

ITI LIMITED
(A Govt. of India Undertaking)



EXPRESSION OF INTEREST (EOI):

“For selection of Agency for Development, Deployment, Hosting, Integration and Maintenance of an AI-Enabled CBME-Aligned Integrated Academics Management System (IAMS)”

EOI No. ITI/MSP/LKO/EOI/IAMS/01

Dated: 03/08/2026

HEAD MSPUP

ITI Limited, MSP-UP

ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar, Lucknow- 226 010, India

Phone: (0522) 272-0301, 0302, 0305

Email: head_mspup@itiltd.co.in

ITI LIMITED
(A Govt. of India Undertaking)



EOI NOTICE

EOI No. ITI/MSP/LKO/EOI/IAMS/01

Dated: 03/08/2026

ITI Limited invites ONLINE bid in TWO COVER SYSTEM (Technical & Financial) from eligible bidders which must be valid for a minimum period of 180 days from the Bid Submission Deadline for following items:

Project Description	EXPRESSION OF INTEREST (EOI): “For selection of Agency for Development, Deployment, Hosting, Integration and Maintenance of an AI-Enabled CBME-Aligned Integrated Academics Management System (IAMS)”
----------------------------	--

Interested parties may view and download the tender document containing the detailed terms & conditions at free of cost from the websites <https://itilimited.ewizard.in> or

The ONLINE bid is to be submitted on <https://itilimited.ewizard.in> only.

The helpdesk nos. for online bidding : 9355030617,9355030618,011-49606060

ITI LIMITED
(A Govt. of India Undertaking)



(Invited through e-Tendering mode only)

EXPRESSION OF INTEREST (EOI) for Selection of Agency for Development, Deployment, Hosting, Integration and Maintenance of an AI-Enabled CBME-Aligned Integrated Academics Management System (IAMS)

EOI No. ITI/MSP/LKO/EOI/IAMS/01

Dated: 03/08/2026

We, as a Govt. of India Undertaking organization under the Ministry of Communication & IT, are engaged in ICT business along with other diversifying business areas.

This EOI/RFP/Tender is aimed at identifying suitable Commercial Organization as a 'System Integrator' having adequate strength in the above field.

The 'System Integrator' (SI) shall act as an OEM/System Integrator of ITI to execute the project in India. All mission critical activities would be managed and supervised by ITI through its experienced Managers and qualified Professionals in the respective areas.

With this vision and commercial objective, sealed bid is invited for the above-mentioned work. The Sealed Technical and Financial proposal under Two Cover-System may be submitted by the Bidder(s). It is must for the bidders to meet the Eligibility Criteria as mentioned in the EoI/RFP/Tender document.

The interested parties may collect the EoI/RFP/Tender document upon submission of EoI/RFP/Tender Document Cost to ITI by person or the same can be downloaded from the website and the said cost may be submitted along with the bid at the time of submission of offer.

Few important points & timelines are being furnished hereunder.

Sl.No.	Important Points/Timelines	Details
1.	EOI / Tender Enquiry Authority	HEAD-MSPUP ITI Limited, MSP-UP ITI Bhavan, TC-18V, Vibhuti Khand GomtiNagar, Lucknow-226010, India Phone:(0522)272-0301,0302,0305 E-mail: head_mspup@itilttd.co.in
2.	Contact Person for the Clarification of EOI /Tender Document	Shri Altaf Khan Chief manager- Manager (MSPUP-Lucknow) Phone:7408095637 E-mail: head_mspup@itilttd.co.in
3.	Name of Assignment	EXPRESSION OF INTEREST (EOI) For Selection of Agency for Development, Deployment, Hosting, Integration and Maintenance of an AI-Enabled CBME-Aligned Integrated Academics Management System (IAMS)
4.	Tender Reference No.	EOI No. ITI/MSP/LKO/EOI/IAMS/01

5.	Tender Type	Open Tender (2 Bid System)
6.	Tender Mode	ONLINE
7.	EOI Release Date	03/08/2026
8.	Last Date of Submission	10/08/2026 ; Till 10:00 Hrs.
9.	Date of Opening of Technical Proposals	10/08/2026 ; At 10:30 Hrs.
10.	Bids to be addressed to	HEAD MSPUP ITI Limited, MSP-UP ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar, Lucknow-226010, India
11.	Location of Proposal Opening	ITI Limited, MSP-UP Office, Lucknow
12.	Name/ designation of the contact personnel	Shri Altaf Khan Chief manager- Manager (MSPUP-Lucknow) Phone:7408095637 E-mail: altafkhan_mspup@itilttd.co.in
13.	EOI Category	Services
14.	Estimated Value of the Tender	INR 5.88 Cr. (inclusive of all applicable taxes including GST, as per end-customer RFP GEM/2026/B/7836863)
15.	Earnest Money Deposit	INR 7,00,000/- shall be accepted only in the form of DD
16.	e-tender Processing Fee (non-refundable)	Rs.5900/- with GST
17.	Proposal Validity period	180 Days from the Bid Submission Deadline
18.	Contact Details of E-Wizard	Helpdesk (10:00AM to 6:00PM): 011-49606060

In order to get the clarity of the Scope of work / Terms & Conditions, the bidders are requested to go through the whole EoI/RFP/Tender document and other project related requirements carefully. An explicit understanding of the requirement is rather essential for arriving at commercial assessment by the prospective bidders.

The selected bidder who is to play the role of a 'System Integration Associate (SIA)' has to enter into a Contract with ITI Limited to forge a case-specific business alliance (under sole investment business model) for arranging the requisite bidding inputs.

This EoI/RFP/Tender is being issued with no financial commitment and the response to this EoI/RFP/Tender shall not be assumed as mandatory for short listing of the vendor for giving the work.

Name: Shri Altaf Khan
Dept.: ITI MSPUP, Lucknow
Designation: HEAD-MSPUP

Part I: Project Background

ITI Limited (ITI) is a Public Sector Undertaking which functions under the aegis of The Ministry of Communications and IT, Government of India.

We at **ITI Limited, MSPUP, Lucknow** (which is part of the ITI Limited Corporate Marketing Department located at Bangalore) are engaged in the business of Telecom /ICT and e-Governance projects implementation, Supply of Hardware and Software and the services related with these items.

ITI is interested in addressing some of the prospected business opportunities where it is strongly positioned by virtue of its 'PSU Status', proven 'Project Management Capabilities' and rich Relevant- Experience. ITI is looking for business association from reputed System Integrators/ OEMs who can assist ITI to win the business and ultimately help ITI in the execution of the project.

The objective of this Invitation for submission of bid is to identify a System Integration Associate (SIA) to support ITI Limited in addressing the business opportunity issued by Uttar Pradesh University of Medical Sciences (UPUMS), Saifai, Etawah for selection of a Central/State PSU as Program Management Unit (PMU) for the Design, Development, Deployment, Hosting, Integration and Maintenance of an AI-Enabled CBME-Aligned Integrated Academics Management System (IAMS) for Uttar Pradesh University of Medical Sciences (UPUMS), Saifai, Etawah which has emerged or under process to emerge **EXPRESSION OF INTEREST (EOI) for "Selection of Agency for Development, Deployment, Hosting, Integration and Maintenance of an AI-Enabled CBME-Aligned Integrated Academics Management System (IAMS)" vide EOI No.- EOI No. ITI/MSP/LKO/EOI/IAMS/01; Dated: 03-08-2026** which is to be responded with the submission of Techno-commercial Proposal/Bid as in alignment of end customer Guidelines and SOW, Terms & Conditions. The process that will be mutually agreed between the said Institute and ITI Limited.. The end-customer RFP envisages the selected PSU as the sole contractual and financial counterparty to UPUMS and permits the PSU to procure downstream software, hosting, integration, testing, security, training and support services through its own procurement processes. The selected SIA shall therefore provide ITI with the complete techno-commercial inputs, proposed solution, implementation capability and downstream execution support required for the opportunity, strictly on a back-to-back basis and without creating any consortium/JV relationship with UPUMS. The opportunity is to be responded to in alignment with the end-customer RFP, its scope, terms and conditions, and any subsequent corrigenda/clarifications.

The selected bidder, in the role of System Integration Associate (SIA), shall enter into a contract with ITI Limited to forge a case-specific business alliance for addressing the opportunity. ITI shall remain the prime bidder/PSU and, if awarded the end-customer contract, the sole contractual and financial counterparty to UPUMS; the SIA shall act as ITI's downstream implementation partner/vendor for the agreed scope.

In the event of award of the end-customer order to ITI, the selected business associate would act as the downstream System Integration Associate/Vendor for implementation of the IAMS project, for which a separate Purchase Order/Agreement would be placed by ITI on back-to-back terms and in accordance with the applicable end-customer and ITI procurement requirements.

Part II - PROCEDURE FOR SUBMISSION OF E-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.ewizard.in>

1. Registration Process on ONLINE Portal

- a) Bidders to enrol on the e-Procurement module of the portal <https://itilimited.ewizard.in> 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.

2. 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.

3. Bid Preparation

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

4. Bid Submission

- a. Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b. The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c. Bidders 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. 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.
- f. 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.
- g. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h. 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.
- i. Kindly have all relevant documents in a single PDF file.
- j. The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

5. 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.

6. 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://itiltdeuniwizarde.com>). Steps are as follows:

(Home Page $\Rightarrow$ Downloads $\Rightarrow$ Bidder Manuals).

- a. The tenders will be received online through portal <https://itilimited.ewizard.in>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.

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.ewizard.in>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available on the website <https://itilimited.ewizard.in> under the link 'DSC help'.

- b. 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.ewizard.in>
 - c. The bidder has to "Request the tender" to portal before the "Date for Request tender document", to participate in bid submission.
7. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
 8. Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
 9. No deviation to the technical terms & conditions allowed.
 10. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bids

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-tender Portal in general may be directed to the 12x7 Helpdesk Support.

The helpdesk nos. for online bidding: +91 9355030617, +91 9355030618, 011-49606060



Part III: General Terms and Conditions of EoI/RFP/Tender

The prospective bidders are advised to study the EoI/RFP/Tender document carefully. Submission of your offer/bid shall be deemed to have been done after careful study and examination of the EoI/RFP/Tender with full understanding of its implications. Failure to furnish all information required in the EoI/RFP/Tender Document or submission of an offer/bid not substantially responsive to EoI/RFP/Tender in every respect will be at the Bidder's risk and may result in its outright rejection.

1	Vendor of ITI	Order will be awarded to vendor only after acceptance of ITI Proposal by end customer and as per guidelines of end customer work order /agreement.
2	Non -transferable Offer	This EoI/RFP/Tender document is not transferable. Only those, who have purchased this offer document, are entitled to bid.
3	Only one Proposal	The Bidder should submit only one Bid/Offer/Proposal. If the Bidder submits or participates in more than one proposal, such proposals shall be disqualified.
4	Language of the Bid	All information in the Bid, correspondence and supporting documents, printed literature related to the Bid shall be in English. Failure to comply with this may disqualify a Bid. In the event of any discrepancy in meaning, the English language copy of all documents shall govern.
5	Clarification and Amendment in Tender	At any time before the submission of Proposals, ITI may amend the EoI/RFP/Tender document by issuing an addendum / corrigendum in writing or by standard electronic means. The addendum / corrigendum shall be sent to all contenders and will be binding on them. The Bidders shall acknowledge receipt of all amendments. To give bidders reasonable time in which to take an amendment into account in their Proposals ITI may, if the amendment is substantial, extend the deadline for the submission of Proposals.
6	Amendment to Bid	At any time prior to the deadline for submission of bids, the bidder may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective Bidder, submit the Revised Financial Bid.
7	Modification and Withdrawal of Bid	No bid may be withdrawn or modified in the interval between the bid submission deadline and the expiration of the bid validity period specified in Bid documents. Modification or Withdrawal of a bid during this interval will result in the forfeiture of its bid security.
8	Validity of Offer	The offer should be valid for a minimum period of 6 months from the date of submission. The Bids valid for a period shorter than specified period shall be rejected.
9	Prices	The prices quoted by the Bidder shall be FIRM during the performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
10	Deviation Clause	No Deviation from Specifications, Terms & Conditions of the tender is allowed. Quotations having deviation from our specifications, standard terms & conditions would be liable to be rejected.
11	Taxes and duties	The taxes and duties are to be clearly mentioned, if any.
11	Warranty and Comprehensive Annual Maintenance Contract (CAMC)	a) Onsite comprehensive standard warranty or back-to- back or as per end customer's requirement. b) CAMC, if awarded by the end Customer to ITI then the same shall be awarded to the successful declared bidder in this tender keeping the same percentage margin as calculated in this tender. CAMC to be done by the firm after the warranty period is over.
12	Liquidated Damages (LD)	Liquidated Damages shall be levied on back- to-back basis i.e. ITI shall deduct from the payment on amount equal to the LD levied on ITI by the end customer.
13	Training	Training of customer officers/representatives will be the responsibility of the selected Bidders.

14	Damage to properties	In case of any accident/damage to customer/end user properties by the vendor, full responsibility will be attributed to the vendor.
15	Contractual Period	ITI's Delivery date provided to ITI by customer. Delivery extension will be on back-to-back basis. The successful Bidder shall so organize his resources and perform his work as to complete it not later than the date agreed to.
16	Extension of Contract	On back-to-back basis.
17	Inspection Authority	All supplies will be subject to customer & ITI inspection. Vendor will have to produce the material delivery/receipt certificate certified by the customer along with its own delivery of material receipt.
18	Pre-Dispatch Inspection / Inspection Clause	Inspection may be done by ITI representative if required. ITI shall have free access to the supplier's works during testing and final inspection. Vendor shall inform Project Manager of ITI not less than one week in advance. All testing arrangements shall be the responsibility of the vendor. ITI reserves the right to inspect the material along with end customer or third party (if required) during manufacturing and/or before dispatch as per specifications and test protocols.
19	Tender Document Cost and Earnest Money Deposit (EMD)	In case of off-line bid submission: Tender Document Cost and Earnest Money Deposit (EMD) shall be submitted only in the form of DD favouring " ITI Limited " payable at Lucknow . The above DDs must be submitted along with the offer and must reach ITI within due date and time. Hard copy of DD must be received within a stipulated time (Before the end of bid submission).
20	Performance Security	The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract (if signed). The performance security will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract. The value of performance security shall be 5% of contract value (issued to Business Associate/SIA by ITI) or end-customer's performance security (as per order to ITI) whichever is lower.
21	Consortium Bidding	NOT ALLOWED
22	Signing of the Bids	The Bid must contain the name, residence and place of business of the person or persons making the Bid and having Power of Attorney and must be signed & submitted by the Bidder with his usual signatures. Satisfactory evidence of authority of the person signing the bid on behalf of the Bidder shall be furnished on non-judicial stamp paper of an appropriate value with the Bid in the form of a Power of Attorney, duly notarized by a Notary Public , indicating that the person(s) signing the bid have the authority to sign the bid and that the bid is binding upon the Bidder during the full period of its validity. All the pages of Bid document and supporting documents must be signed and stamped by the authorized signatory having Power of Attorney. Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory (ies) to the bid.
23	Submission of Tender	ONLINE AS PER Part II - PROCEDURE FOR SUBMISSION OF E-TENDER
24	Opening of Tender	Technical bid will be opened on due date of tender opening. Note 1: The bidders or their authorized representatives may also be present during the opening of the Technical Bid, if they desire so, at their own expenses.
25	Rejection of Bid	ITI reserves the right to reject any or all tenders/quotations/bids received or accept any or all tenders/quotation/bids wholly or in part. Further, ITI reserves the right to order a lesser quantity without assigning any reason(s) thereof. ITI also reserves the right to cancel any order placed on basis of this tender in case of strike, accident or any other unforeseen contingencies

		causing stoppage of production at ITI or to modify the order without liability for any compensation.
26	Force Majeure	Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations, if the non-performance results from such Force Majeure circumstances i.e. Flood, Fire, Earth Quake, Epidemic and other acts of God as well as War, Military Operation, Blockade, Act or Actions of State Authorities that have arisen after signing of the present contract. Party invoking this clause shall serve notice of seven days along with the proof of occurrence of the force majeure event to the opposite party. At the time of cessation of such force majeure event a notice of the same shall also be served to the opposite party. In such circumstances, upon a written approval of ITI, the time stipulated for the performance of an obligation under the present contract will stand extended correspondingly for the period of time of action of these circumstances and their consequences. However, any such extension shall be given only if extension is granted by the ultimate buyer/ user. Parties at all times take reasonable steps within their respective powers and consistent with good operation practices (but without incurring unreasonable additional costs) to: a) Prevent Force Majeure Events affecting the performance of the Company's obligations under this agreement; b) Mitigate the effect of any Force Majeure Event; and c) Comply with its obligations under this agreement. Further if the period of Force Majeure event extends beyond three months* the parties may consider the fore closure of the agreement. * Period of three months may vary at the discretion of ITI as per the validity period of the contract.
27	Arbitration	All disputes arising out of this contract shall be referred to the sole arbitration of MSP Head, ITI Limited, LUCKNOW or his nominee as per the provisions of Indian Arbitration and Reconciliation Act 1996. Decision of arbitrator shall be final and binding on both the parties.
28	Jurisdiction	This contract between the supplier and buyer shall be governed by the laws of India and this contract shall be taken up by the parties for settlement and orders only in Lucknow jurisdiction.
29	Exemption	No exemption shall be allowed to MSME/Startup in EMD submission, Turnover & Experience.
30	Other Terms and Conditions	
a	The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of ITI shall be final, conclusive and binding on the Bidder(s). In a nutshell, the Conditional Bid or Bid with deviations will be summarily rejected.	
b	The Bids/Offer of the Qualified bidders (who qualify the eligibility conditions) only would be subjected to the technical-evaluation.	
c	The bidder is expected to go through the Scope of work and Specifications. The bidders are to quote only fully compliant solution.	
d	The bidder may be required to study the existing system being used by the end-client to assess the exact requirements and the Quantum of work on "No-commitment" basis (no commercial compensation would be given to the bidder either by ITI or the end-client for doing this exercise).	
e	The bidder is required to extend the requisite support during the evaluation by giving Technical	

	Presentation /Demonstration /Arrangingsite visits (if required) on “No-Cost No-commitment” basis.
f	Any clarification issued by ITI in response to query raised by prospective bidders shall form an integral part of bid documents and it shall amount to an amendment of relevant clauses of the bid documents.
G	A clause-by-clause compliance statement to all Sections of the EoI/RFP/Tender document is to be submitted in the Technical Bid, demonstrating substantial responsiveness. A bid without clause-by-clause compliance statement to Eligibility Criteria of the EoI/RFP/Tender document, shall not be considered for evaluation and shall be summarily rejected.
H	The bidder should study carefully the document to assess the work and Risk factors associated with such type of Business opportunities.
i	The bidder should enclose the documents in their “ Technical Bid ” as specified in the tender documents.
j	Please note that if any document/authorization letter/testimonies are found fabricated /false/ fake, the bid will be declared as disqualified and EMD will be forfeited. This may also lead to the black-listing of the bidder.
k	All the required documents to establish the bidder’s eligibility criteria should be enclosed with the original bid/offer (Technical-Bid) itself. The EoI/RFP/Tender will be evaluated on the basis of the documents enclosed with the original bid/offer only. ITI will not enter into any correspondence with the bidder to get these certificates/ document subsequently. However, it reserves its right to get them validated/verified at its own.
l	Due to any breach of any condition by the bidder, the Bid Security (EMD) submitted by the bidder may be forfeited at any stage whenever it is noticed and ITI will not pay any damage to the bidder or the concerned person. The bidder or/and the person will also be debarred for further participation in future EoI/RFP/Tenders.
m	All suppliers (including small scale units who are registered with the National Small Scale Industries Corporation under Single point registration scheme) shall furnish Bid Security to the purchaser as per the requirement. As such no bidder is exempted to furnish the EMD.
n	The successful bidder’s bid security (EMD) will be discharged upon the bidder’s acceptance of ITI’s Order in due course of time and furnishing the Requisite Performance Security/Guarantee. The bid security of the unsuccessful bidder will be returned/ discharged within a month of the opening of the Bids.
o	Suitable ‘Training’ would have to be imparted to ITI personnel at Bidder’s cost in the areas of Installation, day to day Maintenance and Operation of entire system (in the event of placement of order by ITI). The training of the personnel shall be to ensure trouble free operations of the System/Equipment by the end customer.
P	The bidder is required to enclose Notarized Copy of the Power of Attorney from its Directors/Top management which should indicate clearly the name of the signatory and title. The Bidders must ensure that all the documents are sealed and signed by authorized signatory.
Q	The Power of Attorney given to the Authorized Signatory should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the respective states(s) and the same be attested by a Notary public or registered before Sub-Registrar of the states(s) concerned.
R	“DISCOUNT, if any, offered by the bidders shall not be considered unless specifically indicated in the price schedule.
S	Sealed offer/bid prepared in accordance with the procedures enumerated above should be submitted to the Tenderer not later than the date and time laid down, at the specified address.
T	ITI shall not be responsible for any postal delay about non-receipt / non- delivery of the bid/documents. This EoI/RFP/Tender Document is absolutely not transferable.
U	The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to ITI to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of the EoI/RFP/Tender.
V	It is further stressed that synergies between ITI's competitors with the bidder or cartel Formation with other bidders would result in Disqualification of the Bidder.

I. Special Terms and Conditions of RFP/EoI/Tender:

1. The requirement is meant for addressing a business opportunity which has emerged from some Govt. body against their already published tender-Notification / Invitation for the submission of Bids/Quotes which envisages Implementation of Project.

2. The broad 'Scope of Work' would be as per the EoI/RFP/Tender Document. However, the exact Scope of Work will be intimated to the selected SI/Vendor in due course of time (once bidder is short-listed) for addressing the opportunity.
3. The bidder (in the capacity of a System Integrator) is supposed to address the business opportunity jointly with ITI under "Sole Investment Business Model". This may include arranging Bid Security and Performance Bank guarantee etc. All 'Terms and Conditions' as per ITI's customer with regard to Payment / Reward / Delivery/Penalty shall be applicable on the selected Business Associate /SI also (in the event of the award of the business to ITI by the end-customer). It may please be noted that ITI shall open 'Escrow Bank Account' with the business associate (in the event of the award of the order to ITI).
4. The bidder must be prepared to work with ITI limited on exclusive basis and will neither submit any direct proposal (to the end-client) nor submit any business proposal (to the end-client) through other business partner/PSU. In case of violation of the same, the EMD shall be forfeited and the bidder will be black-listed.
5. Consortium/JV bidding is not allowed for this EoI/RFP/Tender.
6. Agencies should be willing to impart required training to ITI engineers for undertaking services & execution of project.
7. Agencies will be responsible for any short coming in the BOM and the same should be rectified free of cost.
8. Agencies should be willing to provide TOT for manufacturing of offered products in ITI if the bidder is an OEM.
9. Agencies should be willing to sign an exclusive agreement with ITI for smooth execution of the project.
10. Earnest Money Deposit (EMD) / Bid security required for submitting the bid will be borne by the selected agency.
11. All CVC circulars/ statutory guidelines as applicable needs to be followed.

II. EoI/RFP/Tender Rejection Criteria:

The EoI/RFP/Tender/Bid will be rejected in case any one or more of the following conditions are observed:

1. Bids received without Proof of Purchase of EoI/RFP/Tender Document and EMD as per requirement.
2. Bids which are not substantially responsive to the Invitation for EoI/RFP/Tender.
3. Incomplete or conditional EoI/RFP/Tender that does not fulfill all or any of the conditions as specified in this document.
4. Inconsistencies in the information submitted.
5. Misrepresentations in the bid proposal or any supporting documentation.
6. Bid proposal received after the last date and time specified in this document.
7. Unsigned bids, bids signed by unauthorized person (without a valid Power of Attorney).
8. Bids containing erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person(s) signing the bid.
9. Bid shall remain valid for the specified period from the date of opening of EoI/RFP/Tender prescribed by the purchaser. A bid valid for a shorter period shall be rejected by the purchaser being non-responsive.

III. Best Qualified Bid Evaluation Methodology:

- a. This EoI/RFP/Tender would be subjected to a Single Stage (Technical) Evaluation Process. All the Bidders are requested to note the entire evaluation process carefully.

- b. Prior to the detailed evaluation, ITI will determine the substantial responsiveness of each Bid to the EoI/RFP/Tender Document. For the purpose of ascertaining the eligibility,
- c. A substantially responsive bid is one which confirms to all the terms and conditions of the EoI/RFP/Tender Document without deviations.
- d. The purchaser's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- e. ITI may waive any minor infirmity or non-conformity or irregularity in the bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or effect the relative ranking of any bidder. The bids submitted by the Bidders would be subjected to a well-defined and transparent evaluation process.
- f. The Bids would be evaluated by a duly constituted Committee of ITI Limited, whose decision would be generally taken as final, unless the aggrieved party establishes any Prima facie errors in the findings of the Committee. In such a situation, he may file a representation within 3 working days of receipt of decision from ITI Limited, duly listing the reasons / grounds. Such a representation would be considered at Senior Management Level of the Tendering Authority, whose decision would be final and binding on all the bidders.
- g. The Bidders who have submitted the EoI/RFP/Tender Document cost & EMD will be considered for Technical Evaluation.
- h. In Technical Evaluation process, all the Technical Bids of the preliminary eligible bidders (as mentioned above) would be scrutinized thoroughly w.r.t our EoI/RFP/Tender Document.
- i. ITI reserves the right to reject any or all bids without assigning any reasons thereof. It shall not be obligatory for ITI to award the work only to the lowest bidder.

IV. Documents to be submitted along with the "Technical Bid":

The Bidder/System Integrator (SI) must submit the following documents along with their Technical Bid:

- 1. BID COVERING LETTER**
- 2. BIDDERS PROFILE**
- 3. PROOF OF EMPANELMENT WITH ITI, IF AVAILABLE.**
- 4. CASE-SPECIFIC POWER OF ATTORNEY AUTHORIZING THE BIDDER TO SUBMIT THE BID/EOI ON BEHALF OF THE BIDDER/CONSORTIUM.**
- 5. TENDER-DOCUMENT COST OF REQUIRED AMOUNT.**
- 6. BID SECURITY (EMD) OF REQUIRED AMOUNT.**
- 7. COPY OF PAN CARD.**
- 8. GST REGISTRATION CERTIFICATE.**
- 9. UNDERTAKING AGAINST NON-BLACKLISTING**
- 10. DECLARATIONS**
- 11. COMPLIANCE STATEMENT OF ELIGIBILITY CRITERIA OF THE BIDDER**
- 12. BID SECURITY DECLARATION**
- 13. DETAIL OF WORK EXPERIENCE**
- 14. FINANCIAL STRENGTH OF THE BIDDER**
- 15. INTEGRITY PACT**
- 16. MANUFACTURER'S AUTHORIZATION FORM**
- 17. TENDER DOCUMENTS DULY SIGNED & ACCEPTED BY THE BIDDER**

In case, the bidders do not submit any of the above-mentioned papers/information along with Expression of Interest, his bid will be rejected and bid will not be considered for further evaluation.

It is reiterated that any bid not fulfilling any of the essential requirements mentioned in this EoI/RFP/Tender document would be classified as "Technically Non-Qualified/Non-Responsive" and Commercial bids of such bidders

will not be opened and subsequently returned to the bidder. No relaxation would be given to any bidder on any of these conditions.

Part IV: Scope of Work

ITI Limited (“ITI”), a Government of India Undertaking, has been selected by UPUMS as the Public Sector Undertaking to discharge the role of Program Management Unit (PMU) for the complete end-to-end, turn-key delivery of the AI-Enabled CBME-Aligned Integrated Academics Management System (IAMS) for UPUMS. As PMU, ITI is the sole contractual and financial counterparty to UPUMS for the entire project, and all project-related payments for the project shall be made exclusively by UPUMS to ITI. Through this Expression of Interest, ITI invites proposals for the appointment of a System Integrator (“SI”) / Selected Bidder to execute and deliver all in-scope software, hosting, integration, testing, security, training and support services necessary for delivery of the IAMS — including software development, cloud infrastructure, third-party tools, security audit, communication gateways, and training. Physical hardware expressly excluded under this EOI shall not form part of the Accepted Contract Price. Where authorised by UPUMS through ITI, the SI may prepare specifications, procurement documentation and integration requirements and may support the procurement of such excluded hardware under a separate approval and the applicable procurement process.

ITI shall remain solely and completely accountable to UPUMS for all project outcomes, quality of delivery, timeline adherence, and compliance with this Scope of Work. Accordingly, the SI shall be accountable to ITI on a back-to-back basis for the same outcomes, quality, timelines and compliance in respect of every component of this Scope of Work, regardless of whether those components are executed by the SI directly or by its OEMs, sub-contractors or service providers. The engagement of any such downstream party shall not diminish, transfer, or dilute the SI’s accountability to ITI in any respect.

The SI shall not treat its role as passive software supply. It shall actively design, specify, build, integrate, quality-assure, and secure acceptance of all components of this Scope of Work as described in the following sub-clauses, and shall support ITI in discharging ITI’s PMU obligations to UPUMS.

Hardware procurement, if required, may be undertaken separately by UPUMS or through ITI under a separate approval.

The SI shall, however, be responsible for preparing technical specifications, integration requirements, sizing, compatibility requirements and procurement documentation for such hardware wherever required for implementation of IAMS. Any such hardware shall be procured separately only after approval of UPUMS and shall not be deemed included in the Quoted Consolidated Contract Price.

For clarity: (a) separately approved hardware procurement shall not alter the original Accepted Contract Price; (b) software specifications, sizing, compatibility assessment, interface development, integration readiness and configuration required for excluded hardware remain included in the Accepted Contract Price; (c) physical servers and storage appliances are excluded only where procured as physical/on-premise hardware — mandatory cloud hosting, cloud storage, virtual infrastructure, backup and disaster recovery remain included in the Accepted Contract Price; (d) no excluded hardware shall be treated as included merely because it is required for integration; and (e) no in-scope software or integration obligation shall be treated as excluded merely because it interfaces with separately procured hardware.

Unless explicitly stated otherwise in the Contract/MoU, the SI is not required to develop every software component in-house. However, whether the work is executed by the SI directly or through its OEM(s)/sub-contractor(s), the SI shall remain solely accountable to ITI for:

- Delivery governance and program execution oversight.
- Technical supervision and quality control.

- Integration and interoperability oversight.
- Compliance with regulatory and institutional standards.
- Supporting ITI and UPUMS through all stages of verification, testing, and acceptance.
- Sub-contractor and OEM management
- Requirement gathering and FRS Preparation
- Exit Management

Institute requires a turn-key solution, which includes (but is not limited to): requirement gathering, system design, development, customisation, integration, testing, deployment, hosting, training, and maintenance of all prescribed modules and functional features. The solution must also fulfil necessary non-functional requirements, such as Role-Based Access Control, Data Security, and the maintenance of Audit Logs.

Sub-Clauses 4.1 through 4.9 define the System Requirements — the functional, technical, integration, testing, hosting, security, and operational characteristics that the IAMS must possess and that the SI shall deliver and be responsible for. These sub-clauses describe what must be built or delivered, not who must build it. The SI shall treat Sub-Clauses 4.1 through 4.9 as the mandatory specification baseline for its solution, its proposal, and all agreements it enters into with its OEMs and sub-contractors.

Where any sub-clause in 4.1–4.9 uses the phrase “the SI shall”, it means the SI is accountable to ITI for ensuring the requirement is met — whether through its own workforce or through OEMs and sub-contractors engaged by the SI. It does not imply that the SI must directly perform every element of the work itself.

Institution and does not retain specialised technical expertise for IT system procurement, development, or implementation. ITI, as PMU, and the SI, as the delivery entity, are engaged precisely to bridge this gap. The SI shall not, at any stage, seek to transfer or dilute its delivery obligations on the ground that UPUMS or ITI was unable to provide detailed technical direction. The SI’s expertise is the basis of its selection and is a core component of the value it is contracted to deliver.

4.1 Core System Requirements

The system shall support the complete set of program-specific functional requirements laid out for end-to-end digitalisation and automation for various programs as follows:

Program	Features / Modules
MBBS	9 semesters + 1-year internship; integrated academic scheduling; digital logbook and competency tracking; attendance-linked eligibility rules; internship/posting tracker; assessment and result workflows.
MD/MS/MDS	Thesis registration and workflow; ethics approval workflow; digital logbook and internal assessment tracking; annual appraisal support; thesis/publication status dashboard; guide/co-guide approval workflows.
Nursing / Paramedical	Timetable-based attendance; skills lab scheduling; practical and internal exam management; competency/procedure logbook; credit validation; result processing and release workflows.

4.1.0 CBME Enablement Framework (Cross-Cutting Requirement)

- The IAMS shall be designed to enable competency-based education and training workflows (CBME) across applicable programs (including but not limited to MBBS, MD/MS/MDS, Nursing, and Paramedical programs), in accordance with UPUMS-approved curriculum structures and applicable regulatory requirements. CBME enablement shall be treated as a cross-cutting design requirement across scheduling, attendance, logbooks, postings, assessments, LMS, examinations, analytics, and progression management. The CBME enablement framework shall include, at minimum, the following capabilities:
- Curriculum-to-Competency Mapping: Mapping of teaching-learning activities (theory, practical, SDL, seminars, tutorials, clinics, postings, skills lab sessions, electives, internship duties, etc.) to competencies and expected outcomes.
- Clinical Exposure and Posting Linkage: Mapping of student rotations/postings and departmental exposure (including OPD/IPD/OT/lab/radiology exposure, where integrated/available) to competency progression and logbook evidence.
- CBME Dashboards and Analytics: Student-wise, batch-wise, department-wise, and program-wise dashboards for competency attainment, pending competencies, posting exposure gaps, at-risk students, remediation status, and faculty review pendency.

- Curriculum / Rule Versioning: Version-controlled configuration of competencies, rules, rubrics, and mappings to support curriculum updates without loss of historical records; past evaluations shall remain traceable to the rule/version applicable at the time.
- Configurable Competency Framework: Ability to configure program-wise / phase-wise / subject-wise competency structures, sub-competencies, skills/procedures, milestones, levels of achievement/proficiency, and assessment criteria/rubrics, as approved by UPUMS.
Auditability and Inspection Readiness: Complete audit trail for competency definitions, mapping changes, assessments, faculty sign-offs, overrides, and policy exceptions, with report/export formats as required for academic governance and inspections.
Interoperability Readiness for CBME Evidence: APIs and integration readiness to consume approved evidence/events from LMS, HIMS/LIMS/RIS-PACS/EMR-EHR (where enabled) and other institutional systems to support competency tracking, subject to permissions and privacy controls.
- Assessment Mapping and Rubrics: Mapping of formative and summative assessments, internal assessments, practical/OSCE/skill assessments (where adopted), and viva components to competencies, with configurable scoring/rubrics and moderation workflows.
- FRS/SRS deliverables shall explicitly include a CBME Design & Configuration Blueprint covering competency framework configuration, mapping model, assessment design, progression logic, dashboards, user roles, approval workflows, reports, and data governance controls.

4.1.1 Face Recognition-Based Attendance Management System

- The system should record attendance automatically using face recognition.
- The system shall support integration with cameras and dynamic QR Code display devices placed at key locations such as classrooms, hostels, and exam halls. Such cameras and display devices shall remain outside the in-scope ECV and outside the Quoted Consolidated Contract Price, and shall be procured separately, subject to UPUMS approval. The SI shall prepare the technical specifications and integration requirements for such hardware, which shall be included in the Quoted Consolidated Contract Price.
- Every student and staff member's face will be registered safely in the system.
- Attendance should be marked instantly when a person's face is recognised, with a manual override capability.
- A mobile app integration should enable online or in-person attendance through facial recognition.
- The system should automatically highlight absentees, latecomers, or duplicate entries.
- Faculty and administrators should get instant alerts and easy-to-read reports.
All data should be stored securely and comply with government data protection regulations.
- Trusted device validation to prevent proxy attendance and unauthorized attendance capture.
- AI-enabled duplicate face detection, attendance anomaly identification and configurable exception approval workflow.
- Automatic synchronization of attendance with eligibility, internal assessment, examination and academic progression modules.
- Geo-fencing and trusted device validation to prevent proxy attendance and unauthorized attendance capture.

4.1.2 Leave & Absentee Management

- There should be a single online portal where students can easily apply for leave.
- Each leave request should go through a step-by-step approval process — from the guide or class teacher to HOD and Dean.
- If someone does not act on the request, the system should automatically escalate it to the next level.
- Attendance and leave records should be linked automatically — no need to update separately.
- The system should update absentee records instantly when a student is on approved leave.
- Attendance data should be connected to exam eligibility — students with low attendance can be flagged.
- Everyone involved (students, faculty, administrators, and optionally parents) should receive instant alerts for long absences or attendance issues.
- The system should generate simple reports and graphs showing attendance patterns and problem areas.
- Administrators should be able to identify students at risk early and plan corrective action.

- All information should be stored securely and confidentially, accessible only to authorised staff.
- Department-wise leave utilization analytics, absenteeism trend reports and compliance monitoring dashboard.
- Escalation workflow with configurable approval hierarchy for prolonged absence, unauthorized leave and disciplinary actions.
-

4.1.3 Entry/Exit Automation for Hostels and Campus

- The system should use face recognition at all hostel and campus gates to identify everyone entering or leaving.
- Access should be automatically controlled — only those with valid permission (students, staff, or approved visitors) can enter based on their schedule or hostel status.
- Any unauthorized entry or suspicious activity should be flagged instantly, and security staff should get alerts in real time.
- All entries and exits should be recorded automatically and saved securely for future reference.
- The system should include visitor management, so visitors can be pre-approved and tracked easily.
- In case of emergencies (like fire or lockdowns), the system should support quick response protocols — such as lockdowns, evacuation lists, and attendance of all persons on campus.
- Administrators should be able to see summary reports of movements, visitor data, and security incidents anytime.
- Data should remain confidential and tamper-proof, ensuring student safety and privacy.
- QR Code based visitor management system with temporary access pass generation and approval workflow.
- Real-time occupancy monitoring, emergency evacuation reports and safety compliance dashboard.
- Integration with Hostel Management, Security Surveillance, Attendance and Identity Management systems.
- Software workflows, access-control logic, visitor management and integration readiness for entry/exit automation are included in the Quoted Consolidated Contract Price. Physical access-control devices, gates/turnstiles, cameras, scanners, and related hardware shall remain outside the in-scope ECV and outside the Quoted Consolidated Contract Price and shall be procured separately, subject to UPUMS approval, wherever required.

4.1.4 Academics Scheduling and Automation Engine

- The system should support intelligent planning, scheduling, and publishing of all classes, practical sessions, and exams (IA, Semester, and Final) for students and teachers, with an automated clash-detection system.
- Students should be able to see and download their class timetables, exam schedules, and notices online.
- Teachers should get automated reminders about upcoming classes, exams, and evaluations.
- Scheduling for academic/clinical activities via template-based excel uploads.
- Multi-batch, group, and venue allocation support for semester, professional phase, and department-wise planning.
- Faculty can evaluate assignments and exams online using clear grading templates or rubrics.
- Marks and feedback should appear instantly on each student's dashboard.
- The system should automatically track student performance, attendance, and progress.
- Requests for schedule exchange/rescheduling between faculty/students, with approval flows and automated notifiers for revised schedules.
- Administrators should be able to view academic performance reports and identify students who require additional support.
- Online fee payment options, along with the pending fee alerts.
- All academic activities — from class planning to exam results — should be available on a single integrated platform.
- Option of Automated substitute faculty allocation and academic schedule adjustment.
- AI-assisted timetable optimization considering faculty workload, infrastructure availability, clinical postings and regulatory constraints.
- Automatic conflict detection and resolution for faculty schedules, classrooms, laboratories and examination activities.
- Version-controlled academic calendars with workflow-based approval, audit trail and rollback facility.

4.1.5 Student Logbook and Progress Tracking

- Each student should have a digital logbook to record their daily clinical or internship activities online.
- All entries should be automatically tracked with date, time, and department details.
- The system should send reminders or alerts if students forget to fill their logbooks or miss deadlines.
- Faculty should be able to easily review, comment on, and approve student entries.
- Students should see their progress and performance through a simple dashboard showing skills learned, attendance, and pending work.
- The system should track key milestones and competencies achieved during training or internship.
- Reports and transcripts should be automatically generated and downloadable for academic records or submission.
- A central document section should store all related files — thesis drafts, supervisor comments, certificates, etc.
- Students and faculty should be able to upload and access documents securely at any time.
- The platform should help identify students at academic risk or those who need extra guidance.
- Supervisors and administrators should get summary reports on department-wise student performance.
- The system should work smoothly on both mobile and computer for easy daily use.
- All data should be securely stored and available for audit or inspection when needed.
- Faculty authenticated validation of practical procedures, clinical skills and competency completion.
- Automated identification of pending competencies with notification alerts to students and faculty mentors.

4.1.6 Internship & Research Elective Module

- Dynamic internship scheduler (with clinical elective mapping, departmental sign-offs, and daily/periodic tracking).
- Digital completion certificate workflow; integration for stipend eligibility in finance module.
- Research/summer elective request with automated approval/denial and documentation.
- Eligibility determination from attendance and exam data.
- Department-wise internship schedule creation.
- Student-wise assignment and reporting.
- Calendar-based tracking and evaluation input.
- Certificate of completion generation.
- Internship and research elective allocation based on departmental capacity, faculty availability and institutional policies.
- Performance analytics, elective completion status and certificate generation with configurable evaluation parameters.

4.1.7 Examination, Assessment & Result Management

- The system should securely handle online exams, quizzes, and practical submissions.
- Creation of a blank results database per year/exam.
- Students should be able to upload their assignments and lab work through a simple online form.
- Rule-based eligibility computation, compartment rules, and instant grade release.
- Secure grade moderation; support for bulk result uploads and result-to-promotion pipelines.
- Question Bank Management and LMS integration.
- Eligibility list creation based on attendance and academic rules.
- Batch-wise exam scheduling and student-wise hall tickets/admit card/QR for exams should be generated and downloaded directly from the portal.
- Manual marks entry interface for faculty/departments.
- Automated marksheet generation.
- Controlled result publishing/printing and re-evaluation process.
- Admin and department-based result updates and view/export by students and admin.
- Seating plan generation with automatic room allocation, invigilator assignment and conflict detection.
- Configurable examination rules including grace marks, moderation, supplementary examinations and carry-forward policies.

- Digital publication of results with Digital Signature support, student notification and online grievance submission.

4.1.8 Question Bank Management with Moderation

- The system should have a secure digital library to store all question papers and question banks by subject and semester.
- Teachers should be able to upload, review, moderate and approve questions online.
- The system should keep records of changes and updates made to questions.
- Question papers should be created automatically by the system, with random selection of questions for each exam.
- All question papers should be kept safe and confidential through secure access controls.
- The system should generate different sets of questions for each student to prevent copying.
- After exams, the system should help analyse question patterns and exam results to improve future assessments.
- Question tagging based on Competency Mapping, Program Outcomes (PO) and NMC guidelines.
- Question usage analytics including difficulty index, discrimination index, reliability analysis and examiner performance reports.
- Secure encryption, version control, archival and lifecycle management of question banks with maker-checker approval workflow.

4.1.9 Digital Answer Sheet Management and Evaluation

- All answer sheets (offline or online) should be scanned and saved safely in digital form.
- Each answer sheet should have a unique code or barcode to keep student identity hidden during checking.
- The system should automatically send scanned copies to examiners for checking.
- Teachers should be able to check and mark papers online using simple tools (tick, cross, comment, highlight, etc.).
- The system should help maintain fairness by keeping the student's name hidden from evaluators.
- Marks should be added automatically with no calculation mistakes.
- Evaluators should be able to work even without internet, and data should sync automatically when online.
- All checked answer sheets should be stored securely in a central database for future reference.
- The system should allow easy handling of re-evaluation requests or grievances.
- Reports and results should be automatically generated and shared with students and university officials.
- The system should support touchscreen and stylus use for teachers' comfort.
- All actions should be recorded for safety, audits, and regulatory reviews.
- Auto answer sheet distribution ensuring balanced evaluator workload and conflict-free allocations.
- Automatic detection of unchecked answers, abnormal marking patterns and evaluation inconsistencies with alert mechanisms.
- Multi-level moderation, rechecking and audit workflow with complete traceability of evaluation activities.

The system shall support scanned/digital answer sheets and integration with scanning devices. Physical answer-sheet scanners and scanning infrastructure shall remain outside the in-scope ECV and outside the Quoted Consolidated Contract Price and shall be procured separately, subject to UPUMS approval, wherever required.

4.1.10 Thesis Management & Plagiarism Automation

- Students should be able to submit their thesis topics and summaries online.
- The system should send the thesis for approval step by step — from Guide to HOD, then to Dean and Academic Council.
- Every stage should show the current status and date of approval.
- Guides and Co-guides should be assigned digitally after checking their availability.
- Students should be able to upload their progress reports and synopsis easily in fixed formats.
- The system should remind students and guides about pending or delayed submissions.
- Final thesis documents should be uploaded online in PDF or Word format.
- Each thesis should get a unique number for easy record tracking.
- The system should automatically send the thesis to assigned reviewers for checking.

- Reviewers should be able to give marks and comments online.
- Evaluation reports and certificates should be generated automatically after approval.
- The system should check for plagiarism (copied or translated content) before final submission.
- A plagiarism clearance report should be created for every approved thesis.
- All approved theses should be stored safely in a digital library.
- Anyone with permission should be able to search for theses by student name, topic, department, or year.
- Online thesis lifecycle management including synopsis approval, progress monitoring, guide allocation and milestone tracking.
- Integration with Institutional Repository, Digital Library and National Research Repository for archival and future reference.
- Automated reminders for pending milestones, plagiarism compliance, review schedules and thesis submission deadlines.

4.1.11 Learning Management System (LMS)

- Teachers should be able to create and manage courses online, upload study materials like notes, videos, and presentations.
- There should be a central online library where all learning materials and recorded lectures can be stored and accessed easily.
- The system should support online classes and webinars via platforms such as Google Meet, MS Teams, or an in-house video tool.
- The system shall support integration with, and management of, recorded live physical lectures. Software support and integration for lecture recording are included in the Quoted Consolidated Contract Price; however, physical lecture recording hardware/infrastructure shall remain outside the in-scope ECV and outside the Quoted Consolidated Contract Price and shall be procured separately, subject to UPUMS approval, wherever required.
- Students should be able to submit assignments and take quizzes online, and get marks or feedback instantly.
- It should include interactive tools like discussion forums, Q&A sessions, and polls to make learning more engaging.
- The system should automatically track student attendance, progress, and performance in each course.
- It should be linked to other systems, such as Student Management, Exams, and Thesis modules, for smooth coordination.
- A mobile app should allow students and teachers to access courses, attend classes, and receive updates anytime.
- Each user (student, teacher, admin) should have secure access based on their role and responsibility.
- There should be dashboards and reports to monitor learning progress, faculty workload, and overall academic performance.
- The analytics should help with faculty reviews, curriculum planning, and accreditation monitoring.
- Discussion forums, assignments, quizzes, peer learning, faculty interaction and learning analytics dashboard with progress tracking.

4.1.12 Certificate Generation Module

- List and templates of various certificates (e.g., Bonafide, Internship, Transfer).
- Admin processing and digital/physical issuance.
- Certificate archive with QR code or digital signature (if required).
- Requests for certificates (Bona Fide, Migration, Internship, Awards, etc.), approval, digital signature, issuance, and archival.
- Email/push dispatch of certificates, compliance logging, and traceability.
- Configurable certificate templates with dynamic field mapping, serial numbering, version control, institutional branding and multilingual support.
- Online certificate verification portal with QR Code/Unique Verification Number (UVN) enabling third-party authentication of issued certificates and prevention of fraudulent duplication.

4.1.13 OSCE/OSPE

- Station-based practical assessments — blueprints, batch/slot scheduling, standardized patients, per-station score datasets.
- Configuration of OSCE/OSPE examinations with station blueprints, station types (procedure, communication, interpretation, counselling) and competency mapping, as approved by UPUMS.
- Circuit and rotation design with configurable number of stations, station duration, rest/parking stations and multiple parallel circuits/batches.
- Examiner and standardized-patient allocation per station and session, with orientation records and blinding controls to preserve assessment integrity.
- Digital scoring at each station using configurable checklists/rubrics and global rating scales, with tablet-based/offline support where required.
- Automatic aggregation of per-station scores into candidate totals, with borderline/standard-setting methods (e.g., borderline regression) where adopted.
- Result computation, moderation and publication linked to the Examination, Assessment & Result Management module.
- Station-wise analytics, examiner variance reports and competency-attainment views, with a complete audit trail of all scores and changes.
- Automatic examiner allocation, station scheduling and attendance management with configurable workflows.

4.1.14 Clinical Learning

- Interface for tracking HIMS/LMS/RIS integration for anonymised clinical case packs; case-based practical learning; learner progress tracking.
- Mandatory de-identification/anonymisation of all patient data in clinical case packs, with consent and data-governance controls.
- Mapping of clinical cases to competencies, phases and postings for case-based and problem-based learning.
- Structured learner workflows for case review, guided questions, differential diagnosis and reflective notes.
- Faculty review, feedback and sign-off on learner submissions, with rubric-based assessment where adopted.
- Learner progress tracking across cases, with dashboards for exposure, completion and competency evidence.
- Role-based access with a full audit trail for all clinical learning content and actions.
- Integration with Simulation Laboratories, Skills Labs, Virtual Patients and Clinical Case Repositories for blended clinical learning.
- Recommendation of clinical cases, procedures and learning resources based on individual competency gaps and academic progression.
- Faculty-curated clinical case library with approval workflow, peer review, outcome mapping and version control.

4.1.15 Clinical Rotation Management

- Clinical rotation planning and assignment across departments; rotation history; coverage rules.
- Configuration of clinical postings/rotations by program, phase, department/unit and duration, as approved by UPUMS.
- Automated assignment of students across departments with configurable coverage, capacity and eligibility rules.
- Roster generation, swaps, leave adjustment and conflict detection with approval workflows.
- Linkage of rotations to attendance, logbook entries and competency/posting evidence.
- Notifications and alerts for upcoming, ongoing and overdue rotations to students, faculty and departments.
- Dashboards and reports for coverage, department load and student exposure gaps, with a complete audit trail.
- Automated clinical posting scheduling to optimize faculty load, clinical capacity and availability, NMC requirements and student preferences, wherever applicable.
- QR Code/Biometric based attendance verification during clinical postings with real-time monitoring and exception management.
- Department-wise clinical exposure analytics, patient encounter tracking, procedure logs and competency completion reports.

4.1.16 Viva Management

- Viva slot booking, examiner allocation, CQB-linked checklists, viva session conduct, and marks recording.

- Scheduling of viva/oral examinations with slot booking, candidate sequencing and venue allocation.
- Internal and external examiner allocation with availability management and conflict-of-interest controls.
- Configurable viva checklists/rubrics linked to the Central Question Bank (CQB) and competency framework.
- Conduct of viva sessions with structured question prompts and per-criterion scoring.
- Marks recording, moderation and sign-off, integrated with the Examination, Assessment & Result Management module.
- Audit trail of examiners, questions used, scores and changes to ensure transparency and integrity.
- Secure online, offline and hybrid viva examination support with recording, digital archival and controlled access for authorized users.
- Digital evaluation rubrics with configurable scoring parameters, examiner remarks, moderation workflow and digital approval.
- Automated generation of viva proceedings, examiner reports and result publication integrated with the Examination Management System.

4.1.17 Convocation

- Award-eligible student lists, degree certificate generation, convocation workflows, conferral outcome recording.
- Generation and verification of award-eligible student lists based on completion, result and clearance status.
- Configurable convocation workflows including registration, fee/clearance checks and approval by the competent authority.
- Degree/diploma certificate generation with templates, serial/registration numbers, QR code and digital signature/eSign, where required.
- Recording of conferral outcome (in-person/in-absentia), award categories, medals and honours.
- Dispatch, collection and archival of certificates with traceability and compliance logging.
- Integration with the Certificate Generation and Result modules, with a full audit trail and role-based access.
- Online student registration, gown management, seating allocation, guest invitation and event scheduling with configurable workflows.
- Automated generation of medal lists, merit lists, award categories and degree distribution reports based on approved academic records.
- Digital repository of issued certificates with QR Code verification, eSign/Digital Signature support and searchable archival facility.

4.1.18 Dashboard and Governance

- Cross-domain aggregated governance dashboards; academic, assessment, operational & finance KPI insights; trend analysis, risk signals, decision-support analytics.
- Configurable KPIs and institutional metrics with drill-down by program, phase, batch, department and student.
- Trend analysis, comparative views and early-warning/risk signals (e.g., at-risk students, competency gaps, inspection readiness).
- Decision-support analytics and summary/what-if views for academic governance and management review.
- Inspection and accreditation-ready reports and exports (including NMC requirements) with scheduling and one-click generation.
- Data governance, role-based access controls and a complete audit trail, with near real-time refresh and performance safeguards.
- Role-based executive dashboards for Vice Chancellor, Registrar, Dean, Controller of Examination, Heads of Departments, Faculty, Students and Administrative Officers.
- AI-powered predictive analytics for student progression, academic performance, competency attainment, examination outcomes, faculty workload and institutional planning.
- Configurable dashboard widgets with drill-down analytics, graphical reports and export capabilities in PDF, Excel and presentation-ready formats.

4.2 API Integrations

4.2.1 Mobile Application (Android & iOS)

- Integration with a mobile app available on the Apple App Store (iOS) and Google Play Store (Android) with the following features:
- Seamless Synchronisation: The System shall maintain near real-time synchronisation between the web platform and the Android/iOS apps. Hence, users always see up-to-date data and can complete permitted actions without perceptible delay.
- API-Based Integration: The integration shall utilise secure, scalable, versioned RESTful APIs (or equivalent) to enable reliable communication between backend services and mobile apps.
- User Authentication & Access Control: The mobile app shall integrate with the centralised authentication system (Single Sign-On / Role-Based Access Control) to ensure secure login and consistent user privileges across devices.
- Push Notifications & Alerts: The app shall support real-time push notifications, reminders, and alerts (e.g., attendance, timetable changes, announcements, results), with deep links to relevant screens and user-managed notification preferences.
- On-Demand Study Material: In-app viewing of study materials with on-demand access to authorised content.
- Attendance & Scheduling Management: Viewing of timetables/allocations and, where permitted, student attendance marking with appropriate audit trails.
- Document Management: Profile creation and update of student records, and secure upload/download of certificates and documents.
- Third-Party App Ownership & Compliance: The mobile app shall be developed, published and operated by the SI (or its OEM) under its own legal entity and developer accounts. They shall be solely responsible for all app-store, licensing, operational and regulatory compliance related to the app and shall indemnify ITI and the Institute for any non-compliance arising therefrom.

4.2.2 Communication Platforms

- The System shall provide reliable, compliant, bilingual (English/Hindi) communication to students, faculty, administrators, and other stakeholders for academic, examination, clinical posting, fee, and emergency use cases. Communications shall be orchestrated across SMS, WhatsApp, Chatbots, and Email, with consent, auditability, and measurable SLAs. The following are the Common Requirements for all the Channels:
- Consent & Preferences: The system shall record purpose-specific opt-ins, enable detailed opt-out options per channel or category, and log timestamps, sources, and devices/IP addresses.
- Templates & Approval: A central catalogue of templates with version control and maker-checker approval shall be maintained.
- Quiet Hours & Priority: Default quiet hours shall be 21:00–08:00 IST (except in emergencies). Priority order: Emergency > Academic/Exam > Administrative > Promotional.
- Content Controls: Only the minimum necessary PII shall be sent; every message must include the sender's identity and a help/unsubscribe mechanism as permitted.
- Monitoring: A dashboard shall report volume, delivery success, failures, CTR/response rates, and opt-outs; monthly reports on channel health shall be provided.
- Security & Audit: RBAC, maker-checker processes for bulk sends, immutable audit logs (create/edit/send) with a retention period of at least 180 days shall be implemented.
- Fallback & De-duplication: The system shall provide policy-driven fallback options when the primary channel is unavailable or not consented, and it shall suppress duplicate notifications across channels.
- The following four (4) communication platforms are required to be integrated with the solution. The usage/consumption charges for these platforms shall be payable on actuals. platform integration, configuration and orchestration shall remain included in the Accepted Contract Price.

SMS

- Scope: Transactional alerts (OTP, attendance, timetable changes, exam room/roll, fee reminders) and emergency broadcasts.
- Compliance: Principal entity registration, header/sender IDs and DLT template approvals shall be completed and documented.
- Throughput & Reliability: The service shall support a throughput of more than 200 messages/second, with scalable multi-aggregator routing and active/standby failover provisioned.

- **Delivery & Retries:** Delivery receipts will be processed, and automatic retries will be attempted (T+2 minutes, T+10 minutes) with an exponential backoff.
- **Opt-out:** STOP/HELP keywords and a web preference centre shall be supported.
- **Deliverables:** Active sender IDs, approved template pack, DLT compliance note, error code matrix, deliverability report and operations runbook.

WhatsApp

- **Scope:** Rich, two-way conversations for attendance notifications, timetable cards, admit cards, fee links, thesis milestones and support queries.
- **Onboarding:** BSP onboarding, business verification, display name and number hosting shall be completed; valid opt-ins shall be collected and evidenced.
- **Templates & Sessions:** Pre-approved bilingual template messages with variables shall be used; session messages within the 24-hour window shall be supported with escalation to a human agent.
- **Interactive Features:** List messages, quick-reply buttons, media attachments (e.g., PDF admit cards and venue/location sharing) shall be available.
- **Performance & Fallback:** A throughput of at least 250 messages/second/number shall be scalable; automatic fallback to SMS/Email shall be provided when there is no opt-in or when a template is rejected.
- **Deliverables:** Verified profile, approved template catalogue, opt-in flows, chatbot handoff design and monthly quality rating reports.

Chatbot

- **Scope:** 24x7 self-service for FAQs (admissions, exam schedules, hall tickets, clinical postings, leaves), ticket creation and guided workflows.
- **Coverage & Quality:** The chatbot shall resolve at least 80% of the top 50 FAQs with a defined confidence threshold and shall provide clarification prompts.
- **Knowledge Base:** FAQs shall synchronise from IAMS with versioning, ownership and review dates.
- **Human Handoff:** Low-confidence or user-requested transfers shall be routed to the L1 Helpdesk within 60 seconds.
- **Languages:** English and Hindi are supported at launch; additional languages will be configurable.
- **Analytics:** Resolution rate, CSAT, average response time and containment rate shall be reported weekly.
- **Deliverables:** Conversation designs, trained intents/entities, fallback/transfer rules and a confusion-matrix report.

Email

- **Scope:** Long-form communications including official circulars, transcripts, fee invoices/receipts, policy updates and monthly statements.
- **Authentication:** SPF, DKIM and DMARC (quarantine/reject) shall be configured; a branded tracking and link-shortening domain shall be provided.
- **Throughput & Hygiene:** A capacity of at least 200,000/day shall be supported with IP warm-up (if dedicated), bounce handling, complaint feedback loops and list hygiene.
- **Templates:** Responsive, bilingual templates with modular blocks shall be supplied. PDF attachments (e.g., admit cards/invoices) shall also be supported.
- **Monitoring:** Open/click/bounce/complaint metrics, as well as quarterly mailbox placement tests, shall be provided.
- **Deliverables:** DNS authentication records, template library, suppression/bounce lists and a deliverability plan.

Other Systems

The system shall be designed and built with standards-based integration readiness so that, as and when required by UPUMS, it can securely interoperate with institutional and clinical systems for academic, clinical-posting, internship, logbook, results, and analytics use cases. The SI shall provide configurable, documented, and auditable APIs/integration services to support such interoperability without requiring redesign of the core platform.

The integration layer shall support secure API-based exchange (REST/JSON or equivalent), event-based notifications/webhooks where applicable, role-based access control, audit logging, error handling, retry mechanisms, and versioning. All integrations shall be enabled only upon UPUMS approval and subject to interface availability, access permissions, and applicable data privacy/security rules.

The system shall be capable of integration with the following systems (existing or future):

- **HIS:** Hospital Information System
- **LIS:** Laboratory Information System
- **RIS-PACS:** Radiology Information System-Picture Archival and Communication System

- EMR/EHR: Electronic Medical Records/Electronic Health Records
- ERP: Enterprise resource planning
- Other existing systems like Samarth etc.

4.3 Testing

The SI shall plan, provision and execute end-to-end testing of all modules and integrations, and shall obtain formal sign-offs from ITI and UPUMS at each stage. A Master Test Plan, Schedule, and Risk Register shall be prepared and approved before execution. A Requirements Traceability Matrix (RTM) shall map every requirement to test cases and results. Test cases, datasets, and expected results shall be version-controlled; all deviations shall be recorded with reasons. Separate SIT, UAT/Pre-Prod, and Production environments shall be maintained. Test data shall be synthetically generated or irreversibly anonymised; no live PII shall be used without written approval. Environment parity (configurations, feature flags, integrations) must be documented; change control shall apply to all test environments. Testing shall include, but not be limited to, the following:

4.3.1 Functional Testing

- Positive/negative, boundary, and usability test cases shall cover all features, roles, and workflows.
- Module tests shall include forms, validations, workflows, RBAC/permissions, audit trails, reports, and error handling.
- The latest two major versions of Chrome/Edge/Firefox/Safari, as well as supported Android/iOS versions, shall be covered.

4.3.2 Integration & API Testing

- All internal/external APIs (e.g., authentication, payments, messaging, LMS) shall be validated for schema, authentication, idempotency, and error contracts.
- Retry/backoff mechanisms, as well as timeouts, shall be verified. Graceful degradation shall be demonstrated for downstream failures.

4.3.3 Regression & Test Automation

- A regression suite with $\geq 70\%$ automation coverage (UI/API, where feasible) shall be maintained and executed for every release.
- Smoke tests shall run on each build; blocking defects shall halt promotion to higher environments.

4.3.4 Performance, Load & Soak Testing

- Baselines shall be agreed; minimum targets for key journeys: $P95 \leq 2s$ page/API latency at agreed concurrency; $P99 \leq 4s$.
- Concurrency profiles shall reflect peak academic/exam loads (e.g., form submissions, timetable fetch, attendance scans, results download).
- Tests shall include load, stress, spike, and soak (≥ 4 hours); resource utilisation thresholds (CPU, memory, DB connections, I/O) shall remain within safe limits.
- Failover, autoscaling, and queue back-pressure behaviour shall be verified.

4.3.5 Security Testing

- SAST/DAST and dependency vulnerability scans shall run for each release; OWASP Top 10 and MASVS (for mobile) coverage is mandatory.
- A qualified/empanelled auditor shall perform VAPT on network, application, API, and mobile systems before go-live and annually thereafter, or after any material change.
- Remediation SLAs from discovery: Critical ≤ 7 days, High ≤ 15 days, Medium ≤ 30 days, Low as planned; retest and closure evidence are required.
- Configuration hardening, secrets management, TLS enforcement, and secure logging shall be verified.

4.3.6 User Acceptance Testing (UAT)

- UAT shall be conducted by the Institute, coordinated by ITI, with SI facilitation using agreed scenarios and acceptance criteria.
- UAT exit requires: zero Critical/High defects open; documented workarounds for Medium/Low (if any); signed UAT report.

4.3.7 Data Migration & Reconciliation Testing (if applicable)

- Trial migrations shall be executed with field-level mapping, validation rules, and exception handling.
- Reconciliation reports (counts/hashes/sample audits) shall be submitted and approved.

4.3.8 Accessibility & UX Testing

- Conformance to WCAG 2.1 AA (including mobile assistive tech) shall be validated; issues shall be tracked to closure.
- Backup/restore drills, disaster-recovery failover, and RPO/RTO objectives shall be tested and evidenced.
- Incident simulations (e.g., ransomware, DB corruption, region outage) and rollback drills shall be conducted before go-live and at least annually.

- Test Artefacts & Sign-offs: The SI shall submit to ITI the RTM, test execution reports, defect summaries, performance/security reports, and environment details; formal sign-offs from authorised UPUMS representatives shall be obtained through ITI at each stage.

4.4 Hosting & Infrastructure Management

The SI shall provision, operate, maintain and support all production, development, testing, UAT, disaster-recovery, backup, monitoring, security and supporting hosting infrastructure required throughout the Contract Period. All hosting, cloud infrastructure, storage, backup, disaster recovery, network security, licences, SSL certificates, monitoring, scaling, patching and associated services shall be included in the Quoted Consolidated Contract Price. No separate annual hosting charge, cloud-consumption charge or infrastructure reimbursement shall be payable.

4.4.1 Deployment Model

- Cloud deployment is mandatory, and the SI shall host the system on a reputed MeitY-empanelled Cloud Service Provider (CSP) / Government Community Cloud / MeghRaj-compliant cloud with data residency in India.
- The architecture shall support horizontal scalability, high availability, and secure internet/VPN access as required by UPUMS.
- Separate environments shall be maintained for Development, SIT/UAT, Production, and DR.

4.4.2 Hosting Responsibilities

- Provision and manage servers/VMs, storage, networking, OS, middleware, databases, load balancers, web/application servers, SSL certificates, and backups.
- Ensure high availability and uptime, capacity planning, performance tuning, patching, and security hardening.
- Provide environment monitoring dashboards and logs, and share periodic health reports with UPUMS.
- Manage domain/sub-domain configuration (if required), DNS, firewall rules, WAF, anti-DDoS controls.
- Maintain segregation of environments and role-based access to infrastructure and admin consoles.

4.4.3 Disaster Recovery & Business Continuity

- A Disaster Recovery (DR) environment shall be maintained in India, physically/logically separated from Production.
- The SI shall conduct quarterly DR drills and periodic backup-restoration drills, with evidence and reports submitted to ITI and UPUMS. At least one drill each year shall involve actual failover and failback of representative critical services, unless UPUMS approves an equivalent controlled test for recorded reasons.
- The following are binding minimum standards for critical production data and services: Recovery Point Objective (RPO) of not more than 15 minutes, and Recovery Time Objective (RTO) of not more than 4 hours. Backup and replication arrangements shall be designed to meet the stated RPO, and failover procedures shall be capable of restoring critical services within the stated RTO.
- Failover and failback procedures shall be documented and tested. Each drill shall produce a report recording start and end timestamps; achieved RPO; achieved RTO; data-integrity checks; transaction reconciliation; application and integration verification; failback results; deficiencies identified; corrective actions; and closure evidence.
- Failure to meet the RPO/RTO or to conduct a prescribed drill shall constitute an SLA breach and may affect the applicable HEAD MSPUPC/O&M payment under Section VI and Section VII.
- The SI shall maintain an updated Business Continuity Plan, DR Runbook, emergency contact matrix and escalation plan throughout the Contract Period.

4.4.4 Security Requirements (Infrastructure)

- Encryption at rest and in transit, secure key management, MFA for privileged admin access.
- Centralised logging and monitoring; immutable audit logs for admin actions.
- Regular vulnerability scanning and patch management of infrastructure components.
- Secrets must not be hardcoded; a secure vault or equivalent mechanism shall be used.

4.4.5 Ownership, Access & Exit Support

- UPUMS shall remain the owner of all application data and logs generated through the system.
- The SI shall provide data export, backup restoration support, and migration assistance to ITI and UPUMS at contract completion/termination as per exit management requirements.
- No lock-in at data level; data must be exportable in standard usable formats.

Note: While calculating the hosting costs the following assumptions may be taken into account:

Parameter	Recommended Design Capacity
Active Students	6,000
Alumni Records	25,000+
Faculty Users	350+
Non-Teaching Staff	2,000
Departments	55–60

Courses	250+
Concurrent Users	8,000–10,000

4.5 Stabilisation and a Comprehensive Maintenance Contract (HEAD MSPUPC) / Operations & Maintenance (O&M)

Following Complete Go-Live, the System shall undergo a Stabilisation Period of ninety (90) days. During the Stabilisation Period, the SI shall, without any additional cost to ITI or UPUMS, rectify all defects, deficiencies, integration failures, security findings, performance issues, and other non-conformities identified by UPUMS or ITI, and shall ensure that the System achieves the prescribed performance, security, functionality, and service level requirements.

Upon successful completion of the Stabilisation Period and issuance of Final Acceptance by UPUMS, the SI shall provide Comprehensive Maintenance Contract (HEAD MSPUPC) / Operations & Maintenance (O&M) services for a period of five (5) years commencing from the date of Complete Go-Live. The ninety (90)-day Stabilisation Period shall form part of the implementation phase and shall not be counted towards or reduce the five (5)-year HEAD MSPUPC/O&M period.

The HEAD MSPUPC/O&M services shall include, but not be limited to, the following:

- Technical support.
- Continuous corrective, adaptive and preventive maintenance.
- Troubleshooting and incident resolution.
- Bug fixes, patches and hotfixes.
- All necessary software updates and version upgrades.
- Security remediation and closure of vulnerabilities.
- Application and database performance optimisation.
- Maintenance of all software modules, integrations, APIs and mobile application integrations.
- Cloud hosting, infrastructure monitoring and platform operations.
- Backup, restoration and disaster recovery support.
- Helpdesk services.
- Operational and functional support.
- Documentation updates.
- Knowledge transfer.
- Periodic user and administrator training.
- Annual or otherwise prescribed Vulnerability Assessment and Penetration Testing (VAPT) and closure of findings.
- Compliance with the prescribed Service Levels (SLAs), including uptime, response time and resolution time commitments. Failure to achieve the prescribed SLAs shall attract applicable Service Credits and/or penalties in accordance with this Contract.

All costs relating to the Stabilisation Period, HEAD MSPUPC/O&M services, hosting, support, maintenance, upgrades and other obligations under this Clause shall be deemed to be included in the Quoted Consolidated Contract Price, and no separate payment shall be admissible unless expressly provided elsewhere in this EOI.

4.6 Adoption and Training

A. Intensive Adoption Support (first six months): The SI shall provide intensive implementation, Go-Live and adoption support for at least six (6) months following Go-Live, including train-the-trainer sessions, role-based user training, administrator training, departmental handholding, on-site support during critical rollout periods, assistance during examination, admission, result and academic peak periods, refresher sessions where adoption issues are identified, and training material in English and Hindi where required.

B. Contract-Period Support: Throughout the remaining Contract Period, the SI shall provide, without additional charge, helpdesk support, operational assistance, periodic refresher training, administrator and super-user training, training for newly added authorised users, updated user manuals and training content, training necessitated by major releases, upgrades or workflow changes, training necessitated by statutory or regulatory changes, and knowledge transfer required for institutional continuity.

The intensity of on-site deployment may reduce after the initial six (6) months; however, the helpdesk, periodic training, operational support and documentation obligations under this Clause shall form part of the accepted HEAD MSPUPC/O&M obligations and shall continue throughout the Contract Period without additional charge. They are not contingent on any extension by mutual consent.

4.7 Role-Based Access Functionality

Each user interacts with the system according to assigned roles, with access privileges tailored to job functions and data protection norms.

4.7.1 User Roles and Descriptions

Role	Key Permissions	Typical Users
Administrator	System setup, global configuration, manage department/faculty/student records, audit	IT/Admin staff
Academic Section/Course Admin	Admission verification, schedule and batch management, student data review, roll allocation	Academic office, Course managers
Faculty Member/Guide	View and update schedule, attendance, upload educational content, evaluate students	Professors, Instructors
Department/HOD	Oversee departmental student list, schedule approval, monitor attendance/results	HODs, Section heads
Student	View schedule, attendance, results, submit requests, access content, update profile	All enrolled students
Examination Cell	Setup and manage exam schedules, compile and publish results, handle dispute resolution	Examination office staff
External Users (Hostel, Library, etc.)	Restricted access to relevant modules (e.g. library usage, hostel occupancy)	Hostel Wardens, Library staff

4.7.2 Role-Based Access Control (RBAC) Features

- Authentication: Secure login using username/password with OTP and optional biometric authentication for sensitive operations.
- Authorization: Allows actions only for authorized roles, e.g. only faculty can upload content, only admins can add/delete users.
- Data Segregation: Each user only sees data relevant to their role (e.g. student's own records, faculty's course batch).
- Approval Workflows: Multi-level approval chains (e.g. certificate issuance requests, schedule changes, leave requests).
- Audit Trail: Complete logs of user actions for audit and compliance. All login attempts, data changes, approvals/rejections, and administrative actions must be logged with timestamp and user ID.
- Session Control: Auto logout after inactivity, configurable password policies, account lockout, and secure session handling.
- Delegation & Proxy Access (optional): Time-bound delegation of selected approvals/roles with full audit trail.

4.8 Data Security, Privacy & Compliance Requirements

- Role-based access, least privilege, and maker-checker for sensitive actions.
- Encryption of data in transit and at rest; secure password hashing and secrets management.
- Immutable audit logs for critical actions; log retention as per policy.
- Compliance with applicable data protection and institutional rules for student and biometric data.
- Consent records for communications and channel-wise preference management.
- Periodic VAPT/security audits and closure of findings within agreed timelines.
- Backups: Daily/weekly backup, disaster recovery, and business continuity plans.
- CBME: The system must be designed in accordance with CBME standards of NMC.

4.8.1 AI Governance and Human Review Safeguard

- Any AI/ML-enabled output, prediction, recommendation, anomaly flag, risk score, optimisation suggestion, clinical-learning recommendation, academic-performance prediction, attendance anomaly, competency gap analysis or decision-support output generated by the IAMS shall be advisory in nature and shall not, by itself, result in punitive academic, disciplinary, attendance, eligibility, assessment, progression, examination, hostel, access-control or administrative action against any student, faculty member, staff member or stakeholder.
- Any material decision affecting rights, eligibility, progression, assessment, attendance status, disciplinary action, access control, academic standing or institutional record shall require review and approval by the competent human authority designated by UPUMS.
- The SI shall ensure that AI/ML-enabled features are auditable, explainable to the extent reasonably feasible, role-controlled, logged, and subject to UPUMS-approved data governance, privacy and security controls. AI/ML models, prompts, rules, training data, configuration logic, inference logs and material changes to AI-enabled workflows shall be documented and made available for audit/review by UPUMS where applicable. No UPUMS data shall be used for training, fine-tuning or external model improvement without prior written approval of UPUMS.

4.9 Key Deliverables

- Fully operational software modules as per scope, with full documentation.

- User interfaces (web/mobile) for students, faculty, admin, and parents.
- On-site and remote training, as well as change management, for user groups.
- Integration with existing systems; secure migration and archival.
- Regulatory compliance and ongoing technical support for a specified duration.
- Online submission, approval, plagiarism check, and evaluation workflow.
- Online answer sheet checking, re-evaluation, and result automation.
- Digital record of postings, progress tracking, and performance dashboards.
- Online teaching, course delivery, and student engagement tools.
- Unified digital ecosystem for academic, exam, and administrative automation.

4.10 Additional Scope / Change Request Clause

During the HEAD MSPUPC/O&M Period, the SI shall provide a cumulative entitlement of 200 man-hours for customisations, minor enhancements and Change Requests without any additional charge to ITI or UPUMS. Utilisation shall be subject to a maximum cap of 50 man-hours during any one HEAD MSPUPC/O&M Year. Each Change Request shall be initiated or approved in writing by the authorised representative of UPUMS and routed through ITI; include the proposed effort estimate; identify the affected modules and deliverables; specify the implementation timeline; and be entered in a jointly maintained Change Request register. Man-hours shall be deducted only after UPUMS approves the effort estimate and the completed Change Request is accepted by UPUMS. The following shall not be counted against the included 200 man-hours: defect rectification; bug fixing; correction of non-conformity; restoration of contract functionality; security remediation; performance correction; routine maintenance; troubleshooting; statutory or regulatory updates; compatibility updates; updates necessary to meet the original Scope of Work; or resolution of SLA breaches. No separate fee or man-hour charge shall be payable for the included 200 man-hours. Any requirement demonstrably outside the original Scope of Work and exceeding the included 200 man-hours may be considered only through a separately approved change in accordance with applicable procurement and financial rules, and such changes shall be implemented only upon prior written approval of UPUMS.



Part V: PRE-QUALIFICATION CRITERIA

Clause	Criterion	Requirement	Evidence Required
PQ-1	Legal status	Bidder shall be a company registered in India under the Companies Act 1956 / 2013, OR a Limited Liability Partnership under the LLP Act 2008, OR a Partnership Firm under the Indian Partnership Act 1932, in continuous operation for at least ten (10) years as on the bid submission date. Consortium / JV bids are NOT permitted.	(i) Certificate of Incorporation/registration certificate; (ii) PAN; (iii) GSTIN; (iv) MoA/AoA or LLP/Partnership Deed; (v) Affidavit confirming no change in legal status during the last 3 financial years (a change in the constitution of a partnership firm due to admission or retirement of a partner in the ordinary course of business shall not, by itself, be treated as a change in legal status).
PQ-2	Past Experience Required for same/similar service (SMS/SIS/HIMS/HMIS/LIMS/LIS/EHR/EM R/ University or college ERP/ Integrated Healthcare project or Academic Management Software)	The bidder shall have completed, during the last five (5) years, with Government Medical Colleges, Government Medical Universities or Teaching Hospitals, either: One (1) project of value not less than ₹ 4.70 Crore; or Two (2) projects, each of value not less than ₹ 2.94 Crore; or Three (3) projects, each of value not less than ₹ 1.75 Crore. Out of the qualifying projects, at least one (1) project must have been successfully executed in a Government Medical College having a minimum bed capacity of 1,000 beds	Work order / contract / MoU / completion certificate / client certificate / performance certificate / CA-certified project value (with CA-certified GST-inclusive reconciliation where applicable), along with Annexure D.
PQ-3	Average Annual Turnover (AAT)	Minimum Average Annual Turnover of ₹ 18.00Cr (Rupees Eighteen Crore only) from Healthcare and related services/projects during the last three (3) financial years: FY 2022-23, FY 2023-24 and FY 2024-25.	(i) Audited Balance Sheets and Profit & Loss accounts for FY 22-23, 23-24, 24-25; (ii) CA-certified Turnover Certificate (UDIN-bearing) on letterhead certifying AAT segmented by line-of-business, with CA-certified GST-inclusive/exclusive reconciliation; (iii) Self-declaration that no figures are duplicated across group

Clause	Criterion	Requirement	Evidence Required
			companies.
PQ-4	Net Worth	Minimum Net Worth of Rs. 50 crore in each of the last three (3) audited financial years.	(i) Audited Balance Sheets; (ii) CA Certificate (UDIN-bearing).
PQ-5	CMMI Certificate	Bidder should hold a valid CMMI Level 5 certificate issued by an authorised Lead Appraiser, with an appraisal scope covering software development, data management, system integration and integrated solution delivery.	Copy of the certificate must be enclosed, along with the appraisal scope statement.
PQ-6	Service capability in Uttar Pradesh	Bidder shall have an operational office and a service-delivery capability in Uttar Pradesh as on the bid submission date.	GST registration showing UP address, along with proof of an operational office in Uttar Pradesh (rent/lease deed or ownership document) and a list of locally based support/service personnel.
PQ-7	Certificates	The Bidder should have valid certification for ISO 9001, ISO 27001, ISO 45001 and ISO/IEC 20000. For ISO 18308 and ISO 22600, the Bidder should submit a signed compliance statement confirming its solution architecture conforms to these standards.	Copy of certificates must be enclosed for ISO 9001, ISO 27001, ISO 45001 and ISO/IEC 20000; signed compliance statement to be enclosed for ISO 18308 and ISO 22600.

Clause	Criterion	Requirement	Evidence Required
PQ-8	Manpower Strength	The Bidder must have valid ESI and EPF registration for at least 300 full-time employees on its payroll as on the bid submission date.	ESIC registration, Employees' Provident Fund (EPF) registration, along with the Provident Fund challan for the latest available month as on the bid submission date (currently June 2026) to be attached.
PQ-9	Technical Presentation, Architecture & Production Grade POC	Bidder must provide a web link for the live demonstration.	Bidders will be called for live demonstration as per mentioned Clause no 8.6 of the end customer UPUMS, Saifai.
PQ-10	Deployment Experience in last 5 years	The bidder should have experience in the development and/or implementation of SMS/HIMS/LIMS/ERP software in Government Healthcare Institutions, covering a cumulative total of at least twenty (20) Medical Colleges under one or more projects/contracts during the last five (5) years	Supply order/ Work order/ MoU / completion report/ performance report.

Note:

- i.) Insolvency: The entity should not be under insolvency resolution as per the Insolvency and Bankruptcy Code at any stage of the procurement process, from issue of the RFP to signing of the contract. A copy of the undertaking must be provided.
- ii.) The bidder should hold a valid registration number for the following: PAN; GST.
- iii.) The signatory signing the bid on behalf of the bidder should be duly authorised by the Board of Directors / Partners of the bidder to sign the bid on its behalf.
- iv.) The bidder must ensure the tender fee is deposited.
- v.) The bidder should undertake to comply with all RFP requirements, including technical specifications.
- vi.) In case of any wrong information submitted by the bidder, the bid will be rejected and the bidder will subsequently be blacklisted from doing business with ITI Limited.

Blacklisting Self-Declaration — the bidder shall submit an undertaking that the bidder:

- a. has not, at any time, been under a declaration of ineligibility for corrupt or fraudulent practices, and is not currently blacklisted by any State Government / Central Government / Board, Corporation or Government Society / PSU for any reason;
- b. has not, at any time, been insolvent, in receivership, bankrupt or wound up; has not had its affairs administered by a court or judicial officer; has not had its business activities suspended; and is not the subject of legal proceedings for any of the foregoing reasons; and
- c. that its directors, partners and officers have not been convicted of any criminal offence relating to their professional conduct or to the making of false statements or misrepresentations as to their qualifications, within the three years preceding the bid submission date, and have not otherwise been disqualified pursuant to debarment proceedings.

Part VI: Annexures

1. ANNEXURE-A: BID COVERING LETTER

[On Bidder's Letter Head]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref: EOI no. dated

Subject: Bid Covering Letter against Expression of Interest (EOI)

Dear Sir,

Having examined the EoI/RFP/Tender document, we hereby submit our bid for the subject requirement which has emerged from some Government body to implement the above captioned project.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to ITI Limited is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Buyer in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the EoI/RFP/Tender document including annexures and corrigendum if any and also agree to abide by this tender response for a period of 6 months from the date fixed for bid opening.

We hereby declare that in case the agreement is awarded to us, we shall submit the Performance Guarantee in the form of bank guarantee in the format to be provided by ITI Limited.

We agree that ITI Limited is not bound to accept any tender response that they may receive. We also agree that ITI Limited reserves the right in absolute sense to reject all or any of the services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

We understand that it will be the responsibility of our organization to keep ITI Limited informed of any changes in respect of authorized person and we fully understand that ITI Limited shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication in the event reasonable prior notice of any change in the authorized person of the company is not provided to ITI Limited.

Dated this Day of 2026

Authorized Signatory Name:

Designation:

(Company Seal)

2. ANNEXURE B: BIDDERS PROFILE

[On Bidder's Letter Head]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

1.	Name and address of the company			
2.	Contact Details of the Bidder (Contact person name with Designation, Telephone Number, FAX,E- mail and Website)			
3.	Area of Business			
4.	Annual Turnover in last 3 financial years (Rs in Crore)	2022-23	2023-24	2024-25
5.	Date of Incorporation			
6.	GST Registration number			
7.	PAN Number			
8.	CIN Number, if applicable			
9.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details thereof.			
10.	Status and details of disputes/ litigation/ arbitration, if any.			
11.	Name, Designation and address of the officer to whom all references shall be made regarding this EOI			
12.	Contact details of Authorized signatory in reference to this EOI			

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

3. ANNEXURE C: UNDERTAKING AGAINST NON-BLACKLISTING

[Non-judicial stamp paper of Rs. 100/- certified by Notary]

**To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India**

Ref.: EOI no. Dated:

Subject: Undertaking towards Non-Black Listing of our firm by any Govt. Body

Dear Sir,

We hereby declare that we have not been stand BLACK LISTED by any Govt. department/ PSU (State or Central)/ Autonomous Institution against our performance obligation in India and there has been no litigation with any government department on account of similar services for the last 5 years.

This declaration is being submitted as per the requirement of your EoI/RFP/Tender.

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

4. ANNEXURE D: DECLARATIONS

[On Bidder's Letter Head]

**To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India**

**Ref.: EOI no. dated
Subject: Declarations against Expression of Interest (EoI) for**

Dear Sir,

We hereby declare / undertake the following.

We hereby declare that we will work with ITI as per EOI/RFP/Tender terms and conditions of ITI as well as end customer including warranty & post-warranty services and implementation of the project in the event of ITI winning the contract on back-to-back basis.

We hereby declare that we will submit the Tender Fee & EMD (while submitting the bid to the end customer in the form of Bank Guarantee / Demand Draft / Online Payment from any Nationalized / Scheduled Bank) & Performance Bank Guarantee to end customer or ITI (as decided by ITI) as per EoI/RFP/Tender terms & conditions. We also undertake that we will provide EMD & PBG to ITI as per the end-customer's EoI/RFP/Tender terms even if ITI is exempted to submit the same to end-customer because of its PSU status.

We hereby declare that we have 'No Objection/ No Claim/ No Compensation' from ITI Limited if this EoI/RFP/Tender is cancelled at any stage of evaluation process by ITI or the main EoI/RFP/Tender is cancelled by the end customer.

We hereby undertake that we will be equipped with the required manpower with qualifications, certifications and experience as required in the end customer's EoI/RFP/Tender.

We hereby undertake that we will be able to give the proposed solution as required in the end customer's EoI/RFP/Tender.

We hereby undertake that we will arrange required certificate & support (warranty & post-warranty/maintenance) in the name of ITI Limited from the OEM as per end customer's requirement.

We hereby undertake that we will obtain relevant statutory licenses for operational activities.

We hereby undertake that we will sign Consortium Agreement / Teaming Agreement / Integrity Pact with ITI for addressing the end customer's EoI/RFP/Tender if required.

We indemnify ITI Limited from any claims / penalties / statutory charges / liquidated damages / legal expenses if any etc. as charged by the end customer.

We hereby undertake to make arrangement for signing of agreement between OEM and ITI as per end customer's EoI/RFP/Tender requirements.

We hereby undertake that the OEMs who meet the eligibility and other conditions as per end customer's EoI/RFP/Tender requirement will be finalized by us and produce the required eligibility documents and other related documents of the OEM for final bid submission.

We hereby agree to take the responsibilities covered in the agreement (on back-to-back basis) to be signed between ITI & OEM (if required) as per end customer's EoI/RFP/Tender terms & conditions.

We hereby declare to supply equipment/components which are brand new, first hand and contain no previously used, recycled or refurbished components.

We hereby declare not to partner with any other organization for addressing this EoI/RFP/Tender.

We hereby declare to accept payment terms on back-to-back basis. Penalties, if any, will be borne by us.

We hereby declare to provide Bank Guarantee (110% of value for the period till the advance is settled) for getting the advance payment if any on back-to-back basis.

We hereby agree that ITI may take any punitive action as deemed fit, including forfeiture of EMD / Security submitted by us, if it is found that any of the documents / information provided by us (to meet the tender requirement including eligibility) is wrong/ forged/ misleading at any stage of tender processing / evaluation. The decision of ITI regarding forfeiture of the EMD shall be final and shall not be called upon question under any circumstances

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

5. ANNEXURE E: COMPLIANCE STATEMENT OF ELIGIBILITY CRITERIA

[On Bidder's Letter Head]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref.: EOI no. dated

Subject: Declarations against Expression of Interest (EoI) for

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

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

6. ANNEXURE F: Bid Security Declaration

[On Bidder's Letter Head]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

Ref: EOI no. dated

Subject: Bid Security Declarations against Expression of Interest (EOI) for.....

Dear Sir,

I/We, the undersigned hereby declare that:

I/We know that the bid should be supported by a Bid Security Declaration (in lieu of EMD as per end customer) in accordance with your conditions. I/We accept to automatically be suspended from being eligible for bidding in any contract in ITI Limited for a period of three years from the date of opening of Bid, if I am/We are in breach of our obligation(s) under the bid conditions, because I/We

- a) have withdrawn our Bid during the period of bid validity or its extended period, if any; or
- b) having been notified of the acceptance of our Bid by the Contracting Authority within the period of bid validity
 - (i) have withdrawn/modified/amended, impairs or derogates from the EOI / tender, my/our Bid during the period of bid validity or its extended period, if any;
OR
 - (ii) have failed or refused to furnish a Performance Security in accordance with the Condition of the EOI/Tender Document;
OR
 - (iii) have failed or refused to sign the contract.

I/We know that this Bid Security Declaration will expire, if contract is not awarded to us, upon:

- a) the receipt of your notification to us of the name of the successful Bidder; or
- b) Thirty days after the expiration of the validity of my/our Bid or any extension to it.

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

7. ANNEXURE G: DETAIL OF WORK EXPERIENCE

[On Bidder's Letter Head]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

For Pre/Technical Qualification/

S. No.	Client Name	Work Order Ref. No.	Date of WO	Date of Completion (if available)	Amount of Work Order	Type of documentary proof Submitted

(Note: Copy of Work Order /Contract /Agreement / Completion Certificate from the respective clients to be submitted along with the proposal)

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

8. ANNEXURE H: UNPRICED FINANCIAL BID

[On Bidder's Letter Head]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand, Gomti Nagar,
Lucknow- 226 010, India

Dear Sir,

We, the undersigned on behalf of <name of the agency>, wish to submit our offer <title of project> in accordance with your Request for Proposal <EOI reference> dated <insert Date>.

We are hereby submitting our Financial Proposal.

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

9. ANNEXURE I: FINANCIAL STRENGTH OF THE BIDDER

[On Bidder’s Letter Head]

To,
HEAD MSPUP
ITI Limited, MSP-UP
ITI Bhavan, TC-18V, Vibhuti Khand Gomti Nagar,
Lucknow- 226 010, India

S. No.	Financial Year	Net-worth Status (Positive/ Negative)	Whether Profitable (Yes/ No)	Annual Profit Before Tax (in INR)	Overall Annual Turnover (in INR)
1	2022-23				
2	2023-24				
3	2024-25				

- Note:**
- a) Copies of the audited Balance sheets duly audited by the statutory auditors of the Company or Chartered Accountant. AND
 - b) Certificate from Statutory Auditor or Chartered Accountant regarding turnover as asked in the clause. AND
 - c) Form as per Appendix E: Financial Strength of the Bidder

Dated this Day of 2026

Authorized Signatory Name:
Designation:
(Company Seal)

10. ANNEXURE J: FORMAT FOR PERFORMANCE BANK GUARANTEE

In consideration of the ITI, (hereinafter called “ITI”) having issued Letter of Intent dated < insert date of LoI>to < insert Name of Bidder >(hereinafter called the “Agency”) for “<>” pursuant to EOI No. < insert EOI No. >Dated < insert date of EOI >issued by it which stipulates that the Agency has to furnish an irrevocable Performance Bank Guarantee to ITI for an amount equal to 5% (Five Percent) of the contract value, from any Nationalized / Scheduled / Centralized Bank or a Private Section Bank authorized to conduct government business in India valid throughout the applicable Contract Period with the additional claim period prescribed in the end-customer/ITI contract as security for the performance of its obligations in terms of the EOI and the Contract:

1. We < insert Name of the Bank >(herein after referred to as the “Bank”) hereby affirm, guarantee and undertake to pay to ITI any amount not exceeding the sum of <insert numerical value equivalent to 5% of contract value>/- (Rupees <insert value in words equivalent to 5% of contract value > Only), without any demur and objection whatsoever, merely against the first written demand of ITI stating that the amount demanded therein has become due to it on account of the failure of the agency to perform its obligations under the Contract, without ITI needing to prove or to show grounds or reasons for demand of the sum specified therein. Any such demand made on us by ITI shall be conclusive in all its respects, including the amount due and payable.
2. We declare that ITI’s demand in writing as aforesaid will be unquestionably binding upon us, our liability arising upon written demand of ITI being absolute, unqualified and irrevocable until the sum as demanded therein is paid to ITI in full. We hereby waive the necessity of ITI demanding the said amount from the Agency before presenting us with the demand.
3. We undertake unconditionally and irrevocably to make payment to ITI of the sum demanded in the aforesaid written demand, irrespective of any dispute between ITI and the Agency under the Contract.
4. We further agree that ITI and the Agency shall have the right, without our consent and without effecting in any manner our obligations here under to vary any of the terms and conditions of the Contract. No change or addition to or other modification of the terms of the contract or of any of the contract documents shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.
5. This Guarantee shall also not be discharged by any forbearance or indulgence granted by ITI to the Agency as to payment, time, performance or otherwise.
6. We waive in favour of ITI all or any of our rights as surety, which may be at any time be inconsistent with the provisions of this guarantee.
7. Our liability under this Guarantee shall not be affected by:
 - i. any change in the status or constitution of the ITI
 - ii. any change in our status or constitution
 - iii. any change in the status or constitution of the Agency
8. This Guarantee shall be governed in all respects by Indian law and shall be subject to the exclusive jurisdiction of Courts at New Delhi.
9. This guarantee is irrevocable and shall be valid until the _____ day of _____ unless extended further. Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to

□ **< insert numerical value equivalent to 5% of contract value >/-** (Rupees **< insert value in words equivalent to 5% of contract value >**Only), and unless a claim in writing is lodged with us within three months of the date of expiry or extended date of expiry of this Guarantee all our liabilities under this Guarantee shall stand discharged.

Dated the ----- day of -----, 20 --

(Signature of the authorized officer of the Bank)

Name and designation of the Officer

Seal, Name & Address of the Bank and Address of the Branch)



11. ANNEXURE K: INTEGRITY PACT

PURCHASE ORDER No.

THIS Integrity Pact is made on.....day of2026.

BETWEEN

ITI Limited having its Registered & Corporate Office at ITI Bhavan, Dooravaninagar, Bangalore – 560 016 and established under the Ministry of Communications, Government of India (hereinafter called the Principal), which term shall unless excluded by or is repugnant to the context, be deemed to include its Chairman & Managing Director, Directors, Officers or any of them specified by the Chairman & Managing Director in this behalf and shall also include its successors and assigns) ON THE ONE PART

AND

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

Preamble

WHEREAS the Principal intends to award, under laid down organizational procedures, contract for of ITI Limited. 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 Contractor(s).

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

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

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

SECTION 1 – COMMITMENTS OF THE PRINCIPAL

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

- a. No employee of the Principal, personally or through family members, will in connection with the tender for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all bidder(s) the same information

and will not provide to any bidder(s) confidential/additional information through which the bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

1.2.If the Principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Act 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 Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself observe the following principles during the participation in the tender process and during the execution of the contract.

- a. The contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The contractor(s) will not enter with other 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 contractor(s) will not commit any offence under IPC/PC Act, further the contractor(s) will not use improperly, for purposes of competition of personal
3. 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 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 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 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 Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

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

- 3.1.If the Contractor(s), during tender process or before the award of the contract or during execution has committed a transgression in violation of Section 2, above or in any other form such as to put his reliability or credibility in question the Principal is entitled to disqualify Contractor(s) from the tender process.
- 3.2.If the Contractor(s), has committed a transgression through a violation of Section 2 of the above, such as to put his reliability or credibility into question, the Principal shall be entitled exclude including blacklisting for future 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 Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.
- 3.3.The Contractor(s) with its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground including the lack of any hearing before the decision to resort to such exclusion is taken. The undertaking is given freely and after obtaining independent legal advice.
- 3.4.A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that on the basis of facts available there are no material doubts.
- 3.5.The decision of the Principal to the effect that breach of the provisions of this Integrity Pact has been committed by the Bidder(s)/ Contractor(s) shall be final and binding on the Bidder(s)/ Contractor(s), however the Bidder(s)/ Contractor(s) can approach IEM(s) appointed for the purpose of this Pact.
- 3.6.On occurrence of any sanctions/ disqualifications etc arising out from violation of integrity pact Bidder(s)/ Contractor(s) shall not entitled for any compensation on this account.
- 3.7.subject to full satisfaction of the Principal, the exclusion of the Contractor(s) could be revoked by the Principal if the 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 Contractor(s) declares that no previous transgression occurred in the last 3 years immediately before signing of this Integrity Pact with any other company in any country conforming to the anti-corruption/ transparency International (TI) approach or with any other Public Sector Enterprises/ Undertaking in India of any Government Department in India that could justify his exclusion from the tender process.
- 4.2. If the Contractor(s) makes incorrect statement on this subject, he can be disqualified from the tender process or action for his exclusion can be taken as mentioned under Section-3 of the above for transgressions of Section-2 of the above and shall be liable for compensation for damages as per Section- 5 of this Pact.

SECTION 5 – COMPENSATION FOR DAMAGE

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

SECTION 6 – EQUAL TREATMENT OF ALL BIDDERS/CONTRACTORS

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

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

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

SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)

- 8.1 The Principal appoints competent and credible Independent External Monitor(s) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extend the parties comply with the obligations under this pact.
- 8.2 The Monitor is not subject to any instructions by the representatives of the parties and performs his functions neutrally and independently. He will report to the Chairman and Managing Director of the Principal.
- 8.3 The Contractor(s) accepts that the Monitor has the right to access without restriction to all product documentation of the Principal including that provided by the 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 Contractor(s) with confidentiality.
- 8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of

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

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

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

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

8.8 Details of the Independent External Monitor appointed by the Principal at present is furnished below:

IEM - I

Shri Atul Jindal, IFS (Retd.)
3/10 VisheshKhand, Opp. Little Friend School, Gomti Nagar,
Lucknow-226010 (UP)

IEM - II

Shri Benny John, IRS (Retd.)
Villa No. 36, Kent Plam Villas, Fort Valley Township, Athani,
Kakkanad, Ernakulam, Kerala – 682 030.

Any changes to the same as required / desired by statutory authorities is applicable.

SECTION 9 – FACILITATION OF INVESTIGATION

- 11.1. 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

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

SECTION 11 – PACT DURATION

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

SECTION 12 – OTHER PROVISIONS

- 12.1. This pact is subject to Indian Law, place of performance and jurisdiction is the Registered & Corporate Office of the Principal at Bengaluru.
- 12.2. Changes and supplements as well as termination notices need to be made in writing by both the parties. Side agreements have not been made.
- 12.3. If the Contractor(s) or a partnership, the pact must be signed by all consortium members and partners.
- 12.4. Should one or several provisions of this pact turn out to be invalid, the remainder of this pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 12.5. Any disputes/ difference arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with this Pact or interpretation thereof shall not be subject to any Arbitration.
- 12.5. 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 and date first done mentioned in the presence of the witnesses:

For PRINCIPAL

For CONTRACTOR(S)

.....
(Name & Designation)
Witness

.....
(Name & Designation)
Witness

1).....

1).....