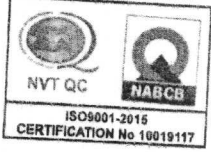




हिंदी केवल एक भाषा नहीं बल्कि हमारी राष्ट्रीय पहचान है।



आईटीआई लिमिटेड  
नेटवर्क सिस्टम्स यूनिट  
सामग्री प्रबंधन विभाग  
एफ - 100, पश्चिम विंग  
दूरवाणीनगर, बेंगलूरु - 560 016, भारत  
फोन : +91 (80) 2566 0508  
ई.मेल : materials\_nsu@itiltd.co.in  
ISO 9001 : 2015 प्रमाणित युनिट

**ITI LIMITED**

Network Systems Unit  
Materials Management Dept.  
F-100, West Wing  
Doorvaninagar, Bengaluru - 560 016, India  
Tel : +91 (80) 2566 0508  
E-mail : materials\_nsu@itiltd.co.in  
ISO 9001:2015 Certified Unit

ITI Web-Site/ Govt. Portal

**ENQUIRY**

**NSU5J71N/I**

DATE 13 04 2026

Dear Sir / Madam, please quote your best price and delivery for supply of the following item/s,

SL. NO.	Item Description as per Technical Specifications	QTY	Unit
1	Supply, Installation, Commissioning and Maintenance of Work Force Management (WFM) Solution for BharatNet Ph 3 project	1	No's

Encls: Annexure A: General Terms and Conditions  
Annexure B: Tender Document

Annexure C: Price Bid Format

Tender Due Date	23.04.2026, 14.00 Hrs	Tender Opening Date	23.04.2026 15.00 Hrs
Tender Opening Venue	Materials Management Dept., N.S. Unit, I.T.I. Ltd., Dooravaninagar, Bengaluru- 560 016( ITI tender wizard)		
Terms of Payment (TOP)	As per the tender document : ITI/NSU/BN3/WFM dated: 13.04.2026		
Delivery and penalty	As per the tender document : ITI/NSU/BN3/WFM dated: 13.04.2026		
Compliance	Point-wise compliance to each item/ Clause mentioned in Tender Document.		
Validity of the offer	180 days from Tender Opening date.		
PBG	The successful bidders shall submit PBG from a schedule bank to ITI for an amount equivalent to 5% of the contract value(incl. GST),valid throughout warranty period + 60 days within 15 days from date of issue of PO		
Earnest Money Deposit & Tender Fee	Rs 2.25 Lakhs towards EMD deposit in favors of ITI Limited payable at Bangalore valid for 225 days & Tender fee 5900/-. MSEs exempted from EMD & tender fee but should submit bid securing declaration form.		
Other terms and conditions	As per Enquiry NSU5J71N/I dated 13.04.2026 and tender document ref no : ITI/NSU/BN3/WFM dated: 13.04.2026		

**Note: Offers should be submitted online as per tender documents.**  
**For submission of online Bid & Procedure to be followed visit**  
[\(https://itilimited.ewizard.in/\)](https://itilimited.ewizard.in/)  
**All Vendors have to register in website & pay the tender processing fee if required: (https://itilimited.ewizard.in/) for submitting online BID.**

For ITI Ltd., NS Unit,

*lmdhy 13/04/26*  
Additional General Manager-MM(NS)

पंजीकृत एवं निगमित कार्यालय : आईटीआई भवन, दूरवाणीनगर, बेंगलूरु - 560 016, भारत फोन :+91 (080) 2561 4466, फैक्स : +91 (080) 2561 7525  
Registered & Corporate Office : ITI Bhavan, Doorvaninagar, Bengaluru - 560016, India Phone: +91 (080) 2561 4466, Fax: +91 (080) 2561 7525  
TIN : 29980058837 GSTIN : 29AAAC14625C2ZU CIN : L32202KA1950GOI000640 Visit our Website : www.itiltd.in



## GENERAL TERMS AND CONDITIONS FOR SUBMISSION OF TENDER (INLAND)

ENCLOSURE TO ENQUIRY No. NSU5J71N/I: Dated 13.04.2026

### 1. PRICES:

- (a) ITI Ltd., is planning to have long term tie up with limited vendors, who can supply the item with good quality, prompt delivery and at lowest price. Hence, you may quote in such a way that a long-term relationship is possible.
- (b) Prices must be per unit as called for in the enquiry and should be on FOR ITI/FOR destination basis as the case may be and inclusive of Insurance charges.
- (c) ITI Ltd., under normal circumstances, may not negotiate for the price. Hence you are requested to quote your best price in the original quotation itself.
- (d) Any counter terms and conditions are not binding on us unless ITI Ltd., agree to the same in writing.
- (e) In case of an order issued on you, the ordered rate should be firm till the completion of the order. In case where the market prices are going down beyond 5% of the ordered rate or decrease in the statutory levies, the same should be passed on to ITI Ltd.
- (f) Vendors should deliver the materials to ITI Ltd., Stores/the destination as mentioned in the P.O. ITI Ltd., will not take the responsibility of clearing the goods from the carriers godown/office/Railway Station/Airport, etc.
- (h) If the supplier supplies the same item at a lower rate to any of their customers during the pendency of execution of ITI Ltd., Purchase Order/ Order Amendment, the supplier should voluntarily come forward and reduce the price.
- (i) The validity of your offer should be for a minimum period of **180** days from the date of opening the tender.
- (j) Any Plant/division of ITI reserves the right for placement of Repeat Order if required within one year of original PO date.

### 2. TERMS OF PAYMENT:

- (a) Payment will be made for the accepted quantity/services as per Main sheet of NSU5J71N/I.
- (b) No payment will be made for the rejected quantity/services.

### 3. INSPECTION: :( As per Enquiry: NSU5J71N/I)

- (a) ITI reserves the right to split the purchase order among the vendors who are capable of meeting the Quality, Delivery and Cost requirements. Preference will be given to the vendors with well-maintained and proven Quality Assurance.
- (b) We are planning to reduce inspection time with self-certification scheme for the vendors who keep up good quality leading to "ship to stock system".
- (c) Inspection of the material at our works/site will be final. ITI reserves the right to inspect the material at any other standard testing center authorized by us.
- (d) We or our representative including our customer may if required preliminarily inspect the product at vendor's premises. Such verification shall not absolve the vendor of the responsibility to provide the acceptable product nor shall preclude subsequent rejection during the final inspection at our works/site. It is the responsibility of every vendor to ensure that only the inspected materials confirming to our specifications / drawings / requirements are supplied.
- (e) The supplies shall be from the latest batch of production. Batch Number should be indicated on the item/ packet / test certificate and accompanying delivery challan / test certificate.
- (f) Test Certificate/check list should accompany each supply. Consignments without test certificate, if asked for, are liable for rejection. Rejected material should be collected immediately (within 30 days) after our intimation by giving two days' prior notice for completing the necessary excise formalities. You should make arrangements to collect the material either personally OR through your authorized representatives. ITI does not take any responsibility to send the material back to you. After 90 days from the date of rejection intimation to you the material will be scrapped at your risk if not collected.

### 4. SAMPLES:

Those tenderers, who have not supplied the material against any of earlier orders, should submit FREE SAMPLES clearly indicating enquiry reference. Free samples along with your offer is preferable. In case of a Purchase Order on you, bulk supply should commence only after approval of samples and other approval formalities including infrastructure clearance.

### 5. WARRANTY:

ITI Ltd., is an ISO accredited company. All our equipment systems have a warranty as per Enquiry No NSU5J71N/I from the date of dispatch to our customer. Hence, the warranty of your products should be as per Enquiry No NSU5J71N/I from the date of supply if not specified explicitly. Within this warranty period, if any of your components/subsystem is found defective during our manufacturing process/system testing/installation & commissioning/operation of our equipment in the field, the same is to be replaced free of cost immediately by you. Warranty specified in the P.O. to be reckoned as final.

### 6. GENERAL:

- (a) We reserve the right to accept or reject any or all offers and to order full or part quantities or cancellation thereof without assigning any reason whatsoever.
- (b) Successful tenderer only will be intimated by post through letter of intent / firm orders.
- (c) Canvassing by tenderers in any form including un-solicited letters against tenders submitted or post-tender corrections shall render their tenders liable for summary rejection.
- (d) Any Plant/division of ITI reserves the right for placement of Repeat Order if required within one year of original date.

**7. DELIVERY SCHEDULE:( As per Enquiry: NSU5J71N/I)**

- (a) Please indicate minimum lead-time required, manufacturing capacity and the quantity that can be reserved for us.
- a) **Liquidated Damages Clause:** Time is the essence of contract and the materials, against an order arising out of this enquiry must be delivered by the supplier according to the delivery schedule indicated in the P.O. In case of any change, the supplier should inform us in advance and obtain our approval to the revised delivery schedule. Should the supplier fails to deliver the material or part thereof as per the delivery schedule, or any extension thereof, we shall be entitled at our option either to recover from the supplier, as penalty, a sum equivalent to 0.5% of the basic value of the delayed supply and/ or undelivered material/ supply for each week of delay or part thereof for a period up to 10 (TEN) weeks, and thereafter at the rate of 0.7% of the basic value of the delayed supply and/ or undelivered material/ supply for each week of delay or part thereof for another TEN weeks of delay.
- b) The total value of the liquidated damages shall be limited to a maximum of 12% (Twelve percent) of basic value of the delayed supply i.e. LD shall be levied up to 20 weeks only and purchase the material elsewhere at the risk and cost of the defaulted suppliers. Delivery schedule specified in the P.O. will be final.

**8. LOCAL REPRESENTATION:**

Please indicate your local representative's address, telephone, Fax No., of the person to be contacted, in the offer.

**9. TECHNICAL CATALOGUE:**

The Technical Catalogue in English should be submitted. In the event of any change in the technical catalogue, updated version may be sent to us immediately. It is essential that you simultaneously take up the same with approval authority and their approval copy sent to us.

**10. GOVERNING LAW:**

All suits shall be instituted in a court of competent jurisdiction at Bangalore and in case of arbitration, the Indian Arbitration Conciliation Act, 1996 is applicable.

*Smolky .13/04/26*  
Additional General Manager-MM(NS)



**NETWORK SYSTEM UNIT**

(A Govt. of India Undertaking)

Dooravaninagar. P.O. Bengaluru – 560 016

Tel : 080 - 28503639, Fax: 080 –28503653

[www.itilttd.in](http://www.itilttd.in)

[udhayanansvs\\_crp@itilttd.co.in](mailto:udhayanansvs_crp@itilttd.co.in)

[materials\\_nsu@itilttd.co.in](mailto:materials_nsu@itilttd.co.in)

**Tender Ref No: ITI/NSU/BN3/WFM**

**Tender for “SUPPLY, INSTALLATION & COMMISSIONING AND MAINTENANCE OF  
WORK FORCE MANAGEMENT (WFM) SOLUTION FOR BHARATNET PH-3 PROJECT”**

**[Two Bid System (Technical Bid & Finance Bid)]**

## 1. INTRODUCTION

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

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

### BREIF SCOPE OF BHARATNET PH 3 PROJECT

ITI Limited is executing BharatNet Ph-3 project for BSNL in three packages, Package 8- Himachal Pradesh, Package 9 – West Bengal and Andaman & Nicobar and Package 11 – North East Regions –II (Arunachala Pradesh, Nagaland, Manipur).

The BharatNet Ph-3 Project consists of

- a. New Construction: To build new OFC network infrastructure and installation of network elements at GP's and Blocks across the states in each packages.
- b. Upgradation: To upgrade the existing network infrastructure from linear to ring topology across GPs and Block locations.
- c. Operation and Maintenance: To operate and maintain the existing and the newly deployed network infrastructure
- d. Establishment of State NoC: To establish NoC, to connect the complete network installed or maintained by the ITI for monitoring, supervision and O&M

Project executions in these packages include Survey, Planning, Design, Procurement, Storage, Supply, Construction, Testing, Installation and Commissioning and O & M for a total contract period of 10 years.

## 2. GENERAL INFORMATION

**2.1 NAME OF WORK:** This Tender is being floated for “**Supply, Installation, Commissioning and Maintenance of Work Force Management (WFM) Solution for BharatNet Ph 3 project**”

SL NO	DESCRIPTION	INFORMATION
1.	REFERENCE NO. OF TENDER DOCUMENT	<b>Tender Ref No:</b> ITI/NSU/BN3/WFM dated: 13.04.2026
2.	DATE OF UPLOADING OF TENDER DOCUMENT	13.04.2026
3.	MODE OF SUBMISSION OF TENDER	<a href="https://itilimited.ewizard.in">https://itilimited.ewizard.in</a>
4.	LAST DATE & TIME FOR SUBMISSION OF BIDS	23.04.2026 at 14.00 Hrs
5.	DATE & TIME OF OPENING OF TECHNICAL BIDS	23.04.2026 at 15.00 Hrs
6.	OPENING OF FINANCIAL BIDS	WILL BE INTIMATED LATER
7.	TENDER FEE	Rs. 5,900.00/- (Including GST)
8.	EARNEST MONEY DEPOSIT (EMD) IN THE FORM OF DEMAND DRAFT/ BANKERS CHEQUE.	Rs. 2.25 lakhs (Interest free EMD has to remain valid for a period of 45 days beyond the final bid validity period) Bidders registered as MSE (Micro & Small Enterprises) are exempted from submission of EMD. Such firms should produce proof of registration certificate in their own name from MSME department and NSIC & should provide Bid Security Declaration form as per ANNEXURE -I.
9.	THE AVERAGE ANNUAL FINANCIAL TURNOVER IN THE LAST 3 FY (FINANCIAL YEARS) I.E. (2022-23, 2023- 24 & 2024-25)	Rs. 67.5 Lakhs
10.	ADDRESS FOR BID SUBMISSION	<a href="https://itilimited.ewizard.in">https://itilimited.ewizard.in</a>
11.	VALIDITY	180 days from the last date of submission of bid.
12.	PERFORMANCE BANK GURANTEEE	5% of PO Value (incl. GST) valid throughout warranty period + 60 days
13.	PRICE ESCALATION	NIL
14.	CONTACT PERSON	AGM MM - For queries. <a href="mailto:udhayanansv_crp@itilttd.co.in">udhayanansv_crp@itilttd.co.in</a> , <a href="mailto:materials_nsu@itilttd.co.in">materials_nsu@itilttd.co.in</a>
15.	WARRANTY	Warranty of the supplied equipment shall be for 03 (Three) years from the date of commission.
16.	SOLVENCY	Rs. 90 Lakhs (Bidder shall submit Solvency Certificate either from any one scheduled bank of India or from CA issued within 06 (Six) months prior to the Bid submission date.

### 3. TENDER INFORMATION

The tenders are invited in **TWO BIDS**, consisting of **Technical Bid** and **Financial BID (Price/Commercial)** as per **ANNEXURE-C**.

