



**Info Tech Corporation of Goa Limited**  
**(A Government of Goa Undertaking)**  
**[An ISO 9001:2015 Certified Company ]**  
*IT-HUB, 3<sup>rd</sup> Floor,*  
*Altinho-Panaji, Goa -403001*



**TENDER DOCUMENT FOR EMPANELLEMENT OF VENDORS FOR  
SUPPLY, INSTALLATION AND COMMISSIONING OF VIDEO  
CONFERENCING SYSTEM (LAN BASED)  
TO GOVERNMENT DEPARTMENTS/ORGANIZATIONS/  
INSTITUTIONS/ CORPORATIONS/ AUOTONOMOUS BODIES IN THE  
STATE OF GOA**

Tender No.: ITG-IT/0625/ Empanel Vendors VC/2019

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

No.: ITG-IT/0625/ Empanel Vendors VC/2019

Bids are invited by Info Tech Corporation of Goa Ltd (ITG) in two bid – Eligibility cum technical bid and commercial bid from well established and reputed organizations / agencies who fulfill the eligibility criteria and having sufficient infrastructure, manpower and proven track record in supply, installation & commissioning of Video Conferencing System (LAN Based) to various Government departments/ institutions/ organizations in the State of Goa.

Sr No	Item	Particulars
1	Description of the work	Supply, Installation & Commissioning of VC(LAN Based)
2	Mode of Tendering	E-Tendering
3	E-Tendering Website	<a href="https://goaenivida.gov.in">https://goaenivida.gov.in</a>
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.)	<b><u>Rs. 100,000/- (Rupees One Lakh only)</u></b>
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	11/02/2020 to 10/03/2020 (up to 23.59)
9	Date and Time for Pre Bid Meeting.	18/02/2020 (at 11.00)
10	Date and Time for reply to Pre Bid Clarification.	25/02/2020 (up to 23.59)
11	Last Date and Time for Online submission of bids	10/03/2020 (up to 23.59)
12	Date and Time for opening of	13/03/2020(at 11.00)

	Eligibility cum Technical bid bids	
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 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://goenivida.gov.in> to submit bids for the item given in the tender document.
- c. Late submission of bids is not be permitted by the goaenivida website.
- 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](mailto: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.

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

## DEFINITIONS & ACRONYMS

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

<b>ITG</b>	Info Tech Corporation of Goa Ltd, Goa
<b>DOIT / DOIT</b>	Department of Information Technology, Goa
<b>GSDC/SDC</b>	(Goa) State Data Center
<b>GBBN</b>	Goa Broad Band Network
<b>OEM</b>	Original Equipment Manufacturer
<b>EMD</b>	Earnest Money Deposit
<b>DD</b>	Demand Draft
<b>PAN</b>	Permanent Account Number
<b>Deity</b>	Department of Electronics and Information Technology, New Delhi
<b>PBG</b>	Performance Bank Guarantee
<b>MAF</b>	Manufacturer's Authorization Form
<b>Purchaser</b>	Info Tech Corporation of Goa Ltd, Goa
<b>Bidder/Tenderer</b>	Person/Company who bids against this tender
<b>Contractor/Supplier</b>	successful Tenderer / Bidder to whom tender is awarded
<b>Contract</b>	an undertaking signed by the Vendor against the Tender
<b>Non-responsive</b>	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
<b>IT Infrastructure</b>	All the IT related equipments which includes hardware, software's, networking,CCTV etc

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 Video Conferencing System (LAN Based) to various Government departments/ institutions/ organizations in the State of Goa. Bidders should submit the proposal on the <https://goenivida.gov.in> .
2. Bidders should go through the website <https://goenivida.gov.in> for understanding the e-tendering process and refer to the link "Vendor Info", "Information about DSC (Digital Signature Certificate)", "FAQ's" and to know the process for submitting the electronic bids at the website.
3. Bidders need to have a Class 3 category digital signature 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. 1,00,000/- (Rupees One Lakh 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 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.



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 during the warranty period, 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.

<b>Sr. No</b>	<b>Clause</b>	<b>Documents required</b>
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 being empanelled)	a) <b>Valid documentary proof of:</b> - 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, Installation & Commissioning of Video Conferencing System (LAN Based) of Government/ Non-Government organizations of execution of work of value not less than Rs. 5.00 Lakhs in each of the last 3 financial years ending March 2019.	a) <b>Valid documentary proof of:</b> - 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”)

3	The bidder should have at-least minimum Five (5) Service Engineers on its own pay roll.	<p>a) <b>Valid documentary proof of:</b></p> <ul style="list-style-type: none"> <li>- Certificate from bidder for number of qualified Engineers professionals employed by the bidder giving names &amp; address.</li> </ul> <p>(upload and save file as "Document C")</p>
4	The bidder must have an annual financial turnover of at least Rs. 25 Lakhs during the last 3 years ending 31 <sup>st</sup> March 2019. ( 2016-17, 2017-18, 2018-19 )	<p>a) <b>Valid documentary proof of:</b></p> <ul style="list-style-type: none"> <li>- Copies of the audited accounts for the last three years. OR</li> <li>- In case 2018-19 audited accounts is not available then you produce Certificate from CA.</li> </ul> <p>(upload and save file as "Document D")</p>
5	The bidder should submit an authorization by the Manufacture(s) for the Video Conferencing equipment.	<p>a) <b>Valid documentary proof of:</b></p> <ul style="list-style-type: none"> <li>- The Manufacturer's original authorization certificate (MAF) as per the Annexure II.</li> </ul> <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) <b>Valid documentary proof of:</b></p> <ul style="list-style-type: none"> <li>- A signed copy of the undertaking (Annexure-III) with seal.</li> </ul> <p>(upload and save file as "Document F")</p>

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

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

- a. Eligibility bid will be evaluated for all the bidders.
- b. Commercial Bids of only those bidders will be opened who are qualified in the Eligibility cum Technical 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 works of Supply, Installation & Commissioning of Video Conferencing System (LAN Based).

**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 goeninvida website 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 goeninvida website 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. 1,00,000/- (Rupees One Lakh only)** should be provided by the bidder. The EMD has to be paid online before the last date and time for online submission of bids as given in the NIT. EMD in any other form will not be accepted.
- v. **Refund of EMD:** The earnest money deposit of unsuccessful bidders shall be refunded soon after the final list of empanelled vendors has been prepared. The EMD of the successful bidders shall be returned only after a period of six months from the date of finalizing the final list of empanelled vendors.
- vi. **Forfeiture of EMD:** The EMD taken from the bidder shall be forfeited in the following cases:-
- If the bidder withdraws or modifies his bid proposal after opening of bids or during the period of bid validity or its extended period, if any; or
  - 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**

#### **a. Amendment of Bidding Document**

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

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

#### **4. Submission and Opening of Bids:**

- a. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ITG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. Info Tech Corporation of Ltd will be in no case responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b. **Language of Bids:** The Bid prepared & submitted by the Bidder and all subsequent correspondence and documents related to the bid and as submitted by the bidder, shall be written only in English language. Also, any printed literature furnished by the Bidder written in other language (other than English/ Hindi) must be accompanied by an English/ Hindi translation in which case, for purposes of interpretation of the bid, the appropriate translation by the Purchaser shall govern.
- c. **Documents comprising the Bid**
  - i. The bidder should ensure that all the required documents, as mentioned in the bidding document, are uploaded. 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 2 years from the last date of bid submission as prescribed by Tendering Authority. A Bid valid for a shorter period shall be rejected and treated as nonresponsive.
- ii. In exceptional circumstances, the Tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

**f. Deadline for submission of Bids:**

- i. Bids must be submitted on the website <https://goeninvida.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 goeninvida website will not accept any bid submitted after the deadline as indicated in the NIT.
- ii. Towards the end of the deadline time, the goeninvida website server is likely to get jammed due to the heavy flow of traffic on the server. Hence, all the Bidders participating in the tender are requested to submit the bids well in advance before the deadline time period as indicated in the NIT.
- iii. Documents relevant to the Eligibility bid which needs to be submitted in the office of ITG should be submitted before the opening of the Eligibility bid as indicated in the NIT. Bids received after the due date and the specified time (including the extended

period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

- iv. ITG shall not be responsible for any postal delay or non-receipt/non-delivery of the documents. No further correspondence on the subject will be entertained. The Managing Director, InfoTech Corporation of Goa Ltd will not accept any responsibility for any problems arising for delay in the submission of the tender.
- h. Withdrawal, Substitution, and Modification of Bids:** A Bidder may withdraw, substitute, or modify its bid after it has been submitted before the deadline prescribed for submission of bids as per the e-tendering process.
- i. Bid Opening:**
  - i. The designated Technical Committee will perform the bid opening, which is a critical event in the bidding process.
  - ii. The tendering authority shall conduct the bid opening at the date and time specified in the NIT.
  - iii. All the bids received up to the specified time and date shall be opened by the members of the designated Committee after entering their corresponding credentials (login id and digital signatures) in the website <https://goaenivida.gov.in>.
  - iv. The tendering authority shall download all the documents submitted by the tenderer / bidder and place the same in the presence of bidder or his/her authorized representative who choose to attend at the date and time specified in the NIT. The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal. The bidder's representatives who are present shall sign the attendance register present.
  - v. The eligibility bid shall be opened and all the bidders who are in the race (participated) of tender shall be notified to the bidders present. All the bids shall be downloaded one at a time, and the following may be read out and recorded: the name of the bidder, the submission or non-submission of the Tender Fee, EMD.

## **5. Bid Evaluation**

### **a. Guiding Principle for Evaluation of Bids**

- i. The tendering authority shall determine to its satisfaction whether the bidder that is selected as having submitted the best and responsive bid is qualified to perform the Contract satisfactorily.
- ii. The determination shall be based upon the examination of the documentary evidence of the bidder's qualifications submitted by the bidder.
- 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 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, 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.

1. The maintenance during the warranty/AMC period shall be on-site comprehensive, covering both preventive as well as corrective maintenance of Supply, Installation & Commissioning of Video Conferencing System (LAN Based).
2. The Vendor shall maintain adequate stock of spare parts for maintaining the up time of the Video Conferencing System (LAN Based).
3. The Vendor shall maintain the entire Video Conferencing System (LAN Based) under the warranty/AMC contract in proper working condition throughout the contract period to provide consistent support to the Department/Organization.
4. 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.
5. If the faulty equipment is required to be carried out of the office premises of the Department/Organization, which may affect the business process of the Department/Organization., then equivalent standby equipment has to be provided until the original equipment has been repaired and brought back and installed success.
6. Any activity, as a part of maintenance, that requires stopping of services or shutdown of equipments shall be carried out in consultation with the Department/Organization after necessary intimation, and this activity shall be taken up only during the non-working hours or on holidays in order to reduce non-availability of services.
7. ITG and Department/Organization shall jointly review and monitor the performance of the bidder and the same shall be recorded by ITG for future reference.
8. The Contract for the supply can be repudiated at any time by the Purchaser, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.

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

10. 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.

**11. Delivery & Installation:**

- a) The bidder whose Bid is accepted shall arrange the supply and installation of all ordered equipment for configuring the Video Conferencing System (LAN Based) of the ordered material as per specifications.
- b) Transportation: All goods must be sent freight paid
- c) Once the Purchase Order is placed on the Empanelled Vendor, the Empanelled 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 Empanelled Vendor stands cancelled.
- d) Once the acceptance for the Purchase Order is conveyed to ITG, the Empanelled Vendor should carry out supply, installation and commissioning of the equipments within a period of 30 days from the date of acceptance of the Purchase Order.
- e) If the Empanelled Vendor fails to carry out supply, installation and commissioning of the equipments within a period of 30 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.

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

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

**13. 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

**14. Warranty/ Guarantee Clause:**

- a) The bidder would give comprehensive onsite warranty/guarantee that the goods/stores / Articles would continue to conform to the description and quality as specified for a period of **Three years** on all items from the date of “Live” of the said goods. The purchaser will be entitled to reject the said goods/ stores/ articles or such portion thereof as may be discovered not to conform to the said description and quality, on such rejection the goods/articles/ stores will be at the seller’s risk and all the provisions relating to rejection of goods etc., shall apply. The bidder shall if so called upon to do, replace the goods etc., or such portion thereof as is rejection by ITG, otherwise the bidder shall pay such damage as may arise by the reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the ITG Officer in that behalf under this contract or otherwise. The security Deposit @ 10% of the Project value shall be deducted by ITG in this regards. The security deposit amount will be returned on successful completion of warranty period of works.
- b) In case of machinery and equipment also, guarantee as mention in clause (a) above the bidder shall during the guarantee period replace the parts if any and remove any manufacturing defect if found during the above said period so as to make machinery and equipments operative. The bidder shall also replace machinery and equipments in case it is found defective which cannot be put to operation due to manufacturing defect, etc.
- c) In case of machinery and equipment specified by the ITG, the bidder shall be responsible for carrying out 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 the warranty period. In case of change of model, he will communicate to ITG for the approval, so as to maintain the machinery and equipments in perfect condition.
- d) Bidder shall also be responsible to ensure all the supplied equipments should remain in proper working condition throughout the warranty period of 3 years. Bidder will deploy a

support engineer/coordinator to take care all the complaints related to items supplied. That support engineer/coordinator will be single point of contact for all type of calls related to items supplied. The bidder will provide a 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. He/ She will provide the desired reports to ITG as and when asked to do so. Preferably complaint management software would be available with the engineer/coordinator to handle the complaints and to generate desired reports

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

#### **15. Reports (During Warranty Period):**

- I. **Corrective Maintenance report/ Call or Service Reports:** The empanelled vendor who is awarded with the works shall submit to ITG the Corrective Maintenance report/ Call or Service Reports each and every time the complaint call is received either by vendor or by ITG.
- II. **Replacement Report:** The empanelled vendor who is awarded with the works shall submit to ITG the Replacement Reports as and when a particular non working Video Conferencing System (LAN Based) 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.

#### **16. Additional Equipments:**

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



### **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 it is proposed that:

1. The selected vendors will be on ITG empanelled list, which shall be valid for a period of two (02) years.
2. The commercial quotes shall be valid for a period of two (02) years only

### **17. Permissions/NOC**

1. The necessary permissions (like NOC's/ROW/payment of fees (if applicable) for laying fiber excavation/digging/extending Video Conferencing System (LAN Based) over GBBN, etc.) wherever applicable shall be obtained by 'ITG in co-ordination with the intending department.

**18. Support Engineer:** The support engineer should be made available on the site at the Department/ Corporation/ Institution/ Autonomous Bodies, etc. whenever a particular Department/ Corporation/ Institution/ Autonomous Bodies, etc. requires a technical support.

### **19. Training (Where Required)**

1. The Bidder shall provide training for installation and maintenance staff of the Purchaser free of cost, where required.
2. The Bidder shall specify in his bid the number of trainees, quantum of proposed training, pre-training qualifications required of the trainees and the duration of the proposed training required.
3. The Bidder shall provide all training materials and documents and aids.
4. Conduct of training of the Purchaser's personnel shall be at the suppliers' plant and/or onsite in assembly start-up operation, maintenance and/or repair of the supplied goods.

### **20. Integration with GBBN**

**The supplier should be able to integrate the Video Conferencing System with NIC's MCU over GBBN.**

## **21. Installation of the Video Conferencing System**

1. The Bidder should supply and install all necessary accessories and cables/casing to connect VC codec HDMI outputs to display on Display1, Display 2 and it should be possible to switch video/presentation on any of the mentioned displays as required.

## **22. Demonstration**

All the vendors/bidders should demonstrate their product/ item/ equipment as and when requested by ITG.

**1. Procedure for selection of Vendors as “ITG’s Empanelled 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 Supply, Installation & Commissioning of Video Conferencing System (LAN Based).
- c. The offers shall be evaluated for each Video Conferencing (LAN Based) items/works 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 Video Conferencing items/works.
- d. All the qualified vendors shall be given an opportunity to match the lowest (L1) rates obtained for each of the Video Conferencing items/works. Thereafter, all the vendors who match the lowest (L1) rates obtained by ITG will be listed as ITG’s empanelled vendors for carrying out works of Supply, Installation & Commissioning of Video Conferencing System (LAN Based).

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

- a. ITG will display the list of the empanelled vendors along with the rates of the items/works of the Supply, Installation & Commissioning of Video Conferencing System (LAN Based) on its website along with an Annexure form (for requisition from the departments).
- b. The department while submitting their request to ITG for carrying out works, has to fill in the details as mentioned in the annexure form.
- c. Based on the department’s request, ITG will place the work order on the vendor. ITG will place the work order on one of the empanelled vendor as per ITG’s decision depending up on the feasibility/suitability of the works. The decision of ITG in this regards will be final.

## CHAPTER 7 Escalation Matrix

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

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

**Note:**

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

## CHAPTER 8 Terms of Payment

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 delivered Video Conferencing Equipment's are installed and working fine with sign & seal from department.
3. The Payment will be released to vendor on submission of 5% security deposit of the project value which will be valid for the entire warranty period from the date of Go live.

### Note:

1. Advance payment shall not be paid.
2. Any increase or decrease of taxes, duties or prices of components, etc shall not affect the supply rates during validity of the empanelled rates.
3. 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](mailto:sarvdud2007@gmail.com) in the prescribed format before the pre bid meeting i:e (10.02.2020 at 11.00 am).

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

**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 09 Tentative Description for the items to be covered under Installation of VC Unit – (Schedule – I)**

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**

<b>Sr. No.</b>	<b>Description</b>
<b>1</b>	<b>Installation of VC Unit</b>
	This will include the following items:-
a	Any type of Termination charges, laying charges, fixing charges, crimping etc. for smooth working of VC Equipment
b	Installation of VC Device; also includes making all the necessary connections (including Cat 6/6+ cable of length from 1mt to 50mts, power cables, ) and integration of the VC device with the available local area network in the intending department so as to make it functional.
c	Integration of the VC device with GBBN (Goa Broad Band Network) and NIC MCU

**CHAPTER 10****Technical Specifications(Tentative) Refer technical bids below**

<b>Info Tech Corporation of Goa Limited</b>					
(A Government of Goa Undertaking)					
[An ISO 9001:2015 Certified Company]					
IT HUB, 3rd Floor,					
Altinho, Panaji - Goa - 403001					
E-Tender Notification No: ITG-IT/0625/ Empanel Vendors VC/2019					
<b>Technical Bid</b>					
Name of works :- Supply, Installation and Commissioning of Video Conferencing Infrastructure To Government Departments/ Organizations / Institutions/ Corporations/ Autonomous Bodies in the State of Goa					
Name of the Contractor/Bidder					
<b>Sr. No</b>	<b>Item Name</b>		<b>Compliance (Yes/No)</b>	<b>Higher Deviation details, if any</b>	<b>Brand/Make: Model</b>
<b>A</b>	<b>LAN Based/IP Based VC Units</b>				
<b>1</b>	<b>Video Conferencing Unit - Type 1</b>	Should include Integrated PTZ camera with 12x Zoom			
		Should support remote control functionality			
		Video standards: H.265/HEVC, H.264 High Profile, H.264, H.263			
		Video input: 1x HDMI, 1 x VGA			
		VC Protocols H323, G.722 and G.711 Protocols			
		Video Out: 2 x HDMI			

		Audio input: 1x HDMI			
		Frame Rate: 5-60 fps (up to 1080p resolution at 60 fps)			
		Other interfaces: 1 x USB 2.0			
		Network: IPv4 and IPv6 support			
		Wired Mic: If wired then it should include all the necessary microphones and cabling/casing required to capture audio from any of the speakers			
		Multipoint license for up to 24 sites and two virtual meeting rooms			
2	<b>Video Conferencing Unit - Type 2</b>	Should include Integrated PTZ camera with 12x Zoom			
		Should support remote control functionality			
		VC Protocols H323, G.722 and G.711 Protocols			
		Video standards: H.261, H.263, H.264 AVC			
		Video input: 2 x HDMI, 1 x VGA			
		Video out: 2 x HDMI, 1 x VGA			
		Audio input: 1x HDMI			
		Frame Rate: 5-60 fps (up to 1080p resolution at 60 fps)			
		Other interfaces: 1 x USB 2.0			
		Network: IPv4 and IPv6 support			
		Wired Mic: If wired then it should include all the necessary microphones and cabling/casing required to capture audio from any of the speakers			
		Multipoint license for up to 16 sites			



3	<b>Video Conferencing Unit - Type 3</b>	Should include Integrated PTZ camera with 12x Zoom			
		Should support remote control functionality			
		Video standards: H.261, H.263, H.264 AVC, H.264 High Profile, H.264 SVC, RTV			
		VC Protocols H323, G.722 and G.711 Protocols			
		Video input: 1 x HDMI, 1 x VGA			
		Video out: 2 x HDMI, 2 x VGA			
		Audio input: 1x HDMI			
		Frame Rate: 5-60 fps (up to 1080p resolution at 60 fps)			
		Other interfaces: 1 x USB 3.0, 1 x USB 2.0			
		Network: IPv4 and IPv6 support , 2 x 10/100/1G Ethernet			
		Wired Mic: If wired then it should include all the necessary microphones and cabling/casing required to capture audio from any of the speakers			
		Multipoint license for up to 8 sites			
4	<b>Video Conferencing Unit - Type 4</b>	Should include Integrated PTZ camera with 12x Zoom			
		Should support remote control functionality			
		Video standards: H.261, H.263, H.263+, H263++, H.264			
		VC Protocols H323, G.722 and G.711 Protocols			
		Video input: 1 x DVI-I, 1x HDMI			
		Video Out: 2 x HDMI			
		Audio input: 1x HDMI			

		Frame Rate: 5–60 fps (up to 1080p resolution at 60 fps)			
		Other interfaces: 1 x USB 2.0			
		Network: IPv4 and IPv6 support			
		Wired/Wrreless Mic: If wired then it should include all the			
		necessary microphones and cabling/casing required to capture audio from any of the speakers			
		Multipoint license for up to 6 sites			
<b>5</b>	<b>Video Conferencing Unit - Type 5</b>	Should include Integrated PTZ camera with 12x Zoom			
		Should support remote control functionality			
		Video standards: H.261, H.263, H.263+, H.264			
		VC Protocols H323, G.722 and G.711 Protocols			
		Video input: 1 x DVI-I, 2 x USB 2.0			
		Video Out: 2 x HDMI			
		Audio input: 1x HDMI			
		Frame Rate: 5–60 fps (up to 1080p resolution at 60 fps)			
		Other interfaces: 1 x USB 2.0			
		Network: IPv4 and IPv6 support			
		Wired/Wrreless Mic: If wired then it should include all the necessary microphones and cabling/casing required to capture audio from any of the speakers			
		Multipoint license for up to 4 sites			
<b>B</b>	<b>Display Units</b>				

6	Display Unit 43" LED TV	43" Screen Size, 1920 x 1080 panel resolution with USB, HDMI and Ethernet ports			
		Remote control			
7	Display Unit 50" LED TV	50" Screen Size, 1920 x 1080 panel resolution with USB, HDMI and Ethernet ports			
		Remote control			
8	Display Unit 55" LED TV	55" Screen Size, 1920 x 1080 panel resolution with USB, HDMI and Ethernet ports			
		Remote control			
9	Display Unit 75" LED TV	75" Screen Size, 1920 x 1080 panel resolution with USB, HDMI and Ethernet ports			
		Remote control			
10	Display Unit 55" LED TV - Smart TV	55" Screen Size, 1920 x 1080 panel resolution			
		Quad Core Processor, Web Browser, 3 x HDMI			
		2 x USB 2.0, Built in Wi-Fi, Bluetooth			
		Smart Remote Control			
11	Display Unit 75" LED TV - Smart TV	75" Screen Size, 1920 x 1080 panel resolution			
		Quad Core Processor, Web Browser, 3 x HDMI			
		3 x USB 2.0, Built in Wi-Fi, Bluetooth			
		Smart Remote Control			

**CHAPTER 11 COMMERCIAL BID (Tentative) Refer financial bid below**



**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**

**E-Tender Notification No: ITG-IT/0625/ Empanel Vendors VC/2019**

**Financial Bid**

**Name of works :- Supply, Installation and Commissioning of Video Conferencing Infrastructure To Government Departments/ Organizations / Institutions/ Corporations/ Autonomous Bodies in the State of Goa**

**BIDDER / AGENCY Name**

S. N.	Item Description	Make/Model	Qty	Units	Price In Rs	GST In Rs		Total cost of item in Rs	
						In %	In Rs	(Incl of Tax)	
								In Figures	In Words
A	B	C	D	E	F	G	H	I= (F+H)	J
<b>A</b>	<b>LAN Based/IP Based VC Units</b>								
1	Video Conferencing Unit - Type 1		1	Nos			0	0	#NAME?
2	Video Conferencing Unit - Type 2		1	Nos			0	0	#NAME?
3	Video Conferencing Unit - Type 3		1	Nos			0	0	#NAME?

4	Video Conferencing Unit - Type 4		1	Nos			0	0	#NAME?
5	Video Conferencing Unit - Type 5		1	Nos			0	0	#NAME?
<b>A</b>	<b>Display Units</b>								
6	Display Unit 43" LED TV								
7	Display Unit 50" LED TV								
8	Display Unit 55" LED TV								
9	Display Unit 75" LED TV								
10	Display Unit 55" LED TV - Smart TV								
11	Display Unit 75" LED TV - Smart TV								
<b>C</b>	<b>Installation Cost</b>								
40	Installation of VC Unit as per Table B of Schedule - I		1	Nos			0	0	#NAME?
<b>A</b>	*** The quantity of the items to be procured will depend upon the requirements of the project that ITG will undertake for the client Department .								
<b>B</b>	*** The detailed specifications are mentioned in the Technical Bid sheet								
<b>C</b>	*** All the items shall carry 03 years comprehensive onsite warranty and support.								
<b>Terms &amp; Conditions</b>									
<p style="text-align: center;">**All vendors may kindly note that by quoting for the tender, they agree to all the terms &amp; conditions mentioned Above.  **** Kindly fill and upload the Technical Bid and Commercial Bid/s</p>									

## ANNEXURE-1 Bid Form

### I. Addressed to:

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

### II. NIT Reference: ITG-IT/0625/ Empanel Vendors VC/2019

### III. Other related details:

1.	Name of Bidder with Office Address				
2.	Name & Designation of Authorized Signatory				
3.	Year of Establishment				
4.	Type of Firm	Public Ltd.	Private Ltd.	Partnership	Proprietary
	Put Tick (☑) 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)	2016-17	2017-18	2018-19	

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

- IV.** The Tender Bid Document fee amounting to Rs. 2000/- (Rupees Two Thousand Only) has been deposited vide cash receipt/ e-challan no. \_\_\_\_\_ dated \_\_\_\_\_ in favor of the Info Tech Corporation of Goa Ltd, Panaji.
- V.** The Tender Bid Processing fee amounting to Rs. 1500/- (Rupees One Thousand Five Hundred Only) has been deposited vide cash receipt/ e-challan no. \_\_\_\_\_ dated \_\_\_\_\_ in favor of the Info Tech Corporation of Goa Ltd, Panaji.
- VI.** We agree to abide by all the conditions mentioned in this Bid Document issued by the Bidding Authority and also the further conditions of the said Bid Notice given in the attached sheets (all the pages of which have been digitally signed by us in token of acceptance of the terms mentioned therein).
- VII.** Reproduced/ re-word-processed formats or Bidder's own formats for the price bids will disqualify the Bid. However, the Bidder can reproduce exactly the same format for clarity in filling due to shortage of space.
- VIII.** The rates quoted are applicable up to 2 years from the last date of bid submission. Following documents are attached towards the proof of earnest money deposited in favor of Info Tech Corporation of Goa Ltd, Panaji.

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

- IX.** Enclose copy of the GST Clearance Certificates.

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

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

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

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

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

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



**ANNEXURE-2 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/0625/ Empanel Vendors VC/2019

1. This is to certify that M/s ..... (Name, complete address, city) are our authorized ..... (Distributor/ Dealer / Channel partner) for the sale, support and services for the ..... (Name of the product(s)) for the Warranty\AMC period.
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-3****Bidders Undertaking****(Indicative Format)**

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

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

**UNDERTAKING**

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

**Sub:** Undertaking for participating in the tender reference: ITG-IT/0625/ Empanel Vendors VC/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 supply, installation & commissioning of Video Conferencing System (LAN Based) to various Government departments/institutions/organizations in the State of Goa.

1. We hereby agree to strictly abide by the Terms & Conditions of the tender, and also to undertake full responsibility for providing services with onsite maintenance support.
2. We hereby confirm that we are presently neither blacklisted/barred by Government / Semi – Government / Quasi- Government organization or Govt. Corporation on the date of notice inviting tender.
3. We hereby undertake that all the components/parts/assembly/software used in the equipment shall be original new Components /parts/assembly/software from respective OEMs/equivalent of the products shall be used. In respect of licensed software, we undertake that the same shall be supplied along with the authorized license certificate.
4. We hereby also declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for

disqualification from this tender and also are liable for any penal action that may arise due to the above.

5. We declare that the Eligibility bid has been submitted without any conditions and strictly as per the conditions of the tender document and we are aware that the bid is liable to be rejected if it contains any other conditions.

(Signature with seal / stamp of the company)

Name:

Designation:

Place:

Date: