



Regional Office,  
National Insurance Building, 1st Floor,  
27, A.K. Nayak Marg, Fort, Mumbai – 400001(M.S)  
Email: mumbai\_ro@itild.co.in

Ref: ITI/ROM/SRA/2025/70

Date: 26.06.2025

ITI is undertaking System Integration projects for various customers on revenue sharing basis. Towards these business activities; ITI invites sealed Expressions of Interest (EOI) from eligible System Integrators(SI)/partner. The scope of work: **“Appointment of Agency for Agentic AI Implementation for Citizen Experience, Governance & Operational Transformation”** The Consortium Partner should work with ITI for addressing the Tender and implementing the projects in the event of ITI winning the contract.

Due Date for Submission of EOI on or before 16.00 Hrs on 05.07.2025.

|      |                   |  |
|------|-------------------|--|
| 1    | Technical Bid     | EOI DOC Fee Rs 1000/- EOI Document fee can be paid online in below account Name : ITI LIMITED, Account No :3715117406 ,Current account, IFSC CODE ;CBIN0280606, Central bank of India, Boribunder br.  |
| 1(i) | Eligibility of SI |  |
|      | A                 | The Bidder must be a Central Public Sector Enterprise (CPSE)/State Level Undertaking (SLU) or a company registered in India under companies Act 1956 or 2013 or LLP and operating at least for the Three (3) years.  |
|      | B                 | The consortium partner, should have an average annual turnover of minimum INR 3 crore over the last three financial years (2022-23, 2023-24, 2024-25) from IT/ITeS/ICT related services.   |
|      | C                 | The bidder should have a positive net worth in the last three financial years (2022-23, 2023-24, 2024-25)  |
|      | D                 | <p>The consortium partner must have experience of successful Go-Live/ completed project(s) during last three years (as on the last date of bid submission) in Central / State Government/ Urban Local Bodies / Public Sector / Private Sector Companies of below mentioned project value in India:</p> <p>Any IT/ ITES project including application development/ website development/ IT hardware and software/ etc.</p> <p>• <b>At least one project with a value not less than INR 1 Cr</b></p>   |
|      | E                 | <p>Consortium Partner should have at least 1 implementation/awarded in India for government / private client over the last three financial years.</p> <p>Implementation must include design, development/ deployment, customization, operations and maintenance of an AI agent which consist <b>any of the two</b> below mentioned systems, namely</p> <ul style="list-style-type: none"><li>• AI based grievance management system/ complain management system</li><li>• AI based Helpline System on WhatsApp</li><li>• AI based coach supporting Marathi</li></ul> |
|      | F                 | <p>The consortium must have implemented at least one Agentic AI platform in India or globally in the last three years for a government or private client. The platform should include any <b>three</b> of the following:</p> <ul style="list-style-type: none"><li>• <b>Retrieval Augmented Generation</b> (intelligent document processing)</li><li>• <b>Agentic OCR</b> (automated digitization &amp; data extraction)</li><li>• <b>Agentic Workflow</b> (multi-step process automation with human-in-the-loop)</li></ul>  |

|       |                      |  |
|-------|----------------------|--|
|       |                      | <ul style="list-style-type: none"> <li>• <b>Chat &amp; Voice AI Agents</b> (conversational AI for support)</li> </ul>  |
|       | G                    | Any two certifications with its latest versions among:<br><ul style="list-style-type: none"> <li>• ISO 9001</li> <li>• ISO 27001(SEI)</li> <li>• ISO/IEC 20000</li> <li>• SOC2 Type2</li> </ul>  |
|       | L                    | The Bidder should not have been blacklisted by Central Government or any State Government Organization / Department in India at the time of submission of the bid.   |
|       | M                    | The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt.   |
|       | N                    | A Power of Attorney / Board resolution in the name of the person signing the bid in case of Bidder / Prime Bidder.   |
|       | O                    | The Bidder must submit the Authorization letter from the CSP.  |
| 1(ii) | SI need to submit    |  |
|       | a                    | Company Profile  |
|       | b                    | Certificate of Incorporation   |
|       | c                    | Audited Annual Report for last 3 years   |
|       | d                    | GST Registration Certificate   |
|       | e                    | Latest Solvency certificate  |
|       | f                    | PAN Number/Income Tax return copy for the assessment for the last 03 years   |
|       | g                    | Funding Plan for the project OR Banker's solvency certificate  |
|       | h                    | Undertaking to work with ITI as per EOI/Tender terms and conditions including Warranty & post-warranty services and implementing the project in the event of ITI winning the contract.   |
|       | i                    | a) Undertaking (on Letterhead):<br>Tender Fees, EMD and PBG (as per the tender requirement) in favor of customer tender/EOI conditions and all the other charges should be borne by the SI Partner.  |
|       | j                    | Undertaking to obtain support letter from OEMs in favor of ITI. The selected vendor should submit notarized copy of genuine test certificates.   |
|       | k                    | Manpower details to be furnished   |
|       | l                    | Undertaking to obtain relevant statutory licenses, copyrights etc., for operational activities   |
|       | m                    | To submit Power of attorney authorizing the person signing the bid for this EOI  |
|       | n                    | Support center details to be furnished   |
|       | o                    | Pre-bid Integrity Pact has to be signed and submitted along with EOI   |
| 2     | <b>Financial Bid</b> | The bidder shall furnish Consolidated Margin being Offered to ITI LIMITED including Warranty Support as well as AMC support as per tender) in percentage (%) on Basic Value to ITI (to be submitted separately in sealed cover) as per Annexure – I. |

**Note:**

1. If the submission due date is not extended by the customer, then the EOI will be treated as cancelled.

For more details visit: <https://mahatenders.gov.in/>

TendersID: 2025\_SRAHD\_1187828\_1

2. The BID will be rejected, if the ITI margin (constant all through) & Estimated Quote for original

- tender are not mentioned.
3. Type of Tender: **Two Bid System**. (Part-I Technical bid and Part -II Financial Bid).
  4. Conditional offers are liable for rejection.
  5. The vendor to indemnify ITI from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc. as charged by the customer.
  6. In the event that ITI is required to provide demonstration or working of the product to their buyers, the same shall be arranged by the system integrator at latter's cost and expenditure.
  7. Only Online Bid Submissions will be accepted.
  8. Technical bid will be opened **14:40 Hrs (PM) 07.07.2025**.
  9. Financial Bid opening will be done after the evaluation of Technical bid (Only for technically qualified bidder).
  10. Bid should be valid for a period of **180** days from the date of opening of bid.
  11. The bidders who have not fulfilled the commitments made in our earlier EOIs need not apply.
  12. Payment to the successful bidder shall be made after deducting the offered margin to ITI, operational expenses payable to customer and the statutory taxes payable to the Govt. (Penalties if any levied by the customer will be passed on to the successful bidder).
  13. Clause by clause compliance of EOI with references to supporting documents.
  14. Successful bidder has to sign consortium agreement covering the terms and conditions of the customer.
  15. The interested Partners/SIs may like to discuss the detailed Scope of Work with the **Deputy General Manager**, Mobile: +91 93234 95144, Ph.022-22019684. Technical Specs for ready reference.

ITI Limited reserves the right to accept or reject in part or full any or all the EOIs without assigning any reasons therefore and without incurring any liability to the respondents.

**EOI has to be submitted online on <https://itilimited.ewizard.in/> on or before 14.00 hrs (PM) Dtd. 07.07.2025.**

Deputy General Manager  
Project Office, ITI Limited, National Insurance Building,  
1<sup>st</sup> Floor, 27, A.K. Nayak Marg, Fort, Mumbai – 400001  
Telephone: 022-22019684, 22019699 Fax: 022-22019795  
Email Id: mumbai\_ro@itilttd.co.in

Annexure-I

Ref: ITI/ROM/SRA/2025/70

Date: 26.06.2025

PRICE BID

**Appointment of Agency for Agent AI Implementation for Citizen Experience, Governance & Operational Transformation**

| Description of Job  | Net offered margin to ITI | Estimated Quoted Price in INR<br>(including ITI margin & all applicable taxes) |
|---|---------------------------|--|
| Appointment of Agency for Agent AI Implementation for Citizen Experience, Governance & Operational Transformation   | <u>In %-age figure:</u>   | <u>In figure:</u>  |
|   | <u>In Word:</u>           | <u>In Word:</u>  |
| The BOQ (Bill of Quantity) for which services are required (from the bidder through this EOI process) will be finalized after the finalization of this EOI only. Post warranty AMC support (if not mentioned in the main tender/EOI/ NIT), if required, is to be provided by the bidder as per the mutual understanding/acceptance of Bidder, ITI & end customer. |                           |  |

Signature of authorized person of the bidder : .....

Place: .....

Date: .....

Full Name in Block Letter: .....

Seal of Company

## **PRE-CONTRACT INTEGRITY PACT**

### **GENERAL**

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

WHEREAS the BUYER proposes to invite Expression of Interest (EoI) for selection/ empanelment of technology partner for a technical tie-up with ITI for the marketing/manufacturing of ..... (*name of the product*) and the BIDDER is willing to participate in the EoI as per the terms and conditions mentioned thereon;

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

NOW, THEREFORE,

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

Enabling the BUYER to select/ empanel a technology partner for the marketing/manufacturing of .... (*name of the product*) through the EoI in a transparent and corruption free manner, and

Enabling BIDDERS to abstain from bribing or Indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will

commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

1. Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, 'organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3 Commitments of BIDDER

3.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- a) The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- b) The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or, execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- c) BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- d) BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- e) The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such, intercession, facilitation or recommendation.
- f) The BIDDER either while presenting the bid or during pre-contract negotiations or before signing the contract, shall 'disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

- g) The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- h) The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- i) The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- j) The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- k) The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- l) If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- m) The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

#### 4 Previous Transgression

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



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

## 5 Sanctions for Violations

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

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

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

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

## 6 Independent Monitors

6.1 The BUYER appoints Independent Monitor (hereinafter referred to as Monitor) for this Pact in consultation with the Central Vigilance Commission.

- 6.2 The task of the Monitor shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 6.3 The Monitor shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 6.4 Both the parties accept that the Monitor have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 6.6 The BIDDER(s) accept(s) that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER with confidentiality.
- 6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 6.8 The Monitor will submit a written report to the designated Authority of BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

## 7 Facilitation of Investigation

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

8     Law and Place of Jurisdiction

8.1 This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

9     Other Legal Actions

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

10    Validity

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

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

11    The parties hereby sign this Integrity Pact.

BUYER  
Name of the Officer  
Designation  
ITI Ltd (Address)  
Place:  
Date:

BIDDER  
Chief Executive Officer  
  
M/s -----(address)  
Place:  
Date:

Witness:

- 1.
- 2.

- 1.
- 2.

The following clauses/conditions are as below

1. For tenders involving ITI manufacturing products, ITI will provide the required quotes etc.
2. Margin to ITI would be payable on supply, I&C and AMC services undertaken by the selected agency for the project.
3. All activities like Proof of concept on “No Cost No Commitment” (NCNC) basis wherever applicable will be the responsibility of agencies.
4. Agencies should be willing to impart required training to ITI engineers for undertaking services & execution of project.
5. Agencies will be responsible for any short coming in the BOM and the same should be rectified free of cost.
6. Agencies should be willing to sign an exclusive agreement with ITI for smooth execution of the project.

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