

NOTICE INVITING EOI FOR
Selection of Back-End Partner for
Implementation, Integrations and Customization of
Communications Platform as a Service (CPaaS)
to support
SMS, Voice, RCS, and WhatsApp platform services.

EOI No: ITI/MSPDelhi/24-2025/CPAAS/01

Date of Issue: 28.10.2024

Issued by: Kiran Rani, AGM MSP Delhi

ITI Limited

(A Govt. of India Enterprise)

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1. Introduction

ITI Limited, a Public Sector Undertaking under the Department of Telecommunications, Ministry of Communications, is a leading Telecom equipment manufacturer and solution provider in India. The major customers are BSNL, BBNL, MTNL, Defense, Paramilitary forces, Railways, Banks, Central & State Govt departments, Institutions and research organizations like ISRO.

ITI Limited has been undertaking various projects in all fields of telecommunications and information technology and also continuously deploying new technologies in the field of Telecom, ICT, Networking, e-Governance etc. ITI has diversified its operation and has been executing projects in the field of Smart Infrastructure (Smart Cities, Safe Cities, Smart Energy Meters, Smart Classrooms, Smart Poles etc), Bharatnet etc. ITI has been executing projects in latest technologies like GPON, OLT, ONT, OFC, HDPE etc.

ITI Limited would like to address the tender for Selection of Back-End Partner for “**Selection of Back-End Partner for Implementation, Integrations and Customization of Communications Platform as a Service (CPaaS) to support SMS, Voice, RCS, and WhatsApp platform services**”.

In this connection ITI Limited, invites sealed Expression of Interest (EOI) from eligible bidders as a SI for addressing the above tender opportunity and implementing the project as per their scope of work finalized with ITI.

2. Important Dates

Date of EOI Upload	28.10.2024
Due Date for Submission of EOI	11.11.2024 11:00 AM
Technical Bid Opening	11.11.2024 11:30 AM
Tender Fee	INR 5000
ITI Bank Details	The Bank Details of ITI Limited for NEFT/RTGS/Net Banking is as below: Online RTGS/ NEFT Bank: Bank of Baroda, KG Marg MICR: 110012021 IFSC: BARB0CURZON A/C No.: 06230500000010
Performance Guarantee	PBG will be charged as per customer's terms and conditions.
Duration of PBG required	As mentioned in Customer's RFP + 1 month

ITI Contact Person	Mrs. Kiran Rani AGM (Marketing & Purchase) Mob : +91 8800530411 https://www.itiltd.in e-mail: etenderiti_mspdli@itiltd.co.in Helpdesk: 1. Prashant Kumar, DGM-NT; +91-99100-48364 e-mail: prashant_rodel@itiltd.co.in
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3. Objective

The objective of the project is to implement a comprehensive communication platform by deploying Communication Platform as a Service (CPaaS), SMSC at the client's premises, and facilitating inbound and outbound SMS gateways, while providing seamless API integrations, customization, and enabling advanced communication channels such as WhatsApp Business API (WABA) and Rich Communication Services (RCS).

4. Scope of Work

WhatsApp messaging Service

The selected Agency shall provide WhatsApp business service and chatbot solution including, but not limited to the following activities

1. WhatsApp Business API
2. Chatbot Solution
3. Chatbot Builder

WhatsApp Business API

- a) Providing a console to send WhatsApp notification / messages to registered / non-registered users of application developed by end client. The notification / messages will only be sent to the users those who have given their consent through opt-in campaign.
- b) Providing an API to send WhatsApp notification / messages to registered/nonregistered users of web application developed by end client.
- c) Provide web interface to end client for sending WhatsApp notifications/messages to citizens.
- d) Implement sending WhatsApp messages in Odia and English language. Messaging framework must be capable of sending messages in various media formats like image, pdf, video, emojis etc. allowed by WhatsApp and the file size limit should not be less than that of permissible limit by WhatsApp.
- e) WhatsApp Service integration: Service/ API on-boarding/ integration on WhatsApp Communication Management Solution for applications.
- f) Provide web interface to view/download summary and detailed MIS report of sent/received WhatsApp messages.

- g) The MIS dashboard should have provision to generate report on API integration wise (i.e. application wise) WhatsApp messages.

Chatbot Features

SL#	Feature	Detailed functionality
1	User Management	The WhatsApp Conversation manager to offer access to multiple users via offering separate credential for every user
2	Conversation	This feature should help defining conversation flow hence it should directly map to different conversations a user can do on chat.
3	Properties	Properties are like custom fields. Properties to store all the data associated with any user. The WhatsApp Conversation manager should support properties of type: Text, Number, Decimal, Date/ Time, Phone Number, Email, Location, Complex Objects.
4	Branching	The WhatsApp Conversation manager should be able to personalize the conversation flow with different branches for different users. Branching to take decision based on user input. User can branch a conversation to make conversations personalized as per requirement.
5	Delay/ Typing	This feature should allow to put delay in between message and also send typing indicator
6	Starting Rules	Starting Rule should help us in defining rules for conversation matching. We can define Exact Match, Partially Match, Regex & AI based rules
7	Set Properties	This should allow us to set property values and should support complex mathematical operations and data expressions
8	Rest API	This should allow to make Rest API calls
9	Application Integration	The WhatsApp Conversation manager should offer real time integration with our different web applications
10	Templates	This allows to reuse messages and conversations
11	Sync Application	The Chatbot builder should offer real time integration with our different web application
12	Project continuity	The WhatsApp Conversation manager developed should continue to work after the contract period is over, without any compulsion to take any kind of technical support from the selected bidder.

SMS Service

- It should be able to send a PUSH SMS message to any mobile number throughout the country.
- PUSH SMS messages would be of type: Transactional, OTP or Promotional. The delivery time of the SMS will depend on SLA of end client
- OTP message should be supported by high-speed delivery channels in backend at bidder end.
- An HTTP/HTTPS based PUSH SMS API shall be provided by bidder firm for the integration (both GET and POST method).
- These APIs shall be platform independent and should be integrable with applications built upon different technologies.
- System should allow to create a number of user accounts. These user accounts would be used to send message requests from various entities at user application end.
- The API should have the provision to specify the user account details so that the separation of the traffic could be recorded.
- On each call, the API should return a unique acknowledgement/transaction reference number back to the application.
- The system should have a feature for delivery of SMS delivery report back to the application through an API. The delivery report data should also contain the unique acknowledgement/transaction reference number for the requests which delivery report meant for.
- System should be able to send at-least 5 crore SMSs per day (24 hrs).
- System should allow Message Concatenation by sending SMS fragments contiguously for up to 1000 characters
- SMS Monitoring cum Command Tool
- Bidder shall provision a web based secured interface to monitor the SMS traffic for various accounts created and to send/schedule messages in bulk.
- It should allow to create a number of accounts that can have restricted access for various features based upon the account profile.
- This interface should allow the user to search the SMS records based upon the message content(partial) in language neutral manner, mobile number, submission/delivery date/time range, status etc.
- This interface should allow to send messages in bulk using files in formats msxls(x)/txt/csv etc.
- This interface should allow to see reports for the messages sent using various criteria and to download the reports in ms-xlsx/pdf/csv formats as well.
- This interface should allow to create/update/deactivate the new/existing user accounts through some administrator account.
- Delivery report/DLR should be sent with as soon as mgs is delivered. Non received DLR would be considered as fail/non-delivered message.
- For the failed/non-delivered messages, the delivery report should contains the reason for the same

Voice Service

- The system should be make OBD Calls to citizens based on pre-recorded voice message
- The system should be capable of sending calls to any network across the nation including numbers under DND (as per TRAI regulations).
- The system should allow to schedule the OBD calls as per the requirement
- The bidder should provide a web based interface for OBD Calls and Reports.
- The authorized user through login may initiate delivery of Bulk voice messages through Front end Outbound dialler platform
- Upload of numbers file should support excel, csv and text format.

RCS messaging

- RCS messaging should provide interactive & richer user experiences, and it should support videos, emojis, gifs, and chatbot integration.
- It should support two-way Communication workflow.
- It should have rich media features like QR Code, Images combined with contextual intelligent follow ups that will enable to communicate effectively right to the native Android messaging app.
- It may suggest replies and actions using the quick reply templates.

Unified Platform

The bidder shall provide an Unified platform for all the services viz WhatsApp, SMS, OBD, RCS (when available) with a common dashboard. Indicative features are as follows:

1. Realtime Dashboard for messages (all type such as SMS, Whatsapp etc) on delivery status, month wise, date wise, campaign wise etc.
2. Delivery Report to be displayed in real time fort all type message
3. File Upload option for mobile numbers
4. Facility to download the delivery status of the message with mobile number with error code if any.
5. Facility to view the message count (all type such as SMS, WhatsApp, OBD etc) for a particular period.

4(i)	Eligibility Criteria of Applicants	
	a	<p>Company Profile: The bidder shall be a company incorporated/registered in India under the Companies Act 1956/2013/Proprietorship/Partnership Firm/Limited Liability Partnership (LLP). The bidder should be an OEM/System Integrator of similar work.</p>
	b	<p>The minimum average annual turnover of bidder during last 3 years ending 31st March, 2023 shall be Rs. 40 Crores as per the annual report (audited balance sheet and profit & loss account) of the relevant period, duly authenticated by a Chartered Accountant along with a Certificate from the Chartered Accountant.</p>
	c	<p>Net worth of entities, ending 31st March of the previous financial year, should be positive. Certificate from the Chartered Accountant to be submitted at the time of bid submission.</p>
	d	<p>Bidder Experience:</p> <ol style="list-style-type: none"> 1. Bidder should have valid empanelment with ITI Limited. 2. The bidder should have executed a single state wide IT/ITES work order with an order value of minimum INR 40 crores, for any Government entity i.e. Central or State Government Organization/ University / Educational Board. 3. The bidder should have one single work order which include web based software solution along with supply, implementation, operation & maintenance of hardware & system software, with an order value of minimum INR 20 crores. 4. The bidder should have executed IT Infrastructure project for a single Government entity i.e. Central or State Government organization/ University along with ITI Limited on back to back basis for a cumulative value of more than 2.5 crores.
	e.	<p>The bidder should have a registered number of following: -</p> <ul style="list-style-type: none"> • PAN • GST <p>IT Return (Last 3 FY i.e. 2020- 21, 2021 - 22 & 2022 - 23)</p>
	f.	<ul style="list-style-type: none"> • Power of Attorney OR Authorization letter: The signatory signing the bid on behalf of the bidder should be duly authorized by the Board of Directors / Partners of the bidder to sign the bid on their behalf.
	g.	<p>The bidder must ensure to deposit the EOI Document fee.</p>
	h.	<p>The Bidder should hold valid certification of ISO 9001: 2015, ISO/IEC 27001:2013 & ISO/IEC 20000-1:2018.</p>

I	<p>Blacklisting Self Declaration - The bidder shall submit the undertaking that the bidder: -</p> <ul style="list-style-type: none"> • Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason. • Has not been ever insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. <p>And their directors, partners and officers not have been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of bid or not have been otherwise disqualified pursuant to debarment proceedings.</p>
j.	<ul style="list-style-type: none"> • Bidder should undertake to comply all the tender requirements including technical specifications
k.	Bidder should submit write up on Implementation Plan and capability (technical and financial) on how the project will be executed by the bidder
l.	<p>Bidder should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Details of End User - Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory of bidder.</p> <p>ITI reserves the right to verify the correctness of the client certificates (PO Copies/Work orders) and any other information submitted by the bidder in his offer.</p> <p>In case of any wrong information submitted by bidder, the bid will be rejected and subsequently the bidder will be blacklisted from doing any business with ITI Limited.</p>
m.	Work Orders received directly from the Govt. organization or through PSUs shall be considered
n.	Manual bids will not be accepted.
o.	Consortium is allowed
p.	<p>Certificates</p> <p>Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the customer Bid document, ATC and Corrigendum if any.</p>

4(ii) Technical Criteria of Applicants

Sr.	Criterion	Max Marks	Supporting Documents
1.	<p>Financial Capability: The bidder shall have a minimum average turnover of INR 40 Crores for the last 3 FY years (FY 2020-2023) from IT/ITeS/ ICT services</p> <ul style="list-style-type: none"> a. INR.40 to INR.45 Crores: 5 marks b. >INR 45 to INR 50 Crores: 10 Marks c. >More than Rs. 51 Crores: 15 Marks 	15	Certificate issued by Statutory Auditor/CA for Turnover with Unique Document Identifier Number (UDIN).
2.	<p>The bidder should have successfully executed a single state wide IT/ITES work order for any Government entity i.e. Central or State Government Organization/ University / Educational Board.</p> <ul style="list-style-type: none"> • Single Project with value of INR 40 Crores: 05 Marks • Single Project with value of INR. 60 Crores: 10 Marks 	10	<p>Copy of work order should to be submitted at the time of bid submission.</p> <p>Work order received directly from the Govt. Organisation / PSUs shall be considered.</p>
4.	<p>The bidder should have one single work order which include web based software solution along with supply, implementation, operation & maintenance of hardware & system software.</p> <ul style="list-style-type: none"> • Single Project with value of INR 20 Crores: 05 Marks • Single Project with value of INR. 30 Crores: 10 Marks <p>Additional 5 mark will be provided if the project is with Central / State Government / PSU/ Govt. Autonomous Organization in India</p>	15	<p>Copy of work order & completion certificate to be submitted at the time of bid submission.</p> <p>WO received directly from the Govt. Organisation / PSUs shall be considered</p>
5.	<p>Certifications:</p> <ul style="list-style-type: none"> • CMMI Level 5 & ISO 9001: 2015, ISO27001:2013 & ISO 20000-1: 10 Marks 	10	Copy of Work order/ Contract copy/LOI from Client.
6.	The bidder must have on its roll at least 100 technically qualified professionals on their roles.	5	Undertaking by Company's HR head or authorized signatory
7.	Bidder should have completed any 05 projects with ITI Limited.	5	List of projects along with copies of work orders
8.	<p>Approach and Methodology: The Bidder should propose the Approach & Methodology to be covered in the technical proposal, detailing:</p>	10	To be signed and submitted in technical bid
9.	<p>Technical presentation and functional demonstration: The eligible bidders will be asked to give a presentation on the proposed solution. Date, time and venue of the presentation will be communicated to bidders after opening of Technical proposal.</p>	30	Technical presentation cum demonstration to be given by the Bidders
	Total	100	

The bidder scoring the highest marks the Technical criteria shall be eligible for further action.

4(iii) General	Please provide compliance for the following clauses	Compliance Yes / No
1.	ITI reserves the right to quote & supply ITI manufactured products (in full or partial quantity) if BOM of Tender/Project contains ITI manufactured products.	
2.	ITI reserves the right to undertake services likes installation and commissioning activities, Annual Maintenance Contract (AMC) etc. up to 50%	
3.	All activities like Proof of concept on “No Cost No Commitment” (NCNC) basis wherever applicable will be the responsibility of bidders	
4.	Bidder should be willing to impart required training to ITI engineers for undertaking services & execution of project (if applicable)	
5.	Bidder will be responsible for any shortcoming in the BOM and the same should be rectified free of cost	
6.	Bidder should be willing to provide ToT for manufacture of offered products in ITI if the bidder is an OEM. Bidder/OEM shall give an undertaking for doing contract manufacturing of their proposed product at ITI manufacturing plant.	
7.	Bidder should be willing to sign an exclusive agreement with ITI for smooth execution of the project.	
8.	All commercial terms will be as per the customer Tender/PO on back-to-back basis.	
9.	PBG will be taken from back-end partner on back to back basis based on client’s request.	
10.	Delivery Schedule: Delivery Schedule as per the customer Tender/ PO on back-to-back basis.	
11.	LD Clause: LD shall be as per ITI Clauses (<i>@ 0.5% of order value per week or part thereof subject to a maximum of 10% of the undelivered portion/ the order value (if the item(s) cannot be used unless full supply is made) or to cancel the order and purchase the materials from alternative source at the risk and cost of the supplier</i>) OR as per the customer PO/tenderclause whichever is higher.	
12.	Payment Terms: a) Payment terms will be as per customer tender and will be done through an Escrow account on back-to-back basis. b) Payment to the vendor shall be done after deduction of all i. LD/recoveries imposed by customer (if any) ii. ITI’s margin No advance payment shall be released for any work.	

13.	<p>The bidder shall give an undertaking for the following:</p> <p>a. To extend a fully back-to-back partnership</p> <p>b. To support ITI as a SI and bid in this tender with ITI as lead bidder</p> <p>c. To support ITI for preparation of the tender, post bid clarifications, technical presentations and any other requirements as per tender.</p> <p>d. To make all arrangements and carry out Proof of Concept (PoC)/NCNC at bidder's cost (If applicable)</p>	
4(iv)	Checklist of documents/information to be submitted:	
	I. Company Profile	
	II. Certificate of Incorporation as per clause a of 4(i)	
	III. Memorandum & Articles of Association	
	IV. The bidder should have average annual turnover as per clause b of 4(i)	
	V. Proof of positive net worth in last financial year (2022-23) as per clause c of 4(i)	
	VI. PO & Client certificate in this regard shall be submitted for proof of experience as per clause d of 4(i)	
	VII. Undertaking as per clauses 4(i) e, k, l, m & n (whichever applicable) and 4(ii) 8 & 17 in company letter head	
	VIII. GST Registration Certificate or valid exemption certificate as per clause f of 4(i)	
	IX. Copy of PAN Card and Copy of ESI & PF certificate with Latest filed return as per clause f of 4(i)	
	X. CIN (Corporate Identity Number), if applicable	
	XI. Authorization letter in the company letterhead authorizing the person signing the bid for this EOI and Power of Attorney (POA) as per clause g of 4(i)	
	l. Undertaking in letter head to indemnify ITI from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc.	
	m. Undertakings in Company letter head as per Annexure I	
	n. Bidders Details as per Annexure II	
	o. Clause by clause compliance of EOI terms with references to supporting documents as per Annexure III	

p.	Pre-Contract Integrity Pact as per Annexure-IV a) "Bidders participating in the EOI have to agree to sign Integrity Pact on placement of order / contract" b) "Those bidders who are not willing to sign Integrity Pact will not be considered for bid opening"
r.	Brief technical literature of the offered equipment
t.	Blacklisting Self Declaration as per clause j of 4(i)
u.	The bidder should give an undertaking on the company's letter head that all the documents/certificates/information submitted by them against this NIT are genuine.
v.	Bidder shall submit technical data sheet by highlighting each complied specification. Wherever technical specifications and operational/functional requirements not mentioned in datasheet, OEM compliance shall be submitted
w.	Work order / Contract clearly highlighting the scope of work, Bill of Material and value of the contract/order; AND Completion / Commission Certificate issued & signed by the competent authority of the client entity on the entity's Letterhead.
x.	Copies of certifications sought by customer in their RFP
y.	Certificates : The Bidder should hold valid certificates as per clause i of 4(i)
z.	Proof of tender process fees as per clause h of 4(i)
aa	All the applicable annexures of end customer tender duly filled & signed (along with supporting documents) to be submitted by the bidder.
ab	Any other documents mentioned in the customer tender.
ac	Complete EOI and customer tender document digitally signed, stamped and complied on each page by the bidder be uploaded.
ad	Conditional bids will not be entertained and summarily rejected. Only online bids on https://itilimited.euniwizarde.com portal will be accepted and no physical bids will be accepted.

Special Conditions of EOI:

- a. No advance will be paid to the SI, even though ITI is eligible to get advance from the customer being a front end bidder.
- b. The selected SI , who has partnered with ITI for a particular tender/ project shall not partner with any other lead bidder for the same tender/project
- c. If the bidder is selected, during the final tender submission, the price to be quoted shall not be more than price "A" and the margin offered to ITI shall not be less than "B"

Note:

1. The Bidding (For both Technical and Financial Part of the Bid) would be subjected to an On-line / e-Tendering process. The prospective Bidders are requested to go through <https://itilimited.euniwizarde.com> to understand the entire e-Tendering Process and follow the Registration and Bidding Process on <https://itilimited.euniwizarde.com> as defined in the document. In case of any clarifications on e-tender portal, bidders may contact the portal administrators of <https://itilimited.euniwizarde.com>.
2. The Technical Bid and financial bid shall be uploaded in e-procurement site of ITI Limited (<https://itilimited.euniwizarde.com>). For submission of online bid and procedure to be followed, visit <https://itilimited.euniwizarde.com>.
3. ITI's Tender document can be downloaded from ITI web site www.itilttd.in or CPP portal www.eprocure.gov.in. For uploading the bid proposal, all vendors have to register in our eProcurement portal (<https://itilimited.euniwizarde.com>) .When submitting the bid please state the tender ID.
4. Any clarifications regarding the tender can be obtained from - “Any corrigendum/addendum/errata in respect of the above tender shall be made available at our official website www.itilttd.in. / CPPP or <https://itilimited.euniwizarde.com>. No further press advertisements will be given. Hence, all bidders are advised to check the ITI ltd website regularly” and Helpdesk: **Mr. Prashant Kumar, DGM-NT;**
Mobile No: +91-99100-48364
e-mail: prashant_rodell@itilttd.co.in
5. Technical bids will be opened at **11.30 AM on 11.11.2024**
6. Financial Bid opening will be done after the evaluation of Technical bid (Only for technically qualified bidders).
7. **Bid should be valid for a period of 210 or as per customer RFP from the date of opening of EOI response.**
8. Conditional offers are liable for rejection.
9. The Bidders should give Clause by clause compliance of EOI with references to supporting documents; otherwise the offers are liable for rejection.
10. Payment to the successful bidder shall be made after deducting the offered margin and the statutory taxes payable to the Govt (Penalties if any levied by the customer will be passed on to the Successful bidder), only after the receipt of payment from the customer.

11. Margin offered should be firm throughout the contract irrespective of reason, what so ever, including the exchange rate fluctuation.
12. SI will be selected on the basis and Requirement of customer RFP.
13. **Indemnity:** The vendor to indemnify ITI from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer. LD/ Penalties incurred on account of delay in supply, product failure during warranty if any and deficiency in Warranty and AMC services attributable to the partner shall be borne by the partner
14. **Arbitration:** Any dispute arising out of this Agreement shall be settled and resolved as per the dispute resolution and arbitrations clause agreed between the Parties under the main Contract.
15. **Set Off:** Any Sum of money due and payable to the supplier under this contract may be appropriated by the purchaser or any other person contracting through the ITI and set off the same against any claim of the purchaser for payment of a sum of money arising out of this contract or under any other contract made by the supplier with the purchaser.
16. The interested SI may like to discuss the customer tender related information, EOI Bidding Conditions, Bidding Process and clarifications, if any with the **Mr. Prashant Kumar, DGM-NT**; Mobile No: +91-99100-48364 e-mail: prashant_rodell@itilttd.co.in and obtain the complete tender document from customer website.
17. ITI will not consider any or all of the bids if they are not meeting EOI requirements.
18. Bidders participating in the EOI have to agree to sign Integrity Pact on placement of order / contract.
19. Those bidders not willing to sign Integrity Pact will not be considered for bid opening.
20. **Intellectual Property Rights:**
 - All deliverable, outputs, plans, drawings, specifications, designs, reports and other documents and software submitted by the contractor under this contract shall become and remain the property of the procuring entity and subject to laws of copyright and must not be shared with third parties or reproduced, whether in whole or part, without: the procuring entity's prior written consent.
 - The contractor shall, not later than upon termination or expiration of this contract, deliver all such documents and software to the procuring entity, together with a detailed inventory thereof.

- The contractor may retain a copy of such documents and software but shall not use it for any commercial purpose.
21. **Late offer:** Any offer received after the prescribed timeline shall be rejected and shall be returned unopened to the Companies.
 22. **Language of offers:** The offers prepared by the Company and all the correspondences and documents relating to the offers exchanged by the companies shall be written in English language.
 23. In the event that ITI is required to provide demonstration or working of the product to their buyers, the same shall be arranged by the system integrator at latter's cost and expenditure.
 24. Price negotiation will be permitted downwards only and ITI profit margin negotiation will be upwards only.
 25. **Cost of EOI:** The bidder shall bear all costs associated with the preparation and submission of his offer against this EOI, including cost of presentation for the purposes of clarification of the offer, if so desired by ITI. ITI will, in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EOI process.
 26. **Purchaser's Right to accept any bid and to reject any or All Bids or to cancel the EOI:** ITI Limited reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action
 27. **Amendment of EOI:** At any time prior to the last date for receipt of offers, ITI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment. In order to provide prospective bidder reasonable time in which to take the amendment into account in preparing their offers, ITI may, at their discretion, extend the last date for the receipt of offers and/or make other changes in the requirements set out in the Invitation for EOI.
 28. **Disclaimer:** ITI and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the

loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of ITI and/or any of its officers, employees.

29. Accessibility of EOI Document: Complete EoI document with terms and conditions is provided in the following websites

- (i) <http://www.itilttd.in>
- (ii) <https://itilimited.euniwizarde.com>
- (iii) <http://eprocure.gov.in>
- (iv) Gem Portal

Annexure-I**Undertakings**

M/s _____ do here by undertake the following:-

1. Are not blacklisted by Central Govt./ any State or UT Govt/ PSU/ organized sector in India
2. To work with ITI as per this EOI and Customer Tender terms and conditions. Also, we agree to implement the project (scope of work as per Tender terms and conditions including investment) covering Warranty & post-warranty services, maintenance etc, in the event of ITI winning the contract on back-to-back basis.
3. To submit EMD and Performance Bank Guarantee to customer/ITI (as decided by ITI) as per Customer Tender terms & conditions.
4. That we will be equipped with the required manpower with qualifications, certifications and experience as mentioned in the customer tender.
5. To obtain relevant statutory licenses for operational activities.
6. To sign MoU/Teaming Agreement, Integrity Pact with ITI for addressing the customer tender as per customer's tender terms and conditions.
7. To indemnify ITI from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.
8. To support the offered equipment for a period as asked in customer bid documents.
9. To supply equipment/components which conform to the latest year of manufacture.
10. The bidder should give certificate stating that all the hardware/ software supplied under the contract shall not contain any embedded malicious codes that could inhibit the desired functions of the equipment or cause the network to malfunction in any manner.

Annexure-II**Bidders Profile**

1.	Name and address of the company			
2.	Contact Details of the Bidder (Contact person name with designation, Telephone Number, FAX, E- mail and Web site)			
3.	Area of business	IT/ ITES Solution Providers		
4.	Annual Turnover for 3 financial years (Rs in Cr)	2020-21	2021-22	2022-23
5.	IT Turnover for 3 financial years (Rs in Cr)	2020-21	2021-22	2022-23
6.	Net Worth as on 31.03.2023			
7.	Date of Incorporation			
8.	GST Registration number			
9.	PAN Number			
10.	CIN Number, if applicable			
11.	Number of technical manpower in company's rolls			

Annexure-III**Compliance Statement**

S.No	Clause No.	Clause	Compliance (Complied/ Not Complied)	Remarks with Documentary Reference

Annexure - IV

PRE-CONTRACT INTEGRITY PACT

(To be executed on plain paper and submitted along with Technical Bid/ EOI Documents. To be signed by the bidder and same signatory Competent/ Authorized to sign the relevant contract on behalf of the ITI Ltd).

EOI No.....

This Integrity Pact is made onday of 2024

BETWEEN:

ITI Limited, MSP Lucknow having its Registered & corporate office at ITI Bhavan, Dooravani Nagar, Bangalore – 560016 India, and established under the Ministry of Communications & IT, Government of India (hereinafter called the Principal), which term shall unless excluded by or is repugnant to the context, be deemed to include its Chairman & Managing Director, Directors, Officers or any of them specified by the Chairman & Managing Director in this behalf and shall include its successors and assigns) **ON THE ONE PART**

AND

M/s represented by Chief Executive Officer (hereinafter called the bidder(s)/Contractor(s)), which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the bidder/contract **ON THE SECOND PART.**

Preamble

WHEREAS the Principal intends to enter into an MOU of partnering business opportunities of common interest and able to generate synergies in execution of such business for....

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

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

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

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

SECTION 1 – COMMITMENTS OF THE PRINCIPAL

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

- a. No employee of the Principal, personally or through family members, will in connection with the EOI for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the personal is not legally entitled to.
- b. The Principal will, during the EOI process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the EOI process, provide to all bidder(s) the same information and will not provide to any bidder(s) confidential/ additional information through which the bidder(s) could obtain an advantage in relation to the EOI process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons. If the principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Actor if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary action as per its internal laid down Rules/ Regulations.

SECTION 2 – COMMITMENTS OF THE BIDDER / CONTRACTOR

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

- a. The bidder(s)/contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the Principal's employees involved in the EOI process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever (during the EOI process or during the execution of the contract).
- b. The bidder(s)/contractor(s) will not enter with other bidders/ contractors into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The bidder(s)/contractor(s) will not commit any offence under IPC/PC Act, further the bidder(s)/contractor(s) will not use improperly, for purposes of competition of personal gain, or

pass onto others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

- d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents /representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
- e. The Bidder(s) / Contractor(s) will, when presenting the bid, disclose any and all payments made, are committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. The Bidder(s)/Contractor(s) will not bring any outside influence and Govt bodies directly or indirectly on the bidding process in furtherance to his bid.
- g. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

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

If the Bidder(s)/Contractor(s), during EOI process or before the award of the contract or during execution has committed a transgression in violation of Section 2, above or in any other form such as to put his reliability or credibility in question the Principal is entitled to disqualify Bidder(s)/Contractor(s) from the EOI process.

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

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

A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that on the basis of facts available there are no material doubts.

The decision of the Principal to the effect that breach of the provisions of this Integrity Pact has been committed by the Bidder(s)/ Contractor(s) shall be final and binding on the Bidder(s)/ Contractor(s), however the Bidder(s)/Contractor(s) can approach IEM(s) appointed for the purpose of this Pact.

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

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

SECTION 4 – PREVIOUS TRANSGRESSION

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

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

SECTION 5 – COMPENSATION FOR DAMAGE

5.1 If the Principal has disqualified the Bidder(s)/Contractor(s) from the EOI process prior to the award according to Section 3 the Principal is entitled to forfeit the Earnest Money Deposit/Bid Security/ or demand and recover the damages equitant to Earnest Money Deposit/Bid Security apart from any other legal that may have accrued to the Principal.

5.2 In addition to 5.1 above the Principal shall be entitled to take recourse to the relevant provision of the contract related to termination of Contract due to Contractor default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor or demand and recover liquidate and all damages as per the provisions of the contract agreement against termination.

SECTION 6 – EQUAL TREATMENT OF ALL BIDDERS/CONTRACTORS

6.1 The Principal will enter into Integrity Pact on all identical terms with all bidders and contractors for identical cases.

6.2 The Bidder(s)/Contractor(s) undertakes to get this Pact signed by its subcontractor(s)/sub- vendor(s)/ associate(s), if any, and to submit the same to the Principal along with the EOI document/contract before signing the contract. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the provisions laid down in the Integrity Pact Agreement by any of its subcontractors/ sub-vendors / associates.

6.3 The Principal will disqualify from the EOI process all bidders who do not sign this Integrity Pact or violate its provisions.

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

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

SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)

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

Details of IEM appointed by IT1 are as under:

1. Shri Atul Jundall, IFS (Retd.)
3/10 Vishesh Khand
Opp. Little Friend School
Gomti Nagar,
Lucknow-226010(UP)

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

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

8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the relations between the Principal and the Bidder(s)/Contractor(s). As soon as the Monitor notices.

Or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.

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

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

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

SECTION 9 - FACILITATION OF INVESTIGATION

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

SECTION 10 - LAW AND JURISDICTION

10.1 The Pact is subject to the Law as applicable in Indian Territory. The place of performance and jurisdiction shall the seat of the Principal.

10.2 The actions stipulated in this Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

SECTION 11 – PACT DURATION

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

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

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

SECTION 12 - OTHER PROVISIONS

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

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

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

12.4 Any disputes/ difference arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with interpretation thereof shall not be subject to any Arbitration.

12.5 The action stipulates in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

In witness whereof the parties have signed and executed this Pact at the place date first done mentioned in the presence of the witnesses:

For PRINCIPAL
BIDDER(S)/CONTRACTOR(S)

For

.....

.....

Name Designation

Name Designation

Witness

1.

1.

2.

2.

PROCEDURE FOR SUBMISSION OF TENDER

The bidders are required to submit soft copies of their bid electronically on the ITI 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 ITI e-Wizard Portal. For more information, bidders may visit the ITI e-Wizard Portal <https://itilimited.euniwizarde.com>.

1. Registration Process on Online Portal

- a) Bidders to enroll on the e-Procurement module of the portal <https://itilimited.euniwizarde.com> by clicking on the link "Bidder Enrolment" as per portal norms.
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-Wizard Portal.
- c) Bidders must provide the details of PAN number, registration details etc. as applicable and submit the related documents. The user id will be activated only after submission of complete details. The activation process will take minimum 24 working hours. After completion of registration payment, you can also send your acknowledgement copy on our help desk mail id ewizardhelpdesk@gmail.com for activation of your account.
- d) Bidders to register upon enrolment their valid Digital Signature Certificate (DSC: Class III Certificates with signing key and encryption usage) issued by any Certifying Authority recognized by CCA India with their profile.
- e) A bidder should register only one valid DSC. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse. Foreign bidders are advised to refer "DSC details for Foreign Bidders" for Digital Signature requirements on the portal.
- f) Bidder then logs in to the site through the secured login by entering their user ID/password and the password of the DSC / e-Token.

1. Tender Document Search

- a) Various built-in options are available in the e-Wizard Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- b) There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, a form of contract, location, date, other keywords, etc. to search for a tender published on the Online Portal.
- c) 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. This would enable the Online Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- d) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

2. Bid Preparation

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/PNG, etc. formats. Documents in PDF format with maximum Five (5) Mb file can be uploaded.

3. Bid Submission

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders must pay required payments (Form fee, EMD, Tender Processing Fee etc) as mentioned before submitting the bid.
- d) Bidder to select the payment option mode as specified in the Schedule (EMD/FORM FEE Section) to pay the form fee/ EMD wherever applicable and enter details of the instrument.
- e) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- f) 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.
- g) 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.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- i) 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.
- j) Kindly have all relevant documents in a single PDF file.
- k) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

4. Amendment of bid document

At any time prior to the deadline for submission of proposals, the institutions 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. Instruction to Bidders

- a) Process for Bid submission through ITI Ewizard portal is explained in Bidder Manual. Bidders are requested to download Bidder Manual from the home page of website (<https://itilimited.euniwizarde.com>). Steps are as follows: (Home page Downloads Bidder Manuals).
- b) The tenders will be received online through portal <https://itilimited.euniwizarde.com>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- c) Possession of Valid Class III Digital Signature Certificate (DSC) in the form of smart card/ e-Token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://itilimited.euniwizarde.com>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available on the web site <https://itilimited.euniwizarde.com> under the link 'DSC help'.
- d) Tenderers are advised to follow the instructions provided in the 'User Guide and FAQ' for the e- Submission of the bids online through the ITI e-Wizard Portal for e-Procurement at <https://itilimited.euniwizarde.com>
- e) The bidder has to "Request the tender" to portal before the "Date for Request tender document", to participate in bid submission.
- f) All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
- g) Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
- h) No deviation to the technical and commercial terms & conditions allowed.
- i) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bids