



## Info Tech Corporation of Goa Limited {ITG}

(A Government of Goa Undertaking)

[An ISO 9001:2008 Certified Company]

*IT HUB, 3<sup>rd</sup> Floor, Altinho-Panaji,  
Goa -403501*

**TENDER DOCUMENT**  
**For**  
**Supply, Installation and Commissioning of**  
**ICT/Networking Equipments/Items Towards Implementing**  
**Unified Communication Systems in the State of Goa.**

Tender No.: ITG-IT/0191/IT-DOA/2018

Date: 15/11/2018

## Table of Contents

NOTICE INVITING e-TENDER (NIT).....	3
SCOPE OF THE PROJECT .....	5
DEFINITIONS & ACRONYMS .....	8
1 INVITATION FOR BIDS (IFB).....	10
2 ELIGIBILITY CRITERIA & MANDATORY CONDITIONS.....	12
3 MODE SUBMISSION & LATE TENDERS.....	15
4 OPENING OF THE TENDERS AND EVALUATION THERE OF BY THE PURCHASER.....	16
5 CLARIFICATION OF TENDERS.....	17
6 CONTACTING THE PURCHASER.....	17
7 PURCHASER'S RIGHT TO ACCEPT ANY TENDER AND TO REJECT ANY OR ALL TENDERS.....	17
8 IMPLEMENTATION SCHEDULE.....	17
9 VALIDITY OF TENDERED RATES .....	18
10 PAYMENT .....	18
11 PERFORMANCE SECURITY & LIQUIDATED DAMAGES .....	18
12 PENALTY AND TERMINATION FOR NON FULFILLMENT OF CONTRACT	19
13 ACCEPTANCE AND WITHDRAWAL.....	19
14 GENERAL TERMS & CONDITIONS.....	20
15 APPROVED MAKE AND MODELS OF THE ITEMS TOWARDS THE PROJECT .....	24
16 BILL OF MATERIAL/SPECIFICATIONS .....	24
17 Financial Bid .....	26
<i>ANNEXURE-1</i> Bid Form .....	28
<i>ANNEXURE-2</i> Bidders Undertaking-I.....	31
<i>ANNEXURE-3</i> Manufacturer's Undertaking .....	33



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**[An ISO 9001:2008 Certified Company]**  
**IT HUB, 3<sup>rd</sup> Floor,**  
**Altinho-Panaji, Goa-403001**



**NOTICE INVITING e-TENDER (NIT)**  
**(Electronic mode only)**

No.: ITG-IT/0191/IT-DOA/2018

Date: 15/11/2018

Tenders are invited by Info Tech Corporation of Goa Ltd (ITG) in two bids – Eligibility & Technical bids and Financial bid from well established and reputed organizations / agencies / suppliers who fulfill the eligibility criteria and having sufficient infrastructure & Manpower and proven track record Supply & Installation, Commissioning of ICT/networking equipments/items/system towards implementing a Unified Communication System for our Client in the State of Goa.

Sr No	Item	Particulars
1	Description of the work	Supply & Installation, Commissioning of ICT/networking equipments/items towards implementing a Unified Communication System in the State of Goa
2	Mode of Tendering	E-Tendering
3	E-Tendering Website	<a href="http://www.etender.goa.gov.in">www.etender.goa.gov.in</a> or <a href="http://www.tenderwizard.com/GOA">www.tenderwizard.com/GOA</a>
4	Tender Document Fee	Rs 2000/- Rupees Eight thousand only (Non-Refundable)
5	Tender Processing Fee	Rs 1500/- Rupees one thousand five hundred only (Non-Refundable)
6	Earnest Money Deposit (E.M.D.)	Rs. 02.00 Lakhs only (Rupees Two Lakhs only).
7	Mode of Tender Document, Processing Fees & EMD	To be paid online through e-payment mode via NEFT/RTGS/OTC/debit card/credit card facility with pre-printed challans available on e-tendering website and directly credit the amount to ITG account as generated by challan and upload the scanned copy of NEFT/RTGS/OTC/debit card/credit card challan along with the bid.
8	Last Date and Time for request of Tender Document	05/12/2018 (upto 05.00 pm)

9	Last Date and Time for Online submission of bids	05/12/2018 (upto 23.59 PM)
12	Date and Time for opening / of Eligibility & Technical bids	06/12/2018 (at 03.00 Pm)
13	Date and Time for opening / of commercial bids	Proposed on 11/12/2018 (at 03.00 Pm) (In case there is a change in this scheduled date and/or time, then the technically qualified tenderers/bidders will be intimated about the date and time by a letter/email).

Tenders not conforming to the requirements mentioned above and as laid down in the terms and conditions or non submission of EMD online at the time of opening of the technical bid are liable to be summarily rejected. The decision of The Managing Director, Info Tech Corporation of Goa Ltd, for purpose of Eligibility & Technical Qualification / Commercial Bid shall be final and binding to all the tenderers/bidders.

- a. The Bidder is expected to carefully examine the specifications and terms & conditions of the Tender. Failure to furnish all information required in the Tender or submission of a bid not substantially responsive to the Tender in every respect will be at the Bidder's risk and may result in the rejection of the bid.
- b. The Bidder should use the electronic mode of tendering using the website [www.etender.goa.gov.in](http://www.etender.goa.gov.in) or [www.tenderwizard.com/GOA](http://www.tenderwizard.com/GOA) to submit his best possible quote for the item given therein.
- c. Late submission of bids will not be permitted by the e-Tendering System.
- d. Last minute submission of bids should be avoided. As such, ITG will not be responsible for any failures in submission of bids.
- e. Incomplete or Conditional bids will be summarily rejected.

For any of the assistance regarding participation in the e-Tender contact Mr. Dillip Pai B., Mobile:-08888636107, Mr. Ramesh, Mobile:-9552488004, Mr. Kiran, Mobile:-08600651553, email:[goatender@gmail.com](mailto:goatender@gmail.com).

For and on behalf of Info Tech Corporation of Goa Ltd

Sd/-  
Managing Director

## SCOPE OF THE PROJECT

One of ITG's prestigious client having its Head Office in Goa and suboffices across the State in various Talukas intends to take a step forward towards the Digital India Mission by establishing a fully functional e-portal for dispensing benefits of various schemes to the farmers of the State. It is indeed a great step making use of the advanced Information Technology to cater to the Farming Community, which will ensure timely disposal of various applications received under various schemes and benefits linked with it from time to time and also will ensure transparency and accountability in administration.

In this context, as a part of Digital India Mission, Client desires to implement a Unified Communication System in which the information of various schemes will be available at the various Taluka offices so that the communication gap between the Head Office and the Taluka Offices is reduced. As such, the Client Organization desires to purchase ICT equipments for meeting Unified Communication Requirement under the project in which it is requested to supply the following items shown in Table A:

**Table A**

Sr.No.	Item	Remarks
1.	Video Conference System	One receiver unit with software based VC as well
2.	Touch Kiosks	2 Units
3.	EPABX System	One Unit
4.	Centralized Storage Device for data backup	Rack mounted
5.	WiFi Routers	16 nos
6.	Handheld scanners	24 nos
7.	Display screens at offices	12 professional displays
8.	Additional networking points	For all the 16 offices
9.	Conference hall upgration	One LCD projector, motorized screen, Smart lectern, Sound Systems

**Note: Supply, commissioning and satisfactory working, demonstration and training for the ICT/networking equipments/items towards implementing a Unified Communication System in the State of Goa is required.**

## IMPLEMENTATION OF THE PROJECT

ITG intends to implement the project by categorizing it into 03 parts:

- A. Unified Communication System
- B. Conference Hall Upgradation
- C. e-Governance

A. **Unified Communication System**: the term “Unified communications (UC)” is a business term describing the integration of enterprise communication services such as instant messaging (chat), presence information, voice (including IP telephony), mobility features (including extension mobility and single number reach), audio, web & video conferencing, fixed-mobile convergence (FMC), desktop sharing, data sharing (including web connected electronic interactive whiteboards), call control and speech recognition with non-real-time communication services such as unified messaging (integrated voicemail, e-mail, SMS and fax). UC is not necessarily a single product, but a set of products that provides a consistent unified user interface and user experience across multiple devices and media types.

Items included in this category are as shown in Table B:

**Table B**

Sr.No.	Item	Remarks
1.	Video Conference System	One receiver unit with software based VC as well
2.	Touch Kiosks	2 Units
3.	EPABX System	One Unit
4.	Centralized Storage Device for data backup	Rack mounted
5.	WiFi Routers	16 nos
6.	Display screens at offices	12 professional displays
7.	Additional networking points	For all the 16 offices

1. Video Conference System (VC): Under the unified communication system the client organization intends to implement the VC facility in its head office and sub-offices. Client organization plans to have a one Video Conference System ( one Hardware unit which consists of complete set) in the head office and software based VC facility in the sub-offices. The Client Organization intends to utilize the Goa Broad Band Network (GBBN) which is already available in the Head Office and its various suboffices. The main VC will be integrated with the software based VC through the GBBN network.
2. Touch Kiosks: The client organization implements various schemes for farmers. In this regards, it intends to make available the information to the public through touch Kiosks. Two numbers (02) of such touch Kiosks will be installed (one in each districts- North Goa & South Goa).
3. EPABX System: The client organization desires to have a EPABX system installed in the Head office for communication purpose. As a step further it intends to extend the EPABX solution to the sub office from the main system through the GBBN. They also intend to provide a IVRS and Help Desk solution from the same.
4. Centralized Storage Device for Data Backup: All the schemes implemented by the Government related to Agriculture is implemented through the Head Office and various sub-offices of client organization present across the state in Goa. The data related to various schemes, office data etc. is scattered in all the offices on the individual ICT Equipment's present in the offices. Under the unified Communication system, client organization intends to store the data at a centralized location and the same could also be backed up, so as to make the data available for all future purpose.
5. WiFi Routers: Client organization has launched various schemes for the farmers. For the implementation of these schemes various ICT equipments such as laptops, printers, etc. are installed. To provide connectivity to these, client organization intends to install WiFi Routers.

6. Display Screens at offices: The client organization implements various schemes for farmers. In this regards, it intends to make available the information to the public through Display Screens in the Head office and Sub-offices.
7. Additional Networking Points: The networking points are required for integration of all the above devices i:e the EPABX System, The WIFI Routers, etc on the GBBN. Additionally, if required to carry out some network (LAN) Points on the existing Local Area Network.

B. **Conference Hall Upgradation:** Client organization conducts various training for officers, staff, farmers etc. Hence, client organization also desires to upgrade their conference room in order to present state of art facilities for conducting various programmes, training sessions, etc.

The list of items which will be utilized for the upgradation of the Conference Hall present in the Head Office, is shown in Table C below:

**Table C**

Sr.No.	Item	Remarks
1.	Conference hall upgration	One LCD projector, motorized screen, Smart lectern, Sound Systems

## **DEFINITIONS & ACRONYMS**

### SHORT TITLES USED IN THE TENDER DOCUMENT

#	Titles	Details
1	GoG	Government of Goa.
2	ITG	Infotech Corporation of Goa Ltd.
3	OEM	Original Equipment Manufacturer.
4	MAF	Manufacturer's Authorization Form.
5	Bidder/Tenderer	Person/Company who bids against this tender.
6	Purchaser	Infotech Corporation of Goa Ltd.
7	Contractor/Supplier	The successful Bidder to whom tender is awarded.
8	Contract	An undertaking signed by the Vendor against the Tender.



9	Non-responsive	Failure to furnish complete information in a given format and manner required as per the tender documents or non-submission of tender bid in given Forms/Pro-forma or not following procedure mentioned in this tender or any of required details or documents is missing or not clear or not submitted in the prescribed format or non submission of tender fee or EMD.
11	EMD	Earnest Money Deposit.
12	PBG	Performance Bank Guarantee.

## 1 INVITATION FOR BIDS (IFB)

1. Tenders are invited by Info Tech Corporation of Goa Ltd (ITG) in two bids – Eligibility & Technical bids and Financial bid from well established and reputed organizations / agencies / suppliers who fulfill the eligibility criteria and having sufficient infrastructure & Manpower and proven track record for Supply & Installation, Commissioning of ICT/networking equipments/items/system towards implementing a Unified Communication System for one of its client organization, in the State of Goa.
2. Bidders should go through the website <http://www.tenderwizard.com/goa> for understanding the e-tendering process and refer to the link "Vendor Info", "Information About DSC (Digital Signature Certificate)", "FAQ's" and to know the process for submitting the electronic bids at the website.
3. Bidders need to have a Class 3 category digital signature issued by a licensed Certifying Authority (CA) for e-Tendering Portal.
4. Complete bid document terms and conditions and tender form containing all the details has been published on the websites <http://www.infotechgoa.com>, <http://www.goa.gov.in> and <http://www.tenderwizard.com/goa>. The bid documents can be downloaded from <http://www.tenderwizard.com/goa> on payment of the required Tender Document Fee and Tender Processing Fee online.
5. The Bids can be submitted up to date and time given in NIT.
6. An Earnest Money Deposit (E.M.D.) of **Rs. 02.00 Lakhs (Rupees Two Lakhs only)** should be provided by the tenderer / bidder. The EMD has to be paid online before the last date and time for online submission of bids as given in the NIT. EMD in any other form will not be accepted.
7. Bids would be considered only in the prescribed form/ document. Bids not submitted in prescribed format will be summarily rejected.
8. The eligibility cum Technical Bid will be opened as per schedule in NIT and in the presence of designated representatives of the bidder. The qualifying bids of the Eligibility cum

Technical evaluation process shall only be considered for further evaluation of Financial Bid. The Financial bid will be opened in the presence of the technically qualified bidders/ designated representatives on separate date and time as mentioned in the NIT. In case there is a change in this scheduled date and/or time, then the technically qualified bidders will be intimated about the date and time by a letter/email.

9. No contractual obligation whatsoever shall arise from the Tender Document / bidding process unless and until a formal contract is signed and executed between the tendering authority and the successful bidder.
10. Info Tech Corporation of Goa Ltd disclaims any factual/ or any other errors in this document (the onus is purely on the individual bidders to verify such information) and the information provided herein are intended only to help the bidders to prepare a logical bid-proposal.

## 2 ELIGIBILITY CRITERIA & MANDATORY CONDITIONS

The tenderer / bidder must fulfill the following eligibility conditions and must also submit documentary evidence in support of fulfilling these conditions while submitting the Technical Bid. The scanned copy/copies of these documents should be uploaded on the e-tendering website during submission of bids before its last date. Failure to comply with these requirements may result in the bid being rejected.

**Note: Tenderers / Bidders** should read these conditions carefully and comply strictly while sending/submitting their Bids.

Sr No	Clause	Documents required
1	The Tenderer / Bidder should be authorized by the Manufacture / (s) to specifically quote for the present tender on the manufacturer's behalf for the manufacturer's product. before opening of the technical bid.	<p><b>a) Valid documentary proof of:</b></p> <ul style="list-style-type: none"> <li>- <i>The Manufacturer's original authorization certificate (MAF)</i></li> </ul> <p>(Upload and save file as "Document A")</p>
2	The Tenderer / Bidder should be a proprietorship firm / partnership firm / registered company under Company Registration Act of India 1956 engaged in trade or business of IT as on the date of issue of the Notice Inviting Tender.	<p><b>a) Valid documentary proof of:</b></p> <ul style="list-style-type: none"> <li>- <i>Certificate of incorporation</i></li> <li>- <i>Registration Certificate</i></li> <li>- <i>If partnership firm, list of board of Directors/partners with share holdings to be provided.</i></li> </ul> <p>(Upload and save file as "Document B")</p>
3	The Tenderer / Bidder should have at least 03 years experience in supply installation & maintenance of ICT Equipments, items / Computer networking / to Govt. / Non-Government organizations as on the date of issue of Notice Inviting Tender.	<p><b>a) Valid documentary proof of:</b></p> <ul style="list-style-type: none"> <li>- <i>Copy of work order / client certificates.</i></li> </ul> <p>(Upload and save file as "Document C")</p>
4	The Tenderer / Bidder should have its own office within the state of Goa for at least 03 years as on the date of issue of Notice Inviting Tender.	<p><b>a) Valid documentary proof of:</b></p> <ul style="list-style-type: none"> <li>- <i>Copy of Municipal / Panchayat / Trade Licence specifically in the name of the Bidder.</i></li> </ul> <p>(Upload and save file as "Document D")</p>

5	<p>The Tenderer / Bidder should have experience of successfully executed Networking/Supply of ICT Equipments/similar works to Government/ Non-Government organizations of</p> <p>a). At least three work of not less than Rs 20 Lakhs in the last five financial years ending March 2018.</p> <p>OR</p> <p>b). At least Two works totaling to Rs 25 Lakhs in the last five financial years ending March 2018.</p> <p>OR</p> <p>c) At least one works totaling to Rs 40 Lakhs in the last five financial years ending March 2018.</p>	<p><b>a) Valid documentary proof of:</b></p> <p>- Copy of work order &amp; completion certificate /s from the concerned client Department /organization.</p> <p>(Upload and save file as "Document E")</p>
6	<p>The Tenderer / Bidder must have a average anual financial turnover of at-least Rs. 50.00 Lakhs during the last 03 financial years ending March 2018</p>	<p><b>a) Valid documentary proof of:</b></p> <p>- Balance sheet clearing indicating the Year &amp; Turn over details.</p> <p>OR</p> <p>- CA Certificate showing Turn over details .</p> <p>(Upload and save file as "Document F")</p>
7	<p>The Tenderer / Bidder should have a local support office at Goa with minimum 05 support engineers on the company's pay roll. The list of such employees is to be enclosed with the Technical Bid.</p>	<p><b>a) Valid documentary proof of:</b></p> <p>- Certificate from bidder for number of qualified Engineers professionals employed by the bidder giving names &amp; address.</p> <p>(Upload and save file as "Document G")</p>
8	<p>The Tenderer / Bidder shall not be eligible if it has presently been blacklisted by any State/ Central Government/ PSU on the date of Notice Inviting Tender.</p>	<p><b>a) Valid documentary proof of:</b></p> <p>-A signed copy of the undertaking (Annexure-2) with seal.</p> <p>(Upload and save file as "Document H")</p>

10	For OEM: The OEM Product Company should have registered office and service centre in India at least for last 3 years.	<b>a) Valid documentary proof of:</b> <i>Please attach the copies of any two of the following: Property Tax Bill of last year/ Electricity Bills of last one year/ Telephone Bills of last one year/ GST Registration/ Valid Lease Agreement/Company Incorporation Certificate.</i>  (Upload and save file as "Document I")
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**NOTE**

- Tenderer / Bidders are requested to upload a scanned copy of the original documents as valid documentary proof.
- Joint Venture or Consortium partner is not allowed. If the same is found then such tenderer/bidder shall be disqualified and his/her technical bid shall not be opened/considered and the EMD forfeited.

### **3 MODE SUBMISSION & LATE TENDERS**

The download of bidding document shall commence as specified in NIT and shall be stopped as specified in NIT. The complete bidding document is also placed on the websites as specified in the NIT. The prospective tenderers / bidders are permitted to download the bid document from the tenderwizard but must pay the cost of tender/ bidding document and e-tender processing fee while submitting the bids to ITG.

Tenderers / Bidders are advised to study all instructions, forms, terms, requirements and other information in the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

All the tenders are to be submitted in electronic mode only on the website <http://www.tenderwizard.com/goa> no later than the date and time indicated in the NIT. The tenderwizard will not accept any tender submitted after the deadline for submission of Tenders prescribed by the Purchaser.

Towards the end of the deadline time, the tenderwizard server is likely to get jammed due to the heavy flow of traffic on the server. Hence, all the Tenderers/Bidders participating in the tender are requested to submit the bids well in advance before the deadline time period as indicated in the NIT. Documents relevant to the Eligibility cum Technical bids which needs to be submitted in the office of ITG, should be submitted before the opening of the Technical bid as indicated in the NIT. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

ITG shall not be responsible for any postal delay or non-receipt/non-delivery of the documents. No further correspondence on the subject will be entertained. The Managing Director, InfoTech Corporation of Goa Ltd will not accept any responsibility for any problems arising for delay in the submission of the tender.

**The Tenderer / Bidder should quote for all the items listed in the Commercial Bid**

#### **4 OPENING OF THE TENDERS AND EVALUATION THERE OF BY THE PURCHASER**

- i. The tendering authority will perform the bid opening, which is a critical event in the bidding process.
- ii. The tendering authority shall conduct the bid opening at the date and time specified in the NIT.
- iii. All the bids received up to the specified time and date shall be opened by the tendering authority after entering their corresponding credentials (login id and digital signatures) in the website <http://www.tenderwizard.com/goa>.
- iv. The tendering authority shall download all the documents submitted by the tenderer / bidder and place the same in the presence of bidder or his/her authorized representative who choose to attend at the date and time specified in the NIT. The representatives of the tenderers/bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal. The bidders representatives who are present shall sign the attendance register present.
- v. The technical bids shall be opened and all the tenderers/bidders who are in the race (participated) of tender shall be notified to the bidders present. All the bids shall be downloaded one at a time, and the following read out and recorded: the name of the bidder, the submission or nonsubmission of the Tender Fee, EMD.
- vi. The details of the EMD with each bid shall be read out.



## **5 CLARIFICATION OF TENDERS**

To assist in the examination, evaluation and comparison of Tenders, the Purchaser may, at its discretion ask the tenderer / bidder for the clarification and the response shall be online e-tender website, e-mail or in writing. However, at no cost Tender clarification at the initiative of the tenderer / bidder shall be entertained

## **6 CONTACTING THE PURCHASER**

No tenderer / bidder shall try to influence the Purchaser on any matter relating to its Tender, from the time of the Tender opening till the time the contract is awarded. This may result in the rejection of the tender and blacklisting the tenderer / bidder.

## **7 PURCHASER'S RIGHT TO ACCEPT ANY TENDER AND TO REJECT ANY OR ALL TENDERS**

The purchaser reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders, at time prior to award for contract without assigning any reason whatsoever and without thereby incurring any liability to the affected tenderer(s) / bidder(s) on the ground for purchaser's action.

## **8 IMPLEMENTATION SCHEDULE**

Supply & Installation, Commissioning of ICT/networking equipments/items towards implementing a Unified Communication System for client organization, in the State of Goa shall be completed as per the schedule, given below.

- |   |   |   |
|---|---|---|
| (1) Receipt of the Order  | : | Day 1   |
| (2) Supply, installation and commissioning of the entire Surveillance system. | : | Within 60 days from the Receipt of the Order day. However the Managing Director, ITG reserves the right to amend/extend the same. |

As supply is essence of the tender no deviation in supply schedule will be permitted unless approved by the Managing Director as provided for above.

## **9 VALIDITY OF TENDERED RATES**

The rates quoted should be kept valid for a period of **1 Year** from the date of commercial opening date

## **10 PAYMENT**

The payment towards Supply & Installation, Commissioning of ICT/networking equipments/items towards implementing a Unified Communication System shall be as follows:

1. Bills should be raised by the supplier in the name of ITG..
2. ITG shall make the payments upon receiving the same from the respective department.
3. TDS may be deducted at source as per rules.
4. All Payment shall be made in Indian Rupees only.

## **11 PERFORMANCE SECURITY & LIQUIDATED DAMAGES**

1. Successful tenderer/bidder will have to execute an agreement on a Non-Judicial Stamp paper of appropriate value within a period of 15 days of date of receipt order.
2. The tenderer/bidder whose has been awarded the contract shall deposit an amount equivalent to **10%** of the total value of their accepted tender as security deposit, which will be valid for **three with a claim period of three months beyond the warranty period.**
3. The EMD money deposited at the time of Bid may be adjusted towards security amount **OR** alternatively a fresh performance security may be deposited by the manufacturer/tenderer/bidder, taking the EMD back.
4. The Performance security amount shall be refunded immediately after the expiry of the contract period provided that there is no breach of contract on the part of the supplier.
5. No interest will be paid by the purchaser on the EMD & performance security deposit.
6. In the event of the bidder being unable to service the contract for whatever reason, ITG would evoke the Performance security amount. Notwithstanding and without prejudice to any rights whatsoever ITG under the contract in the matter, the proceeds of the Performance security amount shall be payable to ITG as compensation for any loss resulting from the tenderers/bidder's failure to complete its obligations under the Contract. ITG shall notify the bidder in writing of the exercise of its right to receive such

compensation within 30 days, indicating the contractual obligation(s) for which the bidder is in default.

7. Failure of the bidder to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security.
8. The performance security would be released only after completion & warranty of project period i.e. one year.

## **12 PENALTY AND TERMINATION FOR NON FULFILLMENT OF CONTRACT**

1. In case the Successful contractor fails to execute the project within the specified time limit (60 days) giving no such written intimation, Office of ITG shall either cancel the Supply Order or impose a penalty on the Successful bidder at 0.1% , for each day of delay after the due date and the same shall be deducted from the Successful contractor's bill.
2. The Successful contractor cannot refuse to pay the penalty to Office of the ITG. Refusal shall be violation of the Terms & Conditions of this tender, and may lead to blacklisting of the bidder. However decision of Managing Director will be final in this regard.

## **13 ACCEPTANCE AND WITHDRAWAL**

1. The final acceptance of the tender would entirely vest with the Office of the ITG) who reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever thereof and does not bind himself to accept the lowest tender. There is no obligation on the part of the Office of the ITG to communicate in any way with the rejected bidders. After acceptance of the tender by Office of the ITG, the bidder shall have no right to withdraw his tender or claim higher price.
2. The Successful bidder cannot refuse to supply the item after the purchase order has been placed & accepted within the validity period. Refusal shall be violation of the Terms & Conditions of this tender, and may lead to blacklisting of the bidder.

## 14 GENERAL TERMS & CONDITIONS

**Note:** Bidders must read these conditions carefully and comply strictly while sending/submitting their Bids.

1. The Tenderer/Bidder should upload all the necessary documents pertaining to the eligibility criteria's on the tender wizard.
2. The Technical bid shall be complete in all respect and contain all information and documents asked for, except prices. Incomplete and conditional tenders shall be rejected. Tenders that do not fulfill all or any of the above conditions will be liable for rejection.
3. Tenderer/Bidder must comply with technical specifications of the tender. A Compliance statement in the form of "Yes" or "No" shall be given against the specifications in the technical bid. Bidder should clearly indicate the deviations in the technical specifications, if any. If deviation is on the higher side, the same needs to be specified in details and should be supported by authentic documentation. Failure to comply with these requirements may result in the bid being rejected.
4. The technical bids will be evaluated as per the qualifying criteria, technical specifications, and relevant documents in support of them. Subsequently, only the technically qualified Tenderer/Bidder will be short-listed. In this matter, decision of Managing Director, ITG will be final.
5. To maintain parity in rates quoted and to ensure fair comparison, the rates quoted should be for Goa i.e. billing location of items to be supplied should be from within the state of Goa and should be inclusive of levies and taxes such as GST, Octroi (if applicable), or any other tax payable which is not forming the part of Goa State Government Revenue. Office of the ITG shall not provide any kind of "Forms" and/or documents which may be used to get any kind of tax concessions.
6. The Commercial bids of only the technically qualified Tenderer/Bidder will be opened. The price comparisons in deciding lowest quotation for the item shall be made over the rates quoted inclusive of all taxes. The lowest evaluated valid quotation (L1) will normally be selected.
7. Office of the ITG has the right to reject one and all the tenders without assigning any reason thereof.

8. Office of the ITG has the right to negotiate with the 2 lowest Tenderer/Bidder.
9. Office of the ITG may increase/decrease the quantities mentioned in the tender against the items.
10. **Tenderer/Bidder should quote taking into consideration the complete project (Turnkey Solution).**
11. The contractor(s) shall deliver & install the material/items/equipments to the respective locations in accordance with the technical specification and terms & conditions given in the tender document.
12. The responsibility of the successful contractor is to supply brand new item. In case, the supplied item is found damaged in transit or otherwise, the same will not be accepted at all. Similarly, if the item does not conform as per the required Specifications of the tender, the same shall be rejected. The Successful bidder shall collect the rejected item from Office of the ITG at his cost and Office of the ITG shall not be responsible to deliver the same to the Successful contractor. Further, the Successful contractor shall replace the rejected item at his own cost within the agreed time limit by both the Parties.
13. The Successful bidder shall submit the details of Contact and Service Escalation Matrix to the Office of the ITG who will contact for support. The support response time for attending the complaint Call after it is logged should be within 48 hours. The service support during the warranty period shall be discharged only through the Authorized Service Engineer.
14. If supply, installation and commissioning of the system is not affected before the specified period as per the specifications, then Office of the ITG, shall have the right to cancel the contract and take such action as may be deemed fit, at the risk and cost of the vendor.
15. The Tenderer/Bidder shall only use licensed version of the software (wherever applicable) and shall be held liable for any consequential action arising out of patent/intellectual property right violation and Office of the ITG or the Government of Goa shall not be liable for any liabilities or damages arising thereof.
16. Suppliers must furnish information brochures, product catalogue and other technical literature in respect of their product. One full set of original manuals pertaining to every item of Hardware and Software are to be supplied. The manuals in respect of the

- Hardware items should also describe the basics of items including methods of connections, power feeding etc.
17. Office of the ITG has the right to carry out the inspection and verify the details submitted by the Tenderer and in case the information submitted is found to be false the bid of such a tenderer shall be rejected.
  18. If the Successful Tenderer/Bidder needs extension of time period for execution of the supply order, he may apply for the same in writing to Office of the ITG with reasonable grounds prior fifteen (15) days before the deadline date. The extension of time limit shall be granted by Office of the ITG in writing if the reasons in such applications are found satisfactory. If the Successful bidder fails to give any such written intimation, it will be presumed that the Successful bidder has agreed to supply/installation of the items within the stipulated delivery time (60 days). If the Successful bidder fails to deliver/implement system for the ordered Hardware within the extended time also, the bidder is liable to be blacklisted by Office of the ITG.
  19. The Successful Tenderer/Bidder shall be held responsible for delay in supply, installation and/or commissioning. The supply and installation will be deemed as incomplete if any component of the Hardware, or any documentation/media relating thereto is not delivered, or is delivered but not installed and/or not operational, and in such case the warranty period will not commence. The Warranty period will commence only when the supply & installation is completed.
  20. During the validity period of the Supply Order, if the quoted item/model becomes unavailable in the market, the Successful bidder will be bound to supply the next higher version/configuration/family of the item/model at the same price at which the tender rate is fixed, after written intimation to Office of the ITG, and Office of the ITG's subsequent confirmation for the same.
  21. If the terms and conditions mentioned in the tender are contradicting the terms and conditions appearing elsewhere, then it shall be at the discretion of the Managing Director, ITG to choose the over-riding terms and conditions. In any case, the decision of the Managing Director, ITG shall be final and binding on all parties concerned.
  22. Any violation of terms and conditions or unsatisfactory Service Support for the purchased item may lead to forfeiture of Bank Guarantee and blacklisting.

23. If any information given by the Contractor / Tenderer / Bidder / is found to be false / fictitious, the Contractor / Tenderer / Bidder / will be debarred /blacklisted for 3 years from participating in any of ITG's tenders.
24. All disputes, differences and questions whatsoever, which may arise between the Tenderer / Bidder / Contractor and the, Office of the ITG, in any way arising out of or relating to the terms and conditions or the construction or application thereof, any clause or thing therein contained, or the rights, duties and liabilities of either party, or otherwise in connection therewith shall be referred to the sole arbitration of a person appointed by the Chairman, ITG. There shall be no objection from the Tenderer / Bidder / Contractor / to such appointment. The decision of the arbitrator in the arbitration shall be final and binding on all both the parties. All such arbitration proceedings shall be subject to the provisions of the Arbitration and Conciliation Act, 1996 (Central Act 26 of 1996), or any statutory modification or re-enactment thereof and the rules made thereunder for the time being in force.
25. In case of failures, the contractor will make all efforts to repair/ replace /provide standby equipment within a period of 2 working days. A penalty of **Rs. 100/-** per day, per equipment shall be levied on the Contractor for any equipment not repaired / replaced / standby provided within **02 working days** from the reporting/noticing of the fault/defect during the warranty period to the Contractor. The comprehensive warranty shall include replacement of spare parts, if required. On expiry of 8 days period, besides the penalty, if the equipments are not repaired the equipments may be repaired through authorized service centres selected by Office of the ITG and the cost of such repairs will be charged to the account of the contractor. The penalty will continue to be levied until the system is repaired by the contractor or service contractor as the case may be. The decision of the Managing Director, ITG will be final in this regard.
26. During the warranty period, the contractor with the help of its IT Engineers has to resolve any issues related to the Hardware/software's /Network during the warranty period.
27. The necessary permissions/NOC's for laying fiber/cables, electrical cables, installing/placing of ICT items/equipments, etc. wherever applicable shall be obtained by the tenderer in consultation with ITG/client organization.

**15 APPROVED MAKE AND MODELS OF THE ITEMS TOWARDS THE PROJECT**

Approved make and models of the different items/equipments towards the project are as referred below.

- Cisco, ElitePedestal/Techwheel, Matrix, Ready NAS RN3312, Panasonic

**16 BILL OF MATERIAL/SPECIFICATIONS**

A. *Schedule of requirements for Ponda Municipal Council.*

Sr.No.	Description	Specifications	Qty.
1	Video Conferencing and other Accessories At Zonal Office - One reciever unit with software based VC as well	a). Room Kit Plus with Quad Camera, 83° horizontal field of view; 51.5° vertical field of view, integrated microphone, speakers and Touch 10 b).Table Microphone 20 to establsih network conferencing and Other accessories like HDMI Cable, Presentation cable, second monitor cable, wall mounting bracket etc... c). Additional License for atleast 25 end points clients license Warranty & Support for for 3years d). A software based VC application to be implemented in all the Sub-offices which should be integraged and capable of communicating with the abobe VC unit e). USB Camera for remote conferencing.	1
2	Touch Kiosk (Information Kiosk) – Multitouch	19" LCD Touchscreen Monitor, Amplified Stereo Speakers, Internet Ready with WiFi & Cat6 connections, 2.6 GHz Dual Core Processor, 2 GB RAM, 160GB or higher, Kiosk Management Software, Windows embedded, 3 years Comprehensive onsite warranty	2
3	EPABX System with acessories	a). DIGITAL EPABX / KEY TELEPHONE SYSTEM based on PCM/ TDM / IP READY technology 100% non blocking & free port Architecture modek eternity GE 12S Configured for 1/8/48 (Expandable) CLI & OGM In-Built • 8 trunk Ports• 12 Digital Extensions. • 120 FXS Analog Extensions. • 5 Ports Auto Attendant • 21 Party Dial in Conference Bridge b). Supply of Digital Operator Console & MDF and Crones 100 Pair c). Supply of Digital KeyPhone. The Instruments shall be with Caller ID, 50 name & Number phone book memory (appx 30 Nos) d). Warranty & Support for 3 Years with complete installation and maintenance e). Fixing of 30 phone extension along with materials	1



4	Centralized Storage Device for data backup (Data Storage)	a). Ready NAS Network Area Storage with 12Nos HDD slot, RAID5,6,10 support, dual power supply and 2TB x 6Nos eSATA storage Hard disk. b). Rack Mountable c). Warranty & Support pack for 3 years	1
5	Managed wifi Router Solution	a). 11AC Wave 2 access point with dual band & 4x4:3 special streams. b). 30W PoE+ Power Injector, c). wireless controller with 25 Access point License to establish networked mobility with warranty & support for 3 years.	16
6	Additional network points	a). Supply of materials and fixing of networking points for wireless controller with 25 Access point to establish networked mobility express wifi. b).Supply, installtion & commissioning of a Netorking points for integrating the VC facility. c). Supply, installtion & commissioning of dual WAN Router (1 No) d). Additional Networking points (if any) (Appx 25 Nos) e). All the above with support & warranty for 3 years	Lumsump
7	Professional Display Screens	43" LED HD TV with One HDMI, USB and Ethernet Port and other mounting accessories.	13
8	Motorized screen for LCD projector	a).Upgradation of the Conference Room b). A complete solution where the LCD projector,	1
9	Smart lectern, Sound Systems	Smart Lectern and Sound system will be intergrated.	

**Tender(s) / Bidder(s) should submit documentary evidence in support of fulfillment of all criteria's, while submitting its bid(s). The scanned copy of these documents should be uploaded on the e-tendering wizard during submission of bids before its last date. Failure to comply with these requirements may result in the bid being rejected. No hard copy of the bid shall be accepted in the office of ITG other than the documents mentioned in Section-15**

## 17 Financial Bid

E-Tender Notice No : ITG-IT/0191/IT-DOA/2018 Dated 15.11.2018

### Financial Bid

Name of the work : Supply & Installation, Commissioning of ICT/networking equipments/items towards implementing a Unified Communication System for Directorate of Agriculture, Govt. of Goa, in the State of Goa

BIDDER / AGENCY Name

S. N.	Item Description	Make/Model	Qty	Units	Price In Rs	GST In Rs		Total cost of item in Rs (Incl of Tax)	
						In %	In Rs	In Figures	In Words
A	B	C	D	E	F	G	H	I= (F+H)	J
1	Video Conferencing and other Accessories At DOA/Zonal Office - One receiver unit with software based VC		1	Nos			0.00	0.00	
2	Touch Kiosk (Information Kiosk) - Multitouch		2	Nos			0.00	0.00	
3	EPABX System with accessories		1	Nos			0.00	0.00	

4	Centralized Storage Device for data backup (Data Storage)		1	Nos			0.00	0.00	
5	Managed Wi-Fi Router Solution		16	Nos			0.00	0.00	
6	Network points		Lumpum	NA			0.00	0.00	
7	Professional Display Screens		13	Nos			0.00	0.00	
8	Motorized screen for LCD projector and Smart lectern, Sound Systems		1	Nos			0.00	0.00	
<b>Total</b>								0.00	

**Note:** All rates quoted must be inclusive of all levies, taxes, service charges etc. & FOR destination. Insurance of transit shall be the responsibility of the vendor.

The Lowest bidder (L1) will be determined after calculating the sum of all the prices quoted for full quantity of the items as mentioned in the commercial bid format and not on individual item rates.

**All the items/works shall be with three years comprehensive onsite warranty support.**

**ANNEXURE-1****Bid Form (fill and upload)****I. Addressed to:**

<b>a.</b>	Name of the Bidding authority	<b>Managing Director</b>
<b>b.</b>	Address	<b>Info Tech Corporation Of Goa Ltd</b> (A Govt. Of Goa undertaking) <b>3<sup>rd</sup> Floor, IT HUB, Altino-Panaji</b> <b>Goa-403001</b>
<b>c.</b>	Telephone	<b>(0832) 2226024 / 2225192</b>

NIT Reference: ITG-IT/0191/IT-DOA/2018

Dated: 15/11/2018

**II. Other related details:**

1.	Name of Bidder with Office Address				
2.	Name & Designation of Authorized Signatory				
3.	Year of Establishment				
4.	Type of Firm	Public Ltd.	Private Ltd.	Partnership	Proprietary
	Put Tick (☑) mark				
5.	Telephone Number(s)/ Mobile				
6.	Website URL				
7.	Fax No.				
8.	Email Address				
9.	Registered Office Address in Goa	Address			
		Phone		Fax:	
		Contact Person			
10.	Service Center (s) in Goa	Address			
		Phone		Fax:	
		Contact Person			
(Enclose list of Service Center consisting name of contact person, telephone no., e-mail address, office address.)					
11.	Annual Turnover for the last 3 years (a certificate of CA should be enclosed as proof)	2015-16	2016-17	2017-18	

12.	Existence of the Organization for the last 3 years in Goa (Municipal / Panchayat Trade License copy/ Sales Tax/ Commercial Tax Registration or any other document specifically in name of tenderer/bidder to be attached) (Proof showing documentary evidence should be uploaded)	
13.	Has the Bidder been black-listed by any of the offices of the Govt. of Goa? If so, details may be provided	

**III.** The Tender Bid Document fee amounting to Rs. 2000/- (Rupees Two Thousand Only) has been deposited vide cash receipt/ e-challan no. \_\_\_\_\_ dated \_\_\_\_\_ in favor of the Info Tech Corporation of Goa Ltd, Panaji.

**IV.** The Tender Bid Processing fee amounting to Rs. 1500/- (Rupees One Thousand Five Hundred Only) has been deposited vide cash receipt/ e-challan no. \_\_\_\_\_ dated \_\_\_\_\_ in favor of the Info Tech Corporation of Goa Ltd, Panaji.

**V.** We agree to abide by all the conditions mentioned in this Bid Document issued by the Tendering Authority and also the further conditions of the said Bid Notice given in the attached sheets (all the pages of which have been digitally signed by us in token of acceptance of the terms mentioned therein).

**VI.** Reproduced/ re-word-processed formats or Bidders own formats for the price bids will disqualify the Bid. However the Bidder can reproduce exactly the same format for clarity in filling due to shortage of space.

**VII.** The rates quoted are applicable up to 365 days from the date of opening of bid. The validity period can be extended with mutual agreement. Following documents are attached towards the proof of earnest money deposited in favor of Info Tech Corporation of Goa Ltd, Panaji.

Sr No	Earnest Money deposited through	Number	Dated
1.	E-Challan No		

**VIII.** Enclose copy of the GST Clearance Certificates.

**IX.** This Bid form and Terms & Conditions in token of acceptance along with duly filled letter of undertaking / declaration.

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

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

Designation : \_\_\_\_\_

Place : \_\_\_\_\_

Date & Seal : \_\_\_\_\_

**ANNEXURE-2 Bidders Undertaking-I (fill and upload)**  
**(Indicative Format)**

(The form should be signed with seal and then scanned and uploaded on the tender wizard)

**(Certificate to be issued by bidder on the company letterhead)**

**UNDERTAKING**

To,  
The Managing Director,  
InfoTech Corporation of Goa Ltd,  
Panaji- Goa.

**Sub:** Undertaking for participating in the tender reference: ITG-IT/0191/IT-DOA/2018 dated 15.11.2018

We, <Name of the firm>, having a registered office at <Office address>, bearing registration no. <Registration no.>, state the following against the tender for Supply & Installation, Commissioning of ICT/networking equipments/items towards implementing a Unified Communication System in the State of Goa.

1. We hereby agree to strictly abide by the Terms & Conditions of the tender, and also to undertake full responsibility for the successful execution of the Contract with comprehensive onsite warranty support of three (03) year and an additional extended warranty of two(02) years if required/requested.
2. We hereby confirm and declare that currently our Company/ firm ..... is not blacklisted by any State/ Central Government/ PSU as on the date of Notice Inviting Tender.
3. We hereby undertake that all the components/parts/assembly/software used in the equipment shall be original new Components /parts/assembly/software from respective Manufacturers/OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software are being used or shall be used. In respect of licensed softwares, we undertake that the same shall be supplied along with the authorized license certificate. Also, that it shall be sourced from the authorized source for use in India. In case we are found not complying with above at the time of delivery or during installation, for the equipment already billed, we agree to take back

the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our EMD for this bid or black list or take suitable action against us.

4. We hereby also declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.
5. We declare that the Eligibility cum Technical and/or Commercial bids has been submitted without any conditions and strictly as per the conditions of the tender document and We are aware that the bid is liable to be rejected if it contains any other conditions.

(Signature with seal / stamp of the company)

Name:

Designation:

Place:

Date:



**ANNEXURE-3**      **Manufacturer's Undertaking** (fill and upload)  
**(Indicative Format)**

(The form should be signed with seal and then scanned and uploaded on the tender wizard)

**(Certificate to be issued by OEM/ manufacturer of the product(s) on the company letterhead)**

**UNDERTAKING**

To,  
The Managing Director,  
InfoTech Corporation of Goa Ltd,  
Porvorim- Goa.

NIT Reference No: ITG-IT/0191/IT-DOA/2018

Date: 15/11/2018

1. In response to the NIT for Supply & Installation, Commissioning of ICT/networking equipments/items towards implementing a Unified Communication System in the State of Goa, I/We hereby declare that currently our Company/firm ..... is not blacklisted by any State/ Central Government/ PSU as on the date of Notice Inviting Tender.
2. If this declaration is found to be incorrect then without prejudice to any other action that may be taken and the tender if any to the extent accepted may be cancelled.
3. We hereby also declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.

(Signature with seal / stamp of the company)

Name:

Designation:

.....