#### 3.1 TECHNICAL BID

3.1.1 Documents to be uploaded by the Bidder (Please upload supporting documents wherever required & applicable)

Sl. No.	Description	Compliance Documents to uploaded	Attachments	
			Yes	No
1.	Tender fee documents for submission/bidding of tender (If required as per tender fee)			
2.	Documents in support of submission of EMD or MSE registered with Undertaking for "Bid Security Declaration Form"	As per ANNEXURE-I		
3.	Company Profile			
4.	GST & PAN registration certificate			
5.	All the pages of tender documents stamp signed/ digitally signed			
6.	Product Data Sheet/Brochure			
7.	Financial turnover for the last three years certified by the Chartered Accountant with registration number	As per ANNEXURE-II		
8.	Work completion certificate/Experience during the last 3 (three) years	As per ANNEXURE-III		
9.	Signed Pre-contract Integrity	As per ANNEXURE-IV		
10.	Mutual non-disclosure agreement	As per Annexure-V		
11.	Undertaking that the Bidder has not been Blacklisted/ Debarred	As per Annexure-VI		
12.	Single point of contact (SPOC) details for official communication (Name, Mobile no., Email id, Address).	On company Letter head		
13.	Undertaking for "Declaration of Bidders"	As per ANNEXURE-VII		
14.	Copy of Power of Attorney of authorized signatory of the bid on stamp paper duly Notarized	As per ANNEXURE-VIII		
15.	EMD BANK GUARANTEE PROFORMA	As per ANNEXURE-IX		

16.	PBG Bank Guarantee Performa	<b>As per Annexure-X</b>		
17.	Non-malicious code certificate	<b>As per Annexure-XI</b>		
18.	Un-Priced Finance-Bid (Fill & upload separately)	<b>As per Annexure-XII</b>		

**Note:** Bidder must take note of the above points and checkmark Yes / No. The checklist shall be placed in the technical bid. The bidder is expected to examine and comply all requirements, terms, and conditions of the tender. Failure to furnish required information in every respect or non-submission of necessary proof and relevant document of EMD amount may lead to rejection of the bid.

### 3.2 ELIGIBILITY CRITERIA

Sl. No.	Eligibility Criteria of Applicants	Supporting Documents Required
A.	The Bidder should be registered under Indian Companies Act, 1956 or Limited Liability Partnership Act, 2008 or as amended; with at least 3 years of operations in India as on bid submission date.	Following documents, in respect of sole Bidder, shall be submitted: (a) Copy of Certification of Incorporation / Memorandum of Association (MoA) and Articles of Association (AoA)/ registration certificate with LLP agreement. (b) Copy of PAN Card (c) Copy of GST Registration
B.	<b>Turnover</b> The Bidder shall have minimum average annual financial turnover of Rs. 67.5 Lakhs in the last 3 FY (financial years) i.e. (2022-23, 2023- 24 & 2024-25).  Note: Bidder's Parent/group company turnover will not be considered in turnover criteria.	Audited financial statements/annual report for 3 financial years i.e., 2022-23, 2023- 24 & 2024-25 from the Statutory Auditor/ Chartered Accountant. i. Certificate from the Statutory Auditor/Company Secretary/Chartered Accountant on turnover details for the last three (3) financial years (2022-23, 2023- 24 & 2024-25).
C.	<b>Net worth</b> The Bidder should have Positive Net Worth for the last 03 years i.e. (2022-23, 2023- 24 & 2024-25)	Audited Net worth certificate assigned by the company's Auditors/ CA for the last 03 years
D.	<b>Experience:</b> The Bidder should have deployed work force management solutions for any Government/Public Sector Undertaking (PSU)/Telecom Service Provider Company/ (Telco)/ Category-A	(i) PO & Work Completion Certificate issued & signed by the PO issuing authority or an authority authorized by the PO issuing authority of the client entity (central government departments/

	ISPs/Private Companies) / BharatNet SPV during last 3 years,	State Government departments/ PSUs/ Telecom Service Providers (Telco)/ Category-A ISPs/Private Companies) along with the supporting documents such as Work order/Purchase order OR Contract clearly highlighting the scope of work and quantities of the contract/ order (Self-Certification by the bidder, alone shall not be accepted). (ii) Client contact details i.e., name of contact persons, postal address, official email, tel. (iii) Work Experience Details as <b>per ANNEXURE-III</b>
E.	The Bidder in the last three years, must have successfully deployed at least One project (Supply, Installation & commissioning and integration) with a value of Rs. 1.8 Cr or Two project (Supply, Installation & commissioning and integration) with a value of Rs. 1.12 Cr each or Three project (Supply, Installation & commissioning, and integration) with a value of Rs. 90 Lakhs each Bidder shall ensure WFM solution is included in the projects executed.	Valid end customer PO copy during the last three years with completion certificate.
F.	The Bidder should not be blacklisted/debarred with Ministry of Communication or BSNL/ITI or debaring order issued by Department of Expenditure (DOE), Ministry of Finance (MOF) covering all central Ministries/ Departments as per provision of OM No.F.1/20/2018-PPD by Department of Expenditure (DoE), MoF dated on 2nd Nov 2021 as on Bid submission date.	The Bidder shall submit: An undertaking signed by CEO/ Country Head/ Authorized Signatory of the company to be provided on company letter head as per <b>ANNEXURE- VI</b> .

G.	Bidder should have valid International Organization for Standardization certificates on the Last date of Bid submission. a. ISO 9001:2015 b. Either (ISO) 20000:2015 or ISO/ IEC 27001	Required certificates to be submitted along with the bid.
H.	The bidder should submit the solvency certificate either from any one scheduled bank of India or from CA issued within 06 months prior to bid submission date.	Rs. 90 Lakhs

### 3.3 TENDER TERMS AND CONDITION

- a) Before placement of Purchase Order/Work order on the successful bidder or during the technical evaluation stage (before opening of financial bids), the WFM application/solution offered by the bidders will be verified by ITI/BSNL.

Bidder may be called to give a Technical presentation, to explain the product and capability of the offered solution either to ITI or BSNL.

The PO/work order shall be placed on the vendor only after successful verification of the aforementioned documents/solution, apart from fulfilment of other conditions.

- b) Bidder shall provide Work Force Management solutions for one package i.e Himachal Pradesh.
- c) In case goods offered have already been approved/validated by BSNL, documentary evidence to this effect shall be submitted by the Bidder.
- d) The bidder shall submit clause by clause compliance for all the terms and conditions of tender. Any deviation to the terms and conditions of tender shall not be accepted.
- e) Bidder shall submit self-certificate with proper contact detail of SPOC (Details of Contact person, Designation, Telephone Number, Official mail id etc.)
- f) The Bidder shall submit the non-malicious code certificate for the offered software as per Annexure-XI.
- g) Bidder shall provide support for offered product for 10 years (Implementation and 3 years Warranty + AMC).
- h) The bidder shall provide requisite training for the functioning of WFM.
- i) Bidder shall establish the WFM in statistically good and looking up to the satisfaction of BSNL/ITIL.
- j) Lowest Bid will be decided on the basis of total cost of Supply, Installation, Commissioning and services till warranty period including AMC.

### 3.4 FINANCIAL BID [PRICE/COMMERCIAL BID]

The **Price/Commercial Bid**, consists of a document with the rate quoted in figures and words only in separate sealed Envelope/online uploaded quoted sheet as per **ANNEXURE-C**. Incomplete price bid is liable for rejection.

- i. Bidder /Firms who fulfill the requirements as mentioned in this tender document shall be eligible to apply.
- ii. Bidder can upload documents in the form of PDF format only.
- iii. Bidder must ensure to quote rate items separately as per format given in **Financial Bid** as per **ANNEXURE-C**.
- iv. If any cell is left blank and no rate is quoted by the bidder, Rate of such items shall be treated as rupees "0" (ZERO) or rejected for Bidding.
- v. The Technical bid shall be opened first on due date and time as mentioned above. Financial evaluation of Bidders/Firms who qualified in technical evaluation will be opened on the later date.
- vi. ITI Limited reserves the right to reject the tender without assigning any reason thereof.
- vii. The rates will be submitted as per the financial bid (**ANNEXURE-C**). Financial bid in another format shall be liable to be rejected. In case, if the bidders do not submit any tender relevant document as mentioned in Technical Bid, his bid will be outright rejected and bid will not be considered for further evaluation.
- viii. **GOVERNMENT LAW:** - All suits shall be instituted in a court of competent jurisdiction at Delhi/Bangalore and in case of arbitration; the Indian Arbitration Conciliation Act 1996 is applicable. Tender documents shall be filled, signed and submitted/Uploaded in original. The submitted Tender shall consist of the following:

Note:

- Tenders not submitted on time will not be considered and will be summarily rejected. Tender documents shall be filled and submitted all pages of tender signed/digitally signed [Submitted along with the technical bid].
- The conditional tender will not be considered and will be summarily rejected.
- There shall not be any financial quote in the Technical Bid, if it is added then said bid will be summarily rejected.

### 4. EARNEST MONEY DEPOSIT (EMD)

As specified in the tender document EMD shall be payable with the bid. EMD is to be remain valid for a period of 45 days beyond the final bid validity period.

Micro, small Enterprises (MSE) Organizations, Startups are exempted from EMD and tender fee. Such firms should produce proof of registration in own name with MSME and NSIC and should

provide “**BID SECURITY DECLARATION FORM**” as **ANNEXURE-I**.

This shall be paid well in advance of tender submission time through Bank Guarantee gateway in favor of ITI Ltd, N.S. Unit, Bangalore-560016. The Bank details is attached as **ANNEXURE-XIII**. Proof/receipt of payment of cost of EMD to be uploaded.

**Note:** The Bank Guarantee Details shall be indicated on the letter head along with a scanned copy of the above payment must be uploaded during tender submission. Failure to furnish relevant document of EMD amount may lead to rejection of the bid.

**The EMD may be forfeited:**

- If a bidder withdraws the bid after bid opening during the period of validity.
- The information provided by the bidder is found to be false/forged document have been provided. This will entail black listing of the tender also.

**IN CASE L1 BACKS OUT:** In case The bidder withdraws during the technical evaluation and before financial bid opening, still the technical bid of such bidder will be evaluated and in case such bid is technically suitable and happens to be L-1, then also the tender must be discharged and EMD of the bidder will be forfeited.

**Return of Earnest Money deposit:** No interest shall be allowed on the Earnest Money deposit by the Bidder. The earnest money of the unsuccessful bidder will be refunded on their request after the finalization of the contract.

The Earnest Money deposited by the successful bidder will be adjusted towards the Security deposit for the fulfilment of the contract.

EMD shall be forfeited if the Bidder fails to submit the balance amount of Performance Bank Guarantee within 30 Days (i.e. 5% of the tendered value - the requisite security deposit). EMD of successful bidder shall be returned after submission of performance bank guarantee within 30 days.

**5. PERFORMANCES CUM WARRANTY BOND:**

- (i) PBG for supply and testing etc. will be submitted by Bidder in the form of Performance Bank Guarantee (PBG) equal to 5% of the Purchase order value through the scheduled bank of India in favor of ITI.
- (ii) PBG to be submitted by successful bidder awarded the PO as per above to ensure due performance.
- (iii) PBG must be furnished within 15 days from the date of issue of LOI and should remain valid for a period of 60 days after the completion of warranty obligation of the Bidder.
- (iv) If the PBG validity is going to expire before completion of project, it will be obligatory on bidder part to extend the PBG validity period accordingly.
- (v) No interest shall be allowed on the PBG.

## **6. LIQUIDITY DAMAGES (LD) CLAUSE:**

LD shall be as per the following clauses:

- a) If the supplier fails to deliver the goods and/or services within the period prescribed and agreed for delivery, the purchaser, without prejudice to other remedies available to the purchaser shall be entitled to recover, as agreed liquidated damages for breach of contract, a sum equivalent to 0.5% of the basic value of the delayed supply and/ or undelivered material/ supply for each week of delay or part thereof for a period up to 10 (TEN) weeks, and thereafter at the rate of 0.7% of the basic value of the delayed supply and/ or undelivered material/ supply for each week of delay or part thereof for another TEN weeks of delay.
- b) The total value of the liquidated damages shall be limited to a maximum of 12% (Twelve percent) of basic value of the delayed supply i.e. LD shall be levied up to 20 weeks only.

## **7. DEATEILED SCOPE OF WORK – WORK FORCE MANAGEMENT**

- i) The solution should integrate with NMS, RFMS and other applications as per requirement.
- ii) The tool should have GIS based platform and should also integrate with inventory tool management.
- iii) The solution shall support planning, assigning, tracking and forecasting of workload of manual/field activities to be assigned to technicians within the enterprise and/or third parties.
- iv) The solution should have capabilities to monitor the field resources and field activities.
- v) WFM solution should support mobile based applications and bidder shall provide mobile App for the FRT/field personnel.
- vi) The solution should provide SLA & performance tracking (such as MTTR, MTBF), auto ticketing & assignment to the FRT / field personnel.
- vii) The solution shall support assignments allocation based on activity priority, associated Service Level Agreements (SLAs), due dates, required skills, and job location.
- viii) The solution shall support appointment schedule of staff and managing work assignment queues.
- ix) The solution shall support reallocating other previously scheduled activities.
- x) The solution shall support managing the registration and access control processes that enable authorized users to create, modify, update, delete and/or download scheduling and work assignment data.
- xi) The solution shall support establishing and managing information transfer between the enterprise

workforce management system and other external third parties.

- xii) The solution shall support monitoring the status of work orders, providing notifications of any changes and management reports.
- xiii) The solution shall support identifying any technical shortcoming in the workforce management system.
- xiv) The solution shall support integration with other applications required for managing field activities.

## **8. GENERAL REQUIREMENT OF SOFTWARE APPLICATION**

- a. Bidder shall provide Work Force Management solutions for one package i.e Himachal Pradesh.
- b. All the software applications/modules shall be deployed either on the proposed hardware at SNOC locations or shall be on cloud to ensure optimal performance, reliability, and scalability. Bidder to provide required server hardware sizing for the application.
- c. The storage of software applications shall be provisioned through common storage infrastructure installed at respective SNOC. Bidder has to specify the Server space required for HP and to be specified and any other pre-requisite to install the software.
- d. The applications shall have coherent security system to protect from malicious/miscellaneous security attacks and accidental damage from internal and external sources.
- e. The applications and modules shall support open standard and shall be capable of interfacing and integrating with all other applications and software components across BharatNet program.
- f. All operational and maintenance activities shall be done through graphical user interface (GUI) based and tested backend upload tools.
- g. Software patches, updates and upgrades are regularly loaded on to the system as and when available. Patches, updates and upgrades shall have to be provided free of cost and at each site during the entire period of warranty and AMC.
- h. The solution shall support comprehensive user management flexible to manage the BharatNet user hierarchy including workflows, managing user creation, modification, deletion, rights management etc. The user management shall support multi factor authentication for user access.
- i. All software applications shall enable users to have a multi factor authentication identifier and an associated password, which shall be changed regularly.
- j. The offered solution shall be scalable to accommodate the number of users variation without any additional licensing costs for BSNL/ITI. The solution shall also be scalable enough to have no limit on user creation. The concurrent users shall be expected to be 25% of the specified user count.

There should not be any restriction on number of users for any applications.

- k. All the software licenses supplied against this Tender Document shall be perpetual (without any limitation on use by BSNL/ITI). Licensing matrix shall be indicated for each of the applications.
- l. Any modifications or additions required in the application by BSNL, shall be incorporated by bidder at free of cost.

## 9. PAYMENT TERMS AND CONDITIONS:

- a) ITI will issue a Release Order confirming the items to be supplied with consignee detail.

### Payment Terms:-

Sr. No.	Activity	Proposed payment schedule
1.	Successful supply, installation & commissioning of software module	30% of Work Order value
2.	Successful integration & commissioning of the WFM software module with other SNOG modules and user AT	30% of Work Order value
3.	Successful completion of 1 <sup>st</sup> year after commissioning and integration	15% of Work Order value
4.	Successful completion of 2 <sup>nd</sup> year after commissioning and integration	15% of Work Order value
5.	Successful completion of 3 <sup>rd</sup> year after commissioning and integration	10% of Work Order value

## 10. USER ACCEPTANCE TESTING (AT)

- i. User Acceptance Testing (AT) shall be performed for the supplied software component or solution. The AT document shall be provided by the bidder.
- ii. Bidder shall clearly describe the specification to be verified under each test. BSNL/ITI shall have right to make modifications or additions to any test procedure.
- iii. Bidder shall offer the solution for pre-testing after release of LOI and shall co-ordinate during the pre-testing period of the application. Any modifications or additions observed during the pre-testing shall be incorporated in the application before they are offered for User Acceptance Testing.
- iv. The solution shall be considered as commissioned on successful completion of user Acceptance Testing by BSNL/ITI.

## 11. WARRANTY

- i. The solution will be covered under three (3) year warranty. All updates, version upgrades, subscription feeds, remote and on-site configuration support will have to be made available

without any additional costs during the warranty period.

- ii. Acceptance of the material shall mean receipt of material, functionally working and successful acceptance testing (AT).

## **12. DELIVERY SCHEDULE**

Materials/Software should be delivered in designated SNOC location. Detail address of consignee will be shared later.

The WFM software solution shall be delivered within 1 month from date of PO/WO.

Integration & commissioning of the WFM software module with other SNOC modules and user AT within 3 months from date of PO/WO.

## **13. AMC**

Bidder shall provide warranty for 3 years and AMC for 7 years.

Payment during AMC will be made in quarterly basis after completion.

ITI may release separate order for AMC as per its requirement based on this quoted price. The bidder has to submit separate PBG for AMC, if awarded.

***ITI Limited reserves the right to reject this tender at any stage without assigning any reason thereof.***

**FORM OF BID-SECURING DECLARATION**

Date:

[RFP No.....]

To  
The ITI LIMITED  
NS Unit  
Bengaluru 560016

We, the undersigned declare that:

We understand that, according to your conditions, Bids must be supported by a Bid-securing Declaration. We accept that we are required to pay the bid security amount specified in the Term and Condition, failure to do so will automatically exclude us from being eligible for Bidding or submitting Bid in any contract with the employer for the period of two years if we are in breach of our obligation(s) under the term and condition prescribe for ticketing vide invitation letter no: .....

- a) Have withdrawn our Bid during the period of Bid validity specified by the Bidder in the Form of Bid; or
- b) Having not accepted the correction of errors in accordance with the instructions to Bidders ITB or
- c) Having been notified of the acceptance of our Bid by the Employer during the period of Bid validity.
- i) Fail or refuse to furnish the performance security in accordance with the ITT, or
- ii) Fail or refuse to execute the contract in accordance with the ITB.

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of

- i) Our receipt of your notification to us of the name of the successful Bidder: or
- ii) Thirty (30) days after the expiration of our Bid.

Sign and Seal  
Name of Authorized Official  
Legal Stamp

**ANNUAL FINANCIAL TURN OVER FOR LAST THREE YEARS.**

<b>Sl. No.</b>	<b>Financial year</b>	<b>Turnover</b>	<b>Average of three years</b>
1	2022-23		
2	2023-24		
3	2024-25		

**Note:**

In addition to the above, the applicant has to submit the following documents/information,

- a. Copy of the balance sheets
- b. Copy of the valid GST no.
- c. Copy of the PAN.
- d. Other relevant details if any.

***The requisite Turnover certificate shall be duly certified by a Chartered Accountant with his seal /Signature and Registration No.***

**Signature of the bidder with Seal**

**DETAILS OF THE WORK COMPLETED DURING THE LAST 3 YEARS**

Sl. No.	Name of work	Scope of services	Value of work	Date of start/completion	Name and address of the client	Value of TDS in case of private work	Remarks

**NOTE:**

The following documents are to be enclosed for each of the above works.

- a. Work Completion certificate.
- b. Copy of award letter and PO/WO copy.
- c. Other relevant documentary evidence, if any.

**Signature of the bidder with Seal**

**PRE CONTRACT INTEGRITY PACT**

PURCHASE ENQUIRY/ORDER No.

THIS Integrity Pact is made on.....day of .....20.

**BETWEEN:**

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

**AND:**

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

**Preamble**

WHEREAS the Principal intends to award, under laid down organizational procedures, contract for ..... of ITI Limited (name of the Stores/equipment's/items). The Principal, values full compliance with all relevant laws of the land, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s)/ Contractor(s).

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

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

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

**SECTION 1 – COMMITMENTS OF THE PRINCIPAL**

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

- a. No employee of the Principal, personally or through family members, will in connection with the tender for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the personal is not legally entitled to.
- b. The Principal will, during the tender process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all bidder(s) the same information and will not provide to any bidder(s) confidential/additional information through which the bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

1.2 If the Principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC 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 Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself observe the following principles during the participation in the tender process and during the execution of the contract.
- a. The bidder(s)/contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - b. The bidder(s)/contractor(s) will not enter with other bidders/contractors into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
  - c. The bidder(s)/contractor(s) will not commit any offence under IPC/PC Act, further the bidder(s)/contractor(s) will not use improperly, for purposes of competition of personal gain, or pass onto others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

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

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

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

however the Bidder(s)/ Contractor(s) can approach IEM(s) appointed for the purpose of this Pact.

- 3.6 On occurrence of any sanctions/ disqualifications etc arising out from violation of integrity pact Bidder(s)/ Contractor(s) shall not entitled for any compensation on this account.
- 3.7 subject to full satisfaction of the Principal, the exclusion of the Bidder(s)/ Contractor(s) could be revoked by the Principal if the Bidder(s)/ Contractor(s) can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption preventative system in his organization.

#### **SECTION 4 – PREVIOUS TRANSGRESSION**

- 4.1 The Bidder(s)/ Contractor(s) declares that no previous transgression occurred in the last 3 years immediately before signing of this Integrity Pact with any other company in any country conforming to the anti-corruption/ transparency International (TI) approach or with any other Public Sector Enterprises/ Undertaking in India of any Government Department in India that could justify his exclusion from the tender process.
- 4.2 If the Bidder(s)/ Contractor(s) makes incorrect statement on this subject, he can be disqualified from the tender process or action for his exclusion can be taken as mentioned under Section-3 of the above for transgressions of Section-2 of the above and shall be liable for compensation for damages as per Section-5 of this Pact.

#### **SECTION 5 – COMPENSATION FOR DAMAGE**

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

#### **SECTION 6 – EQUAL TREATMENT OF ALL BIDDERS/CONTRACTORS**

- 6.1 The Principal will enter into Integrity Pact on all identical terms with all bidders and contractors for identical cases.
- 6.2 The Bidder(s)/Contractor(s) undertakes to get this Pact signed by its sub-contractor(s)/sub-vendor(s)/associate(s), if any, and to submit the same to the Principal along with the tender document/contract before signing the contract. The Bidder(s)/Contractor(s) shall be responsible for any

violation(s) of the provisions laid down in the Integrity Pact Agreement by any of its sub-contractors/sub-vendors/associates.

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

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

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

#### **SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)**

- 8.1 The Principal appoints competent and credible Independent External Monitor(s) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this pact.
- 8.2 The Monitor is not subject to any instructions by the representatives of the parties and performs his functions neutrally and independently. He will report to the Chairman and Managing Director of the Principal.
- 8.3 The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all product documentation of the Principal including that provided by the Bidder(s)/Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor is under contractual obligation to treat the information and documents Bidder(s)/Contractor(s) with confidentiality.
- 8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the Bidder(s)/Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.
- 8.5 The Monitor will submit a written report to the Chairman & Managing Director of the Principal within 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 Jundall, IFS (Retd.)

3/10 Vishesh Khand Opp. Little Friend School

Gomti Nagar, Lucknow-226010(UP)

IEM II

Shri Benny John, IRS (Retd.),

Villa No. 36, Kent Plam Villas,

Fort Valley Township, Athani,

Kakkanad, Ernakulam, Kerala- 682 030

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

#### **SECTION 9 – FACILITATION OF INVESTIGATION**

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

#### **SECTION 10 – LAW AND JURISDICTION**

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

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

#### **SECTION 11 – PACT DURATION**

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

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

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

**SECTION 12 – OTHER PROVISIONS**

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

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

12.3 If the Bidder(s)/Contractor(s) or a partnership, the pact must be signed by all members and partners.

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

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

12.4 The action 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 BIDDER(S)/CONTRACTOR(S)

.....  
(Name & Designation)

.....  
(Name & Designation)

Witness

Witness

1) .....

1).....

2) .....

2).....

**MUTUAL NON- DISCLOSURE AGREEMENT**

This Agreement is made as of the ----- 2026 between ITI Ltd. having its registered and corporate office at Dooravani Nagar, Bangalore-560016

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

Whereas in order to pursue the mutual business purpose of this particular Consultancy as specified in Exhibit A (the “Business Purpose”), ITI Ltd. and M/s -----

----- recognize that there is a need to disclose to one another certain information, as defined in Para 1 below, of each party to be used only for the Business purpose and to protect such confidential information from unauthorized use and disclosure.

In consideration of the other party’s disclosure of such information, each party agrees as follows:

This Agreement will apply to all confidential and proprietary information disclosed by one party to the other party, including information listed in Exhibit A attached hereto and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party (“Confidential information”).

Information consists of certain specifications, designs, plans, drawings and /or technical information, and all copies and derivatives containing such information, that may be disclosed to one another for and during the purpose, which a party considers proprietary or confidential (“Information”). Information may be in any form or medium, tangible or intangible, and may be

Communicated/disclosed in writing, orally, or through visual observation or by any other means to one party (hereinafter referred to as the receiving party) by the other party (hereinafter referred to as one disclosing party). Information shall be subject to this Agreement, if it is in tangible form, only if clearly marked as proprietary or confidential as the case may be, when disclosed to the receiving party or, if not in tangible form, its proprietary nature must first be announced, and it must be reduced to writing and furnished to the receiving party within thirty (30) days of the initial disclosure.

M/s ----- and ITI Ltd hereby agreed at during the Confidentiality Period:

ITI Ltd. RFP. No. \_\_\_\_\_

The receiving party shall use Information only for the Purpose, shall hold Information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, but not less than reasonable care, taking into account the nature of the Information, and shall grant access to Information only to its employees who have a need to know, but only to the extent necessary to carry out the business purpose of this project as defined in exhibit A, shall cause its employees to comply with the provisions of this Agreement applicable to the receiving party, shall reproduce Information only to the extent essential to fulfilling the purpose, and shall prevent disclosure of information to third parties.

Upon the disclosing party’s request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided, however. That an archival copy of the Information may be retained in the files of the receiving party’s counsel, solely for the purpose of proving the contents of the Information.

The foregoing restrictions on each party’s use or disclosure of Information shall not apply to Information that the receiving party can demonstrate was independently developed by or for the receiving party without reference to the Information, or was received without restrictions; or has become generally available to the public without breach of confidentiality obligations of the receiving party; or was in the receiving party’s possession without restriction or was known by the receiving

party without restriction at the time of disclosure; or

is the subject of a subpoena or other legal or administrative demand for disclosure; provided, however that the receiving party has given the disclosing party prompt notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure and appropriate protective order; or is disclosed with the prior consent of the disclosing party; or

was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media prior to receipt from the disclosing party and was not previously acquired by the receiving party from the disclosing party under an obligation of confidence; or the receiving party obtains or has available from a source other than the disclosing party without breach by the receiving party or such source of any obligation of confidentiality or non-use towards the disclosing party.

Each party agrees not to remove any of the other party's Confidential Information from the premises of the disclosing party without the disclosing party's prior written approval. Each party agrees to exercise extreme care in ITI Ltd. RFP. No. \_\_\_\_\_ protecting the confidentiality of any confidential information, which is removed, only with the disclosing party's prior written approval, from the disclosing party's premises. Each party agrees to comply with any and all terms and conditions the disclosing party's may impose upon any such approved removal, such as conditions that the removed confidential information and all copies must be returned by a certain date, and that no copies are to be made off of the premises.

Upon the disclosing party's request, the receiving party will promptly return to the disclosing party all tangible items containing or consisting of the disclosing party's confidential information all copies thereof.

Each party recognizes and agrees that all of the disclosing party's confidential information is owned solely by the disclosing party (or its licensors) and that the unauthorized disclosure or use of such confidential information would cause irreparable harm and significant injury, the degree of which may be difficult to ascertain. Accordingly, each party agrees that the disclosing party will have the right to obtain an immediate injunction enjoining any breach of this agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.

Access to information hereunder shall not preclude an individual who has seen such information for the purpose of this agreement from working on future projects for the receiving party which relate to similar subject matters provided that such individual does not make reference to the information and does not copy the substance of the information during the confidentiality period. Furthermore, nothing contained herein shall be construed as imposing any restriction on the receiving party's disclosure or use of any general learning, skills or know how developed by the receiving party's personnel under this agreement, if such disclosure and use would be regarded by a person of ordinary skill in the relevant area as not constituting a disclosure or use of the information.

As between the parties, all information shall remain the property of the disclosing party. By disclosing information or executing this agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection rights, trade secret or any other intellectual property right. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION.

Execution of this agreement and the disclosure of information pursuant to this agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase, or sale or to enter into any additional agreement of any kind.

Either party's failure to enforce any provision, right or remedy under this agreement shall not constitute a waiver of such provision, right or remedy.

This Agreement will be construed in, interpreted and applied in accordance with the laws of India.

M/s ITI Ltd. has sole rights for the feasibility report submitted by M/s. -----for its use with another successful bidder for next Phase (if any). If there is any conflict between earlier clauses and this clause, then this clause shall prevail.

That in case of any dispute or differences, breach & violation relating to the terms of the agreement. The said matter or dispute, difference shall be referred to sole arbitration of Chairman ITI Ltd or any other person appointed by him. That the award of the arbitrator shall be final and binding on both parties. In the vent of such arbitrator to whom the matter is originally referred to is being transferred or vacates his office on resignation or otherwise or refuses to do work or neglecting his work or being unable to act as Arbitrator for any reasons whatsoever, the Chairman ITI Ltd shall appoint another person to act as Arbitrator in place of outgoing Arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by his predecessor. The M/s ----- will have No Objection in any such appointment, that arbitrator so appointed is employee of ITI Ltd. The said Arbitrator shall act under the Provisions of the Arbitrator and Conciliation Act, 1996 or any statutory modifications or re-enactment there of any rules made thereof.

This Agreement and Exhibit A attached hereto constitutes the entire agreement of the parties with respect to the parties' respective obligations in connection with Information disclosed hereunder and supersedes all prior oral and written agreements and discussions with respect thereto. The parties can amend or modify this agreement only by a writing duly executed by their respective authorized representatives. Neither party shall assign this Agreement without first securing the other Party's written consent.

This Agreement will remain in effect for one year from the date of the last disclosure of Confidential Information., at which time it will terminate, unless extended by the disclosing party in writing.

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

(M/s-----)  
Signature  
Name  
Designation  
ITI Ltd RFP No.  
Exhibit A

(M/s ITI Ltd.)  
Signature:  
Name:  
Designation:

Business Purpose:

Confidential Information of M/s. ITI Ltd. w.r.t RFP No. \_\_\_\_\_

All sites and their related information.  
All information shared in oral or in written form by ITI Ltd. with M/s -----  
Information downloaded or taken in physical form shall be returned/destroyed after use not copied.

ITI Ltd: .....  
Sign & Stamp

M/s -----(Bidder)  
Sign & Stamp

**DECLARATION THAT THE BIDDER HAS NOT BEEN BLACKLISTED/DEBARRED**

(To be submitted on company letter head)

Letter No. \_\_\_\_\_

Dated: \_\_\_\_\_

**Subject: - Declaration Letter for Non-Blacklisting of the Bidder.**

Sir/Madam,

This is to notify you that our Company/ Partnership <Name>intends to submit a proposal in response to the tender ....., we also declare that our Company/ Partnership **is not black-listed/ debarred by any PSU or State/UT or Central Government in India as on <the date of the submission of bid>.**

Sincerely,

(Signature of authorized person) Name:

Designation:

**Note:** If the Company/ Partnership has been blacklisted/debarred by any PSU or State/UT or Central Government in India in past and now the order has been revoked or period finished, then bidder should furnish details of such cases.

DECLARATION OF BIDDERS

FROM,

TO

1. I/We..... have read the conditions of the tender and tender documents attached here to and agree to abide by such conditions. I/We offer to do..... at the rates quoted in the attached schedule to complete the works on or before the dates mentioned in the schedule for completion of works.
2. I/We further agree to sign an agreement, bind to abide by the general conditions of the contract, and to carry out all works according to the specifications laid down in the tender papers. I/We hereby pay the earnest money of .....by demand draft/banker’s cheque. I/We bind myself/ ourselves to deposit the security deposit [Performance security] as prescribed within 15 days after receiving the notice that the contract has been awarded to me/us failing which I/We have no objection to the forfeiture of the earnest money in full; otherwise said earnest money shall be retained by the said company towards security deposit as specified in the conditions. I/We further bind myself /ourselves to execute the Tender document and to commence the work with 15 days after issue of the Purchase order in writing as aforesaid failing I/We agree to the company forfeiting the earnest money and security deposit deposited with them. The accepting authority shall also be at liberty to cancel the acceptance of the tender if I/We fails to deposit the security amount as specified or to execute an agreement or to start work as stipulated in the tender documents.
3. I/We hereby enclose a declaration of my/our experience of execution of works of similar nature and magnitude carried out by me/us in the prescribed Performa, and also the income tax and sales tax clearance certificates.
4. The offer shall remain open for acceptance by the Accepting Authority for a **period of 6 months** from the date of opening of the tender. **[180 days]**

Date:

Signature of bidder  
with the seal of the firm

witness.....

(Name in block letters)

Power of attorney in case the tender is signed by the authorized nominee must be enclosed.

Address:

Occupation:

**POWER OF ATTORNEY**

Know by all men by these presents, We (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of..... as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connect ion with or incidental to our Proposal for “Request for Proposals for ” .....Bid Number: <..... > including signing and submission of all documents and providing information / responses to the Department, representing us in all matters before Department, and generally dealing with the Department in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For,  
Name:  
Designation:  
Date & Time:  
Seal:  
Business Address:  
Accepted,

(Authorized Signatory)  
(Name, Title and Address of the Attorney)

**Note:** The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

- The Power of Attorney shall be provided on Rs.100/- stamp paper.
- The Power of Attorney should be supported by a duly authorized resolution of the Board of Directors of the company Bidder authorizing the person who is issuing this power of attorney on behalf of the Bidder.

**EMD BANK GUARANTEE PROFORMA**

1. As agreed under the relevant terms and conditions of Enquiry Ref \_\_\_\_\_ dt \_\_\_\_\_ (hereinafter called the said Enquiry) between M/s. ITI Ltd., NS Unit, Dooravani Nagar, Begaluru-560016, India. (Hereinafter called the Purchaser) and M/s. \_\_\_\_\_ (hereinafter called the Bidder) for supply of \_\_\_\_\_, the Bidder hereby agrees to furnish EMD against supply performance by way of an irrevocable Bank Guarantee for Rs. \_\_\_\_\_ (Rupees. \_\_\_\_\_). We \_\_\_\_\_ (indicate the name of Bank) (hereinafter referred to as 'THE BANK' at the request of the Bidder do hereby undertake to pay to the Purchaser, an amount not exceeding Rs. \_\_\_\_\_ (Rupees. \_\_\_\_\_) against any loss or damage caused to or suffered or would be caused to or suffered by the Purchaser, by reasons or breach by the said Bidder of any of the terms or conditions contained in the said Enquiry.
2. We \_\_\_\_\_ (indicate the name of the Bank) do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the Purchaser stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Purchaser, by reason of breach by the said Bidder of any of the terms and conditions contained in the said Enquiry or by reason of the Bidder's failure to perform the said Enquiry. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee shall be restricted to an amount not exceeding Rs. \_\_\_\_\_ (Rupees. \_\_\_\_\_).
3. The Bank further agrees that the Purchaser shall be the sole judge as to whether the said Bidder has committed any breach or breaches of any of the terms and conditions of the contract and the extent of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Purchaser on account thereof, and the decision of the Purchaser that the said Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Purchaser from time to time shall be conclusive, final and binding on the Bank.
4. We undertake to pay to the Purchaser, any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceedings pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.
5. It shall not be necessary for the Purchaser to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the Purchaser may have obtained or obtains from the Bidder.
6. We \_\_\_\_\_ (indicate the name of Bank) further agree with the Purchaser, that the Purchaser shall have the fullest liberty without our consent and without effecting in any manner our obligation hereunder to vary any of the terms and conditions of the said Enquiry or to extend time of performance by the said Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forbear or enforce any of the terms and conditions relating to the said Enquiry and we shall not be relieved from our liability by reasons of any such variation, or extension being granted to said Bidder or for any forbearance, act or omission on the part of the Purchaser

or any indulgence by the Purchaser, to the said Bidder or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

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

PLACE:

DATE :

For \_\_\_\_\_ (indicate the name of Bank)

**BANK GUARANTEE PROFORMA**

1. As agreed under the relevant terms and conditions of Purchase Order Ref ..... dt ..... (hereinafter called the said Purchase Order) between M/s. ITI Ltd., NS Unit, Dooravaninagar, Bangalore-560 016, India. (Hereinafter called the purchaser) and M/s. .... (Hereinafter called the supplier) for supply of ..... the supplier hereby agrees to furnish a security Deposit against supply performance by way of an irrevocable Bank Guarantee for Rs..... (Rupees.....) We ..... (indicate the name of Bank) (hereinafter referred to as 'THE BANK' at the request of the supplier do hereby undertake to pay to the purchaser, an amount not exceeding Rs. .... (Rupees. ....) against any loss or damage caused to or suffered or would be caused to or suffered by the Purchaser, by reasons or breach by the said supplier of any of the terms or conditions contained in the said Purchase Order.
2. We ..... (indicate the name of the Bank) do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the purchaser stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the purchaser, by reason of breach by the said supplier of any of the terms and conditions contained in the said Purchase Order or by reason of the supplier's failure to perform the said Purchase Order. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....)
3. The Bank further agrees that the Purchaser shall be the sole judge as to whether the said Supplier has committed any breach or breaches of any of the terms and conditions of the contract and the extent of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Purchaser on account thereof, and the decision of the Purchaser that the said Supplier has committed such breach or breaches and as to the amount or amounts of loss, damage costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Purchaser from time to time shall be conclusive, final and binding on the Bank.
4. We undertake to pay to the Purchaser, any money so demanded notwithstanding any dispute or disputes raised by the Supplier in any suit or proceedings pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.
5. It shall not be necessary for the Purchaser to proceed against the Supplier before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the Purchaser may have obtained or obtains from the Supplier.
6. We ..... (indicate the name of Bank) further agree with the Purchaser, that the Purchaser shall have the fullest liberty without our consent and without effecting in any manner our obligation hereunder to vary any of the terms and conditions of the said Purchase Order or to extend time of performance by the said Supplier from time to time or to postpone for any time of from to time any of the powers exercisable by the Purchaser against the said Supplier and to forbear or enforce any of the terms and conditions relating to the said Purchase Order and we shall not be relieved from our liability by reasons of any such variation, or extension being granted to said Supplier or for any forbearance, act or omission on the part of the Purchaser or any indulgence by the Purchaser, to the said Supplier or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

7. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier.
8. We ..... (indicate the name of Bank) undertake not to revoke this Guarantee during its currency except with the previous written consent of the Purchaser, in writing.
9. Notwithstanding anything contained in the foregoing clauses, our liability under this guarantee is restricted to Rs.....(Rupees.....) and our guarantee shall remain in force until ..... (Date of expiry of warranty period + 60 Days). Unless a demand is made against us to enforce a claim under this guarantee within twelve months from the date of expiry of warranty period, all your rights under this guarantee shall be forfeited and we shall be relieved and discharged from all liability hereunder.

DATE:

For ..... (indicate the name of Bank)

PLACE:

**UNDERTAKING FOR NON-MALICIOUS CODE CERTIFICATE**

(To be rendered on the Company letter head)

1. This is to certify that the software being offered, as a part of the Contract, does not contain embedded malicious code that would activate procedures to:

- a. Inhibit the desired and designed function of the equipment.
- b. Cause physical damage to the user for equipment during the exploitation.
- c. Tap information, resident or transient in the equipment/Networks.

2. The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyrights and Intellectual Property Rights (IPRs) are caused due to activation of any such malicious code in embedded software.


Dated:  
Place:  
the Firm

(Sign & Stamp)  
Designation/Name/Address of

UN-PRICED BID

HIMACHAL PRADESH

Serial No.	Item Description	REF NO.		UN PRICE BID FORMAT- HIMACHAL PRADESH				Annexure C	
		Quantity	Unit	Basic Unit Price	HSN Code for the Item	Basic Unit Price X Quantity	% of GST for corresponding HSN Code	GST Amount	Total Value 7+9
1	2	3	4	5	6	7	8	9	10
	VENDOR NAME								
1	Supply , installation, Intergration and commssioning of Work Force Management Software solution/Tool, including 3 years warranty	1	Nos.						
<b>TOTAL</b>									
<p><b>Note:</b></p> <p>1. Relevant Columns to be filled with PERCENTAGE / NUMERICAL Values ONLY, ELSE will be treated as INCLUDED in FOR Site Total Price )                      Quoted Price is including of Packing/Forwarding charges (if any) and Freight/Insurance charges (if any).                      2. The tender will be evaluated based on the total price quoted in the price bid including AMC.                      3. Bidder has to quote for all the line items.                      4. Separate PO will be issued for AMC post warranty period of 3 years.</p>									

 Annual Maintenance Contract (AMC) for WFM solution supplied & Installed post warranty period HIMACHAL PRADESH			
Tender Reference			
Name & Address of the Bidder			
Description		Annual Maintenance Contract (AMC) for WFM solution after warranty of 3 years	
Sl. No.	Items Description	Year	Rate of AMC per year Post warranty (%) on basic value of WFM supply
1	AMC of WFM supplied & Installed	1st	
2	AMC of WFM supplied & Installed	2nd	
3	AMC of WFM supplied & Installed	3rd	
4	AMC of WFM supplied & Installed	4th	
5	AMC of WFM supplied & Installed	5th	
6	AMC of WFM supplied & Installed	6th	
7	AMC of WFM supplied & Installed	7th	
<p><b>Note</b></p> <p>1. The tender will be evaluated based on the total price quoted in the price bid including AMC.                      2. Separate PO will be issued for AMC post warranty period of 3 years.</p>			

Sign & Seal of the bidder



हिंदी केवल एक भाषा नहीं बल्कि हमारी राष्ट्रीय पहचान है।



### आईटीआई लिमिटेड

नेटवर्क सिस्टम्स यूनिट - वित्त  
दुरवाणीनगर, बेंगलूरु - 560 016, भारत  
फोन : +91 (80) 2566 0503  
: +91 (80) 2565 1714  
ई.मेल : cfm\_nsu@itilttd.co.in  
वेबसाइट : www.itilttd.in  
CIN No. : L32202KA1950GOI000640

### ITI LIMITED

Network Systems Unit - Finance  
Dooravaninagar  
Bengaluru-560 016, India.  
Tel : +91 (80) 2566 0503  
: +91 (80) 2565 1714  
E-mail : cfm\_nsu@itilttd.co.in  
Website : www.itilttd.in  
GSTIN No. : 29AAACI4625C2ZU

### RTGS/NEFT/ECS Mandate Form

1	Name of the Beneficiary	M/s ITI Limited - Network Systems Unit
2	Beneficiary Address	Regd. & Corporate Office, ITI Bhavan, Dooravaninagar, Bangalore 560016
3	Bank Account No.	10637729843
4	IFSC Code	SBIN0009077
5	a) Bank Name	State Bank of India
	b) Branch Name	Industrial Finance Branch
	c) Branch Address	Residency Road, Bangalore - 560025
6	Type of Account	CC Account
7	PAN No.	AAACI4625C
8	Bank MICR Code	560002059

I do hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, the purchaser will not be responsible.

Date: 12/06/2024

*Kanchana*

Authorised Signatories  
**KANCHANA**  
Dy. Finance Manager  
Network Systems Unit,  
ITI Limited, Dooravaninagar,  
Bangalore - 560016

Certified that the particulars furnished above are correct as per our records.

For STATE BANK OF INDIA  
*Kanil*  
Manager  
I.P.B., BENGALURU - 560 026

Date:

Signature of Bank Manager  
With Bank Seal

पंजीकृत एवं निगमित कार्यालय : आईटीआई भवन, दुरवाणीनगर, बेंगलूरु - 560016, भारत फोन : +91 (080) 2561 4466, फैक्स : +91 (080) 2561 7525  
Registered & Corporate Office : ITI Bhavan, Dooravaninagar, Bengaluru - 560016, India Phone: +91(080) 2561 4466, Fax: +91(080) 2561 7525  
TIN : 29980058837 GSTIN : 29AAACI4625C2ZU CIN : L32202KA1950GOI000640 Visit our Website : www.itilttd.in

### **ADDITIONAL INSTRUCTIONS FOR BIDDERS**

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

#### **1. REGISTRATION PROCESS ON ONLINE PORTAL**

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

#### **2. TENDER DOCUMENTS SEARCH**

- a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- b) Once the bidders have selected the tenders they are interested in; they may download the required documents/tender schedules. These tenders can be moved to the respective 'Interested tenders' folder.
- c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

#### **3. BID PREPARATION**

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

#### **4. BID SUBMISSION**

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.
- d) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.
- i) As per portal norms Tender Processing Fee will be applicable.

#### **5. AMENDMENT OF BID DOCUMENT**

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

#### **6. ASSISTANCE TO BIDDERS**

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk.
- c) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
- d) The bid should be submitted through e-Wizard portal (<https://itilimited.ewizard.in>) only.
- e) All payments should be done through e-Wizard Payment gateway

Serial No.		REF NO.		NSU5J7INI			PRICE BID FORMAT- HIMACHAL PRADESH			Annexure C (i)	
Item Description		Quantity	Unit	Basic Unit Price	HSN Code for the Item	Basic Unit Price X Quantity	% of GST for corresponding HSN Code	GST Amount	Total Value 7+9		
1	VENDOR NAME	3	4	5	6	7	8	9	10		
1	Supply , installation, intergration and commissioning of Work Force Management Software solution/Tool, including 3 years warranty	1	Nos.								
<b>TOTAL</b>											

**Note:**

1. Relevant Columns to be filled with PERCENTAGE / NUMERICAL Values ONLY, ELSE will be treated as INCLUDED in FOR Site Total Price ) Quoted Price is including of Packing/Forwarding charges (if any) and Freight/insurance charges (if any).
2. The tender will be evaluated based on the total price quoted in the price bid including AMC.
3. Bidder has to quote for all the line items.
4. Separate PO will be issued for AMC post warranty period of 3 years.

Vendor  
12/04/26



Annual Maintenance Contract (AMC) for WFM solution supplied & Installed post warranty period  
HIMACHAL PRADESH

Reference No: NSU5J71N/I

ANNXURE:C (ii)

Name & Address of the Bidder			
Description		Annual Maintenance Contract (AMC) for WFM solution after warranty of 3 years	
Sl. No.	Items Description	Year	Rate of AMC per year Post warranty (%) on basic value of WFM supply
1	AMC of WFM supplied & Installed	1st	
2	AMC of WFM supplied & Installed	2nd	
3	AMC of WFM supplied & Installed	3rd	
4	AMC of WFM supplied & Installed	4th	
5	AMC of WFM supplied & Installed	5th	
6	AMC of WFM supplied & Installed	6th	
7	AMC of WFM supplied & Installed	7th	

**Note**

1. The tender will be evaluated based on the total price quoted in the price bid including AMC.
2. Separate PO will be issued for AMC post warranty period of 3 years.

*Handwritten signature*  
13/04/26