



Info Tech Corporation of Goa Limited

(A Government of Goa Undertaking)

[An ISO 9001:2008 Certified Company]

IT HUB, 3rd Floor,

Altinho, Panaji, Goa -403001



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Tender For Empanelment of Vendors for Annual Maintenance Contract of Networking Infrastructure (LAN, UPS, FIBER & WAN Connectivity) To Government Departments/ Organizations / Institutions/ Corporations/ Autonomous Bodies in the State of Goa

Tender No.: ITG-IT/0553/ Empanel Vendors AMC (LAN, UPS, FIBER & WAN)/2019

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

No.: ITG-IT/0553/ Empanel Vendors AMC (LAN, UPS, FIBER & WAN)/2019

Bids are invited by Info Tech Corporation of Goa Ltd (ITG) in two bid – Eligibility cum Technical bid & 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 of networking infrastructure (LAN, UPS, FIBER & WAN CONNECTIVITY) to various Government departments/ institutions/ organizations in the State of Goa.

Sr. No	Item	Particulars
1	Description of the work	Empanelment of Vendors for Annual Maintenance Contract of Networking Infrastructure (LAN, UPS, FIBER & WAN connectivity)
2	Mode of Tendering	E-Tendering
3	E-Tendering Website	https://goenivida.gov.in
4	Tender Document Fee	Rs 2000/- 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	Date and Time for request of Tender Document	21/01/2020 to 19/02/2020 (up to 23.59) (up to 5.00 pm)
9	Date and Time for Pre Bid Meeting	28/01/2020 (at 11.30)
10	Date and Time for reply to Pre Bid Clarification	04/02/2020 (Up to 23.59)
11	Last Date and Time for Online submission of bids	22/02/2020 (up to 23.59)
12	Date and Time for opening / of Eligibility cum Technical bids	24/02/2020 (at 14.00)
13	Date and Time for opening / of Commercial bids	Will be communicated later on.

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 cum Technical 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://goaenivida.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 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

M/s INFO TECH CORPORATION OF GOA LTD. (ITG), an ISO 9001:2008 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.

M/s INFO TECH CORPORATION OF GOA LTD under the administrative control of Department of Information Technology has been providing various IT services to Government departments/institutions/ organizations in the State of Goa who 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.

Also, it has been noticed that the networking infrastructure in some departments/ Organizations are not covered under any maintenance contract and is not functioning properly. Additionally, Government of Goa through Goa State Infrastructure Development Corporation (GSIDC) has constructed new building premises for various Government departments and sub offices wherein State of the Art infrastructure with all the necessary ultra-modern ICT Equipment are made available. Normally the networking infrastructure is covered under the defect liability warranty period provided by GSIDC. The entire networking infrastructure of such new buildings has to be covered under Annual Maintenance Contract after the expiry of the defect liability warranty period for the smooth and un-interrupted functioning of the networking infrastructure. But, it is observed that most of these Departments& organizations are reluctant to execute the same on their own, citing reason of non-presence of IT domain expert at their end and the staff not having required experience in IT domain. With respects to the above mentioned problems the staff approach vendors from open market and get the issue resolved wherein this vendors charges exorbitant rates.

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
GBBN	Goa Broad Band Network
OEM	Original Equipment Manufacturer
EMD	Earnest Money Deposit
PAN	Permanent Account Number
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
LAN	Local 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

1. Info Tech Corporation of Goa Ltd (ITG) invites Eligibility cum Technical 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 providing Networking Infrastructure to various Government departments/institutions/ organizations in the State of Goa. Bidders should submit the proposal on the tender wizard <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 valid 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 have 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 cum Technical Bid will be opened as per schedule in NIT and in the presence of the bidder or any of his representatives. The bidders who qualify in the Eligibility cum Technical evaluation process shall be considered for empanelment.
- 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.

CHAPTER 2**Eligibility Criteria & Mandatory Conditions**

The bidder must fulfill the following eligibility conditions and must also submit documentary evidence in support of fulfilling these conditions while submitting the Eligibility cum 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: 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 extending support / maintenance services during the AMC period, it is considered essential that the bidder should have a strong local presence in Goa, specifically authorized for this Tender / project. If the bidder is not having local presence then the bidder is required to set up his office in state of Goa within 3 months from the date of empanelment. 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 is not present, then the same should be setup within a month from the date of being empanelled.	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - Certificate of incorporation - Registration Certificate - GST registration, Registration with Village Panchayat or any Govt. organization in the State of Goa <p>**Upload and save as “Document A”</p>
2	The bidder should have experience of carrying out similar works of providing AMC of Networking Infrastructure (LAN, UPS, FIBER & WAN CONNECTIVITY) in Government Departments/Public Sector Undertaking/Banks / Financial Institution/ Central Autonomous Bodies/State Autonomous Bodies/ reputed firms during the last two (2) years.	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> -Work orders confirming year and Area of activity should be attached. <p>**Upload and save as</p>

		“Document B”
3	The bidder should have at-least minimum Five (5) Service Engineers on its own pay roll.	<p>a) Valid documentary proof of:</p> <p>- Certificate from bidder for number of qualified Engineers professionals employed by the bidder giving names & address. And any supporting document indicating that service engineers are on-board of firm/company.</p> <p>**Upload and save as “Document C”</p>
4	The bidder must have a valid GST Registration and Valid PAN Card number.	<p>a) Valid documentary proof of:</p> <p>- GST Registration Certificate and PAN Card</p> <p>**Upload and save as “Document D”</p>
5	The bidder shall not be blacklisted or barred by GoI/GoG from rendering services to any of the Government Departments/ Organizations.	<p>a) Valid documentary proof of:</p> <p>-A signed copy of the undertaking (Annexure-III) with seal.</p> <p>**Upload and save as “Document E”</p>

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

1. Selection of empanelled vendor is a two stage bidding process where in eligible bidders shall submit their Eligibility cum Technical bid and Commercial Bid.

- a. Eligibility bid will be evaluated for all the bidders.
- b. Commercial Bids of only those bidders will be opened who are qualified in the Eligibility bid.
- c. Only those bidders who are willing to match the lowest (L1) price will be listed on ITG's List of Empanelled Vendors for works of AMC of Networking Infrastructure (LAN, UPS, 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 tenderwizard 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. 25,000/- (Rupees Twenty Five Thousands 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:-
- 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.

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

- vii. No Exemptions / Preferences for SSI Units or any other Entity:** All tender terms and conditions (including cost of tender fees, tender processing fees and EMD requirements) shall apply in equal / same measure to all entities / bidders

3. 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. Non submission of the required documents 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 cum Technical Bid.

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

e. Validity of Empanelment Tender & Commercials:

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 the following may be noted:

1. The selected vendors will be on ITG empanelled list, which shall be valid for a period of two (02) years from the date of finalizing / approval of Empanelled list of vendor.
2. The commercial quotes shall be valid for a period of two (02) year only from the last date of submission of bids as per NIT.

f. Deadline for submission of Bids:

- i. Bids must be submitted on the website <http://www.tenderwizard.com/goa> 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 or when the bidding document is required to be substantially modified as a result of pre-bid queries and the time with the prospective bidders for preparation of bids appears insufficient, the date may be extended by the tendering authority and due publicity to such change in date of opening of bids would be given. In such cases, it would be ensured that after issue of corrigendum, reasonable time is available to the bidders to prepare and submit their bids. Any 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.
- i. **Bid Opening:**
- i. The tendering authority shall conduct the bid opening at the date and time specified in the NIT in the presence of the designated evaluation committee & bidders/ Bidder's authorized representative present, if any.
 - ii. 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 <http://www.tenderwizard.com/goa>.
 - iii. The tendering authority shall download all the documents submitted by the 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 bonafieds for attending the opening of the proposal. The bidder's representatives who are present shall sign the attendance register present.
 - iv. 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.
- iii. 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 cum Technical 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 reserve 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, being involved in litigation 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.

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

- ii. The Vendor shall maintain adequate stock of spare parts for maintaining the up time of the network.
- iii. The Vendor shall maintain the entire Networking infrastructure under the warranty contract in proper working condition throughout the contract period to provide consistent support to the Department/Organization.
- iv. 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.
- v. The Contract for the supply can be repudiated at any time by the Purchaser, if the supplies are not made to his satisfaction of ITG.
- vi. 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.
- vii. **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 operational, or not integrated. In such an event, AMC is termed as incomplete.
- viii. **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 Bidding Authority will not pay such charges if incurred.
- ix. **Repair/replacement Clause:**
 - a) 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. In case of replacement of any non-working networking equipment, the bidder shall replace the non-working networking equipment with equivalent or of higher capacity.

- b) 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/mobile 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
- c) **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
- a) 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.
- b) 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.
- c) 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.

- d) 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.

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.

x. **Reports:**

- I. **Preventive Maintenance Reports:** The empanelled vendor who is awarded with the AMC works shall carry out the Preventive Maintenance as and when required at least quarterly even if there are no complaint calls from the client department and submit to ITG the preventive maintenance reports duly signed by the Head of the Client Department.

II. **Feedback Reports:** ITG shall obtain feedback from the client department with regards to the service provided by the empanelled vendor for awarded AMC Period.

III. **Corrective Maintenance report/ Call or Service Reports:** The empanelled vendor who is awarded with the AMC works shall submit to ITG the Corrective Maintenance report/ Call or Service Reports duly signed by the Head of the Client Department each and every time the complaint call is received either by vendor or by ITG.

IV. **Replacement Report:** The empanelled vendor who is awarded with the AMC 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. The replacement shall be carried out with same/equivalent/higher model of the non-working equipment.

xi. **Additional Equipments:**

Sometimes it is observed that in certain scenario Departments & Organizations need specific networking equipment to be covered under AMC which may not be available in the empanelled list of networking equipment published by ITG. In such cases ITG may seek the AMC rates of that particular networking equipment from the empanelled vendors of ITG. The same may be obtained by the e-tendering in limited mode.

xii. **Payment:**

The payment towards the order charges shall be released to the vendor by ITG only after receiving the payments from the concerned Departments/Organizations/Autonomous Bodies, along with AMC Service certificate (Half Yearly) as per Annexure II on Department/Organization letter head duly signed by authorized nodal officer

xiii. **AMC of Optical Fiber:**

a. The AMC cost of the Optical Fiber (whether laid underground or laid aerially) will be obtained separately.

b. The charges for excavation or Digging and refilling of Tar/ Roads/ Hard Soil/ Soft Soil will be obtained separately. The said charges will be paid to the concerned vendor/contractor/agency on actual basis only after carrying out on-site inspection of the work done.

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

- a. The scrutiny of the Eligibility cum Technical bid will be done by a committee duly constituted by ITG.
- b. After the scrutiny of the Eligibility cum Technical bid by the Committee, the Commercial bids of the firms which have qualified in the Eligibility cum Technical bid shall be opened as notified in the NIT to determine the lowest (L1) quotes for the AMC of individual/various Networking Infrastructure.
- c. The offers shall be evaluated for each Networking Equipment with L1 being the lowest offer. Thereafter ITG shall place before the vendors a list of the lowest (L1) rates obtained for each of the Networking Equipments.
- d. All the qualified vendors shall be given an opportunity to match the lowest (L1) rates obtained for each of the networking equipments. Thereafter, all the vendors who match the lowest (L1) rates obtained by ITG will thereafter be listed as ITG’s empanelled AMC vendors for providing AMC of Networking Infrastructure/ Equipments.

b. Procedure for placement of AMC order on Empanelled AMC Vendors:

- a. ITG will display the list of the empanelled vendors along with the rates of the AMC of the Networking Infrastructure on its website along with an Annexure form (for requisition from the departments).
- b. The department while submitting their request to ITG for AMC, has to provide the details like (Make/ Brand, Qty, Preferred vendor, if any etc) as mentioned in the annexure form.
- c. Based on the department’s request, ITG may place the AMC order on the vendor. However, if there is no preferred empanelled vendor mentioned then ITG will place the order of AMC on one of the empanelled vendor as per its decision. The decision of ITG in this regards will be final.

CHAPTER 7 Penalty Charges & Escalation Matrix

- a. The down-time penalty charges if not rectified within the stipulated time for Local Area Network (LAN), UPS Points and Network Points shall be as follows:

Sr. No.	Item	Penalty (Amount in Rupees) per day after 48 Hrs. from receipt of complaint.
1	I/o & UPS Per point (inclusive of all passive components like cat6 cables, electrical wires, etc.)	50.00
2	Network switches/Routers, (All Active components)	500.00
3	Optical Fibre cable connectivity	750.00

- b. The Down Time Penalty for WAN Connectivity/Fiber Connectivity shall be calculated on Quarterly basis on the Network Monitoring System (NMS) installed by DOIT. The calculations are as follows:

Prime Business Hours:9.30 AM to 5.45 PM (Monday – Friday/Working Hours of the Client Department)

Prime Business Hours (PBH)	Uptime	Penalty
9.30 AM to 5.45 PM (Monday – Friday/Working Hours of the Client Department)	>= 90 %	No Penalty
	>=80%	10% shall be deducted of the AMC value quoted for WAN component.
	>= 70%	20% shall be deducted of the AMC value quoted for WAN component.

- c. The Genuine down time in the following cases shall be considered:
- i. Power Shutdown at the client department and PoP location
 - ii. Fiber cut due to Departmental works like digging of roads, road widening, etc.
 - iii. Any other genuine down time that can be considered as per the situation.

Note:

1. The vendor shall ensure uptime on all working days in respect of networking & ups equipments as mentioned above.
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.

Escalation Matrix

All the AMC 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:

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

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/Autonomous Bodies, along with AMC Service certificate (Half Yearly) as per Annexure II on Department/Organization letter head duly signed by authorized nodal officer.
2. The expiry of each Quarter/ Half/Full year.
3. Submission of Service Call Report carried out by the empanelled vendor during the AMC period duly signed and sealed by the concerned user/ nodal officer of the client department.
4. Preventive Maintenance Report duly signed by Head of Department/Nodal Officer (Monthly).
5. Feedback/Inspection Report submitted by ITG official with Department/Organization Nodal officer/HOD Signature.

Note:

1. Advance payment shall not be paid.
2. Payment would be made for the Networking Equipments which were actually working during the AMC period.
3. 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).
4. Payment shall be made in Indian Rupees only.

Pre Bid Queries Format

Pre bid queries must be strictly submitted in the office of ITG or e mailed at email id sarvdud2007@gmail.com in the prescribed format before the pre bid meeting i:e (28/01/2020 at 09.00).

Name of the Firm				
Sr. No	Tender Document page no	Tender document clause no	Clause details	Query

CHAPTER 9 Documents to be furnished in E – Tender mode only

The tenderer/ bidder should submit all the relevant documents in E-Tendering Mode only.

Tender(s) / Bidder(s) should submit documentary evidence in support of fulfillment of all criteria's, while submitting its bid(s) in e-tendering mode. The scanned copy of these documents should be uploaded on the goenivida.gov.in during submission of bids before its last date. Failure to comply with these requirements may result in the bid being rejected.

CHAPTER 10 Tentative Description for the items to be covered under the work of AMC for Networking Infrastructure (LAN, UPS, FIBER & WAN connectivity)

The AMC of all passive components will be taken on per LAN & UPS point basis with the inclusion of the components mentioned along.

Table: A

Sr No	Description
1	AMC for Networking Per Point (Concealed/Non-Concealed)
	This will include Comprehensive AMC of all the following items:-
a	Cat 6 (+) cables having an average of appx 35 mts length from each Network point to the patch panel, Cat 6 (+) cables of 1 m length connected between patch panel and 24 port switch, Cat 6 (+) cables of 3 mts length connected between I/o Point and the computer.
b	24 port Patch Panels, Racks, Input/output Devices, PVC casing & Capping

Table: B

1	AMC for UPS Per Point (Non-Concealed)
	This will include Comprehensive AMC of all the following items:-
a	All UPS points consisting of electrical switches & socket (5amp & 15 amp), Electrical wires (1.5, 2.5, 4 & 6 sq. mm), MCB's (43 & 63), PVC casing & Capping
b	Any type of Termination charges, laying charges, fixing charges, etc. for smooth working of networking points & up points

Table: C

1	AMC for terminated Fibre connectivity Per location
	This will include Comprehensive AMC of all the following items:-
a	16 / 24 Port Rack Mount Light guide Interconnect Unit, Fibre Patch Cords, Fibre Pig Tails, Adapters, Fiber Module transceivers, Media Convertors. All the above are for Single mode (SM) & Multimode (MM).
b	Any type of Termination charges, laying charges, fixing charges, splicing of fiber etc. for smooth working of network.

Table: D

1	AMC for Optical Fiber laid Per meter
This will include Comprehensive AMC of all the following items:-	
a	Outdoor Corrugated Steel Tape Armored Direct Burial Cable 6/12/24/48 core. This will include both Single mode (SM) & Multimode (MM).
b	Include fiber cable laid Aerially or Underground

Table: E

1	Digging or Excavating & Refilling Charges per meter
This will include the following items:-	
a	Excavating & refilling of tar/concrete road, Hard Soil, Soft Soil. This cost may be considered as 20% of the actual fiber laid.
b	Vendor has to take/ obtain the necessary permissions from the intending/ client department
c	The charges will be paid on actual basis after carrying out on-site inspection of the Excavation & refilling of tar/concrete road, Hard Soil, Soft Soil.

Table: F

1	Splicing of Optical Fiber Charges
This will include the following items:-	
a	Splicing (Joining /Re-Joining) of Optical Fiber Cable 6/12/24/48 core (Aerial/Underground).

Table: G

1	AMC for Cat6+ cable laid for GBBN cascading
This will include Comprehensive AMC of all the following items	
a	Cat 6 (+) cables having an average of approx. 50 x 2 mts length from the main GBBN 13 switch to the department's internal
b	Any type of Termination charges, laying charges, fixing charges, crimping etc. for smooth working of network.

Table: H

1	AMC for Network Switches (All Types)
Sr. No.	Description of Switch
a	Un-managed Switch, Un-managed switch with SFP ports, etc.
b	Managed switch, Managed switch with SFP ports, Layer 3 Switch with SFP ports, Core routers, etc.
c	PoE Switch, Managed PoE Switch, Layer 3 Managed PoE Switch, core switch etc.

Table: I

1	Unmanaged/Managed Switch Categories	
Sr. no.	Price of Switch	Type
1	Up to 5,000	Type I
2	5,001 to 10,000	Type II
3	10,001 to 25,000	Type III
4	25,001 to 50,000	Type IV
5	50,001 to 1,00,000	Type V
6	1,00,001 to 2,00,000	Type VI
7	2,00,001 to 3,00,000	Type VII
8	3,00,001 to 4,00,000	Type VIII
9	4,00,001 to 5,00,000	Type IX
10	5,00,001 and above	Type X

Table: J

1	AMC for Surveillance Cameras (IP Based Indoor/Outdoor)
This will include Comprehensive AMC of all the following items	
a	Camera Stand, Termination Box, POE Injectors & Splitters, Power Cables, Storage, etc.
b	All the equipment's, cables required to make IP cameras functional

Table: K

IP Camera Categories		
Sr. No.	Price of Camera	Type
1	Up to 5,000	Type I
2	5,001 to 10,000	Type II
3	10,001 to 25,000	Type III
4	25,001 to 50,000	Type IV
5	50,001 to 1,00,000	Type V
6	1,00,001 to 2,00,000	Type VI

7	2,00,001 and Above	Type VII
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Table: L

1	AMC for CCTV Surveillance Cameras (Indoor/Outdoor)
This will include Comprehensive AMC of all the following items	
a	Both Indoor as well as Outdoor Cameras
b	Camera Stand, Termination Box & Splitters, Power Cables, etc.
C	All the equipment's, cables required to make IP cameras functional

Table: M

CCTV Camera Categories		
Sr. No.	Price of Camera	Type
1	Up to 5,000	Type I
2	5,001 to 10,000	Type II
3	10,001 to 25,000	Type III
4	25,001 to 50,000	Type IV
5	50,001 to 1,00,000	Type V
6	1,00,001 to 2,00,000	Type VI
7	2,00,001 and Above	Type VII

Table: N

1	AMC for Surveillance Viewing Devices	
This will include comprehensive AMC of all Types of Viewing Devices LCD/LED 20", 40", 45", etc. and all the equipment's, cables required to make CCTV Viewing Devices functional.		
Sr. No.	Price of LCD/LED TV	Type
1	Up to 10,000	Type I
2	10,001 to 25,000	Type II
3	25,001 to 50,000	Type III
4	50,001 to 1,00,000	Type IV

Note: The bidders are free to sign back to back agreement with the OEM's for any of the Networking equipment which they intend to take under AMC.

Chapter 11 Commercial Bid

Sr No	Description of the items	Make/Model	Appx Qty	Units	Rate per unit in		Total Amount in Rs I=(F+H)*D
					Base Rate/Price in Rs.	Tax as per GST in %	
A	B	C	D	E	F	H	
AMC for Network Switches – All Types (Refer Table H and Table I – Schedule – I)							
1	Type I	Any Make/Model	1	Nos			0
2	Type II	Any Make/Model	1	Nos			0
3	Type III	Any Make/Model	1	Nos			0
4	Type IV	Any Make/Model	1	Nos			0
5	Type V	Any Make/Model	1	Nos			0
6	Type VI	Any Make/Model	1	Nos			0
7	Type VII	Any Make/Model	1	Nos			0
8	Type VIII	Any Make/Model	1	Nos			0
9	Type IX	Any Make/Model	1	Nos			0
10	Type X	Any Make/Model	1	Nos			0
Other Networking Equipments							
11	AMC for Networking Points (Concealed/Non-Concealed) as per Table-A (Schedule-I)	Any Make/Model	1	Nos			0
12	AMC for UPS Points (Non-Concealed) as per Table-B (Schedule-I)	Any Make/Model	1	Nos			0
13	AMC for terminated Fibre connectivity at location as per Table-C (Schedule-I)	Any Make/Model	1	Mts			0

14	AMC for Optical Fiber laid (Aerially/Underground)As per Table-D (Schedule-I)	Any Make/Model	1	Mts			0
15	AMC for Cat6+ cable laid for GBBN cascading As per Table-G (Schedule-I)	Any Make/Model	1	Mts			0
16	Digging or Excavating & Refilling Charges per meter As per Table-E (Schedule-I)	NA	1	Mts			0
17	Splicing of optical Fiber Charges As per Table-F (Schedule-I)	Any Make/Model	1	Nos			0
AMC for Surveillance Cameras (IP Cameras - Refer Table J and Table K - Schedule - I)							
18	Type I	Any Make/Model	1	Nos			0
19	Type II	Any Make/Model	1	Nos			0
20	Type III	Any Make/Model	1	Nos			0
21	Type IV	Any Make/Model	1	Nos			0
22	Type V	Any Make/Model	1	Nos			0
23	Type VI	Any Make/Model	1	Nos			0
24	Type VII	Any Make/Model	1	Nos			0
*** Kindly Note that, installation charges of IP Cameras will be applicable as per Tale A of Schedule - I							
AMC for CCTV Surveillance Cameras (Refer Table L and Table M - Schedule - I)							
25	Type I	Any Make/Model	1	Nos			0
26	Type II	Any Make/Model	1	Nos			0
27	Type III	Any Make/Model	1	Nos			0
28	Type IV	Any Make/Model	1	Nos			0
29	Type V	Any Make/Model	1	Nos			0

30	Type VI	Any Make/Model	1	Nos			0
31	Type VII	Any Make/Model	1	Nos			0
Other Surveillance Equipments							
32	CCTV Servers	Any Make/Model	1	Nos			0
33	NVR with 8 Channel	Any Make/Model	1	Nos			0
34	NVR with 16 Channel	Any Make/Model	1	Nos			0
35	NVR with 24 Channel	Any Make/Model	1	Nos			0
36	NVR with 32 Channel	Any Make/Model	1	Nos			0
37	DVR with 8 Channel	Any Make/Model	1	Nos			0
38	DVR with 16 Channel	Any Make/Model	1	Nos			0
39	DVR with 24 Channel	Any Make/Model	1	Nos			0
40	DVR with 32 Channel	Any Make/Model	1	Nos			0
41	1 TB Surveillance Hard-Disk	Any Make/Model	1	Nos			0
42	2 TB Surveillance Hard-Disk	Any Make/Model	1	Nos			0
43	4 TB Surveillance Hard-Disk	Any Make/Model	1	Nos			0
44	SMPS with 4 Channel	Any Make/Model	1	Nos			0
45	SMPS with 8 Channel	Any Make/Model	1	Nos			0
46	SMPS with 16 Channel	Any Make/Model	1	Nos			0
AMC for Surveillance Viewing Devices (Refer Table N - Schedule - I)							
47	Type I	Any Make/Model	1	Nos			0
48	Type II	Any Make/Model	1	Nos			0
49	Type III	Any Make/Model	1	Nos			0
50	Type IV	Any Make/Model	1	Nos			0

Terms & Conditions:

1. Please note that in the Tax column will include GST in percentage.
2. The vendor has to provide support whenever there is a hardware failure or on instruction by ITG during the AMC period.
3. All payments will be made by ITG to the vendor only after receiving the same (payments) from the respective client department(s).
4. The vendor has to provide/submit Preventive Maintenance Report, Corrective Maintenance Report and Replacement Reports from the concerned officer of the respective client Department for release of the payment.
5. Items mentioned above are for the purpose of obtaining the rates only.
6. The quantity of the items to be procured may vary from time to time depending upon the requirements of the projects ITG is undertaking / requirements of the client Department.
7. ITG shall determine the "ITG Empanelled Rates" by identifying the lowest rate for each of the individual item(s).
8. Further all the qualifying Bidders / vendors shall be required to match the "ITG Empanelled Rates".
9. Work will be allotted only to the empanelled vendors matching the "ITG Empanelled Rates" and willing to undertake the work.
10. The Managing Director (ITG) shall be the final authority in allocating the work among the empanelled vendors matching the L1 price.
11. The contractor shall, in no case, replace any item/component with inferior item and if found doing so, the contract shall stand terminated forthwith.
12. All other Terms and Condition applicable as per Tender Document for AMC of Networking Infrastructure.(Tender No: : - ITG-IT/0553/Empanel Vendors AMC (LAN, UPS, FIBER & WAN)/2019 Date: 13/09/2019)

ANNEXURE-1**Bid Form****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, Altinho, Panaji Goa-403001
c.	Telephone	(0832) 2226042 / 2225192

NIT Reference: ITG-IT/0553/ Empanel Vendors AMC (LAN, UPS, FIBER & WAN)/2019

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)	2014-15	2015-16	2016-17	

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, Porvorim.
- 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, Porvorim.
- V.** 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).
- VI.** 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.
- VII.** The rates quoted are applicable for 2 years 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, Porvorim.

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

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

Signature : _____

Name : _____

Designation : _____

Place : _____

Date & Seal : _____

(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,
IT HUB, 3rd Floor, Altinho, Panaji Goa.

Sub: Undertaking for participating in the tender reference:
ITG-IT/0553/ Empanel Vendors AMC (LAN, UPS, FIBER & WAN)/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 AMC of IT Infrastructure (ICT Equipment) 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 /Bid submission.
3. We hereby undertake that all the components/parts/assembly/software used in the equipment shall be repaired / replaced with component of equivalent or higher capacity.
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 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: