BIDS:

Bidders are solely responsible for timely submission of bids within the due date and time as mentioned above. Bids submitted after the due date & time will not be accepted. Any kind of failures due to transit of the bid document, etc.; would not be considered.

5.10 Language of offers: -

The offers prepared by the Bidder and all the correspondences and documents relating to the offers exchanged by the Bidder, shall be in English language.

5.11 Cost of Documentation / Preparation Material During Bid Submission:

ITI Ltd is not liable for any cost incurred by a Bidder in the preparation and production of any Proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All material submitted become the property of ITI Ltd and may be returned at its sole discretion.

5.12 Bidder Qualification

The word "Bidder" as used in the tender document shall mean the one who has signed the Tender Form. The Bidder's Authorized Representative shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished and signed by the authorized representative.

It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/ she signs as the constituted attorney of the firm, or a

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company. If any of the Bids is found to be without proper signature, page numbers and index, it will be liable for rejection.

5.13 The authorization shall be indicated by written power-of-attorney accompanying the bid.

5.14 The power or authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid. Any change in the Principal Officer shall be intimated to Tendering authority in advance.

5.15 No Bidder shall contact the tendering authority on any matter relating to its bid; from the time of the bid opening to the time the Contract is awarded. However, the tendering authority may contact the Bidders during evaluation.

Any such effort by a Bidder influencing the tendering authority's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

5.16 Period of Validity of Bids

Bids shall remain valid for 180 days from the due date for submission of Bids. A bid valid for a shorter period may be rejected as non-responsive.

In exceptional circumstances, Tendering Authority may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in Corrigendum. The validity of EMD shall also be suitably extended.

5.17 Local / Site Conditions

I. It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and other relevant factors at the proposed Data Center that would have any effect on the performance of the contract and/ or the cost. The Bidders are advised to visit the proposed ITI DATA CENTER (at their own cost) and due diligence should be conducted before the Bid submission.

The prospective bidder has to visit the Datacenter for assessment purposes and an NDA should be signed by the Bidder with ITI. The Bidder should bring the NDA printed and signed in the format attached to this RFP at ANNEXURE III.

II. Failure to obtain the information necessary for preparing the bid and/ or failure to perform activities that may be necessary for providing the services before entering into a contract will in no way relieve the successful Bidder from performing any work in accordance with the Tender document.

III. It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors that may have any effect on the execution of the contract as described in the bidding document. The Tendering authority shall not entertain any request for clarification from the Bidder regarding such conditions.

IV. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be

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entertained by Tendering authority and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tendering authority on account of failure of the Bidder to appraise themselves of local laws and site conditions.

5.18 CLARIFICATION OF BIDS

To assist in the examination, evaluation and comparison of RFP ITI Ltd may, at its discretion ask the bidder(s) for the clarification of its Bid. The request for the clarification and the response shall be in writing. The bidder(s) will be required to submit the required clarification within the stipulated time frame as will be indicated in the ITI Ltd letter seeking such clarification(s). ITI Ltd. reserves the right to accept additional information/documents or corrections in the prequalification and technical bids submitted. No correction in the Commercial Bid after Bid opening will be entertained.

5.19 Amendment of Request for Proposal

At any time prior to the deadline for submission of bids, ITI Ltd. for any reason may modify the RFP by amendment notified in writing or email to all Bidders who have received this RFP and such amendment shall be binding on them. ITI Ltd at its discretion may extend the deadline for the submission of bids.

5.20 Opening of Bids

1. The decision of the Authorized Committee regarding the evaluation of the bids would be final and binding upon all the Bidders.
2. The bids will be opened in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as mentioned.
3. The Bidder's names, modifications, bid withdrawals and the presence or absence of the requisite EMD and such other details considered appropriate will be announced at the bid opening.

5.21 Evaluation of Bids

The evaluation process of the tender proposed to be adopted by the Tendering authority is indicated under this clause. The purpose of this clause is only to provide the Bidders an idea of the evaluation process that Tendering authority may adopt. However, tendering authority reserves the right to modify the evaluation process/ criteria at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.

The representative of the bidder, who is present, shall sign an attendance sheet evidencing their attendance. Commercial bids will remain unopened and will be held in the custody of the Tendering Authority until the time of opening of the Commercial Bids. The time, date and location of opening of the Commercial Bids will be intimated in writing or by letter/e-mail/phone by the Tendering Authority to the technically qualified bidders.

The Tendering authority may waive off any informality, non-conformity or irregularity in a bid which does not constitute a material deviation according to the Bidder, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

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- 1 The Technical Bid will be opened only of those bidders whose Pre-qualification bid is complied.
- 2 During the technical bid evaluation, ITI if found necessary, may visit the bidder's establishment at the address provided. Also, ITI if found necessary, may invite/ask the bidder for a presentation at ITI premises. Bidders may be asked to give a presentation to the evaluation committee on their credentials and execution plan.
- 3 Commercial bids of only technically short-listed bidders would be opened. The technically short-listed bidders would be intimated to attend the opening of the commercial bid, through letter/ email.

However, ITI Ltd. reserves the right to suspend the short-listing process or any part of the process at any stage, to accept or reject any or all RFPs 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.

This RFP does not constitute any form of commitment on the part of ITI Ltd. Furthermore, this RFP confers neither the right nor an expectation on any Firm / Company to participate in the proposed Project.

6.BID SECURITY/EMD

- (a) The bidder shall furnish, as part of its bid, an EMD for an amount of **Rs. 2,07,500/- (Rupees Two Lakh Seven thousand five hundred only)** valid for a period of 180 days from the due date of bid submission.
 - (b) The bid security shall be in the form of a bank Guarantee in the enclosed format (as Annexure-I) issued by a nationalized bank in India in favor of **"ITI Limited, Bangalore**
 - (c). The bid security of the unsuccessful bidder will be returned as early as possible, but not before 45 days after the finalization of this RFP / award of work.
- 4.1 The successful bidder's EMD will be discharged upon the Selected Bidder's acceptance of the Contract and upon furnishing the required PBG to ITI. The earnest money of the unsuccessful bidder will be refunded on their request after the finalization of the contract.
- (d) The EMD may be forfeited:
 - i. If a bidder withdraws his bid during the period of validity specified by the bidder on the Bid form Or
 - ii. In the case of a successful bidder, if the bidder fails to accept the offer and furnish performance bank guarantee within 15 days of award of work.
 - iii. In both the above cases, i.e. (i) & (ii), the bidder will not be eligible to participate in the tender for similar works for one year from the date of award of Contract. The bidder will not approach the court against the decision of ITI Ltd in this regard.
- Performance

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6.1 PERFORMANCE CUM WARRANTY BOND:

The PBG will be submitted by Bidder in the form of Performance Bank Guarantee (PBG) equal to 5% 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 PO and should remain valid for a period of 60 days after the completion of the Contract Period.
- 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.
- If PBG is not submitted within 15 days from the date of issue of PO, then the successful bidder may submit the same within 30 days with 12% penal interest on amount of performance guarantee from the 15th day to the date of submission within the cut off 30 days. However, if PBG is not submitted within 30 days, then ITI reserve the right to cancel the PO duly forfeiting the EMD.
- No interest shall be allowed on the PBG by the Bidder
- Bidder shall submit performance bank guarantee bond as per ANNEXURE- II

6.2 Disclaimer

ITI Ltd. reserves the right to accept or reject any Bid, cancel the RFP at any time and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for ITI Ltd.'s action.

7. AWARD OF CONTRACT

7.1 Award Criteria

ITI Ltd. will award the Contract to the bidder who offers the Lowest offer (L1) to ITI for the CAMC of the UPS and PAHU solution for ITI Data Center.

7.2 Notification of Award

Prior to the expiration of the period of Bid validity, ITI Ltd. will notify the successful Bidder in writing or by email, to be confirmed in writing by letter, that its Bid has been accepted. The notification of award, will constitute the formation of the Contract. ITI will enter in to an agreement with the successful bidder upon submission of following by the successful bidder.

- Unconditional acceptance of the Contract awarded.
- Signing of Non-Disclosure Agreement (NDA) in the format attached as Annexure-III
- Upon the successful Bidder's furnishing of Performance Security, ITI Ltd will promptly notify each unsuccessful Bidder.

7.3 Failures in performance of the Selected Bidder

Contract shall be executed by the Selected Bidder in accordance with the O&M requirements by ITI Ltd in its RFP / Agreement. In case of unsatisfactory performance, ITI

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Ltd reserves the right either to short close /cancel this Contract and recover penalty charges including Customer SLAs. The cancellation/short closing of the order shall be at the risk and responsibility of the Selected Bidder and ITI Ltd reserves the right to get the work executed at the risk and cost of the defaulting Bidder. Failure by the Selected Bidder in the performance of its contract obligations shall render him liable to any or all of the following sanctions:

- Forfeiture of its performance security,
- Imposition of Penalties as per SLA (Service Level Agreement)
- Termination of the contract for default.

If at any time during the performance of the contract, the Bidder encounters condition impending timely completion and performance of contract, the Bidder shall promptly notify to ITI Ltd in writing the fact of the failure, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder notice, ITI Ltd shall evaluate the situation and may act upon it.

If the contract is not executed to the satisfaction of ITI Ltd. & its customers in the extended period also, ITI reserves the right to short close the contract and the Performance security shall be forfeited.

7.4 SERVICE LEVEL AGREEMENT

(a) UPS and PAHU Availability

The Guaranteed UPS & PAHU Availability shall be of 99.982% measured on yearly Basis. The method of calculation is as below:-

$$\text{Availability \%} = \frac{((\text{Available Hrs.} - \text{Scheduled main Hrs.}) - \text{breakdown Hrs.}) \times 100}{(\text{Available Hrs.} - \text{Scheduled main Hrs.})}$$

Available Hours: - 8758.42 Hrs/Min

(b) Uptime

The uptime will be calculated on monthly basis and report will be made available to ITI.

Following formula will be used for determining uptime.

$$\% \text{uptime} = \frac{((\text{System availability measured in min} / \text{month}) / (\text{Total min} / \text{month})) \times 100}{100}.$$

Downtime shall be considered from the fault reporting time to fault rectification or restoration (UPS / PAHU) of site service to normal state.

Uptime applicable to different severity levels shall be as follows.

- Level 1: 99.9995% per month
- Level 2: 99.9997% per month
- Level 3: 99.9998% per month

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The UPS services are critical for the uptime of network and to ensure non-service affecting hence we expect an uptime of 99.9998% and skip level to 99.9995%.

- (c) CAMC Partner shall ensure that all UPS are available at all times for operations. In case of any UPS gets faulty AMC Partner shall either rectify the UPS or arrange a rental UPS of similar capacity within 8 hrs. of reporting the problem. UPS rental charges shall be quoted by the CAMC partner before renting of UPS and the same shall be borne by ITI (Maximum 15 Days).

In case the guaranteed / availability Hrs. are not met by the CAMC Partner, the penalty clause will be applicable as per the below mentioned table:-

Table-1 check

Sl. No	Response in Hrs	Minor Fault		Major Fault
		Penalty for Failure to Response (% of CAMC value)	Penalty for Failure to Rectify Fault (% of CAMC value)	Penalty for Failure to Rectify Fault (% of CAMC value)
1	4	-	-	-
2	4-8	1%	-	-
3	8-12	2%	3%	-
4	12-24	4%	5%	-
5	24-72	5%	6%	9%
6	Major Spares available within India - 4 WEEKS	-	NA	9%
7	Major Spares when imported -6 WEEKS	-	-	9%

Note: Either of the penalties i.e Penalty for failure to response **or** Penalty for failure to rectify, whichever is higher will be applicable.

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8. SECTION IV: BIDDER'S SCOPE

8.1 Specification of UPS & PAHU: -

ASSET:- List of UPS Under CAMC									
S.No	Asset Serial No.	Equipment Name	UPS Capacity	Make	Model	Equipment Serial No	Qty	Previous AMC start Date	Previous AMC end Date
1	DC2/UPS/01/10009	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T49002001	20	06/04/2024	05/04/2025
2	DC2/UPS/02/10010	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T49007001		06/04/2024	05/04/2025
3	DC2/UPS/03/10011	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T49010001		06/04/2024	05/04/2025
4	DC2/UPS/04/10012	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T51007001		06/04/2024	05/04/2025
5	DC2/UPS/05/10013	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T49004001		06/04/2024	05/04/2025
6	DC2/UPS/06/10014	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T49015001		06/04/2024	05/04/2025
7	DC2/UPS/07/10015	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T49012001		06/04/2024	05/04/2025
8	DC2/UPS/08/10016	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T49003001		06/04/2024	05/04/2025
9	DC2/UPS/09/10017	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T21030001		06/04/2024	05/04/2025
10	DC2/UPS/10/10018	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T21029001		06/04/2024	05/04/2025
11	DC2/UPS/11/10019	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T20018001		06/04/2024	05/04/2025
12	DC2/UPS/12/10020	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T20016001		06/04/2024	05/04/2025
13	DC2/UPS/13/10021	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T21036001		06/04/2024	05/04/2025
14	DC2/UPS/14/10022	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T22003001		06/04/2024	05/04/2025
15	DC2/UPS/15/10023	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T20019001		06/04/2024	05/04/2025
16	DC2/UPS/16/10024	UPS	500 KVA	SCHNEIDER	0M-G7TM500CS	IJ-2Q7T21028001		06/04/2024	05/04/2025
17	DC2/UPS/17/10024	UPS	100 KVA	SCHNEIDER	G55TUPSM100HINS	IJ-3NMT39021001		06/04/2024	05/04/2025
18	DC2/UPS/20/10026	UPS	100 KVA	SCHNEIDER	G55TUPSM100HINS	IJ-3NMT49023001		06/04/2024	05/04/2025
19	DC2/UPS/18/10025	UPS	100 KVA	SCHNEIDER	G55TUPSM100HINS	IJ-3NMT40036001		06/04/2024	05/04/2025
20	DC2/UPS/19/10027	UPS	100 KVA	SCHNEIDER	G55TUPSM100HINS	IJ-3NMT49026001		06/04/2024	05/04/2025

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ASSET:- List of PAHU under CAMC

S.No	Asset Serial No.	Equipment Name	UPS Capacity	Make	Model	Equipment Serial No	Qty	Previous AMC start Date	Previous AMC end Date
1	DC2/PAHU/01/10029	PAHU-1	26 TR	SCHNEIDER ELECTRIC	TDCVQ-QQKTH51117-00	C21804001446	59	06/04/2024	05/04/2025
2	DC2/PAHU/02/10030	PAHU-2	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21804001447		06/04/2024	05/04/2025
3	DC2/PAHU/03/10031	PAHU-3	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21803001413		06/04/2024	05/04/2025
4	DC2/PAHU/05/10033	PAHU-4	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21803001415		06/04/2024	05/04/2025
5	DC2/PAHU/06/10034	PAHU-5	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21803001416		06/04/2024	05/04/2025
6	DC2/PAHU/08/10036	PAHU-6	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21804001442		06/04/2024	05/04/2025
7	DC2/PAHU/09/10037	PAHU-7	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21804001443		06/04/2024	05/04/2025
8	DC2/PAHU/11/10039	PAHU-8	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21804001445		06/04/2024	05/04/2025
9	DC2/PAHU/12/10040	PAHU-9	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21804001660		06/04/2024	05/04/2025
10	DC2/PAHU/13/10041	PAHU-10	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21804001661		06/04/2024	05/04/2025
11	DC2/PAHU/15/10043	PAHU-11	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21822002276		06/04/2024	05/04/2025
12	DC2/PAHU/23/10051	PAHU-12	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823003663		06/04/2024	05/04/2025
13	DC2/PAHU/31/10059	PAHU-13	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823003671		06/04/2024	05/04/2025
14	DC2/PAHU/32/10060	PAHU-14	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823003672		06/04/2024	05/04/2025
15	DC2/PAHU/34/10062	PAHU-15	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21824004669		06/04/2024	05/04/2025
16	DC2/PAHU/50/10078	PAHU-16	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826000755		06/04/2024	05/04/2025
17	DC2/PAHU/54/10082	PAHU-17	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826000759		06/04/2024	05/04/2025
18	DC2/PAHU/55/10083	PAHU-18	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826000760		06/04/2024	05/04/2025
19	DC2/PAHU/04/10032	PAHU-19	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21803001414		06/04/2024	05/04/2025
20	DC2/PAHU/07/10035	PAHU-20	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21803001417		06/04/2024	05/04/2025
21	DC2/PAHU/16/10044	PAHU-21	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21822002277		06/04/2024	05/04/2025
22	DC2/PAHU/10/10038	PAHU-22	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21804001444		06/04/2024	05/04/2025
23	DC2/PAHU/14/10042	PAHU-23	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21805000619		06/04/2024	05/04/2025
24	DC2/PAHU/22/10050	PAHU-24	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823001367		06/04/2024	05/04/2025
26	N/A	PAHU-1	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21824004668		---	---
26	N/A	PAHU-2	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823003669		---	---
27	N/A	PAHU-3	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823001364		---	---
28	N/A	PAHU-4	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21822003721		---	---
29	N/A	PAHU-5	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823003668		---	---
30	N/A	PAHU-6	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21825000672		---	---
31	N/A	PAHU-7	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21822003720		---	---
32	N/A	PAHU-8	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823003665		---	---
33	N/A	PAHU-9	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21825005135		---	---
34	N/A	PAHU-10	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823001366		---	---
35	N/A	PAHU-11	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21824004670		---	---

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36	N/A	PAHU-1	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21825005134	---	---
37	N/A	PAHU-2	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21825007057	---	---
38	N/A	PAHU-3	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823003664	---	---
39	N/A	PAHU-4	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826000753	---	---
40	N/A	PAHU-5	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21825006456	---	---
41	N/A	PAHU-6	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826009995	---	---
42	N/A	PAHU-7	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826009992	---	---
43	N/A	PAHU-8	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823003666	---	---
44	N/A	PAHU-9	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826009994	---	---
45	N/A	PAHU-10	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826000754	---	---
46	N/A	PAHU-11	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21825007059	---	---
47	N/A	PAHU-12	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826009993	---	---
48	N/A	PAHU-1	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21824004671	---	---
49	N/A	PAHU-2	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823003667	---	---
50	N/A	PAHU-3	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826000757	---	---
51	N/A	PAHU-4	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823001365	---	---
52	N/A	PAHU-5	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826000756	---	---
53	N/A	PAHU-6	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826000758	---	---
54	N/A	PAHU-7	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21823003670	---	---
55	N/A	PAHU-8	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826000751	---	---
56	N/A	PAHU-9	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21825007058	---	---
57	N/A	PAHU-10	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21825000673	---	---
58	N/A	PAHU-11	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21826000752	---	---
59	N/A	PAHU-12	26 TR	SCHNEIDER	TDCVQ-QQKTH51117-00	C21825009418	---	---

8.2 SCOPE OF WORK

1. Broad Scope of Work

The contract covers Comprehensive Annual Maintenance of specific Type of UPS and PAHU Systems installed ITI New DC. All Servicing, maintenance and replacement shall be done with the knowledge of ITI.

- a) Comprehensive AMC for UPS and PAHU units.
- b) CAMC partner should carryout maintenance of UPS and PAHU units and render support 24/7X365 Days.
- c) Servicing of the UPS and PAHU unit and replacement of parts shall be done as per norms laid down by the manufacturers and with the knowledge of ITI.
- d) Service Representative shall maintain log book.
- e) The CAMC work should also be executed in co-ordination with other agencies (O & M partner) that ITI may employ to carry out certain associated work which are not in the SCOPE.

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2. **Support Centre:** The CAMC Partner shall have support Centre in Bangalore with sufficient competent manpower and details of the same shall be furnished along with the BID.

3. **Responsibilities of Support Centre**

- a) The CAMC Partner shall ensure the service center is manned by Critical Spare components and responsible personal at all times and capable of understanding and rectifying the faults as per the SLA.
- b) The CAMC Partner shall provide 24/7* 365 day's service to ITI. The level of service period to ITI shall not effect on account of holiday or for any reasons.

4. **Detailed Scope of work**

- 1) Quarterly review meeting shall be conducted at ITI covering following agenda
 - i. Equipment uptime
 - ii. Fault repair & Maintenance including Call analysis – MTTR for each event
 - iii. Details of Spares consumed and used for repair.
- 2) **Four preventive maintenance visits per annum on a quarterly basis.**
- 3) **Any number of break down calls with guaranteed response on site within two Hrs. on site response.** Diagnose the faults and rectify the hardware/software faults detected in reasonable time. Support/service on site would be available for 24/7*365 days and over the phone 24/7*365 Days
- 4) CAMC Partner shall attend to unlimited breakdown calls during CAMC period to address all Breakdowns and maintenance including fault-finding, repair and replacement of defective parts, functional checking and providing RCA.
- 5) The CAMC Partner shall be solely responsible for the maintenance, repair, replacements and supply of required parts etc. The dismantled parts can be taken by Partner.
- 6) Partner shall attend the unlimited breakdown call in the span of CAMC period. Partner shall submit **RCA** within 24 hours after rectifying fault.
- 7) A minimum of onetime yearly service on All UPS and PAHU units as per the OEM recommendations. **Material Cost for the same should be Quoted in the bid and will be payable additionally.** However service charges should be included in CAMC charges.
- 8) Servicing of UPS and PAHU will be carried out as per the OEM recommendation/best practice.
- 9) The CAMC partner takes care of Preventive & Breakdown Maintenance and replacement of all the parts including 100% parts coverage (including Rectifier, Invertor, capacitors, Filters and Static Switch, transformers, fans, control cards, breakers, relays, communication cards, displays, meters, switches, buttons, MIMIC diagram, panels, wheel, stands etc. falling within extended warranty period.)
- 10) For any discussions on CAMC, Partner should assign central coordinator/SPOC with escalations. ITI will discuss SLA and scope with this coordinator/SPOC with ensuring on adherence to the same.

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- 11) During CAMC period if any issues arises because of non-responsiveness at sites then that also will be addressed by this central coordinator/SPOC.
- 12) Ensuring Upkeep of UPS and PHU & Upgrade the software to latest version periodically etc. recording required readings and maintaining log book of Works carried out as per SLA.
- 13) CAMC Partner shall provide detail activity plan for scheduled activities.
- 14) CAMC Partner shall maintain history card report of all equipment's and its accessories covered under contract and provide the same in quarterly review meeting.
- 15) CAMC Partner shall always send skilled person, Certified Field Service Representative (FSR), backed by years of industry experience with safety equipment, necessary calibrated tools and accessories to carry out / attend maintenance and breakdown calls. He should be skilled enough to rectify the fault / handle operations of the setup safely without causing any additional downtime or deterioration to the setup.
- 16) The CAMC Partner shall bring all tools, spares and accessories (including air Blower), necessary during the routine PM visit.
- 17) Operation level training by service engineers to be carried out Quarterly (includes Do's and Don'ts).
- 18) CAMC Partner shall maintain adequate number of spares either at ITI DC Site or nearest site with 24/7x365 days' accessibility and inventory list should be reported in quarterly review meeting.
- 19) CAMC Partner should submit details of 24/7X365 call logging procedures at the beginning of the CAMC along with escalation matrix and update on change in escalation matrix/contact details immediately on occurrence.
- 20) CAMC Partner shall sign SLA with ITI and should not use / share site information with other parties.
- 21) Availability of redundant UPS to maintain Tier3 standard shall not be used as an excuse by CAMC Partner for lowering response/ resolution time agreed in SLA.
- 22) The CAMC Partner shall ensure that minimum stocks of critical genuine spare parts of the UPS are maintained at the site. On expiry of contract, AMC Partner can take unused spares stock back.
- 23) The partner shall be fully comprehensive, shall include but not limited to all equipment's, labor, parts, consumable materials and emergency calls providing and site response within 2 hours. CAMC Partner shall provide the service as per the SOW and SLA, on all complaints, breakdowns and maintenance calls.
- 24) During the maintenance period consumable materials will be arranged by the CAMC Partner.
- 25) All service call reports (Including that of scheduled preventive maintenance reports & Breakdown calls) for all equipment should be submitted to ITI within a period of one week of call completion. AMC Partner shall submit a consolidated data of services rendered which will include services report number& Date of services, on a quarterly basis.
- 26) The personnel deployed by AMC Partner for maintenance shall come equipped with all safety equipment like safety shoes, helmet, insulated tools, Ear Muffs, Goggles, Gloves etc.
- 27) CAMC partner will take care of Preventive & Breakdown Maintenance and replacement of parts if necessary as per the rates quoted and agreed by ITI.

28) During CAMC visit(UPS) the following activities are expected to be performed by Partner:

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- a) Diagnose the faults and rectify the hardware/software faults detected in reasonable time
- b) Repair/replace the faulty units/parts etc. of the equipment
- c) Carry out the periodic preventive maintenance
- d) Upkeep of the system & Upgrade the software to latest version periodically etc., required readings, recording and maintaining log book of Works carried out.
- e) The Partner shall be solely responsible for the maintenance, repair, replacements and supply of required parts etc. The dismantled parts can be taken by contractor. The employer shall not be liable to interact with any of the partners/collaborators or subcontractors of the contractor.
- f) Cleaning of UPS system.
- g) Checking the loose connection of all power cable, control cable & connectors.
- h) Checking control voltage, reference voltage setting and DC voltage setting.
- i) Visual checking of power component such as choke etc.
- j) Checking & verification of operation of UPS system & verification of electrical parameters such as output voltage & current, input voltage & current etc.
- k) Any Abnormal load patterns, threshold crossing, wrong installation practices. All Y connection if any to be removed.
- l) In parallel UPS system, each module will be checked for its operation, load-sharing current, output voltage setting etc.
- m) In parallel system, ones in a year checking of circulation current & parallel setting (Provide shutdown of system.)
- n) Attending of the units in case of breakdown.
- o) Physical verification of installed battery bank.
- p) Physical verification of battery interconnection links.
- q) Thermography to be done one time in a year for connections in DB box and relative paths and joints.

29) During CAMC visit (PAHU) the following activities are expected to be performed by Partner:

- a) Diagnose the faults and rectify the hardware/software faults detected in reasonable time
- b) Repair/replace the faulty units/parts etc. of the equipment
- c) Carry out the periodic preventive maintenance
- d) Upkeep of the system & Upgrade the software to latest version periodically etc., required readings, recording and maintaining log book of Works carried out.
- e) The Partner shall be solely responsible for the maintenance, repair, replacements and supply of required parts etc. The dismantled parts can be taken by contractor. The employer shall not be liable to interact with any of the partners/collaborators or subcontractors of the contractor.
- f) The maintenance provided shall be fully comprehensive shall include but not limited to all equipment's, labour, parts, consumable materials and emergency calls providing and site response within 4 hours. During the maintenance period consumable materials will be arranged by the partner.
- g) Cleaning and check of Air Filter Pads. Replacement of damaged items, if any.
- h) Cleaning and check condenser coil, cooling coil, water line, drain line. Combing of fins of condenser if necessary.
- i) Check Total unit electrical units and electrical wiring tightness, motor mounts, condenser fan mounts, panel insulation, microprocessor controllers etc.
- j) Check for missing screws and panel locks

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- k) Clean the unit thoroughly
- l) Check for any corrosion against both indoor units, piping and condenser supports etc.
- m) Check the panel door gasket.
- n) Check MCB'S & OLR functions.
- o) Ensure that set Temperature is 22 +/- 2°C
- p) Ensure that Input line voltage is within limit 415V+/- 3%
- q) Ensure that there are NO Alarms on system menu.
- r) Check the supply air and return air.
- s) Checking & rectification of the overload relay settings.
- t) Checking & rectification of Microprocessor controllers for operation.
- u) Check and note all major parameters like power readings, operating pressures and temperatures etc.
- v) Inspect and adjust, if required, all operating safety controls.
- w) Visually inspect machine and associated components, and listen for unusual sound or noise for evidence of unusual Conditions.
- x) Providing written report to ITI, outlining services carried out, adjustment made, rectification carried out and if the deficiency, is of a major nature, arrange with ITI for shut - down to rectify equipment.
- y) The partner shall supply the following consumable materials as and when required:-
 - z) Consumable filter elements/rolls.
 - aa) Electric contact points required to replace worn electric contact points in switch gears and electric relays.
 - ab) Electric fuses required to replace blown fuses.
 - ac) Just before the expiry of the contract, the partner shall carry out a complete system operability test on all the systems of sub-systems as called for in the contract.
 - ad) The purpose of the test is to verify that the performance of all the systems or sub systems in the contract is in accordance to the specifications.
 - ae) All tests shall be carried out in the presence of the Engineer-in-Charge or his representative.
 - af) The contract period is deemed to be over if the department or his representative is completely satisfied with the system performance during the test.

Exclusions:-

- a) Day to day routine maintenance and operation of units.
- b) Repairs / replacement of electrical main incoming switch (Switch fuse unit- outside the A/C machine), Main incoming cable, fuses, control transformers & indicating lamps.
- c) Warranty void or life cycle components such as AC/DC capacitors/rectifies.
- d) Repairs / replacement of water piping & accessories.
- e) Major work on Ducting, Dampers, Duct lining, grilles, etc.
- f) Any work related to false ceiling, any kind of masonry / structural work.
- g) Replacement due to any damage or corrosion of spares, refrigerant (indoor/outdoor) due to weather, cu-piping or unit panel
- h) Replacement of sheet metal parts.
- i) Any Other Item not specifically included by us.

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Following tests of the battery shall be done once in a year,

- a) Battery float voltage record
- b) Load test of battery bank with available load
- c) Health status report
- d) Check the Modes of UPS Operation (Auto & manual)
- e) Normal Load on UPS
- f) Input Power Failure Load on Battery
- g) Recharge
- h) Maintenance Bypass
- i) Off-Battery
- j) Load on Bypass
- k) OK to Transfer
- l) Momentary Overloads
- m) Emergency Module Off
- n) Remote Emergency Power Off

8.3 Reporting and Restoration

1. Partner should provide report with fault details and recommendations
2. During critical fault proper analysis and recommendations
3. Any installation /Design issue in existing setup need to be surveyed by Partner; proposal of rectification is under Partner's scope.
4. Partner should maintain all the fault analysis in whole year to identify the trend of fault.
5. Any modification/changes to be done only after permission from ITI.
 - (i) Service Levels for reporting at ITI site against breakdown calls will be as per Table-1 given above.
 - (ii) Service calls and the maximum available information with respect to the problem will be provided by the ITI team to enable CAMC Partner Service Engineer to come with necessary tools, drawing and spares for the rectification.

8.4 Minor and Major repairs

i) Minor and Major repair UPS

- Minor Repair
 - ✓ Fuses
 - ✓ selector Switch
 - ✓ Auto/Manual S/W(LV/HV)
 - ✓ HRC Fuse
 - ✓ Cooling fans
- Major Repair
 - ✓ AC Capacitors
 - ✓ DC Capacitors
 - ✓ IGBT
 - ✓ SCR
 - ✓ Switchgear
 - ✓ Breaker

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- ✓ PCB Cards
- ✓ Heat Sync
- ✓ Battery Circuit Breaker.

ii) Minor and Major repair PAHU

- Minor Repair
 - ✓ Sensor
 - ✓ MCB's
 - ✓ Contactors
 - ✓ Pressure S/W
 - ✓ Graphic user interface card
 - ✓ HMI
 - ✓ Filters
 - ✓ SAS relay
- Major Repair
 - ✓ EC Fan
 - ✓ Cooling Coli
 - ✓ Actuator
 - ✓ Control Board
 - ✓ Heater
 - ✓ Humidifier
 - ✓ Transformer

8.5 Guarantee of service

The UPS and PAHU Units installed shall be guaranteed for service under the AMC Period. Any defect arising out of poor workmanship or act of omission by the CAMC Partner, it shall be CAMC partners' responsibility to rectify the same. All labour charges & Spares required rectifying such defect shall be the responsibility of the CAMC Partner. Failure arising out of normal wear and tear or scheduled overhaul repair or manufacturers design defects are not covered by this service guarantee.

The report for any abnormalities shall be sent to ITI on occurrence and corrective action if necessary to be taken immediately.

In case CAMC Partner is unable to meet the SLA requirement and restoration timelines as provided under this agreement, ITI is free to get the UPS & PAHU rectified by a third party. The cost incurred for the repair will be borne by the CAMC Partner under this agreement.

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8.6 List of details to be provided by AMC Partner.

- (a) Each UPS & PAHU Package cost
- (b) Spare Parts price with item codes and cost price.
- (c) CAMC Partner service center location, Contact person details & minimum critical spares availability list of service center.
- (d) Escalation matrix of AMC Partner.
- (e) Authorization letter from OEM to Channel partner if any.

9. SECTION V: BID EVALUATION METHODOLOGY

Evaluation of the Bidder will be done as follows: -

1. Prequalification Bid will be opened first on the date and time specified under the Calendar of Events.
2. Technical Bid of those who qualify in the prequalification bid will be opened on the same day. It will be analyzed by the authorized Committee to ensure that the Bidder has complied with all the clauses of the RFP.
3. In case of any non-compliance / lack of clarity, if the Committee feels it necessary, the same shall be clarified with the Concerned Bidder.
4. Unpriced commercial Bid enclosed with the Technical Bid, will be analyzed to ensure that the quoted items are in line with the RFP.
5. In case of any non-compliance / lack of clarity, if the Committee feels it necessary, the same shall be clarified with the Concerned Bidder.
6. Bidders will be informed of the Commercial Bid Opening Date and the Commercial Bid will be opened at the specific time and date.
7. The bidder, who offers Lowest Rate (L1), will be awarded the Contract.

10. SECTION VI: COMMERCIAL

1. The Bidder shall keep the price valid for a period of 180 days from the date of Bid Opening. ITI further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a Bidder.
2. Bidder shall quote for all the items as specified in the price bid.
3. The successful bidder is held responsible for the overall deliverables during the period of contract. The prices, once offered, must remain firm and must not be subject to escalation for any reason whatsoever within the period of the project.

10.1 Details of Commercial Bid Quoted

Bidders have to submit a document with clear detailed description of the service offering for the below categories. Bidders have to indicate clearly in detail for his service offerings for the below categories in Finance Bid Response document only, as per format specified.

Note: All prices shall be in INR and inclusive of all incidental charges including taxes/ duties.

1) The Commercial Bid Format for evaluation

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The commercial format considering for selecting the Bidder will be as follows: -

SL No	Rating	Equipment Serial No (UPS/PAHU)	Engine Make	Qty	Unit price	GST	Total Price including GST
1	500 KVA	IJ-2Q7T49002001	SCHNEIDER ELECTRIC	1 No			
2	500 KVA	IJ-2Q7T49007001	SCHNEIDER ELECTRIC	1 No			
3	500 KVA	IJ-2Q7T49010001	SCHNEIDER ELECTRIC	1 No			
4	500 KVA	IJ-2Q7T51007001	SCHNEIDER ELECTRIC	1 No			
5	500 KVA	IJ-2Q7T49004001	SCHNEIDER ELECTRIC	1 No			
6	500 KVA	IJ-2Q7T49015001	SCHNEIDER ELECTRIC	1 No			
7	500 KVA	IJ-2Q7T49012001	SCHNEIDER ELECTRIC	1 No			
8	500 KVA	IJ-2Q7T49003001	SCHNEIDER ELECTRIC	1 No			
9	500 KVA	IJ-2Q7T21030001	SCHNEIDER ELECTRIC	1 No			
10	500 KVA	IJ-2Q7T21029001	SCHNEIDER ELECTRIC	1 No			
11	500 KVA	IJ-2Q7T20018001	SCHNEIDER ELECTRIC	1 No			
12	500 KVA	IJ-2Q7T20016001	SCHNEIDER ELECTRIC	1 No			
13	500 KVA	IJ-2Q7T21036001	SCHNEIDER ELECTRIC	1 No			
14	500 KVA	IJ-2Q7T22003001	SCHNEIDER ELECTRIC	1 No			
15	500 KVA	IJ-2Q7T20019001	SCHNEIDER ELECTRIC	1 No			
16	500 KVA	IJ-2Q7T21028001	SCHNEIDER ELECTRIC	1 No			
17	100 KVA	IJ-3NMT39021001	SCHNEIDER ELECTRIC	1 No			
18	100 KVA	IJ-3NMU49023001	SCHNEIDER ELECTRIC	1 No			
19	100 KVA	IJ-3NMT40036001	SCHNEIDER ELECTRIC	1 No			
20	100 KVA	IJ-3NMU49026001	SCHNEIDER ELECTRIC	1 No			
21	26 TR	C21804001446	SCHNEIDER ELECTRIC	1 No			
22	26 TR	C21804001447	SCHNEIDER ELECTRIC	1 No			
23	26 TR	C21803001413	SCHNEIDER ELECTRIC	1 No			
24	26 TR	C21803001415	SCHNEIDER ELECTRIC	1 No			
25	26 TR	C21803001416	SCHNEIDER ELECTRIC	1 No			

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26	26 TR	C21804001442	SCHNEIDER ELECTRIC	1 No			
27	26 TR	C21804001443	SCHNEIDER ELECTRIC	1 No			
28	26 TR	C21804001445	SCHNEIDER ELECTRIC	1 No			
29	26 TR	C21804001660	SCHNEIDER ELECTRIC	1 No			
30	26 TR	C21804001661	SCHNEIDER ELECTRIC	1 No			
31	26 TR	C21822002276	SCHNEIDER ELECTRIC	1 No			
32	26 TR	C21823003663	SCHNEIDER ELECTRIC	1 No			
33	26 TR	C21823003671	SCHNEIDER ELECTRIC	1 No			
34	26 TR	C21823003672	SCHNEIDER ELECTRIC	1 No			
35	26 TR	C21824004669	SCHNEIDER ELECTRIC	1 No			
36	26 TR	C21826000755	SCHNEIDER ELECTRIC	1 No			
37	26 TR	C21826000759	SCHNEIDER ELECTRIC	1 No			
38	26 TR	C21826000760	SCHNEIDER ELECTRIC	1 No			
39	26 TR	C21803001414	SCHNEIDER ELECTRIC	1 No			
40	26 TR	C21803001417	SCHNEIDER ELECTRIC	1 No			
41	26 TR	C21822002277	SCHNEIDER ELECTRIC	1 No			
42	26 TR	C21804001444	SCHNEIDER ELECTRIC	1 No			
43	26 TR	C21805000619	SCHNEIDER ELECTRIC	1 No			
44	26 TR	C21823001367	SCHNEIDER ELECTRIC	1 No			
45	26 TR	C21824004668	SCHNEIDER ELECTRIC	1 No			
46	26 TR	C21823003669	SCHNEIDER ELECTRIC	1 No			
47	26 TR	C21823001364	SCHNEIDER ELECTRIC	1 No			
48	26 TR	C21822003721	SCHNEIDER ELECTRIC	1 No			
49	26 TR	C21823003668	SCHNEIDER ELECTRIC	1 No			
50	26 TR	C21825000672	SCHNEIDER ELECTRIC	1 No			
51	26 TR	C21822003720	SCHNEIDER ELECTRIC	1 No			
52	26 TR	C21823003665	SCHNEIDER ELECTRIC	1 No			
53	26 TR	C21825005135	SCHNEIDER ELECTRIC	1 No			

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54	26 TR	C21823001366	SCHNEIDER ELECTRIC	1 No			
55	26 TR	C21824004670	SCHNEIDER ELECTRIC	1 No			
56	26 TR	C21825005134	SCHNEIDER ELECTRIC	1 No			
57	26 TR	C21825007057	SCHNEIDER ELECTRIC	1 No			
58	26 TR	C21823003664	SCHNEIDER ELECTRIC	1 No			
59	26 TR	C21826000753	SCHNEIDER ELECTRIC	1 No			
60	26 TR	C21825006456	SCHNEIDER ELECTRIC	1 No			
61	26 TR	C21826009995	SCHNEIDER ELECTRIC	1 No			
62	26 TR	C21826009992	SCHNEIDER ELECTRIC	1 No			
63	26 TR	C21823003666	SCHNEIDER ELECTRIC	1 No			
64	26 TR	C21826009994	SCHNEIDER ELECTRIC	1 No			
65	26 TR	C21826000754	SCHNEIDER ELECTRIC	1 No			
66	26 TR	C21825007059	SCHNEIDER ELECTRIC	1 No			
67	26 TR	C21826009993	SCHNEIDER ELECTRIC	1 No			
68	26 TR	C21824004671	SCHNEIDER ELECTRIC	1 No			
69	26 TR	C21823003667	SCHNEIDER ELECTRIC	1 No			
70	26 TR	C21826000757	SCHNEIDER ELECTRIC	1 No			
71	26 TR	C21823001365	SCHNEIDER ELECTRIC	1 No			
72	26 TR	C21826000756	SCHNEIDER ELECTRIC	1 No			
73	26 TR	C21826000758	SCHNEIDER ELECTRIC	1 No			
74	26 TR	C21823003670	SCHNEIDER ELECTRIC	1 No			
75	26 TR	C21826000751	SCHNEIDER ELECTRIC	1 No			
76	26 TR	C21825007058	SCHNEIDER ELECTRIC	1 No			
77	26 TR	C21825000673	SCHNEIDER ELECTRIC	1 No			
78	26 TR	C21826000752	SCHNEIDER ELECTRIC	1 No			
79	26 TR	C21825009418	SCHNEIDER ELECTRIC	1 No			
Grand Total							

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From Bidder's payment, the following shall be deducted: -

- TDS for the pending bills of Bidder raised till then.
- Any deductions from the bills like penalty etc.

10.2 Payment Terms:

The Bidder must accept the payment terms proposed by ITI. The commercial bid submitted by the Bidder must be in conformity with the payment terms proposed by ITI. Any deviation from the proposed payment terms would not be accepted. ITI shall have the right to withhold any payment due to the Bidder, in case of failures or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of ITI. Bidder will have to submit a document explaining all the Quoted costs.

10.3 Billing and Payment Realization

All payments to the successful Bidder shall be made by ITI Ltd. upon submission of invoices along with the related documents and acceptance by ITI Ltd.

- Billing will be on a Quarterly basis with a satisfactory report signed by the ITI and Ticket closing status report from the OEM customer support portal.
- Payment will be within 30 to 45 days of submission of the bill.

11. SECTION VII: GENERAL TERMS AND CONDITIONS

A. USE OF CONTRACT DOCUMENTS AND INFORMATION

The Bidder shall not, without prior written consent from ITI Ltd disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of this assignment in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

The Bidder shall not, without prior written consent of ITI Ltd make use of any document or information made available for this assignment, except for purposes of performing the Contract. All project related document issued by ITI Ltd, other than the Contract itself, shall remain the property of the ITI Ltd and shall be returned (in all copies) to the ITI Ltd on completion of the Bidder's performance under the Contract if so required by the ITI Ltd.

B. FORCE MAJEURE

If at any time, during the continuance of this contract, the performance in whole or in part by either party under obligation as per this contract is prevented or fails by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, flood explosion epidemic, quarantine restrictions, strike, lockout or acts of god(here after referred to "eventuality"),provided notice of happening of any such eventuality is given by either party to the other within 21 days of the date of occurrence thereof, neither party shall by reason of such an "eventuality" be entitled to terminate this contract nor shall either party

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have any claim or damages against the other in respect of such non-performance or failure in performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such “eventuality” has come to an end or cease to exist. In case of any dispute, the decision of Chairman ITI Ltd shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or failure by reason of any such eventuality for a period exceeding 60 days, either party may at its option, terminate the contract. Provided also that if the contract is terminated under this clause the purchaser shall be at liberty to take over from the Selected Bidder at a price to be fixed by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out component and other stores in the course of materials, bought out components and other stores in the course of manufacturer which may be in the possession of the Selected Bidder at the time of such termination, or such portion thereof as the purchaser may deem fit, except such materials, as the Selected Bidder may, with the concurrence of the Purchaser, elect to retain.

C. TERMINATION FOR DEFAULT

ITI Ltd may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Selected Bidder, terminate this contract in whole or in part. If the Selected Bidder fails to submit the report as per the scope of work within the time period (s) specified in the contract, or any extension thereof granted by ITI Ltd If the Selected Bidder fails to perform any other obligations under the contract; and If the Selected Bidder, in either of the above circumstances, does not remedy his failure within the time period of 15 days (or such longer period as ITI Ltd may authorize in writing) after receipt of the default notice from ITI Ltd.

D. TERMINATION OF INSOLVENCY

The ITI Ltd may at any time terminate the contract by giving written notice to the Selected Bidder, without compensation to the Selected Bidder. If the Selected Bidder becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the ITI Ltd.

E. TERMINATION FOR CONVENIENCE

ITI Ltd. by written notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for its convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

F. ARBITRATION

In the event of any dispute or difference arising under this agreement or in connection therewith (except as to the matter, the decision to which is specifically provided under this agreement) the same shall be referred to the sole arbitration of the Chairman ITI Ltd or in case his designation is changed or his office is abolished, then in such cases to the sole arbitration of the officer for the time being entrusted (whether in addition to his own duties or otherwise) with the functions of the Chairman ITI Ltd or by whatever designation

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such officer may be called (herein after referred to as the said officer), and if the Chairman ITI Ltd or the said officer is unable or unwilling to act as such then to the sole arbitration of some other person appointed by the Chairman ITI Ltd or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996.

There will be no objection to any such appointment on the ground that the arbitrator is a government servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a Government servant he has expressed his views on all or any of the matter in disputes. The award of the arbitrator shall be final and binding on both the parties to the agreement. In the event of such an arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reason whatsoever, the Chairman ITI Ltd or the said officer shall appoint another person to act as an arbitrator in accordance with the terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out his predecessor. The arbitrator may from time to time with the consent of both the parties; enlarge the time frame for making and furnishing the award. Subject to the aforesaid, Arbitration and Conciliation Act 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this rule. The venue of the arbitration proceeding shall be the office of the Chairman ITI Ltd., Bangalore.

G. LEGAL JURISDICTION

All legal disputes are subject to the jurisdiction of Bangalore courts only.

H. SET OFF

Any sum of money due & payable to the Selected Bidder (including security deposit refundable to him) under this contract may be appropriated by the ITI Ltd or any other person or persons contracting through the ITI Ltd and set off the same against any claim of the ITI Ltd or such other person or person for payment of a sum of money arising out of this contract or under any other contract made by the Selected Bidder with ITI Ltd. or such other person or persons contracting through ITI Ltd. regarding this RFP.

I. FORE CLOSURE / RESTRICTION / DEVIATION OF CONTRACT

If at any time after acceptance of the RFP ITI Ltd. decides to abandon or reduce the scope of the work for any reason whatsoever, the Project in-charge shall give notice in writing of the fact to foreclose or restrict the scope of work to the Selected Bidder and the Selected Bidder shall have no claim to any payment of compensation or otherwise whatsoever, on account of any loss of profit or advantage which he might have derived from the execution of the work.

J. CONFIDENTIALITY

The Bidder shall not use or disclose to any third party, except for the purpose of the observance of these terms and Conditions any confidential information of ITI Ltd. The successful bidder shall be required to sign an NDA in the format attached as Annexure-III.

K. COMPLETENESS OF TENDER OFFER

The Bidder is expected to examine all instructions, forms, terms, conditions and deliverables in the Tender Documents. Failure to furnish all information required by the tender documents or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Bidder 's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Bidder.

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ANNEXURE-I: BID SECURITY FORM / EMD

Whereas..... (hereinafter called “the Selected Bidder”) has submitted its offer dated..... against RFP.No. ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025, KNOW ALL MEN by these presents that WE..... OF..... having our registered office atare bound unto ITI Ltd. In the sum of Rs..... for which payment will and truly to be made of the said ITI LTD., the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligation are:

1. If the Bidder withdraws his bid during the period of bid validity specified by the Selected Bidder on the Bid form or
 2. If the Bidder, having been notified of the acceptance of his bid by ITI Ltd. during the period of bid validity
- (a) Fails or refuses to execute the Contract, if required; or
- (b) Fails or refuses to furnish the Performance Security, in accordance with the terms of RFP.

We undertake to pay to ITI Ltd. up to the above amount upon receipt of its first written Demand, without ITI Ltd. having to substantiate its demand, provided that in its demand, ITI Ltd. will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force as specified in clause 21 of Section 2 of the Bid Document up to and including THIRTY (30) days after the Period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

Signature of the Bank Authority.

Name

Signed in Capacity of

Name & Signature of witness Full address of Branch

Address of witness Tel No. of Branch

Fax No. of Branch

.....

ANNEXURE-II: PERFORMANCE SECURITY GUARANTEE BOND/PBG

1. Against contract vide Advance Acceptance of the Bid No. _____ dated _____ covering _____ (hereinafter called the said "Contract") entered between ITI LIMITED (ITI LTD) (hereinafter called the "Purchaser") and M/s _____ (hereinafter referred to as the "BIDDER") this is to certify that at the request of BIDDER, we _____ Bank Ltd., are holding in trust in favour of the Purchaser, the amount of _____ (write the sum here in words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by BIDDER of any of the

Terms and Conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by BIDDER and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We _____ Bank Ltd., further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by BIDDER i.e. till _____ (viz the date up to _____ years and _____ months after the date of commencement of service by BIDDER) hereinafter called the said date and that if any claim accrues or arises against us _____ Bank Ltd., by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank Ltd., notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____ Bank Ltd., by the Purchaser before the said date. Payment under this letter of Guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.
3. It is fully understood that this guarantee is effective from the date of the said contract and that we _____ Bank Ltd. Undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.
4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by BIDDER in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.
5. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and BIDDER shall have no claim against us for making such payment.
6. We _____ bank Ltd., further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by BIDDER from time to time or to postpone for any time 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 contract and we, _____ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said BIDDER or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties would, but for this provision have the effect of so releasing us from our liability under this guarantee.

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

Date _____

Place _____ Signature _____ **(Bank's common seal)**

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ANNEXURE-III: MUTUAL NON- DISCLOSURE AGREEMENT

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

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

1. 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.

2. M/s ----- and ITI Ltd hereby agreed at during the Confidentiality Period: ITI Ltd. RFP. No. ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025

- a. 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

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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.

- b. 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.
3. The foregoing restrictions on each party's use or disclosure of Information shall not apply to Information that the receiving party can demonstrate
- a. was independently developed by or for the receiving party without reference to the Information, or was received without restrictions; or
 - b. has become generally available to the public without breach of confidentiality obligations of the receiving party; or
 - c. was in the receiving party's possession without restriction or was known by the receiving party without restriction at the time of disclosure; or
 - d. 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
 - e. is disclosed with the prior consent of the disclosing party; or
 - f. 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
 - g. 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.
4. 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 ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025 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

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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.

5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. This Agreement will be construed in, interpreted and applied in accordance with the laws of India.

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11. 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.
12. 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 reenactment there of any rules made thereof.
13. 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.
14. This Agreement will remain in effect for three years from the date of the last disclosure of Confidential Information., at which time it will terminate, unless extended by the disclosing party in writing.

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

(M/s-----)
Signature_____.
Printed Name: _____.
Title: _____.
ITI Ltd

(M/s ITI Ltd.)
Signature: _____.
Printed Name: _____.
Title: _____

RFP No. ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025
Exhibit A

RFP for 1 year CAMC of UPS & PAHU at Data Center

Business Purpose: Comprehensive Annual Maintenance contract(CAMC) for SCHNEIDER ELECTRIC Make 16 nos of 500KVA UPS & 4 nos of 100KVA UPS and 59 nos of 26TR PAHU at ITI Data Center.

Confidential Information of M/s. ITI Ltd. w.r.t RFP No. ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025

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

RFP for 1 year CAMC of UPS & PAHU at Data Center

ANNEXURE-IV: INTEGRITY PACT

GENERAL

This pre-bid pre-contract agreement (hereinafter called the Integrity Pact) is made on day of the month of, between, ITI Limited, ITI Bhavan, Dooravaninagar, Bangalore – 560016, India, (hereinafter called the "M/S ITI LIMITED", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s (address of the Bidder) (Hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the M/S ITI LIMITED proposes to invite Request for Proposal(RFP) for selection of a BIDDER regarding Comprehensive Annual Maintenance contract(CAMC) for SCHNEIDER ELECTRIC Make 16 nos of 500KVA UPS & 4 nos of 100KVA UPS and 59 nos of 26TR PAHU for ITI Data Center and the BIDDER is willing to participate in the RFP as per the terms and conditions mentioned thereon;

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership company (strike off whichever is not applicable), constituted in accordance with the relevant law in the matter and the M/S ITI LIMITED is a PSU under the Department of Telecommunications, Ministry of Communications & IT, Government of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

- Enabling the M/S ITI LIMITED to select a BIDDER for establishing and managing the Data Center Project for ITI through the RFP in a transparent and corruption free manner, and
- Enabling BIDDERS to abstain from bribing or Indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the M/S ITI LIMITED will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact & agree as follows

RFP for 1 year CAMC of UPS & PAHU at Data Center

1. Commitments of the M/S ITI LIMITED

- 1.1 The M/S ITI LIMITED undertakes that no official of the M/S ITI LIMITED, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The M/S ITI LIMITED will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the M/S ITI LIMITED will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 2 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the M/S ITI LIMITED with full and verifiable facts and the same is prima facie found to be correct by the M/S ITI LIMITED, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the M/S ITI LIMITED and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the M/S ITI LIMITED the proceedings under the contract would not be stalled.

3 Commitments of BIDDER

- 3.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -
- a) The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the M/S ITI LIMITED, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- b) The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the M/S ITI LIMITED or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or, execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.

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- c) BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- d) BIDDERS shall disclose the payments to be made by them to agents/ brokers or any other intermediary, in connection with this bid/contract.
- e) The BIDDER further confirms and declares to the M/S ITI LIMITED that the BIDDER is the original Selected Bidder / Project integrator for Data Center and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the M/S ITI LIMITED or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such, intercession, facilitation or recommendation.
- f) The BIDDER either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the M/S ITI LIMITED or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- g) The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- h) The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- i) The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the M/S ITI LIMITED as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- j) The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- k) The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- l) If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the M/S ITI LIMITED, or alternatively, if any relative of an officer of the M/S ITI LIMITED has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of RFP Response. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- m) The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the M/S ITI

RFP for 1 year CAMC of UPS & PAHU at Data Center

LIMITED.

4 Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any 'corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5 Sanctions for Violations

5.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the M/S ITI LIMITED to take all or any one of the following actions, wherever required: -

- a) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- b) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- c) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the M/S ITI LIMITED resulting from such cancellation/rescission.
- d) To recover all sums paid in violation of this Pact by the BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

5.2 The M/S ITI LIMITED will be entitled to take all or any of the actions mentioned above, also on the Commission by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the M/S ITI LIMITED to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

6 Independent Monitors

6.1 The M/S ITI LIMITED appoints Independent Monitor (hereinafter referred to as Monitor) for this Pact in consultation with the Central Vigilance Commission.

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6.2 The task of the Monitor shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

6.3 The Monitor shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

6.4 Both the parties accept that the Monitor have the right to access all the documents relating to the project/procurement, including minutes of meetings.

6.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the M/S ITI LIMITED.

6.6 The BIDDER(s) accept(s) that the Monitor has the right to access without restriction to all Project documentation of the M/S ITI LIMITED including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER with confidentiality.

6.7 The M/S ITI LIMITED will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

6.8 The Monitor will submit a written report to the designated Authority of M/S ITI LIMITED within 8 to 10 weeks from the date of reference or intimation to him by the M/S ITI LIMITED I BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

7 Facilitation of Investigation

7.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the M/S ITI LIMITED or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

8 Law and Place of Jurisdiction

8.1 This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the M/S ITI LIMITED.

9 Other Legal Actions

9.1 The actions 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.

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10 Validity

10.1 The validity of this Integrity Pact shall be from date of its signing and extend up to the contract period with the M/S ITI LIMITED in case a contract is signed. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

10.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

11 The parties hereby sign this Integrity Pact.

M/S ITI LIMITED

BIDDER

Bangalore Plant
ITI Limited, Bangalore-560016

CHIEF EXECUTIVE OFFICER

M/s (address)

Place: Bangalore

Place:

Date:

Date:

Witnesses:

1.

1.

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ANNEXURE-V: BID SECURITY DECLARATION

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD

(On Bidders Letter head)

I / We, the authorized signatory of M/s....., participating in the subject tender No.for the item / job of do hereby declare :

- (i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
- (ii) That in the event we withdraw / modify our bid during the period of validity Or I/we fail to execute formal contract agreement within the given timeline OR I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD and I/we will be suspended from being eligible for bidding / award of all future contract(s) of ITI Limited for a period of one year from the date of committing such breach.

Signature and Seal of Authorised Signatory of bidder

Name of Authorized Signatory.....

Company Name

This section provides the outline, content and the formats that the Bidders are required to follow in the preparation of the Pre-Qualification Bid

RFP for 1 year CAMC of UPS & PAHU at Data Center

FORMAT 1 – GENERAL INFORMATION OF THE BIDDER

The Registered name of the company	
Address of Registered office	
Registration Number and Registration Authority	
Year of Incorporation	
Legal Status (Public or Private) Public or Private Ltd. Technological Collaborations	
Business Address for correspondence Street: City: Pin Code: Telephone/: Email: URL:	
Name of the contract/ Authorized person	
Contact's Designation	
Contact address if different from above	
Quality Certifications (Enclose Certificates copy)-ISO 9001-2015 mandatory	
Details of EMD furnished Amount Date Bank & Branch	
Details of Bangalore office.	

FORMAT 2 – PARTICULARS OF TURNOVER

Functional Year	Turnover	Net worth of the company as on 31 st March 2024
2021-22		
2022-23		
2023-24		

Note: The Particulars of Turnover in Form 2 has to be certified by company auditor or Company authorized signatory. Please attach Audited Annual reports for years 2021-22, 2022-23 and 2023-2024.

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FORMAT 3 – PRE-QUALIFICATION BID LETTER

To,
Additional General Manager – DC & SHIPPING
Mailing Section, Bangalore Plant,
ITI Limited, Dooravaninagar, Bangalore-560016,
Karnataka, India.

Subject: For the

Reference: “RFP Ref.: ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025

Sir,

We, the undersigned Bidders, having read and examined in detail all the RFP documents, do hereby propose to provide the services as specified in the RFP document number “RFP Ref.: ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025; along with the following:

1. EARNEST MONEY DEPOSIT (EMD)

We have enclosed an EMD in the form of a Demand Draft for the sum of **INR 2,07,500** (Rupees Two Lakh Seven Thousand Five hundred only). This EMD is liable to be forfeited in accordance with the provisions of the Section VII - General Conditions of the Contract.

2. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in Annexure II - Performa and as per Section VII - General Conditions of Contract.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Name

Designation

Seal Date & Business Address:

RFP for 1 year CAMC of UPS & PAHU at Data Center

FORMAT 4 – TECHNICAL BID QUALIFICATION CRITERIA

Sl. No	Criteria	Documents to be submitted	Page No.
1	The bidder should be a company registered under the Companies Act, 2013 since last 6 years as on 31.03.2025.	Certificate of incorporation and Self Certification of being in the Information Technology business for the last 6 years should be attached.	
2	Bidder should be an established Information Technology company/ IT System Integrator/ITeS company and should have been in the business for a minimum period of 5 years as on 31.03.2025. Consortium is not permitted.	1. CIN, MOA and/or 2. Business Registration Certificate and/or 3. Work Orders confirming year and area of activity.	
3	The bidder should be an OEM / Authorized channel partner of OEM.	In the case of channel partners, 1. MAF & Authorization from respective OEM should be addressed to the Tenderer (ITI) or 2. Certificate of Authorized channel partner proving the validity of association.	
4	OEM/Channel partner should have an office in Bangalore.	Address proof and contact details of the Bangalore office.	
5	The bidder should have a positive net worth and turnover of minimum Rs. 34.50 Lakhs on average for last three Financial Years ending on 31.03.2024.	Chartered Accountant certificate for Net-worth, Turnover and PAT should be attached. Copy of the audited profit and loss account/ balance sheet/ annual report of last three financial years (up to 31-Mar-24) should be attached.	
6	The Bidder should have experience in supply, Installation & commissioning and CAMC of such kind of items “Similar IT infrastructures” (i) One PO to the value of 92.00 Lakhs OR (ii) Two POs to the value of Rs. 57.50 Lakhs each OR (iii) Three POs to the valued of Rs.46.00 Lakhs each PO / Work Order Value Covering above Scope of work will be considered	A copy of the work order and client certificates should be attached. The Bidder must produce a completion / satisfactory certificate from the customer stating that the project is completed /is being executed satisfactorily.	
7	Certificates	Valid ISO 9001 certificate.	

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8	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the bidder should be attached.	
9	The bidder should furnish, as part of its bid, an Earnest Money Deposit (EMD) of Rs. 2,07,500/-. MSMEs are exempted from EMD. MSME firm has to provide Bid Security Declaration Form (Annexure V).	The EMD should be in the Indian rupees and should be in the form of DD Demand Draft/Banker's Cheque/ Bank Guarantee as per Annexure I. Bid Security Declaration Form as per Annexure V.	
10	Once PO is released, a 5% of PBG should be given against on total PO value for the entire period of contract within 15 days from the PO date.	The PBG should be in the Indian rupees and should be in the form of DD Demand Draft/Banker's Cheque/ Bank Guarantee should be submitted as per the format given in Annexure II.	

RFP for 1 year CAMC of UPS & PAHU at Data Center

FORMAT 5 - DECLARATION REGARDING CLEAN TRACK RECORD

To,
Additional General Manager – DC & SHIPPING
Mailing Section, Bangalore Plant,
ITI Limited, Dooravaninagar, Bangalore-560016,
Karnataka, India.

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document “RFP Ref.: ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025 ; regarding Comprehensive Annual Maintenance contract(CAMC) for SCHNEIDER ELECTRIC Make 16 nos of 500KVA UPS & 4 nos of 100KVA UPS and 59 nos of 26TR PAHU at ITI Data Center. I hereby declare that my company has not been debarred/black listed by any Government / Semi- Government organizations in India. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,
(Signature of the Bidder)

Name

Designation

Seal

Date:

Business Address:

RFP for 1 year CAMC of UPS & PAHU at Data Center

FORMAT 6 – DECLARATION OF ACCEPTANCE OF TERMS & CONDITIONS IN THE RFP

To,
Additional General Manager – DC & SHIPPING
Mailing Section, Bangalore Plant,
ITI Limited, Dooravaninagar, Bangalore-560016,
Karnataka, India.

Sir,
I have carefully gone through the Terms & Conditions contained in the RFP Ref ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025; regarding Comprehensive Annual Maintenance contract(CAMC) for SCHNEIDER ELECTRIC Make 16 nos of 500KVA UPS & 4 nos of 100KVA UPS and 59 nos of 26TR PAHU at ITI Data Center.

I declare that all the provisions of this RFP Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,
(Signature of the Bidder)
Name
Designation
Seal
Date:

RFP for 1 year CAMC of UPS & PAHU at Data Center

FORMAT 7 – TECHNICAL BID LETTER

Format for Response to RFP Ref.: ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025 ; Technical

To,
Additional General Manager – DC & SHIPPING
Mailing Section, Bangalore Plant,
ITI Limited, Dooravaninagar, Bangalore-560016,
Karnataka, India.

Dear Sir,

Subject: CAMC of UPS and PAHU for one year at ITI Data Center.

Reference: RFP Ref.: ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025

We, the undersigned Bidders, having read and examined in detail all the RFP documents do hereby propose to provide the services as specified in the RFP document number RFP Ref.: ITI/BGP/IT-DC/2025/2053; Dated 04-07-2025 along with the following:

1. Earnest Money Deposit (EMD)

We have enclosed an EMD in the form of a Demand Draft for the sum of Rs. 207,500/- (Rupees Two Lakh Seven Thousand Five hundred only). This EMD is liable to be forfeited in accordance with the provisions of - General Conditions of the Contract.

2. Deviations

We declare that all the services shall be performed strictly in accordance with the RFP documents except for the variations, assumptions and deviations, all of which have been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary anywhere else in our RFP:

3. Statement of Deviations from RFP Terms and Conditions is as specified in General Terms and Conditions

4. Further we agree that additional conditions or assumptions, if any, found in the RFP documents other than those stated in deviation schedule shall not be given effect to.

Contract Service Level Agreement (SLA)

5. We hereby declare that in case the contract is awarded to us, we shall submit the Contract Performance Guarantee Bond in the form prescribed in the RFP.

6. Bid Validity Period

We agree to abide by this Bid for a period of 180 days from the due date of bid submission or for any further period for which Bid validity has been extended and it shall remain binding upon us and Bid may be accepted at any time before the expiration of that period.

RFP for 1 year CAMC of UPS & PAHU at Data Center

We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge and belief.

We understand that our Bid is binding on us and that you are not bound to accept a Bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date: