



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 PROCUREMENT OF ICT EQUIPMENTS
FOR IMPLEMENTING C-DOT LEMF SOLUTION FOR POLICE
DEPARTMENT IN THE STATE OF GOA**

Tender No.: ITG-IT/0643/Proc-Police/C-DOT LEMF/2020
Date: 11/02/2020

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

No.: ITG-IT/0643/Proc-Police/C-DOT LEMF/2020

Date: 11.02.2020

Bids are invited by Info Tech Corporation of Goa Ltd (ITG) in two bids – 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 of ICT Equipments to various Government departments/ institutions/ organizations in the State of Goa.

Sr No	Item	Particulars
1	Description of the work	Supply, Installation & Commissioning ICT Equipments for implementing C-DOIT LEMF Solution for Goa Police
2	Mode of Tendering	E-Tendering
3	E-Tendering Website	https://goaenivida.gov.in
4	Tender Document Fee	Rs 5000/- Rupees Five 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. 6,25,000/- (Rupees Six Lakhs Twenty Five 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	11/02/2020 to 08/03/2020 (up to 21.00)
9	Date and Time for Pre-bid Meeting	17/02/2020 (at 11.30)
10	Last Date and Time for reply to Pre-Bid clarifications	19/02/2020 (up to 23.59)

11	Last Date and Time for Online submission of bids	09/03/2020 (up to 10.00)
12	Date and Time for opening / of Eligibility bids	09/03/2020 (at 12.00)
13	Date and Time for opening / of Commercial bids	Will be intimated.

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 tender.
- 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

About Info Tech Corporation of Goa Ltd.

M/s 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.

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 of the Project

The office of ITG desires to supply and install an Information and Communication Technology (ICT) and Networking Infrastructure for implementing C-Dot Solution for Goa Police in the State of Goa on a Turn-Key basis project.

Detailed Scope of the Project

1. The scope of work includes supply, installation, commissioning, maintenance and integration of Network Routers, Switches, Firewalls, Server and Desktop Computers. The details of the ICT Equipments are as per details provided in the Technical Specifications.
2. The devices should have onsite comprehensive support and service for a period of 3 years from the date of commissioning (Go Live) for Hardware as well as Software.
3. Vendor has to provide Industry Qualified and Trained engineers at the site during the Installation and Configuration of the ICT and networking infrastructure and ensure that the activities carried out strictly in accordance with the Industry best followed practices.

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
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
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
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 that fulfill the eligibility criteria and having sufficient infrastructure, manpower and proven track record in carrying out the work of Supply, Installation & Commissioning of ICT Equipments to various Government departments/ institutions/ organizations in the State of Goa. Bidders should submit the proposal on the tenderwizard <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 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 <https://infotech.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. 6,25,000/- (Rupees Six Lakhs Twenty Five 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 cum Technical bid will be opened as per schedule in NIT and in the presence of bidder or any of its representatives. The bidders who qualify in the Eligibility cum Technical evaluation process shall only be considered for financial bid.

9. No contractual obligation whatsoever shall arise from the Tender Document / bidding process.

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 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, 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 a established office in Goa. If the same is not present then the same should be setup within a month from the date of acceptance of Purchase Order.)	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	The Tenderer/Bidder should have experience of successfully executed work of Supply, installation and commissioning of ICT and networking infrastructure for Government/ Non-Government organizations of execution 1. Atleast three works of value not less than Rs. 50.00 Lakhs in the last 7 financial years as on the date of issue of the Notice Inviting Tender OR 2. Atleast Two works of Rs.75.00 Lakhs in the last 7 financial years as on the date of	a) Valid documentary proof of: - Copy of work order & complete client execution certificates of the order from the concerned Government Department / No Government organization. (upload and save file as “Document B”)

	<p>issue of the Notice Inviting Tender.</p> <p style="text-align: center;">OR</p> <p>3. Atleast One Work of Rs. 1.00 crore in the last 7 financial years as on the date of issue of the Notice Inviting Tender.</p>	
3	The bidder should have at-least minimum Five (5) Service Engineers on its own pay roll.	<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 C")</p>
4	The bidder must have a annual financial turnover of at least Rs. 75 Lakhs during the last 3 financial years as on the date of issue of the Notice Inviting Tender.	<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 2019-20 audited accounts is not available then you produce Certificate from CA. <p>(upload and save file as "Document D")</p>
5	The bidder should submit an authorization by the Manufacture(s) for the items quoted by them	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - The Manufacturer's original authorization certificate (MAF) as per the Annexure III. <p>(upload and save file as "Document E")</p>
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-II) with seal. <p>(upload and save file as "Document F")</p>

CHAPTER 3

Bidding Process

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

1. Selection of vendor is a two stage bidding process wherein the bidders have to submit Eligibility cum Technical and Commercial bids.

- 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 cum Technical bid.

2. Preparation of Bidding Document

a. Downloading of Bidding Document

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 tenderwizard 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. 6,25,000/- (Rupees Six Lakhs Twenty Five 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. The EMD of the successful bidder shall be returned after submission of Security Deposit by the successful bidder. The successful bidder has to submit a Security Deposit either as Bank Guarantee of value equal to 5% of the Purchase Order Value or EMD of the successful bidder can be held back as Security Deposit and will be released at the time of completion of the warranty period.
- 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.

- 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 Goa 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 Bid.

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

e. Validity of Bids:

i. Bids shall remain valid for 180 days 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 tenderwizard will not accept any bid submitted after the deadline as indicated in the NIT.

ii. Towards the end of the deadline time, the tenderwizard server is likely to get jammed due to the heavy flow of traffic on the server. Hence, all the Bidders participating in the tender are requested to submit the bids well in advance before the deadline time period as indicated in the NIT.

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.
- iii. 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.
- ii. All materials submitted by the bidder becomes the property of Info Tech Corporation of Goa 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. 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 the bidder to 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 L1 bidder will be the one who has quoted the lowest price for the Total Project as the project is on Turn-Key basis.
 - v. The L1 price will be based on the total price including GST.
 - vi. If there are more than L1 bidders then the Managing Director, ITG has the right to negotiate with the bidders to arrive at the best rate.
- 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 L1 bidder, 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.**

CHAPTER 4

Disqualification of Bids

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 submitted 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 180 days shall be considered as non-responsive and would be disqualified.

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 5

General Terms and Conditions of Bid

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

1. The Tenderer/Bidder should upload all the necessary documents pertaining to the eligibility criteria's on the tender wizard.
2. The Technical bid shall be complete in all respect and contain all information and documents asked for, except prices. Incomplete and conditional tenders shall be rejected. Tenders that do not fulfill all or any of the above conditions will be liable for rejection.
3. The technical bids will be evaluated as per the qualifying criteria, technical specifications, and relevant documents in support of them. Subsequently, only the technically qualified Tenderer/Bidder will be short-listed. In this matter, decision of Managing Director, ITG will be final.
4. The Commercial bids of only the technically qualified Tenderer/Bidder will be opened. The price comparisons in deciding lowest quotation for the item shall be made over the rates quoted inclusive of all taxes. The lowest evaluated valid quotation (L1) will normally be selected. However, if there are more than L1 bidders then the Managing Director, ITG has the right to negotiate with the bidders to arrive at the best rate.
5. The Office of the ITG has the right to reject one and all the tenders without assigning any reason thereof.
6. Office of the ITG has the right to negotiate with the lowest Tenderer/Bidder.
7. Office of the ITG has the right to carry out the inspection and verify the details submitted by the Tenderer and in case the information submitted is found to be false the bid of such a tenderer shall be rejected.
8. Any violation of terms and conditions or unsatisfactory Service Support for the purchased item may lead to forfeiture of Bank Guarantee and blacklisting.
9. All disputes, differences and questions whatsoever, which may arise between the Tenderer / Bidder / Contractor and the, Office of the ITG, in any way arising out of or relating to the terms and conditions or the construction or application thereof, any clause or thing therein contained, or the rights, duties and liabilities of either party, or otherwise in connection therewith shall be referred to the sole arbitration of a person appointed by the Chairman, ITG. There shall be no objection from the Tenderer /

Bidder / Contractor / to such appointment. The decision of the arbitrator in the arbitration shall be final and binding on all both the parties. All such arbitration proceedings shall be subject to the provisions of the Arbitration and Conciliation Act, 1996 (Central Act 26 of 1996), or any statutory modification or re-enactment thereof and the rules made there under for the time being in force.

10. During the warranty period, the contractor with the help of its IT Engineers has to resolve any issues related to the Hardware/software's /Network during the warranty period.
11. The L1 rate will be obtained on the Total Cost of the project. However, the office of ITG has the right to add/delete items required for the implementation of the project depending on the requirement of the project.

12. Delivery & Installation:

- a) The bidder whose Bid is accepted shall supply, install and commission all the items for configuring the routers, firewall, server, Desktop System of the ordered material as per specifications.
- b) If required, the bidder has to integrate the existing/new items available with the Police Department with the items in the tender for setting up of the infrastructure with the new setup.
- c) Transportation: All goods must be sent freight paid
- d) Once the Purchase Order is placed on the Vendor, the Vendor should give the acceptance of the Purchase Order to Office of ITG within 7 days from the date of issue of Purchase Order. (The acceptance conveyed via e- mail may be accepted). Failing which the Purchase Order placed on the Vendor stands cancelled.
- e) Once the acceptance for the Purchase Order is conveyed to ITG, the Vendor should carry out supply, installation and commissioning of the equipments within a period of 60 days from the date of acceptance of the Purchase Order.
- f) If the Vendor fails to carry out supply, installation and commissioning of the equipments within a period of 60 days from the date of acceptance of the Purchase Order, then in such instances, ITG shall impose 1% of the Purchase Order Cost as a penalty per every week delayed. The penalty shall not exceed 5% of the Purchase Order Cost.

13. Completeness of the Contract:

The contract will be deemed as incomplete if any component/item 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.

14. 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

15. Warranty/ Guarantee Clause:

- a) The bidder would give comprehensive onsite warranty of 03 years from the date of Commissioning for the software and hardware. 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.
- b) In case of equipment, 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 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) Bidder shall also be responsible to ensure all the supplied equipments should remain in proper working condition throughout the warranty period of 3 years.
- d) **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 overriding terms and conditions. In any case, the decision of the Managing Director, Info Tech Corporation of Goa Ltd shall be final and binding on all parties concerned.

CHAPTER 6**Escalation Matrix**

The selected vendor should 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.

CHAPTER 7

Terms of Payment

I. The payment towards the supply of ICT Equipment's shall be released to the supply vendor by ITG only after:

1. Receiving the payments from the concerned Departments/Organizations/Autonomous Bodies, etc.
2. Receiving supply report informing supply, installation and commissioning of ICT and Networking Equipment's are installed and working fine with sign & seal from the department.
3. The Payment will be released to the vendor on submission of 5% Security Deposit of the project value as which will be valid for the entire warranty period from the date of Go Live. The successful bidder has to submit a Security Deposit either as Bank Guarantee of value equal to 5% of the Purchase Order Value or EMD of the successful bidder can be held back as Security Deposit and will be released at the time of completion of the warranty period.

Note:

1. Advance payment shall not be paid.
2. Payment shall be made in Indian Rupees only

CHAPTER 8**Technical Specifications**

S.No	Item Name	Qty	Specification
1.	Server (AS + DB)	2	as per specifications A.2
2.	PCs for alarms with RHEL 6	1	as per specifications A.3
3.	PCs for monitoring, provisioning and intercept administration and system administration with Windows 10	4	as per specifications A.3
4.	Router, Firewall etc	1	as per specifications A.1
5.	OS: RHEL server version 6.6 software	3	
6.	RJ-45 Cat 6E cables, 3 Mtrs	15	
7.	19" rack with KVM, rack optimized mouse, keyboard & Monitor	1	as per specifications A.4
8.	L3 Switch	1	As per specifications A.5

A.1 Specification for Secure Service router

S.No.	Specifications
A.	Performance Requirement
1.	Wire-speed performance equivalent to 45Mbps or higher for concurrent services such as Routing and Firewall, IPS, VPN, Encryption/Decryption.
2.	Active/Active and Active/Standby support for all services and stateful failover of runtime sessions using integrated or dedicated Stateful Firewall. Incase if firewall is dedicated module or chassis it should support transparent mode to avoid the creation of additional L3 network in-between.
3.	<ul style="list-style-type: none"> • 4x10/100/1000 Mbps and 2xGigabit SFP (SX & LX one each) router Ports (At least 4 Ports should be usable in any combination) • 16x10/100/1000 Mbps L3 Switched Ports at wire speed,
4.	Hardware based encryption and VPN Support for 3DES, and AES 256, VPN tunnels.
5.	Intrusion Prevention as well as other essential security features.
B.	Routing & Multicasting
6.	IPv4 and IPv6 support, including IPv4-IPv6 tunnels
7.	Static routing, RIPv1/2, RIPv3 for IPv6, OSPFv2 and v3, BGP4/4+
8.	Policy-based routing
9.	Inter-VLAN routing
10.	High availability: VRRP, redundant router connections

S.No.	Specifications
11.	IGMPv1/2/3 for IPv4; MLDv1/2 for IPv6
12.	PIM-SM for IPv4/v6
C.	LAN Features
13.	10/100/1000 Base-TX
14.	IEEE 802.1x port authentication, MAC based authentication
15.	IEEE 802.1p
16.	IEEE 802.1Q
17.	IEEE 802.3ad LACP
18.	IEEE 802.1s MSTP
19.	VLAN Registration Protocols for dynamic VLANs
20.	Port mirroring
21.	Jumbo frames
D.	WAN Features
22.	Serial V.35
23.	Point-to-Point Protocol (PPP), including PPP over Ethernet (PPPoE)
24.	HDLC
25.	Multilink PPP (MLPPP)
E.	Quality of Service/Traffic Management
26.	WRED, DiffServ, bandwidth guarantee/sharing, flow monitoring, traffic policing
27.	8 level Priority Class Based Queuing – Per IP address/subnets, ports, DSCP and ToS bits, VLAN ID, (802.1Q), VLAN Priority (802.1p)
28.	VLAN Classification (port and MAC based)
F.	Firewall
29.	Stateful Packet Inspection and failover Firewall
30.	Routed or transparent mode of operation
31.	Multiple zone support (including Corporate, Internet, DMZ)
32.	Access Control Lists (ACL)
33.	NAT, including policy-based NAT/PAT
34.	Multiple Distributed Denial of Service (DDoS) Attack Preventions
35.	IPSec, PPTP
36.	IPS: Integrated Inline DPI based detection and mitigation of all network threats and viruses. Signature updation/distribution should be possible through centrally placed in-house management server.
G.	VPN
37.	Integrated hardware for encryption and VPN acceleration
38.	IPSec VPN with Stateful failover, Group VPN Based on RFC 6407, GDOI
39.	3DES, AES, SHA1, SHA-256
40.	VPN Client support
H.	Management & Service provisioning
41.	Management: Telnet, SSHv2, SFTP, PAP, CHAP, SNMPv2, SNMP v3, DHCP, DNS Proxy, RADIUS, TACACS+, PKI functions and management of keys and X.509 digital certificates.
42.	Monitoring: Syslog, statistics, RMON, alarm
43.	Diagnostics: BERT, loopback testing, trace route, packet capture
I.	Reliability & Availability
44.	Redundant power supply (Internal) and variable-speed cooling fans.
45.	Hot swappable Modules
J.	International Power Safety & Energy efficiency certifications
46.	UL/CSA/IEC/EN 60950-1

S.No.	Specifications
47.	Common Criteria (ISO/IEC 15408) EAL or NIAP/CCEVS Protection Profiles certification for the model or family

A.2 Specification for Server

S. No.	Parameter	Specifications
1.	Processor	Intel® Xeon® processor Gold 6152 or higher
2.	No of Processors	2
3.	Memory	128 GB using 8x16GB 16GB RDIMM, DDR4-2133MT/s, or higher (LRDIMMs also acceptable)
4.	PCI Slots	Minimum 1 nos. of PCI-Express Gen3 Slot shall be available for future expansion (After taking into account all the mandatory and optional hardware mentioned in this document)
5.	Interface Ports	a) Serial port - 1; b) Mouse - 1; c) Keyboard - 1; d) VGA Graphics - 1; e) USB 3.0 or above - 4; f) RJ45 Network ports - 4 +1(for Remote Management) (In case Mouse and Keyboard are USB based then additional USB ports to be given. Similarly, for serial port converted from USB, additional USB port shall be provided along with USB to Serial converter.)
6.	Hard Disk Drive	To be supplied with 6 x 1.8TB (or higher capacity), 10K rpm 12G SAS EnterpriseHDD in RAID6.
7.	Bays	Should support minimum 8 nos. of SAS Drives
8.	RAID Controller	12 Gbps or higher throughput HW RAID Controller supporting RAID 0/1/1+0/5/6 with minimum 1 GB of Flash-backed write cache.
9.	Optical Drive (internal/external)	DVD-RW Drive (or DVD/CD Compatible Blu-Ray Disc Drive). External is acceptable if tray is provided.
10.	Graphics Controller	Integrated on-board graphics with support for 16 Million colors: resolution of 1280 X 1024 or higher
11.	Gigabit Ethernet ports	4 nos of Gigabit Ethernet ports full duplex. The network ports should also provide the following functionalities for all supported OS: <ul style="list-style-type: none"> • Ethernet Bonding, Failover and load balancing, • Wake on LAN, • Pre-Boot Execution Environment (PXE), • Multiple VLAN tagging, • Auto-negotiation for 10/100/1000 Mbps
12.	Redundant Power Supplies	Redundant Hot Plug Power Supplies (230 VAC). The power supplies shall be either 80 Plus platinum certified or better
13.	Redundant cooling Fans	Redundant Hot Plug fans
14.	Form Factor	Rack mountable with rack mount kit and rails (preferably 2U or less)

15.	OS Support	The quoted server should support the following Operating Systems: a) RHEL 6 and above; b) VMware vSphere™ 5.0 and above
16.	Backup drive	LTO-6 tape drive (preferably internal) with six media and one cleaning cartridge <i>*in case external tape drive is quoted additional controller and rack mounting accessories shall be provided</i>
17.	Remote Manageability	a) It shall be possible to manage the server hardware and software components remotely. b) The server hardware shall be manageable even when it is shutdown or crashed. c) It shall be possible to power on/off and boot the system remotely; d) It shall have the following features: <ul style="list-style-type: none"> • real time power reading; • POST replay; • Event log; • Browser and CLI support; • Secure Socket Layer; • Secure Shell.
18.	Server Management	OEM software for management of Servers must be included as standard. It should integrate with any SNMP based industry standard Network Management Software. (The SNMP MIBs for all the hardware and software components shall be provided in a DVD or USB media). Should provide Fault management and automatic event handling through e-mail/SMS. Should provide Role based secured remote management using Secure Sockets Layer (SSL) and Secure Shell (SSH) to encrypt management communications. Should provide Pre-failure warning for- CPU, Memory, and HDD. Preferably it should have local LED/LCD based diagnostic panel for easy fault identification.
19.	Warranty	The entire hardware and software shall carry a comprehensive onsite warranty of 3 years from the date of commissioning

A.3 Specification for Desktop

S. No.	Parameter	Details
1	CPU/Speed	Intel® Core™ i7-7700 with Intel® HD Graphics 630 (3.6 GHz base frequency, up to 4.2 GHz with Intel® Turbo Boost Technology, 8 MB cache, 4 cores)
2	RAM	16 GB DDR4-2400 SDRAM (upgradable to 32 GB without discarding existing memory)
3	Storage	2 x 1 TB 7200 rpm SATA 3Gb/s hard drive or better (SSHD also acceptable)
		Optical Drive – 22X DVD+/-R/RW (or better) with DVD writer Software. Shall be able to write on dual layer DVD media
4	Video Controller	Intel HD Graphics Multiple Displays, Multi-Tasking Display port out for dual independent Displays
5	Graphics	21.5” LED Flat Panel Display with 1920X1080 resolutions
6	Keyboard	Multimedia/Internet Keyboard and Optical Mouse from OEM
	Audio	<ul style="list-style-type: none"> • Integrated high definition with audio ports • High Definition Stereo Headset (Headphone with Microphone) with noise cancellation
7		<ul style="list-style-type: none"> • External Stereo Speakers
8	Network Interface	2 x 10/100/1000 Mbps Ethernet Network Card, Auto sensing.
9	Bus Slots	One x16 PCI Express slot
10	Ports	Minimum 6 USB 2.0/3.0 ports inclusive of at least two USB 3.1 1 RJ45 1 VGA 1 Display Port 2 Line in (stereo/microphone) 2 Line out (headphone/speaker)
11	Mouse	Optical Scroll (3 button) Mouse with mouse pad
12	Power Supply	220-240 VAC, 50 Hz With Indian Power cables
13	Drivers/Accessories	Required drivers and cables to be provided
14	O.S.	(a) Genuine Microsoft 64-bit Windows 10 Professional with License and Media. (Restore CD's not acceptable. Required Driver CD's to be provided). (b) Antivirus with three years' subscription

- 15 Warranty
 - i.3 years' Comprehensive onsite warranty support for Hardware and OS from the date of Installation/Acceptance
 - ii. Vendor should provide OEM warranty card mandatorily
 - iii. The equipment shall be supported for at least 5 years from the date of acceptance
- 16 Post Sales Support
 - Principal/Supplier should have a full-fledged service center at the city of installation
- 17 Installation
 - Installation/Creation of Partition, OS Installation and enabling Restore option onsite

18	Cables, Drivers connectors and accessories	All the necessary cables, drivers, connectors and accessories if any should be provided.
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A.4 Specification for 19” Rack

S l.	Specifications
1.	DIMENSIONS: 42U 800mm (W) X 1200mm (D)
2.	Color: Powder coated Black
3.	<p>At least two (2) rear vertically mounted PDUs with a total of 24 nos. of 6A/16A, 230V, C13 sockets. The inputs to the PDUs shall be provided using NEMA connectors. Two sets of single phases 32A NEMA connectors (each set inclusive of both male and female parts) along with 2 nos. of 32A MCBs and mounting boxes` shall be provided. 15-meter-long FRLS power cables with each wire having 4 mm² cross sectional area shall be provided for input to each PDU. The electrical cabling from the UPS output point available at the site to the NEMA connector BOX near the rack shall have to be carried out by the bidder using 4 mm² FRLS cable and appropriate cap-on-casing or conduit depending on the site suitability. All cables, sockets and circuit breakers shall be ISI/UL certified.</p> <p>Note: Compatible Power Cords should be provided for all Equipment Supplies.</p>
4.	Top mounted Fan Tray with 4 fans (should not consume mounting slots (out of 42 U) or sockets in the PDU)
5.	1 Fixed tray
6.	1 sliding 2U drawer
7.	Wheels with locks
8.	1 U sliding rack optimized Keyboard, mouse, monitor with KVM to connect 6 servers and the networking equipment
9.	Grounding Kits
10.	<p>Perforated metal front door (single) and back doors (double) with door knobs at the outside of the doors and both should have unique lock and key arrangement. There shall be two LED lamps inside the rack, one at the front side and one at the back side which shall turn-on only when the front door and the back doors are opened. The purpose is to provide visibility to the front and back sides of the equipment inside the rack.</p>
11.	Rear vertical cable managers
12.	Metallic side panels
13.	Provision for air flow
14.	Mounting Hardware
15.	100 nos. of nuts and bolts
16.	A Packet consisting of 100 nos of reusable Velcro tie wraps
17.	RJ-45 Cat 6E patch cords, factory crimped with boot for protection, UL/ETL Certified, length, length: 3 Meters

A.5 Specifications of L3 switch

Sr.No.	Specifications
1.	24-port managed L3 switch with 2 dual mode (Electrical/Optical) GE uplink port, Dual redundant modular power supplies and fans, IPv4 and IPv6 routing, Multicast routing advanced quality of service (QoS),and security features in hardware.

CHAPTER 9 Commercial Bid



Tech Corporation of Goa Limited
 (A Government of Goa Undertaking)
 [ISO 9001:2008 Certified Company]
 IT HUB, 3rd Floor,
 Altinho, Panaji – Goa – 403001

E-Tender Notification No.:: ITG-IT/0643/Proc-Police/C-DOT LEMF/2020 Dated 11.02.2020

Financial Bid

Name of works :-PROCUREMENT OF ICT EQUIPMENTS FOR IMPLEMENTING C-DOT LEMF SOLUTION FOR POLICE DEPARTMENT IN THE STATE OF GOA

BIDDER / AGENCY Name											
S. N.	Item Description	Qty	Units	Make/Model	MRP Price In Rs	Tender Price In Rs	GST In Rs		Total cost of item in Rs (Incl of Tax)		
							In %	In Rs	In Figures	In Words	
A	B	C	D	E	F	G	H	I	J= (G+H)	K	
A											
1	Secure Service Router	1	Nos.								
2	Server	2	Nos.								
3	Desktop Computer	5	Nos.								
4	19" Rack	1	Nos.								
5	OS: RHEL server version 6.6 software	3	Nos.								
6	RJ-45 Cat 6E cables, 3mtrs	15	Nos.								
7	L3 Switch	1	Nos								
8	Complete installation and configuration of the above equipments										

(This will include server installation & configuration, Router installation & configuration, integrating the network to the existing network, etc.)							
Total Cost of the Project							
A	*** The detailed specifications are mentioned in the Technical Bid sheet						
B	*** All the items shall carry 03 years comprehensive onsite warranty and support.						
C	*** MRP cost is taken only for information purpose, Tender price will be considered for final price calculation.						
Terms & Conditions							
	**All vendors may kindly note that by quoting for the tender, they agree to all the terms & conditions mentioned Above.						
	**** Kindly fill and upload the Technical Bid and Commercial Bid/s						
"This is a Digitally Signed Document"							

ANNEXURE-I

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, Althino, Goa-403501
c.	Telephone	(0832) 2226024 / 2225192

II. NIT Reference: ITG-IT/0643/Proc-Police/C-DOT LEMF/2020

Date: 11/02/2020

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 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.)					

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

V. The Tender Bid Processing fee amounting to Rs. 1500/- (Rupees One Thousand Five Hundred Only) has been deposited vide challan no. _____ dated _____ in favour of the Info Tech Corporation of Goa Ltd, Althino, Panaji-Goa.

- VI.** We agree to abide by all the conditions mentioned in this Bid Document issued by the Bidding Authority.
- VII.** Reproduced/ re-word-processed formats or Tenderers/Bidders own formats for the price bids will disqualify the Bid. However the Tenderer/Bidder can reproduce exactly the same format for clarity in filling due to shortage of space.
- VIII.** The rates quoted are applicable up to 180 days from the date of opening of bid. The validity period can be extended with mutual agreement. Following documents are attached towards the proof of earnest money deposited in favor of Info Tech Corporation of Goa Ltd, Althino,Panaji-Goa.

S.No	Earnest Money deposited through	Challan Number	Dated
1.	RTGS,NEFT , credit card payment,etc		

- IX.** This Bid form and Terms & Conditions in token of acceptance of the terms mentioned in the tender document along with duly filled letter of undertaking / declaration.

Signature : _____
 Name : _____
 Designation : _____
 Place : _____
 Date : _____
 Seal :

ANNEXURE-II Bidders Undertaking-I
(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)

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

UNDERTAKING

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

Sub: Undertaking for participating in the tender reference: ITG-IT/0643/Proc-Police/C-DOT LEMF/2020
Date: 11/02/2020

We, _____ <Name of the firm> _____, having a registered office at _____ <Office address> _____, bearing registration no. _____ <Registration no.> _____, state the following against the tender for procurement of the ICT Equipments for implementing C-DOIT LEMF Solution for Police Department 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:

Note:

Declaration in the company's letter head should be submitted as per the format given above

If the bidding firm has been blacklisted by any State Governments/ Central Government/ Public Sector Undertakings earlier before 3 years, then the details should be provided.

ANNEXURE-III Manufacturers Authorization Certificate (OEM)

(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: ITG-IT/0643/Proc-Police/C-DOT LEMF/2020

Date: 11/02/2020

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 for the (Name of the product(s)) for the Warranty period. i.e. three years.
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.
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.

ANNEXURE-IV Pre-Bid Queries

Pre bid queries must be strictly submitted in the office of ITG or e mailed at email id meghana.shetye@nic.in or sanesh.varghese@nic.in in the prescribed format before the pre bid meeting i:e (17.02.2020 at 11.30). Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority.

Pre Bid Queries Format

Name of the Company/Firm:				
Name of Contact Person	Designation	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.
Query/Clarification Sought:				
S.No.	Tender Document Page No.	Tender Document Clause No	Clause Details	Query/ Suggestion/ Clarification