



Info Tech Corporation of Goa Limited

(A Government of Goa Undertaking)

[An ISO 9001:2008 Certified Company]

**IT HUB, 3rd Floor,
Altinho, Panaji – Goa – 403001**



TENDER DOCUMENT

FOR

SUPPLY, INSTALLATION & COMMISSIONING

OF

IT INFRASTRUCTURE

FOR

GOA STATE DATA CENTER

Tender No.: ITG-IT/RFP/SDC-IT-INFRA/2019

Date: 07.03.2019

Table of Contents

NOTICE INVITING e-TENDER (NIT).....	3
DEFINITIONS & ACRONYMS	5
SCOPE OF THE PROJECT	6
<i>CHAPTER 1</i> Invitation for Bids (IFB)	9
<i>CHAPTER 2</i> Eligibility Criteria & Mandatory Conditions	11
<i>CHAPTER 3</i> Bidding Process.....	13
<i>CHAPTER 4</i> Disqualification of Bids	21
<i>CHAPTER 5</i> General Terms and Conditions of Bid.....	22
<i>CHAPTER 6</i> Selection of Vendors	26
<i>CHAPTER 7</i> Terms of Payment	27
<i>CHAPTER 8</i> Documents to be furnished in original	28
<i>CHAPTER 9</i> Technical Specifications	29
<i>CHAPTER 10</i> Tentative Description of IT Infrastructure Items to be procured	36
<i>ANNEXURE-1</i> Bid Form	38
<i>ANNEXURE-2</i> Manufacturers Authorization Certificate (OEM)	40
<i>ANNEXURE-3</i> Bidders Undertaking	41



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

Tender No.: ITG-IT/RFP/SDC-IT-INFRA/2019

Date: 07.03.2019

Tender is invited by Info Tech Corporation of Goa Ltd (ITG) on behalf of the Department of Information Technology, (DOIT) in two bids – eligibility cum technical and commercial bids from OEM / vendors authorized by OEM to quote for their products and support, who fulfill the eligibility criteria and are having sufficient infrastructure, manpower and proven track record in supply, installation & commissioning of IT Infrastructure for SDC.

Sr No	Item	Particulars
1	Description of the work	Supply, installation & commissioning of IT Infrastructure for Goa State Data Center.
2	Mode of Tendering	E-Tendering
3	E-Tendering Website	www.etender.goa.gov.in or www.tenderwizard.com/GOA
4	Tender Document Fee	Rs 8000/- Rupees Eight thousand only (Non-Refundable)
5	Tender Processing Fee	Rs 2000/- Rupees Two Thousand only (Non-Refundable)
6	Earnest Money Deposit (E.M.D.)	<u>Rs. 10,00,000/- (Rupees Ten Lakh only)</u>
7	Mode of Tender Document, Processing Fees & EMD	To be paid online through e-payment mode via NEFT/RTGS/OTC/debit card/credit card facility with pre-printed challans available on e-tendering website and directly credit the amount to ITG account as generated by challan and upload the scanned copy of NEFT/RTGS/OTC/debit card/credit card challan along with the bid.
8	Last Date of Submission of Pre-bid Queries	14.03.2019 up to 4.00 pm through email in prescribed format.
9	Date and Time for Pre Bid Meeting	15.03.2019 at 4.00 pm in the office of ITG
10	Date and Time for reply to Pre Bid Clarification	19.03.2019 by 5.00 pm through email
11	Date and Time for request of Tender Document	08.03.2019 to 27.03.2019 up to 4.00 pm

12	Last Date and Time for Online submission of bids	29.03.2019 pm up to 4.00 pm
13	Date and Time for opening / of eligibility cum technical bids	29.03.2019 pm at 4.30 pm in the office of ITG
14	Date and Time for opening / of Commercial bids	Shall be intimated to the shortlisted bidders
15	Performance Bank Guarantee (PBG)	The Successful bidder shall, within 14 working days of receipt of Purchase Order, submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes)

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

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

For any of the assistance regarding participation in the e-Tender contact Mr. Dillip Pai B., Mobile:-08888636107, Mr. Rajesh, Mobile:-8554878738, Mr. Kiran, Mobile:-08600651553, Mr. Shridhar, Mobile:- 7888164051, Mr. Shramit:- 9689639092 email: goatender@gmail.com.

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

DEFINITIONS & ACRONYMS

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

ITG	Info Tech Corporation of Goa Ltd, Goa
DoIT / DOIT	Department of Information Technology, Goa
GOG	Government of Goa
GSDC/SDC	(Goa) State Data Center
GBBN	Goa Broad Band Network
OEM	Original Equipment Manufacturer
EMD	Earnest Money Deposit
DD	Demand Draft
PAN	Permanent Account Number
MeitY	Ministry of Electronics and Information Technology, Govt. of India
PBG	Performance Bank Guarantee
NOC	Network Operation Center
MAF	Manufacturer's Authorization Form
Purchaser	Info Tech Corporation of Goa Ltd, Goa
Bidder/Tenderer	Person/Company who bids against this tender
Contractor/Supplier	Successful Tenderer / Bidder to whom tender is awarded
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
AMC	Annual Maintenance Contract
IT Infrastructure	All the IT related equipments which includes hardware, software's, networking, licenses etc
Vendor	OEM / vendors authorized by OEM
TPA	Third Party Auditor
LD	Late Delivery

SCOPE OF THE PROJECT

Background & Objective

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 is the Implementing Agency for the "State Data Center" for the State of Goa. The Goa State Data Center (Tier II) was launched on 23rd March 2017 and has been live since.

Due to the growing requirements of IT Infrastructure at the Goa State Data Center, Department of Information Technology and M/s INFO TECH CORPORATION OF GOA LTD would like to enter into a contract with OEM / vendors authorized by OEM for supply, installation & commissioning of IT Infrastructure at Goa SDC.

The bidder has to supply, install and commission the requisite IT infrastructure as detailed in this tender and maintain the same for the period of three years from the date of commissioning the items.

Service Level Agreement (SLA)

SLA provides for minimum level of services required as per contractual obligations based on performance indicators & measurements thereof. The selected vendor shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the vendor shall be reviewed by Info Tech Corporation of Goa Ltd. that shall:

- Regularly check performance of the vendor against this SLA.
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

SLA Tracking

- The following measurements and targets shall be used to track and report performance on a regular basis.
- The items supplied and commissioned shall be inspected by the Third Party Agency (2), appointed by DoIT for inspection of the specifications of the items.
- The targets shown in the following table are applicable for the duration of the contract.

IT Infrastructure related service levels

S. No	Measurement	Levels of Availability	Penalty
1.	Hardware availability	99.75% to 100%	No Penalty would be deducted
2.		99.74% to 98.75%	0.1% of the work order value for every hour.
3		98.74% to 97.75%	0.2% of the work order value for every hour.
4		97.74% to 96.75%	0.3% of the work order value for every hour.
5		96.74% to 95%	0.5% of the work order value for every hour.

*** The total penalty for not maintaining the hardware shall be calculated on a quarterly basis.

If monthly uptime is less than 95% consecutively twice in a quarter, ITG shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC, if contracted. The right of termination shall be in addition to the above penalty. The above penalty shall be deducted from any payments due to the successful bidder (including AMC payments).

The maximum penalty levied shall not be more than 10% of the total work order value.

Liquidated Damages

In case of delayed supply of requested items, the following penalties shall be levied :

No.	Condition	LD
A	Delay up to 1 week after 6 weeks from the acceptance of the work order	1 % of the work order value for first week of delay
B	Delay exceeding one week but not exceeding two weeks after 6 weeks from the acceptance of the work order	2 % of the work order value for second week of delay
C	Delay exceeding two weeks but not exceeding three weeks after 6 weeks from the acceptance of the work order	3 % of the work order value for third week of delay
D	Delay exceeding three weeks after 6 weeks from the acceptance of the work order	Maximum penalty of 10 % of the work order value would be applicable subject to cancelation / termination of the issued work order.

Note : Calculation for the LD shall be done on weekly basis. Maximum penalty of 10 % of the work order value would be applicable subject to cancelation / termination of the issued work order.

- In the case of termination of the contract attributable to the sole reasons of the selected bidder, the Tendering authority shall give 30 days notice to the bidder of its intention to terminate the Contract and shall so terminate the Contract unless during the 30 days notice period, the bidder initiates remedial action acceptable to the Tendering authority.
- All the above LDs are independent of each other and are applicable separately and concurrently
- The Tendering authority may without prejudice to its right to affect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the bidder in its hands (which includes the Tendering authority right to claim such amount against successful bidder`s Bank Guarantee) or which may become due to the bidder. Any such recovery or liquidated damages shall not in any way relieve the bidder from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.

1. Info Tech Corporation of Goa Ltd (ITG) invites eligibility cum technical bid from OEM / vendors authorized by OEM, who fulfill the eligibility criteria and are having sufficient infrastructure, manpower and proven track record in supply of IT Infrastructure for SDC should submit the proposal on the tender wizard <http://www.tenderwizard.com/goa> .
2. Bidders should go through the website <http://www.tenderwizard.com/goa> for understanding the e-tendering process and refer to the link "Vendor Info", "Information About DSC (Digital Signature Certificate)", "FAQ's" and to know the process for submitting the electronic bids at the website.
3. Bidders need to have a Class 3 category digital signature issued by a licensed Certifying Authority (CA) for e-Tendering Portal.
4. Complete bid document terms and conditions and tender form containing all the details has been published on the websites <http://www.infotechgoa.com>, <http://www.goa.gov.in> and <http://www.tenderwizard.com/goa>. The bid documents can be downloaded from <http://www.tenderwizard.com/goa> on payment of the required Tender Document Fee and Tender Processing Fee online.
5. The bids can be submitted up to date and time given in NIT.
6. An Earnest Money Deposit (E.M.D.) of **Rs. 10,00,000/- (Rupees Ten 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 cum technical bid will be opened as per schedule in NIT and in the presence of the bidder or any of its representative The bidder who is qualifying in the eligibility criteria cum technical evolution process shall only be considered.

- 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.
- 11.** The Successful bidder shall, within 14 working days of receipt of Purchase Order, submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes)

CHAPTER 2 Eligibility Criteria & Mandatory Conditions

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

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

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

Sr No	Clause	Documents required
1	The bidder should be an OEM / vendors authorized by OEM in India / across India and should be engaged /in operation/ have experience in the supply, installation& commissioning of IT Infrastructure equipment's for a period of last 05 years as on the date of issue of the Notice Inviting Tender. In the event of OEM bidding directly, the OEM cannot be represented by any other bidder.	a) Valid documentary proof of: -Work orders confirming year and Area of activity should be attached. *(upload and save as "Document A")
2	The bidder should have at-least minimum Ten (10) qualified Service Engineers on its own pay roll with at least one-year experience in respective areas.	a) Valid documentary proof of: - Certificate from bidder for number of qualified Engineers professionals employed by the bidder giving names & address with phone numbers and any supporting document indicating the service engineers are on board of firm/company. *(upload and save as "Document B")
3	The bidder must have an average annual financial turnover of minimum Rs. 1.5 Crore during the last 3 years ending 31 st March of the previous financial year (2015-16, 2016-17, 2017-18)	a) CA Certificate showing Turn over details. *(upload and save as "Document C")
4	The bidder should be authorized by the Manufacture(s) for the various IT infrastructure as requested in the RFP.	a) Valid documentary proof of: - The Manufacturer's original authorization certificate (MAF) (Annexure-II) *(upload and save as "Document D")
5	The bidder should not be blacklisted or barred by GoI & other government agencies from rendering services to any	a) Valid documentary proof of: -A signed copy of the undertaking (Annexure-III) with seal.

	of Govt. departments / Organization.	*(upload and save as “Document F”)
6	The Bidder should have their presence/ support office in Goa to provide maintenance services as and when required	The Bidder to furnish their existing office/Service centre details in Goa like contract details with postal address, no. of employees, etc besides local contact Person Name, Address Phone No., Mobile No, email etc. The bidders not having any support office in Goa currently, shall submit an undertaking declaring to setup a support office in Goa within 1 month from the start of project, if the contract is awarded to them.
7	The bidder should have successfully executed at least 1 similar project of value more than Rs.2.5crores OR The bidder should have successfully executed at least 2 similar project of value more than Rs. 2 crores OR The bidder should have successfully executed at least 3 similar project of value more than Rs. 1.25 crores <i>** Similar Project refers to projects involving supply and installation of IT infrastructure - hardware / software</i>	a) Valid documentary proof of: - Purchase Order/ Agreement from the clearly indicating the value of the order* (upload and save as “Document G”)

- *Kindly upload and save the document as mentioned.*

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

1. Selection of vendor is a two stage bidding process where in eligible bidders shall submit their eligibility cum technical bid and commercial bid.

- a. Eligibility cum technical 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 the bidder having quoted the lowest (L1) price will be selected for **supply, installation & commissioning of IT Infrastructure at SDC**. Further, ITG reserves its right to negotiate with the discovered L1 bidder on the commercial bid including all of its line items before awarding the final bid/ contract to the L1 bidder.

2. Preparation of Bidding Document

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

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

All the tenders are to be submitted in electronic mode only. The tender wizard will not accept any tender submitted after the deadline for submission of Tenders prescribed by the Purchaser.

b. Earnest Money Deposit (EMD)

- i. Every bidder, participating in the bid must furnish the earnest money deposit as specified in the Notice Inviting Tender (NIT).
- ii. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.

- iii.** The EMD shall be submitted by the bidder who is applying for the tender. EMD in the name of any other firm/person other than the bidder who is applying for the tender shall not be accepted.
- iv. Form of EMD:** Bidders shall submit, an Earnest Money Deposit (E.M.D.) of **Rs. 10,00,000/- (Rupees Ten 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 selected 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 selected vendors.
- vi. Forfeiture of EMD:** The EMD taken from the bidder shall be forfeited in the following cases:-
- If the bidder withdraws or modifies his bid proposal after opening of bids or during the period of bid validity or its extended period, if any; or
 - In the case of a successful bidder if the bidder fails to sign the contract for any reason not attributable to the InfoTech Corporation of Goa Ltd (ITG), Goa.
 - During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - During the bid process, if any information found wrong / manipulated / hidden in the bid.
 - EMD submitted in a different name other than the bidder who is applying in the tender.

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

3. Amendment of Bidding Document

- 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 deadline 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 or submission of the documents in a different format/ contents may lead to the rejections of the bid/ proposal submitted by the bidder.
- ii. Wherever applicable, the bidding form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
- iii. The contents of bid are listed below.

I. Eligibility cum technical bid:

- a) The Eligibility Proposal should contain documents as listed in various Chapters & Annexure of this bid document.
- b) Prices must not be indicated in the eligibility cum technical bid.

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

e. Validity of Bids:

- i. Bids shall remain valid for 1 year from the last date of bid submission as prescribed by Tendering Authority in NIT. 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 <http://www.tenderwizard.com/goa> no later than the date and time indicated in the NIT.
- ii. Normally, the date of submission and opening of bids would not be extended. However, in exceptional circumstances or when the bidding document is required to be substantially modified as a result of pre-bid queries and the time with the prospective bidders for preparation of bids appears insufficient, the date may be extended by the tendering authority and due publicity to such change in date of opening of bids would be given. In such cases, it would be ensured that after issue of corrigendum, reasonable time is available to the bidders to prepare and submit their bids. Any change in date of submission and opening of bids would also be placed on the respective websites immediately. However, if the modifications in bidding document, specifications of goods and service are substantial, fresh publication of original bid inquiry may also be issued.
- iii. The tendering authority may, at its discretion, extend the deadline for the submission of bids by amending the bidding document, in which case all rights and obligations of the tendering authority and bidders previously subject to the deadline shall thereafter would be subject to the deadline as extended.

g. Delayed / Late Bids:

- i. Bids must be submitted in electronic mode only. The tender wizard will not accept any bid submitted after the deadline as indicated in the NIT.
- ii. Towards the end of the deadline time, the tender wizard server is likely to get jammed due to the heavy flow of traffic on the server. Hence, all the bidders participating in the tender are requested to submit the bids well in advance before the deadline time period as indicated in the NIT.
- iii. Documents relevant to the eligibility cum technical bid which needs to be submitted in the office of ITG, should be submitted before the opening of the eligibility cum technical bid as indicated in the NIT. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- 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 <http://www.tenderwizard.com/goa>.
- iv. The tendering authority shall download all the documents submitted by the tenderer / bidder and place the same in the presence of bidder or his/her

authorized representative who choose to attend at the date and time specified in the NIT. The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bona fides for attending the opening of the proposal. The bidders representatives who are present shall sign the attendance register present.

- v. The eligibility cum technical 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 selected 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 selected vendor list.

- ii. All materials submitted by the bidder becomes the property of InfoTech 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 selected vendor list, if any bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so only in writing.

c. Clarification of Bids

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

d. Determination of Responsiveness

- i. The tendering authority's determination of the responsiveness of a bid would be based on the contents of the bid itself.
- ii. A responsive bid would be the one that meets the requirements of the bidding document without material deviation, reservation, or omission where: -
 - "Deviation" is a departure from the requirements specified in the bidding document;
 - "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and

- "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- iii. The tendering authority shall examine the technical aspects of the bid in particular, to confirm that all requirements of bidding document have been met without any material deviation or reservation.
- e. **Non-material Non-conformities**
- i. Provided that a bid is responsive, the tendering authority may waive any nonconformity in the bid that does not constitute a material deviation, reservation or omission.
 - ii. Provided that a bid is responsive, the tendering authority may request that the bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the bid. Failure of the bidder to comply with the request may result in the rejection of its bid.
- f. **Evaluation of Bids**
- i. The tendering authority shall evaluate each bid that has been determined, up to the stage of the evaluation, to be responsive.
 - ii. To evaluate a bid, the tendering authority shall use all the criteria and methodologies defined in the bidding document.
 - iii. The eligibility evaluation shall be completed by the designated Committee as early as possible after opening of eligibility cum technical bid.
 - iv. The bidders which could not qualify in eligibility evaluation will be informed about this fact.
- g. **Tendering authority's Right to Accept/ Reject any or all of the Bids:** The tendering authority reserves the right to accept or reject any bid, and to annul (cancel) the bidding process and reject all bids at any time prior to publication of the selected vendor list, without thereby incurring any liability to the bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Purchasers action.
- h. The Purchaser/ Biding Authority reserves the right to accept or reject any bid without assigning any reason.

1. Tendering Authority may in its sole discretion and at any time during the processing of bid, disqualify any bidder from the bidding process if the bidder: -
 - Has submitted the required bid documents after the prescribed date and time of submission of bid.
 - Submits bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or is non-responsive.
 - Has not submitted the bid in accordance with the bid document.
 - Does not meet the minimum eligibility criteria as mentioned in the bid document.
 - Mislead or made false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - Is found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
 - Failed to provide clarifications related thereto, when sought.
 - Has submits more than one bid. This will cause disqualification of all bids submitted by such bidder except the last bid received.
 - Has imposed conditions in his bid, during validity of the bid or its extended period.

2. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

3. A bid not valid for at least 01 year 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 submission of more than one tender under different names by one Tenderer is prohibited.
2. The bidder should upload all the necessary documents pertaining to the eligibility criteria's on the tender wizard.
3. ITG has right to reject one and all the tenders without assigning any reason thereof.
4. ITG has the right to split the requirements and place the order on one or more vendors.
5. ITG will seek the commercials either through tenderwizard.
6. The Contractor shall not outsource the work to other party.
7. The contractor(s) shall deliver the IT Infrastructure to the Goa State Data Center as specified by ITG and strictly in accordance with the technical specification and terms & conditions said thereon.
8. The contractor(s) shall deliver, install and commission the IT Infrastructure at the Goa State Data Center within 6 weeks from the date of confirmation / acceptance of supply order.
9. The successful contractor(s) will be responsible for providing comprehensive onsite warranty support three (03) years for IT Infrastructure commencing from the date of installation and commissioning of the item. Date of warranty shall start from the date of its successful installation and commissioning which will be certified by ITG.
10. The responsibility of the successful contractor is to supply brand new item. In case, the supplied item is found damaged in transit or otherwise, the same will not be accepted at all. Similarly, if the item does not confirm as per the required Specifications of the tender, the same shall be rejected. The Successful bidder shall collect the rejected item from ITG at his cost and ITG shall not be responsible to deliver the same to the Successful contractor. Further, the Successful contractor shall replace the rejected item at his own cost within the agreed time limit by both the Parties.
11. The Successful bidder shall submit the details of Contact and Service Escalation Matrix to the ITG who will contact for support. The support response time for attending the

complaint Call after it is logged should be within 48 hours. The service support during the warranty period shall be discharged only through the Authorized Service Engineer.

12. If supply, installation and commissioning of the IT Infrastructure is not affected before the specified period as per the specifications, then ITG, shall have the right to cancel the contract and take such action as may be deemed fit, at the risk and cost of the vendor.
13. The bidder shall only use licensed version of the software and shall be held liable for any consequential action arising out of patent/intellectual property right violation and ITG or the Government of Goa shall not be liable for any liabilities or damages arising thereof.
14. Suppliers must furnish information brochures, product catalogue and other technical literature in respect of their product. One full set of original manuals pertaining to every item of Hardware and Software are to be supplied. The manuals in respect of the Hardware items should also describe the basics of items including methods of connections, power feeding etc.
15. Acknowledgement should be obtained from ITG against the delivery & installation of the items. DoIT will also appoint an officer from its Department for the same.
16. 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.
17. The Successful Bidder shall furnish a Security deposit equivalent of 10% of the Order value from any Scheduled Bank in favor of Info Tech Corporation of Goa Ltd in the form of a Performance Bank Guarantee for a period of three (3) years. The security deposit will be refunded after the completion of warranty period, after deducting the penalties, if any. Item will not be accepted and payment against delivery will not be released without Performance Bank Guarantee.
18. If the Successful Bidder needs extension of time period for execution of the supply order, he/she may apply for the same in writing to ITG with reasonable grounds seven (7) days before the limited delivery period time. The extension of time limit shall be granted by ITG in writing if the reasons in such applications are found satisfactory. If the Successful bidder fails to give any such written intimation, it will be presumed that the Successful bidder has agreed to supply the items within the stipulated delivery time (17 days). If the Successful bidder fails to deliver the ordered Hardware / Software / Licenses within the extended time also, the bidder is liable to be blacklisted by ITG.

19. The Successful Bidder shall be held responsible for delay in supply, installation and/or commissioning. The supply and installation will be deemed as incomplete if any component of the Hardware, or any documentation/media relating thereto is not delivered, or is delivered but not installed and/or not operational, and in such case the warranty period will not commence. The Warranty period will commence only when the supply & installation is completed.
20. During the validity period of the Supply Order, if the quoted item/model/version becomes unavailable in the market, the Successful bidder will be bound to supply the next higher version/configuration/family of the item/model at the same price at which the tender rate is fixed, after written intimation to ITG, and ITG's subsequent confirmation for the same.
21. At any time during term of the purchase order / performance of the Contract, should technological advances be introduced by the OEM for the hardware component originally offered by the supplier in its bid and still to be delivered, the bidder shall be obliged to offer to ITG the latest version of the available technologies having equal or better performance or functionality throughout the contract period.
22. Bidder should be able to resolve the issues reported by ITG / DCO in terms of hardware failure replacement on a timely basis. The frequency of the time can be decided based on the severity of the issue / failure.
23. Cost of replacement of any type of hardware component inside the supplied item shall be borne by the bidder and should be covered under the warranty / support of the respective item.
24. 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.
25. Any violation of terms and conditions or unsatisfactory Service Support for the purchased item may lead to forfeiture of Bank Guarantee and blacklisting.
26. If any information given by the Contractor / Tenderer / Bidder / is found to be false / fictitious, the Contractor / Tenderer / Bidder / will be debarred / blacklisted for 5 years from participating in any of the ITG tenders.

27. All disputes, differences and questions whatsoever, which may arise between the Tenderer / Bidder / Contractor and the Managing Director, InfoTech Corporation of Goa, 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, InfoTech Corporation of Goa Ltd. 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.
28. During the warrant period, the contractor with the help of its IT Engineers has to resolve any issues related to the software's (Operating system, Drivers, Applications, etc) during the warranty period. In event of OS issues wherein there is a need for formatting the system, the contractor's IT engineer shall carryout the needful in consultation with the user. The IT Engineer shall also help the user in backing up his/hers data. It will be the full responsibility of the contractor (IT Engineer) to get the machine up in running with all applications loaded.
29. In case the first selected bidder is unable to fulfill the contract with ITG, then ITG shall proceed to the next ranked bidder and so on and so forth matching with L1

1. Procedure for selection of Supply 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 shall be opened as notified in the NIT.
- c) ITG shall then open the commercials of the qualified Vendors to determine the lowest (L1) quotes.
- d) The offers shall be evaluated for each IT Infrastructure equipment with L1 being the lowest offer. Thereafter ITG shall select the vendor with the lowest (L1) rates obtained for IT Infrastructure items.

2. Procedure for placement of Supply order on Selected Supply Vendors:

- a) Based on the requirement of the Goa State Data Center and after approval of Department of Information Technology, ITG will place the Supply order on the selected vendor. The decision of ITG in this regards will be final.

3. Project Timelines

The work order has to be accepted within 2 days of the issue of the work order. The selected vendor has to supply the items within the stipulated delivery time of 6 weeks from the date of acceptance of the work order.

Note:

- 1) The commercial quote shall be valid for a period of one (01) year from the date of opening of the bids.
- 2) If it is observed that in certain scenario the Goa State Data Center needs a specific IT Infrastructure component which may not available in the list of IT Infrastructure published by ITG, ITG will seek the IT Infrastructure by the e-tendering or by inviting quotations.

CHAPTER 7 Terms of Payment

The payment towards the supply of IT Infrastructure shall be released to the supply vendor by ITG only after

1. Receiving the payments from the Department of Information Technology.
2. Receiving supply report informing delivered IT Infrastructure are installed and working fine with sign & seal from ITG.

Payment Terms:-

1. 80% of the hardware cost will be paid on successful Installation of the delivered hardware as per the scope of work as well on the receipt of successful inspection / acceptance report from the TPA (Third party Auditor) confirming successful installation and inspection of the specifications of the hardware components as requested in the RFP.
2. Further, balance 10% of hardware cost will be paid in 4 equated installments of 2.5 % at the end of each quarter of 1st year of AMC on certification from TPA.
3. Remaining 10% shall be paid in equal installments of 2.5 % each on a half yearly basis for the 2nd and 3rd year of AMC respectively on certification from TPA.

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 rates
3. Payment shall be made in Indian Rupees only

Pre Bid Queries Format

Pre bid queries must be strictly emailed to the office of ITG at umakant.naik@nic.in / tushar.kenavdekar@nic.in in the prescribed format before the pre bid meeting i:e (15.03.2019 at 4.00 pm).

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

The tenderer / bidder should submit the following documents in original on or before 29.03.2019 by 4.00 pm in the office of ITG.

1. Bid Form as per Annexure-1
2. EMD e-Challan receipt
3. Manufacturer's Authorization Form (MAF) of the quoted brands as per Annexure-2.
4. Undertaking of the tenderer / bidder as per Annexure-3

The above original documents should be put in a single cover and super scribed "Supply, Installation & Commissioning of IT Infrastructure for Goa State Data Center" and be addressed to The Managing Director, InfoTech Corporation of Goa Ltd, IT HUB, 3rd Floor, Altinho, Panaji – Goa – 403001

Tender(s) / Bidder(s) should submit documentary evidence in support of fulfillment of all criteria's, while submitting its bid(s). The scanned copy of these documents should be uploaded on the e-tendering wizard during submission of bids before its last date. Failure to comply with these requirements may result in the bid being rejected. No hard copy of the bid shall be accepted in the office of ITG other than the documents mentioned in Chapter 9.

CHAPTER 9 Technical Specifications

Sr. No	Item Name	Technical Specifications (Minimum)
1	Server	<ul style="list-style-type: none"> • Server Form Factor- Blade to be inserted into above blade enclosure • CPU: Latest Generation 64 bit processors. 2 * Quad Core x86 processor capable of delivering minimum 10000 SAPs (ECC 6.0 EHP 5) scalable up to 4*Quad Core x86 processor delivering minimum 20000 SAPs (ECC 6.0 EHP 5). • Processor speed should be of Min 3.0 GHz • Memory : 128 GB ECC DDR3 memory scalable up to 512 GB. • Hard Disk Drive : Min 2 x 300 GB or higher SAS HDD • Hard Disk RAID Controller: SAS based RAID Controller supporting RAID 0 and 1 • The available bandwidth on the blade server shall be 2x 10 Gbps (minimum) for ethernet on separate card and 2x8Gbps (minimum) for FC on separate cards to achieve redundancy. • Should have network management port for remote administration • Blade Chassis/Enclosure: to be fitted as per Section 1.2.5 <p>Note : Database Server shall be Blade Server. These servers shall be populated in a separate independent blade chassis.</p>

2	F-Secure Anti Virus Server License	<ul style="list-style-type: none"> • Should restrict e-mail bound Virus attacks in real time without compromising performance of the system • Should be capable of providing multiple layers of defense • Should have installation support on gateway / mailing server • Should be capable of detecting and cleaning virus infected attachments as well • Should support scanning for ZIP, RAR compressed files, and TAR archive files • Should support online upgrade, where by most product upgrades and patches can be performed without bringing messaging server off-line. • Should use multiple scan engines during the scanning process • Should support in-memory scanning so as to minimize Disk IO • Should support Multi-threaded scanning • Should support scanning of a single mailbox or a one off scan. • Should support scanning by file type for attachments • Should support scanning of nested compressed files • Should be capable of specifying the logic with which scan engines are applied; such as the most recently updated scan engine should scan all emails etc • Should support heuristic scanning to allow rule-based detection of unknown viruses • Updates to the scan engines should be automated and should not require manual intervention • Updates should not cause queuing or rejection of email • Updates should be capable of being rolled back in case required
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		<ul style="list-style-type: none"> • Should support content filtering based on sender or domain filtering • Should provide content filtering for message body and subject line, blocking messages that contain keywords for inappropriate content • File filtering should be supported by the proposed solution; file filtering should be based on true file type. • Common solution for anti-spyware and anti-virus infections; and anti-virus and anti-spyware solution should have a common web based management console. • Should support various types of reporting formats such as CSV, HTML and text files • Should be capable of being managed by a central management station • Should support client lockdown feature for preventing desktop users from changing real-time settings • Should support insertion of disclaimers to message bodies • Product shall be provided with all the required licenses, software as applicable to meet all the above mentioned specification and hence the proposed solution. • The bidder has to account for the following client antivirus software : <ul style="list-style-type: none"> ○ for all servers being installed in the GSDC ○ for all other computing devices such as desktops, laptops etc. • The bidder would ensure client antivirus subscription valid for the period of project, therefore, no. of client antivirus software/solution, there subscription should work for the project period without any expiration of services. • The antivirus solution should be available on cross platform i.e. Windows, RHEL etc. available in the SDC
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3	63 TB SAN storage	<ul style="list-style-type: none"> • Rack mountable • RAID controller should support various levels of RAID (RAID 0, RAID 1/10, RAID 5/6) • The storage subsystem proposed should have no single point of failure with respect to controller, cache, disks, power supply and cooling • It should support non-disruptive component replacement of controllers, disk drives, cache, power supply, fan subsystem etc. • The Storage array or subsystem shall support SATA/ NL_SAS/FATA/SSD and FC/SAS disks etc • The storage subsystem shall support and would be configured with 600 GB FC/SAS HDD and 1 TB SATA/FATA or NL-SAS disk drives • Storage subsystem shall support Global hot spare or universal hot spare disks • Storage subsystem shall be configured with minimum of 8 GB cache memory per controller total of 16 GB • It shall support non disruptive online micro code upgrades • It shall support de-staging of cache to disks on power down or shall support internal battery backup of cache for at least 48 hours. The data in cache shall not be lost in the case of power failure. • System should be configured with necessary multi-pathing & load-balancing components for high availability
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		<ul style="list-style-type: none"> • The design shall also provide support for LUN masking and SAN security • The storage architecture shall have 1+1 active – active storage controllers with no single point of failures • Across the Storage controller solution shall support minimum 8 front-end 4 Gbps FC ports and 4 backend 4 Gbps FC/ SAS ports • The storage system shall support the latest OS releases & Cluster of the following mentioned servers / OS : CISC/ RISC/ EPIC-based Servers running Microsoft, HP, IBM, Sun/Oracle, Linux • The storage shall support the following High Availability Clusters solution from Leading storage solution OEMs • The storage shall support and configured with storage based Point-in-time copy and full volume copy. The storage shall also support thin provisioning, storage virtualization and online logical volume expansion • The storage system shall be configured with GUI based management software as below: <ul style="list-style-type: none"> ○ Monitor and manage the storage array ○ Configuring PIT's ○ Remote Storage base replication ○ Storage front end port monitoring ○ Disk Monitoring
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		<ul style="list-style-type: none"> ○ LUN management. ○ Storage Component replacement, etc ● The Storage Array shall support storage based data replication in both synchronous & asynchronous modes ● The storage should be configured with 40TB (raw capacity, 1024 GB = 1 TB) using <ul style="list-style-type: none"> ○ 600 GB FC /SAS disk for 20 TB ○ 1 TB SATA/FATA/SAS-NL for 20 TB ○ The storage should be capable to scaling up to 80 TB (raw capacity). Minimum 10 K RPM disks ● Vendor should factor Storage Operating System disk and Hot Spare disks as an additional to the RAW capacity mentioned ● Licenses for software (Storage Array Management, Point-in-Time Copy, Volume Copy, multipathing, thin provisioning software for host) should be provided as part of the solution ● Storage solution shall factor one hot spare disk for every 15 disk used in Storage Subsystem, unless required or otherwise specified in the solution ● All specifications stated are minimum required. Proposed system may have features over and above the minimum specification stated. Bidder should ensure that the performance of storage is not negatively affected for the entire duration of the contract
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4	64 GB RAM for Server	<ul style="list-style-type: none"> • 64 GB • ECC DDR3
5	Windows Operating System for Server	Microsoft Windows Server Standard 2012
6	Linux Operating System	RHEL 6.5
7	VMware & Cloud Licenses	VMware vCloud Suite 2018 Advanced
8	L3 Switch	<p>Minimum Configuration :</p> <ul style="list-style-type: none"> - 24 port managed L3 switch with dual mode (Electrical / Optical) GE uplink port - Dual redundant, modular power supplies and fans - IPv4 and IPv6 routing - Support Power over Ethernet Plus (PoE+) IEEE 802.3 at standard - Multicast routing - Advanced quality of service (QoS) - Security features in hardware.
9	Oracle Database 18c	<ul style="list-style-type: none"> - Enterprise Edition - Database license of 2 CPU's and 8 cores with AMC of 3 years
10	SQL Server 2017	Standard Edition
11	HP Network Node Manager i (NNMi) License	10.20.280

CHAPTER 10 Tentative Description of IT Infrastructure Items to be procured

Sr. No.	Item Description	Qty (In Nos.)	Brand/Make/ Model/ Version	Base price per item inclusive of 1 st year AMC	AMC for 2 years per unit item	GST	Total cost of item in Rs Inclusive GST)
A	B	C	D	E	F	G	H=(E+F+G) *C
1.a	Server	7					0.00
1.b	64 GB RAM for Server	10					0.00
2	F-Secure Anti Virus Server License	150					0.00
3	63 TB SAN storage	1					0.00
4.a	Windows Operating System for Server	5					0.00
4.b	Linux Operating System	2					0.00
5	VMware & Cloud Licenses	20					0.00
6	L3 Switch	1					0.00
* Rates quoted should be inclusive of all taxes and will be valid for the period of 1 year.							
** Quantities of item depends upon the requirements of the Goa State Data Center							
*** The above quoted price should be inclusive of supply, installation& commissioning							
**** Vendor should submit the MAF for items quoted above.							
***** All other terms and conditions will be as per tender no ITG-IT/RFP/SDC-IT-INFRA/2019 dated __.__.2019							

Note : The vendor should provide warranty and support for the above items for a period of the 3 years from the date of commissioning.

The AMC shall be for the entire components / items, supplied by the respective bidder, under this tender.

Any software & hardware components quoted by bidder in this RFP should not be declared as End of Life (EOL) or End of Support (EOS) by the OEM within the 5 years of Purchase order / contract period. In the event of the supplied equipment being declared End of support/End of Life during the contract period of 5 years, the bidder has to replace the equipment with equipment having equivalent or higher configurations without any additional cost to ITG.

Optional Quote Items:

Sr. No.	Item Description	Qty (In Nos.)	Brand/Make/ Model/ Version	Base price per item	GST	Total cost of item in Rs Inclusive GST)
A	B	C	D	E	F	G=(E+F) *C
1	Oracle Database 12c	1				0.00
2	SQL Server 2014	1				0.00
3	HP Network Node Manager i (NNMi) License	25				0.00
* Rates quoted should be inclusive of all taxes and will be valid for the period of 1 year. Vendors should also mention the AMC/ ATS charges as applicable separately						
** Quantities of item depends upon the requirements of the Goa State Data Center						
*** The above quoted price should be inclusive of supply, installation& commissioning						
**** Vendor should submit the MAF for items quoted above.						
***** All other terms and conditions will be as per tender no ITG-IT/RFP/SDC-IT-INFRA/2019 dated 07.03.2019						

Note : The vendor should provide warranty and support for the above items for a period of the 3 years from the date of commissioning.

The AMC shall be for the entire components / items, supplied by the respective bidder, under this tender.

ANNEXURE-1 Bid Form

I. Addressed to:

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

II. NIT Reference: **Dated:**

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 if any	Address			
		Phone		Fax:	
		Contact Person			
(Enclose list of Service Center consisting name of contact person, telephone no., e-mail address, office address.)					
11	Annual Turnover for the last 3 years (a certificate of CA should be enclosed as proof)	2015-16	2016-17	2017-18	
12	Existence of the Organization for the last 3 years as on date of issue of the tender (Proof showing documentary evidence should be uploaded)				
13	Has the bidder been black-listed by any of the offices of the Govt. of India / Corporations / Institutes etc. If so, details may be provided				

- IV.** The Tender Bid Document fee amounting to Rs. 8000/- (Rupees Eight Thousand Only) has been deposited vide cash receipt/ e-challan no. _____ dated _____ in favor of the Info Tech Corporation of Goa Ltd, Altinho, Panaji- Goa.
- V.** The Tender Bid Processing 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, Altinho, Panaji- Goa.
- 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 1 year 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, Altinho, Panaji- Goa.

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

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

Signature: _____

Name : _____

Designation : _____

Place : _____

Date& Seal: _____

(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.

Sub: Undertaking for participating in the tender for the selection of vendors for supply, installation & commissioning of IT Infrastructure for Goa SDC

We, _____<Name of the firm>_____, having a registered office at _____<Office address>_____, bearing registration no. <Registration no.>, state the following in respect of these election of vendors to tender for supply, installation & commissioning of IT Infrastructure for SDC.

We hereby agree to strictly abide by the Terms & Conditions of the tender, and also to undertake full responsibility for the successful execution of the Contract

We hereby confirm that we are neither blacklisted/barred by Government / Semi – Government / Quasi- Government organization or Govt. Corporation at any point of time during the last three financial years ending March 2018 or in the current financial year as on the date of notice inviting tender.

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.

Authorized Signatory with Name, Designation, Date and Seal:

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 be filled by the Bidder only)**

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

Sub: Undertaking for participating in the tender for the selection of vendors for supply, installation & commissioning of IT Infrastructure for Goa SDC

We, <Name of the firm>, having a registered office at <Office address>, bearing registration no. <Registration no.>, have submitted the bids against the tender for supply, installation & commissioning of IT Infrastructure for Goa SDC.

We hereby agree to strictly abide by the Terms & Conditions of the tender and also to undertake full responsibility for the successful execution of the Contract with comprehensive onsite warranty support of Three (03) years.

We hereby confirm that we are neither blacklisted /barred by Government / Semi – Government / Quasi- Government organization or Govt. Corporation nor do we have any pending cases, as on date.

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 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's, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo. Also, that it shall be sourced from the authorized source for use in India. In case we are found not complying with above at the time of delivery or during installation, for the equipment already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our EMD for this bid or black list or take suitable action against us.

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.

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

Authorized Signatory with Name, Designation, Date and Seal: