



Info Tech Corporation of Goa Limited
(A Government of Goa Undertaking)
[An ISO 9001:2015 Certified Company]



IT-HUB, 3rd Floor,
Altinho-Panaji, Goa -403001

TENDER DOCUMENT
FOR EMPANELLEMENT OF VENDORS FOR CARRYING OUT
THE FOLLOWING TYPES WORK OF

- A. RECTIFICATION OF FIBER NETWORK WORKS/ISSUES**
- B. PROVIDING NEW FIBER CONNECTIVITY**

IN THE STATE OF GOA

Tender No.: ITG-IT/0506/ Empanel-Vendors-WAN/2019
Date: 02/12/2019

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NOTICE INVITING e-TENDER (NIT)

(Electronic mode only)

No.: Tender No.: ITG-IT/0506/ Empanel-Vendors-WAN/2019

Date: 02/12/2019

Bids are invited by Info Tech Corporation of Goa Ltd (ITG) in two bid – Eligibility cum technical bid and commercial bid from well established and reputed organizations / agencies who fulfill the eligibility criteria and having sufficient infrastructure, manpower and proven track record in supply, installation & commissioning networking infrastructure -FIBER CONNECTIVITY to organizations in the State of Goa.

Sr. No	Item	Particulars
1	Description of the work	Supply, Installation and Commissioning of Networking infrastructure (FIBER Connectivity)
2	Mode of Tendering	E-Tendering
3	E-Tendering Website	https://goaenivida.gov.in
4	Tender Document Fee	Rs 5000/- Rupees Two 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.)	<u>Rs. 50,000/- (Rupees Fifty Thousand only)</u>

7	Mode of Tender Document & Processing Fees	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	02/12/2019 to 31/12/2019 (up to 13.00)
9	Date and Time for Pre-bid Meeting	09/12/2019 (at 15.30)
10	Last Date and Time for reply to clarifications	13/12/2019 (up to 15.00)
11	Last Date and Time for Online submission of bids	02/01/2020 (up to 23.59)
12	Date and Time for opening / of Eligibility bids	03/01/2020 (at 15.30)
13	Date and Time for opening / of Commercial bids	Will be intimated accordingly

Tenders not conforming to the requirements mentioned above and as laid down in the terms and conditions or not accompanied by EMD in the form prescribed at the time of opening of the eligibility bid are liable to be summarily rejected. The decision of The Managing Director, Info Tech Corporation of Goa Ltd, for purpose of Eligibility Qualification shall be final and binding to all the tenderers/bidders.

- a. The Bidder is expected to carefully examine the 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 shall use the electronic mode of tendering using the website <https://goanivida.gov.in> to submit bids for the item given in the RFP.

- c. Late submission of bids is 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 on time.
- e. Incomplete or Conditional bids will be summarily rejected.
- f. Bidders should possess a valid Class III Digital Signature containing encryption and signing components issued by a Licensed Certifying Authority for bidding through the e-Tender system.

For any of the assistance regarding participation in the e-Tender contact helpdesk no. 1800212680680, email: goasupport@clindia.com.

For and on behalf of Info Tech Corporation of Goa Ltd
Sd/-
Managing Director

SCOPE OF THE PROJECT

Background

INFO TECH CORPORATION OF GOA LTD. (ITG), an ISO 9001:2015 Certified Organization, has been set up by the Government of Goa to promote overall growth of the state's economy through the use of Information Technology.

INFO TECH CORPORATION OF GOA LTD under the administrative control of the Department of Information Technology has been providing various IT services to the Government Departments/Institutions/Organizations in the State of Goa has setup the required IT Infrastructure for the use of e-Governance Application, etc in their respective offices with an aim towards creating an e-citizen for all transactions and for making Goa as an “Intelligent State”.

Objective

The technological advancements in Information & Communication Technology are very rapid and continuous. The e-Governance Application development is in various stages of implementation in almost all State Government Departments & Government Organizations. The various Government Departments & Organizations has setup this IT Infrastructure for use of e-Governance Application. In order to get efficient management of IT Infrastructure existing in their Offices, a number of requests are received from these Departments & Organizations. Maintenance of this IT Infrastructure is absolutely necessary.

It is therefore felt that Info Tech Corporation of Goa Ltd (ITG), proposes to address the concerns for management of IT Infrastructure in various Departments and Organizations.

1. Detail scope of the project

The proposals are sought from well established and reputed organizations/agencies/eligible bidder who fulfill the eligibility criteria and having sufficient experience in executing the works as indicated in this RFP/Tender Document for Empanelment of Vendors for Works of ‘ **A. RECTIFICATION OF FIBER NETWORK WORKS/ISSUES & B. PROVIDING NEW WAN CONNECTIVITY** in the state of Goa.

A. The details and scope of the project are: -

- a) The work of Fiber connectivity may be provide through a combination of wireless and OFC technologies where ever required.
- b) To achieve high availability, ITG may opt to connect the important locations/offices through two differently routed OFC/Wireless each with its own fail-over system. In such cases, both links shall work in active- active mode.
- c) The some scenarios the selected agency may require to integrate the new/relocated Fiber/LAN connectivity to the existing Fiber/LAN. Also, in some cases with other networks such as NIC net/ NKN/NOFN, etc.
- d) ITG reserves the right to modify the Architecture depending on the requirement and technical feasibility.(there shall not be any extra cost to ITG for the same)
- e) The contractor shall deploy sufficient manpower to meet the SLA requirements.
- f) The contractor shall/may require to integrate the new/relocated (Fiber/LAN) connectivity to the existing Network Monitoring System (NMS) deployed by DOIT if the connection is extended on the GBBN.

B. Bidder/Agency is required to carry out following tasks: (Role and Responsibility)

- a) Supply, installation of equipment's (i.e. Routers, OFC, Racks, UPS etc) as per the work orders issued by ITG.
- b) Providing required Manpower for Operation & Maintenance of the infrastructure and Monitoring of the links during the warranty period which may include replacement of fiber, equipments, etc.

- c) Scheduled and preventative maintenance of all Network Equipment installed for providing connectivity at locations. The preventive maintenance of the network equipment will include cleaning of racks, UPS, tagging of cables on a quarterly basis.
- d) Management / Remote Management, Maintenance and operations of all the Equipment.
- e) Ensure availability of regulated power supply to all the equipment at all the Locations if required.
- f) Training the end user if required.
- g) Proper cabling and Tagging of the cable and equipment periodically.
- h) Design and deployment of solution to integrate with old network if required.
- i) Ensure security of the network as per the information security policy of the Government.
- j) Liaison with the old Network Operator to keep the network up if required.
- k) Liaison with the service provider/vendor(s) of the organizations for better availability of the network.
- l) Migration of the network to new architecture in coordination with the service provider/vendor.
- m) Survey, design and implement of new WAN architecture if required.
- n) Migration of the network to IPv6 if required.
- o) Supply of 1 KW or more UPS at the network location if required.

C. Service Terms

- a) The entire scope of the work depends on the technical skill and experience in the same level or kind of infrastructure.
- b) It is mandatory for vendor to deploy professional/s to install, commission & maintain the equipment, as defined under scope of work.
- c) The vendor has to deploy necessary problem escalation process to take care of users at priority.
- d) For extending better services to the organizations, the vendor will be allowed to deploy & use own tested and proven solution, with prior permission from the ITG.
- e) The vendor may need to manage & maintain various records related to the services extended to the organizations.

- f) Currently the Government network or any other network may be operated & maintained by various other agencies. In such circumstances the vendor may need to coordinate and approach various other agencies, if required.
- g) The vendor is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. Vendor will have to submit the progress reports regularly, as per the guideline issued by ITG.
- g) The understanding of the comprehensive maintenance under warranty period is as follows.
 - 1) In case of failure, the vendor needs to replace or repair the faulty part/component/device to restore the services at the earliest.
 - 2) The cost of the repairing or replacement of faulty part/component/device has to be entirely born by the Contractor.
 - 3) All expenses related to part/component/device, including hiring of specialized technical expertise, in case required, has to be borne by the Contractor as part of comprehensive maintenance.
 - 4) The Contractor also needs to make alternate arrangement in case of major failure happens in the network, due to which services may be affecting for longer period.
 - 5) After repairing or replacement of the part/component/device, the Vendor needs to put the same into operation.
 - 6) The route diagrams of fiber laying along with internal network diagrams need to be recorded by the vendor and the same should be submitted to ITG. Further, in case of alternate route carried out under emergency the route diagrams for same should also be submitted to ITG.

2. Project implementation

The successful bidder is expected to perform the following tasks for the Final Acceptance Test (FAT):

- a. Dispatch of required equipment, installation, testing and commissioning of the links as per ITG approved implementation timelines. Necessary coordination should be made with the service provider/vendor for the smooth migration/implementation of

the project.

- b. NMS Reports in a format (to be decided by ITG which will be generated through NMS tool) will be submitted by Vendor(s) (under the control and supervision of ITG Agency) after successful operation of Network.
- c. Completion of FAT should be approved by the ITG.
- d. The installation and testing of the links in all offices. The Vendor shall carry out cabling work at such locations as may be selected by ITG within a specified period as specified in Instruction letter / LOI / Order and complete their provisional Acceptance Test to the satisfaction of ITG within 30 days from the date specified. This period may be extended depending upon the fulfillment of Conditions Precedent.
- e. As part of implementation the Vendor shall provide details of equipment that will be incorporated in the proposed system with material which would be vetted and approved by ITG. The location for storing spare parts and quantity there on should also be clearly indicated.
- f. The Vendor shall provide the necessary technical support, Standard Operating Procedure (SOP) and other information to ITG and its user organizations in implementing the proposed solutions.
- g. The Vendor shall not disturb or damage the existing network of communication. If in case any damage to the network is done, the same shall be corrected with no extra cost to ITG or indenting organizations. The agency shall also be responsible for paying penalty, as imposed by the service owner to which the damage is incurred.
- h. In case of the material/solution supplied and installed is rejected owing to its non-conformity to the specification or due to the poor quality of workmanship, the same shall be replaced promptly. For such things ITG reserves the right to impose penalty and even blacklist the vendors

- i. Vendor shall treat all matters connected with the contract strictly confidential and shall sign a Non-disclosure agreement with ITG.
- j. The Vendor shall have to furnish the documentation of the work undertaken in consultation with ITG.
- k. The Vendor shall be fully responsible for implementing the Project in totality and should include the items and their prices, if not included in Schedule of Requirement to complete the project on turnkey basis. Any claim whatsoever in this regard will not be entertained later on.
- l. In the event of the delay in delivery of contracted services or services is not satisfactory the purchaser/ITG may procure goods from else ware as required and Vendor shall be liable without limitations for the difference between the cost of such substitution and the price set forth in the contract for the goods involved i.e. at the risk and cost of the Vendor.
- m. ITG reserves the right to visit any working site of the Vendor without prior intimation.
- n. The vendor shall be solely responsible for obtaining necessary insurance as per the statutory requirement under government laws for manpower and machinery on the site. ITG will not be responsible for any kind of loss or damage to the vendor during the contract period.
- o. All work shall be performed and executed by the Supplier in strict conformity with the engineer-in-charge / representative from ITG and any relative instruction issued to the Supplier by the Engineer-in-charge time to time.

3. Operation and Maintenance of the links

- i. The Vendor shall operate and maintain the links for the duration of contract period signed between with ITG.
- ii. Adequate manpower shall be deployed on need basis to honor the SLA commitments and the agreement of contract.
- iii. Upkeep of the Terminal End Equipment to meet the SLA parameters. Preventive maintenance has to be carried out on a periodical basis.
- iv. Monitor the links proactively for performance as per SLA and the same will also be monitored from the NMS Solution implemented.
- v. The Vendor shall provide all information regarding the network which is required to analyze and integrate the same with the NMS Solution implemented.

4. Implementation Timelines and Penalty Clause

S/n	Activity	Timeline	Penalty
1	Delay in Installation and Commissioning	More than 30 working days from work order	0.5% of order value for delayed item per week or part thereof for delay in installation and commissioning

5. Work Structures

A. OFC Cabling Works

- a) Vendor will be responsible to undertake and complete the works related to

supply installation and commissioning of services as indicated in the bid anywhere within the Goa promptly and within the duration prescribed by ITG.

- b) Vendor will be responsible to provide the services at all the locations which also include Taluka places at the agreed price. Bidder is required to Supply / Install / Commission all passive and active networking items like Switches, Routers, OLT,ONU,UPS, Racks Transceivers, OFC components, I/Os and Patch Cords, as per the specifications mentioned in the Bid document.
- c) The works are to be completed on turnkey basis and the supplied equipments are required to be maintained for Three years from the date of supply. The Contractor shall be responsible for implementation of the work as defined.
- d) ITG does not guarantee any fixed quantity at the time of signing the rate contract agreement. The rates discovered by this RFP should be valid for a period of Two year from the date of agreement. The escalation of the rate during the contract is not permitted and would result in blacklisting of contractor/vendor.
- e) Contractor should make Back to Back agreement with respective OEM for the same.
- f) In case of end of life products vendor has to provide technically higher and latest product with approval of ITG within the rates empanelled.

B) Major activities, the works involved MAJOR ACTIVITIES, THE WORKS INVOLVED:

The Under Ground Cables are buried to a depth such that the top of the cable is One meter (1.6 mtrs) below the normal ground level. The items of work involved in U/G Cable laying are as under: -

- (a) Excavations of trench up to a depth such that the top of the cable is 1.6 meter below the normal ground level according to the construction specifications.
- (b) Laying and pulling of cables in trenches are through pipes/ ducts.
- (d) All the cables should be weatherproof, outdoor grade & as per latest standard.
- (e) OFC LIU should be 6/12/24/48 core (Fully Loaded) by default for all sort of OFC cabling work
- (g) Joint indicators for OFC cable are to be placed for every OFC joint.
- (h) Digging and burying of OFC cable 1Km. Length and the OFC cables are to be laid in buried HDPE pipes. Diameter of the HDPE pipe should be 25mm of Std. Make with ISI mark.
- (i) Back filling in compacting of the excavated trenches according to the constructions specifications and removal of excess earth from the site.
- (j) Construction of pillar foundations erection, painting and sign writing of pillars.
- (m) Jointing and End-to-End testing of Cables– Correspondence and Electrical tests. Supply, fixing, painting and sign writing of root and joint indicators.
- (n) Documentation: Submission of detail of work carried out.
- (o) Modernized Method of cable laying should be incorporated, where, minimum damage to the infrastructure is required i.e. cable laying machine maybe used for such purposes.
- (p) Vendor is required to maintain work log and activity sheets.
- (r) Vendor must comply and confirm the above mentioned points in their proposals.
- (s) There are three types of Cabling Distribution: -

- The Campus Backbone is the cabling system that provides data and/or telecommunication services between buildings. It connects two or more Buildings and will almost always be in the form of fiber optic cabling.
- The Building Backbone is the cabling system that provides telecommunication services between floors or areas within a building. It connects the Building to the Floors and will usually consist of both fiber optic and copper links.
- The horizontal cabling is the cabling system that provides telecommunication services from the Floor to the Nodes. It will almost always be in the form of copper cabling but occasionally fiber optic may be required.

DEFINITIONS & ACRONYMS

In this tender document and associated documentation, the following terms shall be interpreted as indicated below:

ITG	Info Tech Corporation of Goa Ltd, Goa
DOIT / DOIT	Department of Information Technology, Goa
GOG	Government of Goa
GSDC/SDC	(Goa) State Data Center
GBBN	Goa Broad Band Network
OEM	Original Equipment Manufacturer
EMD	Earnest Money Deposit
DD	Demand Draft
PAN	Permanent Account Number
Deity	Department of Electronics and Information Technology, New Delhi
PBG	Performance Bank Guarantee
NOC	Network Operation Center
MAF	Manufacturer's Authorization Form
Purchaser	Info Tech Corporation of Goa Ltd, Goa
Bidder/Tenderer	Person/Company who bids against this tender
Contractor/Supplier	successful Tenderer / Bidder to whom tender is awarded
Contract	an undertaking signed by the Vendor against the Tender
NMS	Network Monitoring System
UPS	Un-interrupted Power supply
WAN	Wide Area Network

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
IT Infrastructure	All the IT related equipments which includes hardware, software's, networking, etc

CHAPTER 1 Invitation for Bids (IFB)

1. Info Tech Corporation of Goa Ltd (ITG) invites Eligibility Bid from well established and reputed organizations / agencies who fulfill the eligibility criteria and having sufficient infrastructure, manpower and proven track record in carrying out the work of Networking Infrastructure (Fiber Connectivity) to various Organizations in the State of Goa. Bidders should submit the proposal on the <https://goenivida.gov.in> .
2. Bidders should go through the website <https://goenivida.gov.in> 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 Certificate 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 <https://goenivida.gov.in>. The bid documents can be downloaded from <https://goenivida.gov.in> 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. 50,000/- (Rupees Fifty Thousand only)** should be provided by the 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 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 evaluation process shall only be considered for empanelment. The Eligibility bid will be opened in the presence of the 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 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.

The bidder must fulfill the following eligibility conditions and must also submit documentary evidence in support of fulfilling these conditions while submitting the Eligibility 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: Bidders should read these conditions carefully and comply strictly while sending/submitting their Bids.

ELIGIBILITY CRITERIA FOR BIDDER FOR THE PURPOSE OF QUOTING IN THIS TENDER:

Keeping in mind the local service setup and accessibility required to extend support, it is considered essential that the bidder should have a strong local presence, specifically authorized for this Tender / project. The bidder should also provide the “Manufacturer’s Authorization Certificate” (MAF) wherever necessary.

Sr. No	Clause	Documents required
1	The Tenderer / bidder should have a proprietorship firm / partnership firm / registered in India in the same name as the quoting company for last three (3) years as on the date of issue of the Notice Inviting Tender. (* The Tenderer / bidder should have an established office in Goa. If the same does not exist then should be setup within a month from the date of being empanelled)	a) Valid documentary proof of: - Certificate of incorporation OR - Registration Certificate OR - GST registration, Registration with Village Panchayat or any Govt. organization in the State of Goa. (upload and save file as “Document A”)

2	<p>The bidder must have an annual financial turnover of at least Rs. 25 Lakhs during each of the last 3 years ending 31st March 2019. (2016-17, 2017-18, 2018-19)</p>	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - Copies of the audited accounts for the last three years. OR - In case 2018-19 audited accounts is not available then the bidder has to produce Certificate from CA. <p>(upload and save file as “Document B”)</p>
3	<p>The Tenderer/Bidder should have experience of successfully executed work of providing/laying/extending Fiber connectivity to Government/Non-Government organizations of execution of at-least one work of value not less than Rs. 10.00 Lakhs in the last 3 financial years ending March 2019.</p>	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> -Copy of work order & completion certificates of the order from the concerned Government Department / No Government organization. <p>(upload and save file as Document C”)</p>
4	<p>The bidder should have at-least minimum Five (5) Service Engineers on its own pay roll within the State of Goa.</p>	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - Certificate from bidder for number of qualified Engineers professionals employed by the bidder giving names & address. <p>(upload and save file as ‘Document D’)</p>

5	The bidder should submit an authorization by the Manufacture(s) for the Networking Infrastructure equipment.	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - The Manufacturer's original authorization certificate (MAF) as per the Annexure II. (upload and save file as 'Document E')
6	The 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>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - A signed copy of the undertaking (Annexure-III) with seal. (upload and save file as 'Document F')

The Bidding process below specifies the procedures that would regulate the overall bidding process.

1. Selection of empanelled vendor is a single stage bidding process where in eligible bidders shall submit their eligibility bid.

- a. Eligibility bid will be evaluated for all the bidders.
- b. Only those bidders who are qualified will be listed on ITG's List of Empanelled vendors for works of Networking Infrastructure (WAN-Fiber connectivity).

2. Preparation of Bidding Document

- a. 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 bidders are permitted to download the bid document from the tender-wizard but must pay the cost of tender/ bidding document and e-tender processing fee while submitting the bids to ITG.

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. The tender-wizard will not accept any tender submitted after the deadline for submission of Tenders prescribed by the Purchaser.

b. Earnest Money Deposit (EMD)

- i. Every bidder, participating in the bid must furnish the earnest money deposit as specified in the Notice Inviting Tender (NIT).
- ii. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.
- iii. The EMD shall be submitted by the bidder who is applying for the tender. EMD in the name of any other firm/person other than the bidder who is applying for the tender shall not be accepted.

- iv. **Form of EMD:** Bidders shall submit, an Earnest Money Deposit (E.M.D.) of **Rs. 50,000/- (Rupees Fifty Thousand only)** should be provided by the 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.
- v. **Refund of EMD:** The earnest money deposit of unsuccessful bidders shall be refunded soon after the final list of empanelled vendors has been prepared. The EMD of the successful bidders shall be returned only after a period of six months from the date of finalizing the final list of empanelled vendors.
- vi. **Forfeiture of EMD:** The EMD taken from the bidder shall be forfeited in the following cases:-
- If the bidder withdraws or modifies his bid proposal after opening of bids or during the period of bid validity or its extended period, if any; or
 - In the case of a successful bidder if the bidder fails to sign the contract for any reason not attributable to the Info Tech Corporation of Goa Ltd (ITG), Goa.
 - During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - During the bid process, if any information found wrong / manipulated / hidden in the bid.
 - EMD submitted in a different name other than the bidder who is applying in the tender.

Tenders without valid E.M.D. at the time of opening of the technical bid will be rejected.

3. Amendment of Bidding Document

a. Amendment of Bidding Document

- i. At any time prior to the deadline for submission of the Bids, the tendering authority may amend the Bidding document by issuing Corrigendum/ Addendum.
- ii. Any Corrigendum/ Addendum issued shall be a part of the Bidding document.

- iii. To give prospective Bidders reasonable time in which to take a Corrigendum/ Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- iv. Any change in date of submission and opening of bids would be communicated in appropriate manner including the websites mentioned in the NIT.

4. Submission and Opening of Bids:

- a. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ITG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. Info Tech Corporation of Ltd will be in no case responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b. **Language of Bids:** The Bid prepared & submitted by the Bidder and all subsequent correspondence and documents related to the bid and as submitted by the bidder, shall be written only in English language. Also, any printed literature furnished by the Bidder written in other language (other than English/ Hindi) must be accompanied by an English/ Hindi translation in which case, for purposes of interpretation of the bid, the appropriate translation by the Purchaser shall govern.
- c. **Documents comprising the Bid**
 - i. The bidder should ensure that all the required documents, as mentioned in the bidding document, are uploaded and the relevant documents to be furnished in original should be submitted along with the Eligibility bid and in the specified format only at the time of opening of the Eligibility bid. Non submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the bid/ proposal submitted by the bidder.
 - ii. Wherever applicable, the bidding form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
 - iii. The contents of bid are listed below.

I. Eligibility Bid:

a) The Eligibility Proposal should contain documents as listed in various Chapters & Annexure of this bid document.

b) Prices must not be indicated in the Eligibility Bid.

d. Alternative Bids: Alternative bids shall not be considered at all.

e. Validity of Bids:

- i. Bids shall remain valid for 2 years from the last date of bid submission as prescribed by Tendering Authority. A Bid valid for a shorter period shall be rejected and treated as nonresponsive.
- ii. In exceptional circumstances, the Tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

f. Deadline for submission of Bids:

- i. Bids must be submitted on the website <https://goenivida.gov.in> no later than the date and time indicated in the NIT.
- ii. Normally, the date of submission and opening of bids would not be extended. However, in exceptional circumstances, the date may be extended by the tendering authority and in such cases, change in date of submission and opening of bids would also be placed on the respective websites immediately. However, if the modifications in bidding document, specifications of goods and service are substantial, fresh publication of original bid inquiry may also be issued.
- iii. The tendering authority may, at its discretion, extend the deadline for the submission of bids by amending the bidding document, in which case all rights and obligations of the tendering authority and bidders previously subject to the deadline shall thereafter would be subject to the deadline as extended.

g. Delayed / Late Bids:

- i. Bids must be submitted in electronic mode only. The tender-wizard will not accept any bid submitted after the deadline as indicated in the NIT.
- ii. Towards the end of the deadline time, the tender-wizard server is likely to get jammed due to the heavy flow of traffic on the server. Hence, all the Bidders participating in the tender are requested to submit the bids well in advance before the deadline time period as indicated in the NIT.

- iii. Documents relevant to the Eligibility bid which needs to be submitted in the office of ITG, should be submitted before the opening of the Eligibility 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.
- iv. 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.

h. Withdrawal, Substitution, and Modification of Bids: A Bidder may withdraw, substitute, or modify its bid after it has been submitted before the deadline prescribed for submission of bids as per the e-tendering process.

i. Bid Opening:

- i. The designated Technical Committee 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 members of the designated Committee after entering their corresponding credentials (login id and digital signatures) in the website <https://goaenivida.gov.in>.
- 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 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 bidder's representatives who are present shall sign the attendance register present.
- v. The eligibility bid shall be opened and all the 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 may be read out and recorded: the name of the bidder, the submission or non-submission of the Tender Fee, EMD.

5. Bid Evaluation

a. Guiding Principle for Evaluation of Bids

- i. The tendering authority shall determine to its satisfaction whether the bidder that is selected as having submitted the best and responsive bid is qualified to perform the Contract satisfactorily.
- ii. The determination shall be based upon the examination of the documentary evidence of the bidder's qualifications submitted by the bidder.
- ii. An affirmative determination shall be a prerequisite for selection of the bidder to be empanelled and a negative determination shall result in disqualification of the bid.

- iv. The tendering authority/ tender evaluation committee, in observance of best practices, shall: -
 - Maintain the bid evaluation process strictly confidential.
 - Reject any attempts or pressures to distort the outcome of the evaluation, including fraud and corruption.
 - Strictly apply only and all of the evaluation and qualification criteria specified in the bidding document.

b. Confidentiality

- i. Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Empanelled list.
- ii. All materials submitted by the bidder becomes the property of Info Tech Corporation of Ltd and may be returned at its sole discretion, provided, any materials which are identified as “Proprietary and Confidential Material of Bidder” shall remain the property of such bidder and the ITG will maintain confidentiality of such materials.

- iii. Any attempt by a bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids may result in the rejection of his bid.
- iv. From the time of bid opening to the time of publication of the Empanelled list, if any bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so only in writing.

c. Clarification of Bids

- i. To assist in the examination, evaluation, comparison and post qualification of the bids, the tendering authority committee may, at its discretion, ask any bidder for a clarification of his bid. The tendering authority's request for clarification and the response shall be in writing.
- ii. Any clarification submitted by a bidder with regard to his bid that is not in response to a request by the tendering authority shall not be considered.

d. Determination of Responsiveness

- i. The tendering authority's determination of the responsiveness of a bid would be based on the contents of the bid itself.
- ii. A responsive bid would be the one that meets the requirements of the bidding document without material deviation, reservation, or omission where: -
 - "Deviation" is a departure from the requirements specified in the bidding document;
 - "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- iii. The tendering authority shall examine the technical aspects of the bid in particular, to confirm that all requirements of bidding document have been met without any material deviation or reservation.

e. Non-material Non-conformities

- i. Provided that a bid is responsive, the tendering authority may waive any nonconformity in the bid that does not constitute a material deviation, reservation or omission.

- ii. Provided that a bid is responsive, the tendering authority may request that the bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the bid. Failure of the bidder to comply with the request may result in the rejection of its bid.

f. Evaluation of Bids

- i. The tendering authority shall evaluate each bid that has been determined, up to the stage of the evaluation, to be responsive.
 - ii. To evaluate a bid, the tendering authority shall use all the criteria and methodologies defined in the bidding document.
 - iii. The eligibility evaluation shall be completed by the designated Committee as early as possible after opening of eligibility bid.
 - iv. The bidders which could not qualify in eligibility evaluation will be informed about this fact.
- g. Tendering authority's Right to Accept/ Reject any or all of the Bids:** The tendering authority reserves the right to accept or reject any bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to publication of the empanelled list, without thereby incurring any liability to the bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Purchasers action.
- h. The Purchaser/ Biding Authority reserves the right to accept or reject any Bid without assigning any reason.**

1. Tendering Authority may in its sole discretion and at any time during the processing of Bid, disqualify any bidder from the Bidding process if the bidder:-
 - Submits the required Bid documents after the prescribed date and time of submission of Bid.
 - Submits Bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or is non-responsive.
 - Has not submitted the bid in accordance with the bid document.
 - Does not meet the minimum eligibility criteria as mentioned in the bid document.
 - Mislead or made false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - Is found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion or financial failures, etc.
 - Failed to provide clarifications related thereto, when sought.
 - Has submits more than one bid. This will cause disqualification of all bids submitted by such bidder except the last Bid received.
 - Has imposed conditions in his bid, during validity of the bid or its extended period.
2. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
3. A Bid not valid for at least 02 years shall be considered as non-responsive and would be disqualified.

CHAPTER 5 General Terms and Conditions of Bid

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

1. The Bidder will be responsible to design the layout of the proposed stretch of Fiber connectivity.
2. Bidder should take into consideration the GBBN architecture (if required) and the specification of installed equipment's.
3. Copper (UTP) cable (if any) should be considered for all premise / indoor requirements and fiber cable for external use.
4. For all the locations, which require connectivity between buildings, usually outdoor/armored fiber cable should be used. For all locations within a building/premise, only indoor fiber should be used. In case of a possibility of rodents cutting fiber cable, armored rodent resistant cable should be used even for internal purpose.
5. Outdoor Fiber cable should be routed as follows:
 - i. All outdoor fiber cables should be laid underground.
 - ii. Under hard/soft soil the fiber should be passed through ISI marked PVC pipe.
 - iii. For all road crossings fiber cables should be laid and passed through ISI mark GI Pipes.
 - iv. Road crossings that are cut to lay fiber cables by the contractor should be covered back using cement or tar or any other civil work that may be required.
 - v. Inspection chambers of 4'x3'x2' (l x b x h) be provided as required.
 - vi. At every entry of fiber cable into the building, the indoor fiber cable should be passed through ISI marked PVC pipe / conduit and clamped to the walls neatly.
 - vii. A minimum of at-least 5-10 meters of fiber cable should be neatly rolled and clamped at both (sending & receiving) termination points for maintenance or fiber cut issues.
 - viii. The depth of the Trench from top of the surface shall not be less than 165 cms unless otherwise relaxation is granted by the competent Authority under

genuine circumstances. In rocky terrain & city limits, the depth of the trench may be restricted to a depth of 100 to 140 cms. However, Engineer-in-charge in exceptional cases due to adverse site conditions encountered may allow to lay the HD pipes at lesser depth with additional protection.

- ix. In city limits as well as in built up areas, the contractor shall resort to use of manual labour only to ensure no damage is caused to any underground or surface installations belonging to other public utility services and/or private parties. However, along the Highways and cross country there shall be no objection to the Contractor resorting to mechanical means of excavation, provided that no underground installations exist in the path of excavation, if any, are damaged. The ITG will sign the agreement with the respective AMC Vendor in compliance with the AMC Guidelines of Department of Information Technology.
6. The necessary permissions/NOC's/ROW/payment of fees (if applicable) for laying fiber excavation/digging/extending WAN-Fiber connectivity/GBBN/LAN over GBBN, etc. wherever applicable shall be obtained by 'The concerned Office requesting for WAN-Fiber connectivity/GBBN/LAN over GBBN connectivity' from concerned authority/s
 7. The Bidder shall provide a Service Escalation Matrix with contact details (escalation hierarchy, contact person, number, address and e-mail) to which the Department/Organization shall contact for services & support. The bidder shall perform as per the defined SLA, and any deviation to the SLA shall attract penalty as per the agreement signed between ITG & the bidder.
 8. If the faulty equipment is required to be carried out of the office premises of the Department/Organization, which may affect the business process of the Department/Organization., then equivalent standby equipment has to be provided until the original equipment has been repaired and brought back and installed success. The uptime shall be computed on calendar month basis in a non-cumulative manner.
 9. ITG and Department/Organization shall jointly review and monitor the performance of the bidder and the same shall be recorded by ITG for future reference.
 10. The Contract for the supply can be repudiated at any time by the Purchaser, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.

11. The bidders may visit the sites and obtain additional information at their own cost and responsibility

12. The bidder shall not sub-contract the work to any Organization, person, firm or its franchisee. If, at any time, it comes to the notice of ITG that such sub-letting has been done, then ITG, at its discretion, may terminate the contract without referring the matter further to the bidder, and such Vendor shall be liable for necessary action.

13. Delivery & Installation:

a) The bidder whose Bid is accepted shall arrange the supply and installation of all ordered equipment for configuring the network of the ordered material as per specifications.

b) Transportation: All goods must be sent freight paid

14. Completeness of the Contract: The contract will be deemed as incomplete if any component of the network devices or any documentation / media relating thereto is not delivered, or is delivered but not installed and /or not operational, or not integrated or not acceptable to the Purchaser/Indenter after acceptance testing / examination.

In such an event, the supply and installation will be termed as incomplete and it will not be accepted and the warranty period will not commence. The goods will be accepted after complete commission and satisfactory functioning of equipment for a minimum period of 10 days. The Warranty period for all the equipments will commence only after the project has been declared “Go Live” by the ITG.

15. Insurance: The goods will be delivered at the FOR destination in perfect condition. The supplier, if he so desires may insure the valuable goods against loss by theft, destruction or damage, by fire, flood, under exposure to whether or otherwise viz., (war, rebellion, riot, etc.,) The insurance charges will be borne by the supplier and Biding Authority will not pay such charges if incurred

16. Warranty/ Guarantee Clause:

a) The bidder would give comprehensive onsite warranty/guarantee that the goods/stores / Articles would continue to conform to the description and quality as specified for a period of **three years** on all items from the date of “Go Live” of the said goods.

The purchaser will be entitled to reject the said goods/ stores/ articles or such portion thereof as may be discovered not to conform to the said description and quality, on such rejection the goods/articles/ stores will be at the seller’s risk and all the

provisions relating to rejection of goods etc., shall apply. The bidder shall if so called upon to do, replace the goods etc., or such portion thereof as is rejection by ITG, otherwise the bidder shall pay such damage as may arise by the reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the ITG Officer in that behalf under this contract or otherwise. The security Deposit @ 10% of the work value shall be deducted by ITG in this regards. The security deposit amount will be returned on successful completion of warranty period of works.

- b)** In case of machinery and equipment also, guarantee as mention in clause (a) above the bidder shall during the guarantee period replace the parts if any and remove any manufacturing defect if found during the above said period so as to make machinery and equipments operative. The bidder shall also replace machinery and equipments in case it is found defective which cannot be put to operation due to manufacturing defect, etc.
- c)** In case of machinery and equipment specified by the ITG, the bidder shall be responsible for carrying out annual maintenance and repairs on the terms and conditions as may be agreed. The bidder shall also be responsible to ensure adequate regular supply of spare parts needed for a specific type of machinery and equipments whether under their annual maintenance and repairs rate contract or otherwise. In case of change of model, he will communicate to ITG for the approval, so as to maintain the machinery and equipments in perfect condition.
- d)** Bidder shall also be responsible to ensure all the supplied equipments should remain in proper working condition throughout the warranty period of 3 years. Bidder will deploy a support engineer/coordinator to take care all the complaints related to items supplied. That support engineer/coordinator will be single point of contact for all type of calls related to items supplied. The bidder will provide a Cell No. to his engineer/coordinator for the complaints. This person will maintain the inventory of the supplied items. He/ She will record all the complaints and provide a complaint number to end user. He/ She will manage to provide proper solution to end user w.r.t. SLA defined in Agreement. He/ She will provide the desired reports to ITG as and when asked to do so. Preferably complaint management software would be available

with the engineer/coordinator to handle the complaints and to generate desired reports.

e) Dispute Resolution Mechanism: The Bidder and the ITG shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner

i) The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

Matter will be referred for negotiation between Officers nominated by ITG and the Authorized Official of the Contractor. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

ii) If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the Parties to the Chairman, Info Tech Corporation Of Goa Ltd, Goa who will be the Sole Arbitrator and whose decision shall be final.

iii) In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Goa and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The contractor shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render

the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

- iv) All legal proceedings, if necessary arises to institute may by any of the parties (ITG or Contractor) shall have to be lodged in courts situated in Goa and not elsewhere.
- v) 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, InfoTech Corporation of Goa Ltd to choose the over-riding terms and conditions. In any case, the decision of the Managing Director, InfoTech Corporation of Goa Ltd shall be final and binding on all parties concerned.

17. Reports (During Warranty Period):

- a. **Preventive Maintenance Reports:** The empanelled vendor who is awarded with the works shall carry out the half yearly (6 months period) Preventive Maintenance even if there are no complaint calls from the client department and duly submit to ITG the Half yearly Preventive Maintenance Reports.
- b. **Feedback Reports:** ITG shall obtain half yearly (6 months period) feedback from the client department with regards to the service provided by the empanelled vendor for awarded maintenance Period.
- c. **Corrective Maintenance report/ Call or Service Reports:** The empanelled vendor who is awarded with the works shall submit to ITG the Corrective Maintenance report/ Call or Service Reports each and every time the complaint call is received either by vendor or by ITG.
- d. **Replacement Report:** The empanelled vendor who is awarded with the works shall submit to ITG the Replacement Reports as and when a particular non working Networking Equipments is replaced with new equipments (not standby) by the vendor along with the necessary details of equipments (details of both non working equipment and the one which is replaced) like Make, Model No., Serial No., etc.

18. Additional Equipments:

Sometimes it is observed that in certain scenario Departments & Organizations need specific networking equipment to be covered under works which may not be available in the empanelled list of networking equipment items/works published by ITG. In

such cases ITG shall seek the items/works rates of that particular networking equipment from the empanelled vendors of ITG. The same shall be obtained by the e-tendering in limited mode. Further, if the empanelled vendors are not in position to quote for the same then ITG will seek the same from open market by inviting quotations.

19. Validity of Empanelment Tender & Commercial:

It has been noticed in the IT industry that the ICT equipments or IT services keeps on changing from time to time. However, in order to keep the procurement rate for a steady period for providing services to the Department/Organization/Institutions, Corporations/ Autonomous Bodies and at the same time to give some breathing space to the empanelled vendors so as to give good services & support it is proposed that:

- a. The selected vendors will be on ITG empanelled list, which shall be valid for a period of two (02) years.
- b. The commercial quotes shall be valid for a period of two (02) years only.
- c. The tender can be terminated any time during the validity period. The decision of Managing Director (ITG) in this regards will be final.

1. Procedure for selection of Vendors as “ITG’s Empanelled Vendors” :

- a. After the scrutiny of the eligibility cum Technical bid by the committee, the bids (commercial) of the firms which qualified in the eligibility/technical evaluation shall be opened as notified in the NIT.
- b. ITG shall then open the commercials of the qualified Empanelled Vendors to determine the lowest (L1) quotes for the various Networking Infrastructure items/works.
- c. The offers shall be evaluated for each Networking equipment items/works. L1 being the lowest offer and then others in the ascending order and thereafter ITG shall place before the vendors a list of the lowest (L1) rates obtained for each of the Networking Equipments items/works.
- d. All the qualified vendors shall be given an opportunity to match the lowest (L1) rates obtained for each of the ICT equipments items/works. Thereafter, all the vendors who match the lowest (L1) rates obtained by ITG will be listed as ITG’s empanelled vendors for carrying out works of Networking Infrastructure/ Equipments (WAN – Optical Fiber Connectivity).

2. Procedure for placement of work order on Empanelled Vendors:

- a. ITG will display the list of the empanelled vendors along with the rates of the items/works of the Networking Infrastructure (WAN – Optical Fiber Connectivity) on its website along with an annexure form (for requisition).
- b. The organizations while submitting their request to ITG for carrying out works, has to fill in the details as mentioned in the annexure form.
- c. Based on the organizations request to carry out the works, ITG will place the work order on the one of the empanelled vendor as per ITG’s decision depending up on the feasibility/suitability of the works. The decision of ITG in this regards will be final.

CHAPTER 7 Penalty Charges & Escalation Matrix

The down-time penalty charges (to be deducted from security deposit amount) if not rectified within the stipulated time shall be as follows:

Table A

Response Time	Period	Penalty that shall be levied by ITG on the Vendor
	Above 24 Hrs and below 48 Hrs	Warning
	Above 48 Hrs. and up to 01 week	Penalty as per Table B
	Above 1 week	Rs 1000 per day from the 1 st day till the day the issue is resolved or ITG will get the same rectified from outside & the cost towards rectification will be borne by the vendor.

Table B

Sr. No.	Item	Penalty that shall be levied by ITG on the Vendor
1.	Per Fibre optical cable connectivity	Rs. 500/- (applicable after 48 Hrs from the occurrence of problem)

Note:

1. The uptime shall be computed on calendar month basis in a non-cumulative manner.
2. The vendor shall, in no case, replace any item/component with inferior item and if found doing so, the contract shall stand terminated forthwith.
3. If the Optical fibre laid is cut/damaged by a third party, then the concerned vendor should file an FIR of the same in the nearest Police Station and a copy of the same should be submitted to the office of ITG for consideration of waiver of the penalty if any.

Escalation Matrix

All the vendors shall provide the escalation matrix details to be followed

Sr. No	Support Level	Name	Address	Phone No	Email
1	Level 1	Service Call Coordinator	XXX	XXX	xxxx@
2	Level 2	Senior Service Call Coordinator	XXX	XXX	xxxxx@
3	Level 3	Senior Service Call Manager	XXX	XXX	xxxxx@
4	Level 4	Name of Owner of the firm	XXX	XXX	xxxxx@

Note: The calls will be received centrally by the agency and shall be attended immediately by their service engineer on receipt of the same.

CHAPTER 8 Terms of Payment

The payment towards the order charges shall be released to the vendor by ITG only after

1. Receiving the payments from the concerned Departments/ Organizations/ Institutions/ Corporations/ Autonomous Bodies, etc.
2. Getting certificate of inspection from ITG in consultation with the Department/Organization. The inspection report should be signed by vendor's representative along with officials of ITG & concerned Departments/ Organizations countersigned by The Head of Department/In-charge of office of concerned Departments/ Organizations.
3. A security deposit @10% of the work value shall be deducted by ITG.

Note:

1. Advance payment shall not be paid.
2. Any increase or decrease of taxes, duties or prices of components, etc shall not affect the rates during the entire period of contract (warranty period)
3. All Payment shall be made in Indian Rupees only

Return of Security Deposit

The security deposit shall be returned to the contractor on successful completion of warrantee period, provided,

1. Contractor has submitted the required preventive maintenance reports (half yearly).
2. On receipt of the required feedback reports from the concerned department/organization.
3. On deduction of penalties if any.

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.

CHAPTER 9 Tentative Description for the items to be provided for the work of Networking Infrastructure (Fiber connectivity)

<i>Sr. no.</i>	<i>Description of Networking Equipment</i>	<i>Make / Model (to be specified by bidder)</i>
1	Single Mode Transceiver	
2	Multi-Mode Transceiver	
3	Single-Mode Fiber Converter	
4	Multi-Mode Fiber Converter	
5	8/24 port rack mount LIU	
6	Fibre Patch Cord Sc-Lc Type – Sm (3 mts)	
7	Fibre Patch Cord Sc-Lc Type – MM (3 mts)	
8	Fibre Pig Tails Sc / Lc - SM	
9	Fibre Pig Tails Sc / Lc - MM	
10	Adapters Sc / Lc - SM	
11	Adapters Sc / Lc - MM	
12	UTP Patch Cord CAT 6+, 1 metre	
13	UTP Patch Cord CAT 6+, 3 metre	
14	Wall Mount 6u Rack	
15	Wall Mount 9u Rack	
16	Wall Mount 19u Rack	
17	42 U Rack	
18	Corrugated steel tape Armored direct burial SINGLE MODE-6 Core	
19	Corrugated steel tape Armored direct burial SINGLE MODE-12 Core	
20	Corrugated steel tape Armored direct burial SINGLE MODE-24 Core	
21	Corrugated steel tape Armored direct burial SINGLE MODE-48 Core	

22	Corrugated steel tape Armored direct burial MULTI MODE-6 Core	
23	Any other items / equipments (As per the requirement)	
	Installation Charges	
24	Install, test and commission of Optical fiber termination. The work shall include for all labor of fiber splicing and end Terminations with proper tools as per the company standards. (1 core=2 fusion for fiber splicing). It also includes fixing of LIU, transceiver, Fiber Patch Cord LC-SC Type, Fiber SM Pig Tails LC, LC Adapters, Fiber to copper converter in rack.	
25	Laying & fixing of Outdoor Corrugated Steel Tape Armored Direct Burial Fiber Cable without HD & GI Steel pipe.	
26	Laying & fixing of Outdoor Corrugated Steel Tape Armored Direct Burial Fiber Cable in High density (HD) pipe of 20 MM from GBBN Switch to the LAN main 24 port network switch when laid under soil.	
27	Providing, Fixing & Laying of Outdoor Corrugated Steel Tape Armored Direct Burial fiber Cable in GI/steel Piping of 10 mm. from GBBN switch to the LAN main 24 port network switch when passing through public road.	
28	Excavating & refilling of Hard soil and soft soil for laying of Outdoor Corrugated Steel Tape Armored Direct Burial Cable Single mode/Multi mode in High density (HD) pipe of 20 mm.	

**** All the items mentioned above for which the bidder intends to quote should be inter-operable with each other and also with the already used & existing network equipments installed on the Goa BroadBand Network (GBBN).**

Note: The bidders are free to sign back to back agreement with the OEM's for any of the Networking equipment for warranty

CHAPTER 10 COMMERCIAL BID (Tentative)

Commercial Bid							
Sr No	Description of the items	Make/Model <i>(to be specified by bidder)</i>	Appx Qty	Units	Rate per unit in		Total Amount in Rs
					Base Rate/Price in Rs.	Tax as per GST in %	
A	B	C	D	E	F	H	I=(F+H)*D
AMC for Network Switches - All Types (Refer Table F and Table G - Schedule - I)							
1	Single Mode Transceiver		1	Nos			
2	Multi-Mode Transceiver		1	Nos			
3	Single-Mode Fiber Converter		1	Nos			
4	Multi-Mode Fiber Converter		1	Nos			
5	8/24 port rack mount LIU		1	Nos			
6	Fibre Patch Cord Sc-Lc Type – Sm (3 mts)		1	Nos			
7	Fibre Patch Cord Sc-Lc Type – MM (3 mts)		1	Nos			
8	Fibre Pig Tails Sc / Lc - SM		1	Nos			
9	Fibre Pig Tails Sc / Lc - MM		1	Nos			
10	Adapters Sc / Lc - SM		1	Nos			

11	Adapters Sc / Lc - MM		1	Nos			
12	UTP Patch Cord CAT 6+, 1 metre		1	Nos			
13	UTP Patch Cord CAT 6+, 3 metre		1	Nos			
14	Wall Mount 6u Rack		1	Nos			
15	Wall Mount 9u Rack		1	Nos			
16	Wall Mount 19u Rack		1	Nos			
17	42 U Rack		1	Nos			
18	Corrugated steel tape Armored direct burial SINGLE MODE-6 Core		1	Nos			
19	Corrugated steel tape Armored direct burial SINGLE MODE-12 Core		1	Nos			
20	Corrugated steel tape Armored direct burial SINGLE MODE-24 Core		1	Nos			
21	Corrugated steel tape Armored direct burial SINGLE MODE-48 Core		1	Nos			
22	Corrugated steel tape Armored direct burial MULTI MODE-6 Core		1	Nos			

23	Any other items / equipments (As per the requirement)		1	Nos			
Other Networking Equipments							
24	Install, test and commission of Optical fibre termination. The work shall include for all labor of fibre splicing and end Terminations with proper tools as per the company standards. (1 core=2 fusion for fibre splicing). It also includes fixing of LIU, transceiver, Fibre Patch Cord LC-SC Type, Fibre SM Pig Tails LC, LC Adapters, Fiber to copper converter in rack.		1	Mts			
25	Laying & fixing of Outdoor Corrugated Steel Tape Armored Direct Burial Fiber Cable without HD & GI Steel pipe.		1	Nos			

26	Laying & fixing of Outdoor Corrugated Steel Tape Armored Direct Burial Fiber Cable in High density (HD) pipe of 20 MM from GBBN Switch to the LAN main 24 port network switch when laid under soil.		1	Nos			
27	Providing, Fixing & Laying of Outdoor Corrugated Steel Tape Armored Direct Burial fiber Cable in GI/steel Piping of 10 mm. from GBBN switch to the LAN main 24 port network switch when passing through public road.		1	Nos			0
28	Excavating & refilling of Hard soil and soft soil for laying of Outdoor Corrugated Steel Tape Armored Direct Burial Cable Single mode/Multi mode in High density (HD) pipe of 20 mm.		1	Mts			0

I. Addressed to:

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

II. NIT Reference: Tender No.: ITG-IT/0506/ Empanel-Vendors-WAN/2019

Date: 02/12/2019

III. 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 (<input type="checkbox"/>) mark				
5.	Telephone Number(s)/ Mobile				
6.	Website URL				
7.	Fax No.				
8.	Email Address				
9.	Registered Office	Address			
	Address in Goa	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 (proof to be enclosed)	2016-17	2017-18	2018-19	
12.	Existence of the Organization for the last 3 years in india. (Municipal / Panchayat Trade License copy 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				

IV. The Tender Bid Document fee amounting to Rs. 5000/- (Rupees Five Thousand Only) has been deposited vide cash receipt/ e-challan no. _____ dated _____ in favor of the Info Tech Corporation of Goa Ltd, Panaji.

- V.** 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.
- VI.** We agree to abide by all the conditions mentioned in this Bid Document issued by the Bidding 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).
- VII.** Reproduced/ re-word-processed formats or Bidder's 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.
- VIII.** The rates quoted are applicable up to 2 years from the last date of bid submission. 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		

- IX.** Enclose copy of the GST Clearance Certificates.
- X.** This Bid form and Terms & Conditions in token of acceptance along with duly filled letter of undertaking / declaration.

Signature : _____

Name : _____

Designation : _____

Place : _____

Date & Seal : _____

(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)

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

NIT Reference: Tender No.: ITG-IT/0506/ Empanel-Vendors-WAN/2019

Date: 02/12/2019

1. This is to certify that M/s (Name, complete address, city) are our authorized (Distributor/ Dealer / Channel partner) for the sale, support and services.
2. We also undertake that we would provide the support for the above product(s) including, spares of the supplied product/ products, updates and patches during the warranty period.
3. We hereby undertake that all the components/parts/assembly/software used in the equipment shall be original new Components /parts/assembly/software 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 software, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo if any.
4. Our technical support/assistance centers (Name, address & communication details) shall provide 24x7 support over Toll Free Numbers as well as web-based support. Below are the required details:

Our technical support/ assistance centers (Name, address & communication details) shall provide telephonic or web support. Below are the required details:

1.....

2.....

3.....

(Signature with seal / stamp of the company)

Name:

Designation:

Please Note: Authorization certificate should be provided for OEM's commitment of back-to-back support to the bidder for the equipments and for the duration as mentioned in this tender document.

(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,
Altinho-Panaji, Goa.

Sub: Undertaking for participating in the tender reference: Tender No.: ITG-IT/0506/
Empanel-Vendors-WAN/2019 Date: 02/12/2019

We, _____<Name of the firm>_____, having a registered office at _____<Office address>_____, bearing registration no. _____<Registration no.>_____, state the following against the tender for providing Work of IT Infrastructure (WAN Connectivity) to various Government departments/institutions/ organizations 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 providing services with onsite maintenance support.
2. We hereby confirm that we are presently neither blacklisted/barred by Government / Semi – Government / Quasi- Government organization or Govt. Corporation 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 OEMs/equivalent of the products shall be used. In respect of licensed software, we undertake that the same shall be supplied along with the authorized license certificate.

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 bid 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: