

## आईटीआई लिमिटेड

नेटवर्क सिस्टम्स यूनिट

सामाग्री प्रबंधन विभाग

F-100, पश्चिम विंग

दूरवाणीनगर, बेंगलूरु - 560 016, भारत.

फोन : +91 (80) 2566 0502, 2566 0508

ई-मेल : materials\_nsu@itiltld.co.in

ISO 9001 : 2015 प्रमाणित युनिट

## ITI LIMITED

Network Systems Unit

Materials Management Dept.

F-100, West Wing,

Dooravaninagar, Bengaluru - 560 016, India.

Tel : +91 (80) 2566 0502, 2566 0508

E-mail : materials\_nsu@itiltld.co.in

ISO 9001 : 2015 Certified Unit

ITI Web-Site/ Govt. Portal

## ENQUIRY

NSU 5E 26 Y

DATE 14 05 2025

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

SL. NO.	Item Description as per Technical Specifications	QTY
1	<b>Selection of Repair Agency to repair CCU's PAN India for GPON project</b>	<b>4800 Nos (Tentative)</b>
<b>Please refer following enclosures before submitting tender:</b>		
<b>Annexure-A:</b> General Terms & Conditions for submission of Tender.		<b>Annexure D:</b> Consignee Details (Tentative)
<b>Annexure B:</b> Tender Document		<b>Annexure E :</b> NSU Bank Mandate
<b>Annexure C:</b> Price Bid Format		<b>Annexure F:</b> Additional Instructions for Vendor to register in ITI Limited uniwizard portal.
Tender Due Date	<b>04-06-2025, 14:00 Hrs.</b>	Tender Opening Date <b>04-06-2025, 15:00 Hrs.</b>
Tender Opening Venue	Materials Management Dept., N.S. Unit, I.T.I. Ltd., Dooravaninagar, Bengaluru- 560 016	
Scope Of Work	As per tender ITI/NSU/GPON/CCU repair/2025-26 dt. 14.05.2025	
Consignee locations	As per tender ITI/NSU/GPON/CCU repair/2025-26 dt. 14.05.2025	
Liquidated Damage (LD)	As per tender ITI/NSU/GPON/CCU repair/2025-26 dt. 14.05.2025	
PBG	5% of the Estimated cost of the tender (incl. GST) for the period of one year+60 days within 15 days from the date of PO/VO/LOI/Rate Contract.	
Payment Terms	As per tender ITI/NSU/GPON/CCU repair/2025-26 dt. 14.05.2025	
Compliance	Point-wise compliance to each item/ Clause mentioned in Tender Document.	
Validity of the offer	<b>180</b> days from the last date of submission of Bid.	
Earnest Money Deposit	Rs. <b>1,13,280/-</b> towards EMD deposit in favors of ITI Limited payable at Bangalore valid for 225 days and tender fee <b>2,360/-</b> . MSEs exempted from EMD & tender fee but should submit bid securing declaration form. dt. 14.05.2025	
Other terms and conditions	As per Enquiry NSU 5E 26 Y dt.14.05.2025 and as per tender ITI/NSU/GPON/CCU repair/2025-26	

**Note: Offers should be submitted online as per tender documents. For submission of online Bid & Procedure to be followed visit** (<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., N S Unit,

*Signature* 14/05/25

**Additional General Manager (MM)-NS**

पंजीकृत एवं निगमित कार्यालय : आईटीआई भवन, दूरवाणीनगर, बेंगलूरु - 560 016, भारत.

Registered & Corporate Office : ITI Bhavan, Dooravaninagar, Bengaluru - 560 016, India Phone : +91 (080) 2561 4466, फैक्स : +91 (080) 2561 7525

TIN : 29980058837 GSTIN : 29AAACI4625C2ZU CIN : L32202KA1950GOI000640 Visit our Website : [www.itiltld-india.com](http://www.itiltld-india.com)

**GENERAL TERMS AND CONDITIONS FOR SUBMISSION OF TENDER (INLAND)****ENCLOSURE TO ENQUIRY No. NSU 5E 26 Y DATE: 14.05.2025****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.
- (g) 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.
- (h) The validity of your offer should be for a minimum period of (As per main sheet No NSU 5E 26 Y) from the date of opening the tender.
- (i) 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 within (As per main sheet No NSU 5E 26 Y) from the date of receipt of the material / services at our Stores / Destination.
- (b) No payment will be made for the rejected quantity.
- (c) In case you fall under SSI as per DIC, please mention the same in all your quotations / invoices indicating also the certificate number. This is essential if in the unlikely event of delay in payment, you would like to claim preferential payment as an S.S.I

**3. INSPECTION: (As per main sheet No NSU 5E 26 Y)**

- (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 conforming 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 of (As per main sheet No NSU 5E 26 Y) from the date of dispatch to our customer. Hence, the warranty of your products should be for a minimum period of (As per main sheet No NSU 5E 26 Y) 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 main sheet No NSU 5E 26 Y)**

- (a) Please indicate minimum lead-time required, manufacturing capacity and the quantity that can be reserved for us.
- (b) **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 fail 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 undelivered portion of work order value per week (fraction of week will be consider as one week) for such delay or part thereof the item delayed (subject to a maximum of 10% of the undelivered portion of the work order value) 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.

LSndky 14/05/25  
Additional General Manager (MM)

**ANNEXURE-B**



**ITI Limited**  
**Network System Unit**  
**Dooravani Nagar**  
**BANGALORE – 560 016**

**Ref No: ITI/NSU/GPON/CCU repair/2025-26**

**Dated –14-05-2025**

**Repair of CCU's (GPON Project)**

**RFP for Selection of Repair Agency**

Last Date and Time for submission: 04.06.2025, 14.00 Hrs.

**ITI Limited**  
**Network Systems Unit**  
**Dooravani Nagar**  
**BANGALORE – 560 016**  
**Ph: 080-2850360**

**ITI LIMITED**  
**Network Systems Unit**  
**(Material Management Dept)**  
**Dooravani Nagar**  
**BANGALORE – 560016**  
**CIN No: L32202KA1950GOI000640**  
**REQUEST FOR PROPOSALS (RFP)**

Ref No: ITI/NSU/GPON/CCU repair/2025-26

Dated –14-05-2025

**INTRODUCTION:**

ITI Limited is a Central Public Sector Unit (CPSU) of Department of Telecom, Govt. of India, engaged in delivering large turnkey projects, in the field of IT/Telecom/networking and working as Master System Integrator for Planning, Design, Supply, Installation, Commissioning and maintenance of pan India Networks and other IT and Telecom related infrastructure and services.

DoT / BBNL has established nationwide broadband network to provide data services at Gram Panchayat level. ITI has supplied and installed GPON equipment and also providing post warrantee support for this project.

By this RFP, ITI is planning to Repair Agency for CCU repair which is part of GPON equipment.

The Due Date for submitting the bid is 04.06.2025 by 14:00 hours India

The bids will be opened on 04.06.2025 at 15:00 hours.

Financial bids will be opened for only those Bidders, qualifying the technical proposal evaluation. The date of financial bid opening will be intimated later.

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**Invitation to Bid:**

Bids are invited from experienced Repair Agency (RA). Scope of work of RA, collecting CCU's PAN India and repairing work.

**Bid Submission**

ITI's Tender document can be downloaded from ITI web site [www.italtd.in](http://www.italtd.in) or CPP portal [www.eprocure.gov.in](http://www.eprocure.gov.in). The hard copy of the Tender document is not available for sale by ITI.

Tender document fee of Rs. 2,360/- (Rupees Two Thousand three hundred sixty Only) and EMD Amount Rs 1,13,280/- (One lakh Thirteen Thousand Two Hundred Eighty only) shall be payable with the bid in the form of Bank cheque/EMD Bank Guarantee format/ e-Wizard Payment gateway in favour of ITI Limited., Network Systems Unit, Dooravani Nagar, Bengaluru -560016 along with the bid document. The MSE bidders shall be exempted from the tender fee and EMD. The Bank details for crediting/Transferring money to ITIL is as below.

State Bank of India,  
Account No: 10637729843  
IFSC CODE: SBIN0009077  
Branch: IFB Bangalore  
The Tender document fee is non-refundable.

Bid shall be valid for at least 180 days from the date of Bid opening.

The successful bidders shall submit a Performance Bank Guarantee (PBG) from a Scheduled Bank to ITI for an amount equal to 5% of the Estimated Cost of the tender (incl. GST) for the period of one year+60 days within 15 days from the date of PO/WO/LOI/Rate Contract.

Bids in prescribed format shall be submitted through e-tendering process.

The financial bid/quote at any other place than designated, will make the bid liable for rejection.

Bidder has to seal and sign on each page of the tender document, Corrigendum's, Addendums and submit this through tender wizard portal.

Prices should be quoted as per Price Bid Format attached in tender wizard.

Contract period is for one year.

**Important Information:**

Sl.	Information	Details
1	Date of Issue/Publishing of the Tender	14.05.2025
2	Last Date and Time for Submission of Bids	04.06.2025 Time:14:00 Hrs
3	Date and Time of Opening of Technical Bids	04.06.2025 Time: 15:00 Hrs

4	Date and Time of Opening of Financial/Commercial Bids of Technical suitable bidders	Shall be intimated to technically qualified bidder
5	Tender Fee	Rs. 2,360/- (Rupees Two Thousand Three Hundred Sixty only). Micro small enterprise (MSE) organizations are exempted from EMD and Tender Fee.
6	EMD (Bank cheque/EMD Bank Guarantee format/ e-Wizard Payment gateway)	EMD Amount Rs 1,13,280/- (One lakh Thirteen Thousand Two Hundred Eighty only). EMD is exempted for MSE. However, bid securing declaration form need to be submitted by MSE.
7	Bid Validity	180 Days from the date of Bid opening
8	Tender issuing Authority	Additional General Manager – MM (NSU), NS Unit, ITI Limited, Dooravani Nagar, Bangalore – 560016
9	E-Tender Process	The bidder must follow e-tender process for submission of bids. For submission of online bids and procedure to be followed. Visit <a href="https://itilimited.ewizard.in">https://itilimited.ewizard.in</a> . All the vendors must register in website and pay the registration fee if required.
10	Estimated Cost of the Tender	<b>Rs. 1,13,28,000/- (Incl. GST)</b>

#### CLARIFICATIONS:

Bidders desirous of seeking clarifications on the Tender may send their queries through email to: [materials\\_nsu@itiltd.co.in](mailto:materials_nsu@itiltd.co.in)

On the Bid opening day, only technical bids will be opened.

Bids without authenticated proof of Tender fee, EMD and other technical compliances as required and prescribed in this Tender, will be rejected.

The address for all correspondences regarding this Tender shall be:

Additional General Manager – MM (NSU)  
NS Unit, ITI Limited  
F-100, West Wing,  
Dooravani Nagar,  
Bangalore-560016  
E Mail: [materials\\_nsu@itiltd.co.in](mailto:materials_nsu@itiltd.co.in)



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

ITI reserves the right to suspend or cancel the Tender process at any stage, or to accept, or reject any, or all offers at any stage of the process and / or to modify the process, or any part thereof, at any time without assigning any reason, without any obligation or liability whatsoever and the same shall be published in the ITI website or intimated through email.

The Bidder shall bear all costs associated with the preparation and submission of its Tender.

ITI may, at its discretion, extend the last date and time for the receipt of offers and/or make other changes in the requirements set out in the Invitation for Tender at its own accord or in order to provide reasonable time to bidders to take the amendments into account in preparing their offers.

If the last day for the bid submission is declared as a holiday, the bid will be opened at the same time on the next working day.

### **Scope of Work:**

ITI has supplied GPON equipment PAN India and extending the services for BBNL/BSNL till date. Total 42,000 sites/Gram Panchayat's work is completed and AMC is under progress. CCU (Charge Control Unit) is one among the items installed and commissioned at Gram panchayats throughout India. RA (Repairing agency) should pick up the faulty CCU's, repair/replace (if required) them and send it back to the pick-up location within TAT of 30 days. Tentative Pick up locations given along with this RFP, it may vary as per the fault occurrence in field. Per unit, repair charge shall be considered for payment according to the quantity of CCU's received for repair. Maximum quantity for repair is 400 No's per month.

### **Note:**

1. Maintenance of spares/inventory at the repair shop in order to minimise TAT (Turn around Time).
2. Diagnose and rectify/repair the faults detected.
3. Repair of CCU Qty. may vary depend upon the project scope.

### **Eligibility Criteria:**

1. RA (Repair Agency) should have experience in the same field.
2. Documentary evidence for experience in GPON cards (used in BSNL/BBNL network) repair work for 3 years (or) Working with ITI or some other organisation for similar kind of work for last 3 years.
3. Having skilled work force, capable of repairing CCU's.
4. Having infrastructure/test jigs/test equipment's, to carry out repair work.

### **WORK EXPERIENCE:**

Bidder should have relevant experience in similar work for at least 3 years ending 31st Mar 2025 as indicated below.

- (i) Three similar works each costing not less than 40% of the estimated cost put to tender, or,
- (ii) Two similar works each costing not less than 50% of the estimated cost put to tender, or,
- (iii) One similar work costing not less than 80% of the estimated cost put to tender.

Similar works means experience as defined in above para. The bidder has to submit Purchase order along with work experience certificate for the work experience.

**BID PRICES:**

Prices of the repair cards to be quoted inclusive of all taxes, freight, insurance, packing and levies but exclusive of Goods and service tax. Goods and Service tax shall be paid extra, at actuals.

**Payment terms:**

1. Payment will be made only for the actual repaired quantity.
2. Payment will be made within 60 days from the date of submission of bills in ITI.
3. Billing Cycle is monthly.

**Time Schedule**

1. TAT (Turn around Time) for the repair of cards shall be 30 days from the date of receipt of cards.
2. If RNP (Repair Not Possible), it shall be declared within 7 days from date of receipt of card.

**LD Clause:**

Rs 500/- per unit per day up to 45 days and Rs 1000/- per day per unit beyond 45 days without capping.

**Annexure-I****Bidders Profile**

1.	Name and address of the company	
2.	Contact Details of the Bidder (Contact person name with designation, Telephone Number, FAX, E- mail and Web site)	
3.	Annual Turnover for financial years:	<b>F.Y 2022-23</b>
		<b>F.Y 2023-24</b>
		<b>F.Y 2024-25</b>

The average annual financial turnover for the last 3 years (up to 31<sup>st</sup> March 2025) shall not be less than 30% of the estimated cost. The requisite Turnover shall be duly certified by a Chartered Accountant with his seal/Signatures and registration number.

**Annexure-II****Compliance Statement**

Section Details	Compliance (YES/NO)	Documentary Reference, If any
<b>Technical BID</b>		
Scope of Work		
Technical Requirements		
Essential Eligibility Criteria for the Applicants		
FINANCIAL CONDITIONS & PAYMENT TERMS		
Financial Bid Assessment		
Instructions for submitting Proposal towards RFP		
Clause by clause compliance of ITI RFP		

**Annexure-III**

**Form of Bid-Securing Declaration**

Dated:

[RFPNo. **ITI/COR/** dated dd.mm.2025]

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

**PRE-CONTRACT INTEGRITY PACT**

PURCHASE ENQUIRY/ORDER No.

THIS Integrity Pact is made on.....day of .....2025.

**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 person is not legally entitled to.
  - b. The Principal will, during the tender process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all bidder(s) the same information and will not provide to any bidder(s) confidential/additional information through which the bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
  - c. The Principal will exclude from the process all known prejudiced persons.
- 1.2 If the Principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Act or 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 to 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 Fiend School Gomti Nagar,  
Lucknou-226010(UP)

**IEM - II**

Shri Benny John, IRS (Retd.)  
Vill 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 consortium members and partners.
- 12.4 Should one or several provisions of this pact turn out to be invalid, the remainder of this pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 12.3 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).....

## ANNEXURE -V

### Proforma of Agreement

An AGREEMENT made this day the ----- Between .....  
..... (hereinafter called the “BIDDERS”) of the first part and M/s ITI LIMITED,  
..... (hereinafter called the “COMPANY”) of the second part.

Whereas the Bidders have by tender dated-----offered to execute and fully complete the intended works in connection with the construction of .....  
.....for the company as set forth in the tender as amended and the drawings, general conditions, special conditions, specifications, bill of quantities and schedule hereto annexed according to the terms, obligations and conditions therein contained at and for an approximate total sum of Rs. .... (Rupees .....  
.....) and company has accepted such itemized rate tender in terms of its letter no ..... Dated .....

Now this AGREEMENT witnesseth as follows:

1. The BIDDERS covenant and agree with the COMPANY that the BIDDERS will within the time of..... months from the date stipulated in the work order and in the manner and pursuant and subject to all and singular the terms, obligations and conditions in the said tender as amended and the drawings, general conditions, special conditions, specifications, bill of quantities and schedule provide, contained and referred to execute and fully complete all and singular the works specified, described or referred to in and by the said tender as amended and the drawings , general conditions, special conditions, specifications, bill of quantities and schedule and will well truly observe, perform, fulfill, submit to and keep all the said terms, obligations, conditions, and matters in the said tender as amended and drawings general conditions, special conditions, specifications, bill of quantities and schedule contained and referred to and on the part of the BIDDERS to be observed, performed, fulfilled, submitted to or kept according to the true intent and meaning of the said tender as amended and the drawings general conditions, special conditions, specifications, bill of quantities and schedule. Any items not covered by the tendered rates will be worked out as per special conditions attached to the tender documents.
2. In case the work is not completed in the manner mentioned above to the complete satisfaction of the COMPANY in every respect within the aforesaid time limit of ..... Months from the stipulated in the work order, the BIDDERS agree to pay a penalty of..... % of the value of the work order for each week of delay beyond the date stipulated for the completion, subject, however to a maximum of .....% of the work order. It is agreed that time is the essence of the contract.
3. In consideration of the premises the COMPANY covenants with the BIDDERS that it will pay to the BIDDERS at the several times and in the sums, proportions and manner in the said, general conditions, special conditions in that behalf provided the amount accruing from time to time, but subject to Conditions therein contained.

4. This agreement further witnesseth that the BIDDERS hereby covenant with the COMPANY that in the event of the non-fulfilment in any respect by the BIDDERS of the said covenants, terms, agreements, obligations will pay to the COMPANY all loss, damages, costs, charges and expenses as the COMPANY may be directly or indirectly put to in consequence of such non-fulfilment by the BIDDERS.
5. If the BIDDER fail to perform the contract or carry out the contract to the satisfaction of the COMPANY within the period fixed for the purpose or at any time repudiates the contract before the expiry of such period, the General Manager (Civil) or any officer of the COMPANY so authorized may, without prejudice to the right of the COMPANY to recover from the contractors damages for the breach of the contract, terminate the contract as the whole or terminate a part of the contract at the risk and cost of the BIDDERS without prior notice and get the balance work executed through some other agencies and held the BIDDERS liable for all the losses and expenses incurred by the COMPANY. The decision of the General Manager (Civil) is final with regard to the satisfactory performance of the Contract and is binding on both the parties.
6. In the event of any disputes arising in connection with this contract, it is further agreed that such disputes shall be referred to the sole arbitrator as per the arbitration clause in the general terms and conditions of the contract.
7. The following documents are deemed to form Part and parcel of the agreement viz., the tender dated .....and ..... letter no ..... dated .....the general terms and conditions, special conditions, the specifications, the priced bill of quantities, the schedule of rates and dated.....all of which for the purpose of identification have been signed by the.....on the behalf of the COMPANY, and ..... on behalf of acceptance and all letters referred therein will also form a part of this agreement.
8. This agreement further witnesseth that the BIDDERS are responsible for any accident or other compensation payable to the workman employed by the working under the control of BIDDERS that the COMPANY has no sort of liability in the matter, and that if any payment would have to be made by the COMPANY, the same shall be reimbursed by the BIDDERS.

In witness where of the said parties here to have hereunto set their hands.

For, ITI LIMITED	For,
Authorised Signatory	PROPRIETOR

Witnesses:

Witnesses:

1. ....
2. ....

1. ....
2. ....

Place:

Date:

**DECLARATION OF TENDERERS**

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 offered to do ----- at the rates quoted in the attached schedule to complete the works on or before the dates mentioned in time schedule for completion of works.
2. I/We further agree to sign an agreement, bind to abide by the general conditions of 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 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, the 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 contract document and to commence the work with 15 days after issue of work 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 tender if I/We fail 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 declaration of my/our experience of execution of works of similar nature and magnitude carried out by me/us in the prescribed proforma, 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 6 months** from the date of opening of the tender. **(180 Days)**

Date:

Signature of tenderer  
with 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:

**MUTUAL NON- DISCLOSURE AGREEMENT**

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

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

Whereas in order to pursue the mutual business purpose of this particular Consultancy

as specified in Exhibit A (the "Business Purpose"), ITI Ltd. and M/s -----  
----

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

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

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\_\_\_\_\_.

Printed Name: \_\_\_\_\_.

Title: \_\_\_\_\_.

ITI Ltd

RFP No. \_\_\_\_\_

Exhibit A

(M/s ITI Ltd.)

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Business Purpose: Repair Agency to repair CCU's PAN india for GPON project.

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: \_\_\_\_\_

Signed

M/s -----

Signed

**1 REF NO.****2 BANK GUARANTEE PROFORMA**

---

1. As agreed under the relevant terms and conditions of Purchase Order/Rate Contract Ref \_\_\_\_\_ dt \_\_\_\_\_ (hereinafter called the said Purchase Order) between M/s. ITI Ltd., NS Unit, Dooravani Nagar, Bangalore-560016, 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). Unless a demand is made against us to enforce a claim under this guarantee within three 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 REGARDING LITIGATION/ ARBITRATION**

To,

M/s ITI Limited

NSU, Bangalore-560016

We hereby confirm and declare that we, M/s -----, does not have any litigation / Arbitration History with any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services till date.

For -----

Authorised Signatory

Date:

Place:

## 3 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.

DATE :  
name of Bank)

For \_\_\_\_\_ (indicate the

PLACE:



## ANNEXURE-XI

### **Declaration that the Bidder has not been blacklisted/debarred**

(To be submitted on Non-Judicial Stamp Paper of Rs. 100/- duly notarized)

Place:

Date:

To,

<name and address>

Ref: Tender Notification no dated

Subject: Declaration of Bidder being not blacklisted

Dear Sir,

It is certified that our firm/company or any of our entity is not black listed/Debarred from doing business or put on holiday list etc by any Govt. Organization / PSUs for any reason. However, if we fail to complete the awarded work / fulfill the Tender conditions or if any of the information submitted by our company or its employee or associate, proves to be false, ITI Ltd shall be free to take action / black list our firm / company notwithstanding of taking any other legal action."

Place :

Date :

Bidder's Company Seal :

Authorized Signatory's Signature :

Authorized Signatory's Name and Designation:

**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 connection with or incidental to our Proposal for 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.

		REF NO. <b>NSU 5E 26 Y</b>		PRICE BID FORMAT					Annexure C	
Serial No.	Item Description	Quantity	Unit	Basic Unit Price	HSN Code for the Item	% of GST for corresponding HSN Code	GST Amount	Total Value 5+8		
1	2	3	4	5	6	7	8	9		
	VENDOR NAME									
1	CCU's (Repair Cost)	1	Nos.							
2	CCU's (Replacement Cost for Irrepairable Unit)	1	Nos.							
TOTAL										
Note: ( 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).										

- 1) Repair of CCU Qty. may vary depend upon the project scope.
- 2) Vendor has to fill all the necessary fields in this Price Bid Format.
- 3) Bidder has to Quote for both line items.
- 4) Incomplete price bid will be rejected.
- 5) L1 is based on CCU's (Repair Cost)Only.

## CCU Pickup Location for Haryana

Sr. No	Distt	Address	
1	Ambala	Replacement done form NSU Chandigarh office	
2	Bhiwani	Surender Singh FT BBNL and Vikram Main BSNL Telephone exchange Bhiwani Near Post Office Bhiwani, Ghanta Ghar Chowk Distt. Bhiwani Pincode 127021 State. Haryana	
3	Charkhi Dadri	Pardeep (FT BBNL) C/o Satender (NE BBNL) Bsnl Main telephone exchange, beside LIC office, opposite Dilip Singh filling station, loharu road, Distt. Charkhi Dadri State Haryana Pincode 127106 Mobile no. 8683033564, 9812020570	
4	Faridabad	Jasmer Singh (BBNL N.E.) BSNL Exchange Office Sector 15A, Faridabad, Haryana 121007 City/Distt : Faridabad PIN :121007 State :Haryana Mob. 85806 83561	
5	Fatehabad	Robin Singh(FT BBNL) c/o Parvesh Kumar (NE BBNL) Main Bsnl exchange near Model Town Distt: Fatehabad State: HARYANA Pincode : 125050 Mob: 8901272500, 7988922727	Rajkumar FT BBNL Bsnl Exchange Near papia park Distt. fatehabad State Haryana Pincode-125050 Mob:, 89012 11101, 9306831033
6	Gurugram	Karan (NE BBNL) BSNL MAIN TELEPHONE EXCHANGE, OLD DELHI GURGAON ROAD, NEAR CHAUPAL HOTEL GURGAON Distt Gurgaon State Haryana Pincode: 122001 Mob. 8077 490 588	
7	Hisar	Rahul Sharma C/o Pravesh kumar (NE BBNL) Jat school, railway colony, Quarter no.121 Distt. Hisar State Haryana Pincode 125001 Mob: 9160044833 7988922727	
8	Jhajjar	Surender Singh (FT BBNL) c/o Satender (NE BBNL) BSNL Exchange, Near Silani Gate Distt. Jhajjar State Haryana Pincode 124103 Mob.9671284554, 9812020570	
9	Jind	Amarjeet (FT BBNL) C/O Pardeep (NE BBNL) Vishavkarma colony near vishavkarma mandir gajender CSC canter Distt. Jind State Haryana Pincode 126102 Mob: 9034008054, 9416564107	
10	Kaithal	Vikas Antal (NE BBNL) Main BSNL Exchange Model Town Jind Road Distt. Kaithal Pincode 136027 Mob: 9671370002, 8901509314	
11	Karnal	Amit Rana (FT BBNL Karnal) c/o Vikas Antal (NE BBNL) 2 kishan chowk Karnal bsnl exchange nearby bada dakkhana Pincode 132001 Mob: 7906497547, 8901509314	
12	Kurukshetra	Vikas Antal (NE BBNL) Main Telephone Exchange Sector 13 Kurukshetra Near Mohan Nagar Chownk Pincode 136118 Mob. 8901509314	

13	Mahendragarh	Manish Joshi (NE BBNL) Main BSNL Telephone Exchange, Near Mahavir Chowk, Narnaul, Distt. Mahendergarh, Haryana Pincode-123001 Mob: 9041066121, 8168294858	
14	Nuh		
15	Palwal		
16	Panchkula		
17	Panipat	Sohan Lal (FT BBNL) C/o BSNL, DTO Building, Taar Ghar GT Road Distt Panipat State Haryana Pincode- 132103 Mob. 9315595500, 9416011860	
18	Rewari	Deshraj gurja c/o Manish (NE BBNL) BSNL TELEPHONE EXCHANGE NEAR NAI WALA CHOWK REWARI BSNL EXCHANGE Distt: REWARI State: HARYANA Pincode :123401 Mobile no -7296909806, 9041066121	
19	Rohtak	SATENDER (NE BBNL) BSNL MAIN EXCHANGE IN FRONT OF MODEL SCHOOL ROHTAK/ HARIYANA 124001 Mob. 8950008099	
20	Sirsa		
21	Sonipat	Kuldeep (FT BBNL) Main BSNL Exchange near Post Office, State Highway 20, Railway Quarters, Indira Colony, Sonipat, Haryana, PIN 131001 Mob. 94660 56008	
22	Yamunagar	Replacement done form NSU Chandigarh office	

CCU Pickup Location for Punjab

Sr. No	Distt	Address		
1	Amritsar	Subir Kumar BSNL EXCHANGE, TELEPHONE BHAVAN 1ST FLOOR, ROOM NO. 102 ALBERT ROAD Distt. AMRITSAR Pincode. 143001 Mob. 9803816680	Surinder Singh (FT BBNL) BSNL Exchange Majitha, Near Sewa kendra Distt Amritsar (Punjab) Pincode 143601 Mob 9041851797	
2	Bathinda	Munish Sarwal (NE Bathinda) s/o Satish Sarwal MCB Z-5, 05082 Street no - 10/18 Balla Ram Nagar Distt Bathinda Pincode- 151001 Mob. 9988387744		
3	Barnala	Sukhdev Ram S/o Ginder Ram V.P.O Bhagatpura (Mour) Teh. Tappa, Distt. Barnala Pincode -148108 Mob.7009712625		
4	Chandiagrh	Sunil Kumar ITI LIMITED Area Office, SCO-1120-21,2nd Floor Sector -22 B Chandigarh-160022 Mob. 99885 55024		
5	Faridkot	Sukhwant Singh S/o Gurmail Singh VPO Pakhi Kalan Teh. Distt Faridkot Pincode 151203 Mob. 8872516252	Inderjeet Singh S/O Amrik Singh Opp. KV Faridkot cantt. Near TCP-2 Gurpreet Avenue Faridkot-151203 Mob. 7696861171	
6	Fatehgarh Sahib	Madam Giza khullar Telephone exchange, G.T Road Doraha Pincode 141421 District: FATEHGARH SAHIB State: PUNJAB Contact no 9464491508		
7	Fazilka			
8	Firozpur	Arshdeep Singh Village Jiwan Arian, Teh. Guru Har Sahai Dist. Firozpur Pin 152024 M. 9464092516	Deepak Mehta (NE BBNL) Old Trunk Building BSNL Compund Near Sher Shah Wali Chowk Ferozepur Cant Pincode 152001 Mob. 8054721798	
9	Gurdaspur	Vipan Hans S/o Jaipal Near Birla Mandir Behrampur Road Dinanagar Distt Gurdaspur Punjab Pincode 143531 Mob. 9780828989		
10	Hoshiarpur	Nitish Kumar S/o Ranveer Singh HNo. 13W1, Block Near Main Market Nagal township, Dist. Ropar-140124,Punjab, M.7307019992		
11	Jalandhar	Naveen kumar (NE BBNL) House No 138/4 new sant nagar, basti sheikh Jalandhar Pincode 144001 Mob. 7837750856		
12	Kapurthala	Subir Kumar (NE Amritsar) S/o Anil Sharma H No 28, Kartar Singh Enclave opp. R.C.F Gate No-2 Vill Rawal P.O Bhulana, Kapurthala Pincode 144620 Mob. 9803816680		
13	Ludhiana	Ravinder Kumar (NE BBNL) Railway Colony, Near S.S.E(W) Office Jagraon Ludhiana Pincode 142026 Mob 9988147233	Balveer Singh s/o Amarjeet Singh Rahon road, Vpo chaunta, Distt. Ludhiana State Punjab Pincode 141126 Mob. 8288844525	
14	Mansa			
15	Moga			
16	Sri Muktsar Sahib	Deepak Kumar (FT BBNL Muktsar) s/o Puppy Kumar Patel Nagar Street no 11, Ward no 26, Malout Distt. Sri Muktar Sahib Punjab Pincode 152107 Mob. 90415 71723		
17	Nawanshahr			
18	Pathankot			
19	Patiala	Maninder Singh (FT BBNL) Albion lights Opp Khan Health care center, Bhadson, Distt. Patiala, Punjab Pincode 147202 Mob:- 9464242613	Lakhwinder Singh (FT BBNL - NABHA) S/O Raghbir Singh House No D-9/2 Jagdish colony Near Water Tubewell Backside Gurudwara Sahib Street Distt Patiala Pin 147001 Mob. 8872404336	
20	Rupnagar	Nitish Kumar S/o Ranveer Singh HNo. 13W1, Block Near Main Market, Nagal township, Distt. Rupnagar State Punjab Pincode-140124 Mob.7307019992	Shubham Kumar (NE BBNL) VPO Kalwan Teh. Anandpur Sahib Distt. Rupnagar (Punjab) Pincode 140117 Mob. 9478591982	Sukhwinder Singh S/o Gurnam Singh, Near Water Supply, Village Bada Pind, PO Bharatgarh Rupnagar-140114 Mob.9041551839
21	Sangrur			
22	S.A.S Nagar (Sahibzada Ajit Singh Nagar)			
23	Tarn Taran			

<b>CCU Pickup Location for Himachal Pradesh</b>
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Sr. No	Distt	Address
1	Mandi	Pawan Kumar (FT BBNL) BSNL Telephone exchange Janjehli near PNB Bank Village and Post Office- Janjehli Tehsil- Thunag District - Mandi Pincode- 175047 Mob: 8219826762
2	Solan	Replacement done form NSU Chandigarh office

“हिंदी केवल एक भाषा नहीं बल्कि हमारी राष्ट्रीय पहचान है ।”



**आईटीआई लिमिटेड**

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

**ITI LIMITED**

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

**MANDATE FORM FOR PAYMENT**

- |                                |  |
|--------------------------------|--|
| 1. Beneficiary Name & Address: | ITI Limited, Network Systems Unit<br>Dooravaninagar, Bangalore 560 016                   |
| 2. Bank, Branch Name & Address | State Bank of India<br>Industrial Finance Branch, Residency Road,<br>Bangalore - 560 025 |
| 3. Bank Account Number         | 10637729843  |
| 4. Bank MICR Code              | 560002016  |
| 5. Bank RTGS/ IFSC Code        | SBIN0009077  |
| 7. Type of Account             | CC A/C   |
| 8. PAN NO.                     | AAACI4625C   |

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 customer will not be responsible.

Yours faithfully

For ITI Limited, N.S. Unit

*Kanchana*

KANCHANA

**KANCHANA**  
Authorized Signatory  
Network Systems Unit.  
ITI Limited, Dooravaninagar,  
Bangalore - 560 016.



## ADDITIONAL INSTRUCTIONS FOR VENDORS

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 there in 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. The contact number for the helpdesk is 8448288994/86/87/89/88/81/90/92/82 011-49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, [eprochelpdesk.01@gmail.com](mailto:eprochelpdesk.01@gmail.com), [eprochelpdesk.44@gmail.com](mailto:eprochelpdesk.44@gmail.com) , [eprochelpdesk.06@gmail.com](mailto:eprochelpdesk.06@gmail.com)
- 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.