



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



SUPPLY OF SOFTWARES

**TENDER DOCUMENT FOR EMPANELLEMENT OF VENDORS FOR
SUPPLY & INSTALLATION OF SOFTWARES (Operating Systems,
Antivirus, etc) TO GOVERNMENT DEPARTMENTS /
ORGANIZATIONS / INSTITUTIONS
Government of Goa**

Tender No.: ITG-IT/0552/Empanel Vendors (Softwares)/2019

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

No.: ITG-IT/0552/Empanel Vendors (Softwares)/2019

Tender is 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 for the supply of software (Operating System, antivirus, etc.) to various Government departments/institutions/ organizations in the State of Goa.

Sr No	Item	Particulars
1	Description of the work	SUPPLY & INSTALLATION OF SOFTWARE
2	Mode of Tendering	E-Tendering
3	E-Tendering Website	https://goaenivida.gov.in
4	Tender Document Fee	Rs 2000/- Rupees Two thousand only (Non-Refundable)
5	Tender Processing Fee	Rs 1500/- Rupees One thousand Five Hundred only (Non-Refundable)
6	Earnest Money Deposit (E.M.D.)	<u>Rs. 5,000/- (Rupees Five thousand only)</u>
7	Mode of Tender Document & Processing Fees	To be paid online through e-payment mode via NEFT/RTGS/OTC/debit card/credit card facility with pre-printed challans available on e-tendering website and directly credit the amount to ITG account as generated by challan and upload the scanned copy of NEFT/RTGS/OTC/debit card/credit card challan along with the bid.
8	Date and Time for request of Tender Document	21/01/2020 to 19/02/2020 (up to 23.59)

9	Date and Time for Pre Bid Meeting	28/01/2020 (at 12.00)
10	Date and Time for reply to Pre Bid Clarification	04/02/2020 (up to 23.59)
11	Last Date and Time for Online submission of bids	22/02/2020 (up to 23.59)
12	Date and Time for opening / of Eligibility bids cum Technical	24/02/2020 (at 16.00)
13	Date and Time for opening / of Commercial bids	Will be communicated later on.

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

- a. The Bidder is expected to carefully examine the terms & conditions of the Tender. Failure to furnish all information required in the Tender or submission of a bid not substantially responsive to the Tender in every respect will be at the Bidder's risk and may result in the rejection of the bid.
- b. The Bidder shall use the electronic mode of tendering using the website <https://goaenivida.gov.in> to submit bids for the item given in the RFP.
- c. Late submission of bids is not be permitted by the e-Tendering System.
- d. Last minute submission of bids should be avoided. As such, ITG will not be responsible for any failures in submission of bids on time.
- e. Incomplete or Conditional bids will be summarily rejected.
- f. For any of the assistance regarding participation in the e-Tender contact helpdesk no. 1800212680680, email: goasupport@clindia.com.

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

SCOPE OF THE PROJECT

Background

M/s INFO TECH CORPORATION OF GOA LTD. (ITG), an ISO 9001:2008 Certified Organization, has been set up by the Government of Goa to promote overall growth of the state's economy through the use of Information Technology.

M/s INFO TECH CORPORATION OF GOA LTD. under its business model generate revenue by undertaking works of IT infrastructure under IT facility management services wherein it provides various types of IT services to the Government Departments/Organizations/Institutions/Corporations/Autonomous Bodies throughout the state of Goa. Further, Department of Information Technology (DOIT), Government of Goa has identified ITG as State Designated Agency for executing AMC of IT infrastructures for all Government Departments & Organizations vide circular no. 7(368)2011/DOIT/AMC Guidelines/1214 dated 21/08/2014.

Objective

Being the State Designated Agency for executing AMC of IT infrastructure for all Government Departments & Organizations, ITG has been assisting the Departments & Organizations by providing support and service to the IT infrastructure present in the respective Departments & Organizations. However, it is often noticed that the computer systems gets infected by virus because of the frequent use of USB storage devices (pendrives, etc.) by the staff to transfer of data from one computer system to another computer system. Further, as the systems are connected on the Goa Broad Band Network (GBBN), due to virus issue, the computer systems, are immediately blocked from accessing or using the network. This has often lead to the official works at the Departments coming to stand still.

In order to overcome the above issue, Departments purchase antivirus from the local vendors who charge them very less initially and then in the name of updates charge extra amount updation of antivirus

In order to make the antivirus installation process simple and to provide a single place of assistance for smooth functioning of the computer systems in the Departments/Organizations,

ITG has installed a server based antivirus in the Office of ITG, wherein the server is connected to the internet and all the computer systems of the Departments which are on the GBBN get the updates directly irrespective of whether they have internet connection or not. The entire system works on the LAN & WAN respectively.

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 Broadband Network
OEM	Original Equipment Manufacturer
EMD	Earnest Money Deposit
DD	Demand Draft
PAN	Permanent Account Number
Deity	Department of Electronics and Information Technology, New Delhi
PBG	Performance Bank Guarantee
NOC	Network Operation Center
MAF	Manufacturer's Authorization Form
Purchaser	Info Tech Corporation of Goa Ltd, Goa
Bidder/Tenderer	Person/Company who bids against this tender
Contractor/Supplier	Successful Tenderer / Bidder to whom tender is awarded
Contract	An undertaking signed by the Vendor against the Tender
NMS	Network Monitoring System
UPS	Uninterrupted Power supply
LAN	Local Area Network
Non-responsive	Failure to furnish complete information in a given format and manner required as per the tender documents or non-submission of tender bid in given Forms/Pro-forma or not following procedure mentioned in this tender or any of

	required details or documents is missing or not clear or not submitted in the prescribed format or non submission of tender fee or EMD.
AMC	Annual Maintenance Contract
IT Infrastructure	All the IT related equipments which includes hardware, software's, networking, etc.

CHAPTER 1 Invitation for Bids (IFB)

1. Info Tech Corporation of Goa Ltd. (ITG) invites Eligibility cum Technical Bid from well established and reputed organizations / agencies who fulfill the eligibility criteria and having sufficient infrastructure, manpower and proven track record for the supply of software (Operating System, antivirus, etc.) to various Government departments/institutions/ organizations in the State of Goa. Bidders should submit the proposal on the tender wizard <https://goenivida.gov.in> .
2. Bidders should go through the website <https://goenivida.gov.in> for understanding the e-tendering process and refer to the link "Vendor Info", "Information about DSC (Digital Signature Certificate)", "FAQ's" and to know the process for submitting the electronic bids at the website.
3. Bidders need to have a 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.infotech.goa.gov.in/>, [infotech.goa.gov.in](http://www.infotech.goa.gov.in), <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. 5,000/- (Rupees Twenty Five thousand only)** should be provided by the bidder. The EMD has to be paid online before the last date and time for online submission of bids as given in the NIT. EMD in any other form will not be accepted.
7. Bids would be considered only in the prescribed form/ document. Bids not submitted in prescribed format will be summarily rejected.

- 8.** The Eligibility cum Technical Bids will be opened as per schedule in NIT and in the presence of the bidder or any of its representative. The bidder who qualify in the Eligibility cum Technical evaluation process shall only be considered for empanellement.
- 9.** No contractual obligation whatsoever shall arise from the Tender Document / bidding process unless and until a formal contract is signed and executed between the tendering authority and the successful bidder.
- 10.** Info Tech Corporation of Goa Ltd. disclaims any factual/ or any other errors in this document (the onus is purely on the individual bidders to verify such information) and the information provided herein are intended only to help the bidders to prepare a logical bid-proposal.

CHAPTER 2 Eligibility Criteria & Mandatory Conditions

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

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

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

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

Sr No	Clause	Documents required
1	The tenderer / bidder should have a proprietorship firm / partnership firm / registered in India in the same name as the quoting company for last three (3) years as on the date of issue of the Notice Inviting Tender. (* The Tenderer / bidder should have an established office in Goa. If the same is not present then the same should be setup within a month from the date of being empaneled)	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - Certificate of incorporation OR - Registration Certificate OR - GST registration, Registration with Village Panchayat or any Govt. organization in the State of Goa. <p>** (Upload & Save as Document A)</p>
2	The bidder should have experience of supply & installation of software (operating system software, Antivirus, etc.) in Government Departments/Public Sector Undertaking/Banks /Financial Institution/ Central Autonomous Bodies/State Autonomous Bodies/ reputed firms during the last three (3) years (2016-17, 2017-18 & 2018-19) as on the date of	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> -Work orders confirming year and Area of activity should be attached. <p>*(upload and save as “Document B”)</p>

	issue of notice inviting tender.	
3	The bidder should have at-least minimum 03 qualified Service Engineers on its own pay roll.	<p>a) Valid documentary proof of:</p> <p>- Certificate from bidder for number of qualified Engineers professionals employed by the bidder giving names & address & phone nos. and any supporting document indicating that service engineers are on-board of firm/company.</p> <p>*(upload and save as “Document C”)</p>
4	The bidder must have a financial turnover of minimum Rs. 10 Lakhs during the last 3 financial years (2016-17, 2017-18 & 2018-19) as on the date of notice inviting tender.	<p>a) Valid documentary proof of:</p> <p>- CA Certificate showing Turn over details.</p> <p>*(upload and save as “Document D”)</p>
5	The bidder should submit an authorization by the Manufacture(s)/OEM for the supply of softwares.	<p>a) Valid documentary proof of:</p> <p>- The Manufacturer’s original authorization certificate (MAF) /OEM</p> <p>*(upload and save as “Document E”)</p>
6	The bidder shall neither be blacklisted nor barred by GoG from rendering services to any of the Government Departments/Organizations.	<p>a) Valid documentary proof of:</p> <p>-A signed copy of the undertaking (Annexure-3) with seal.</p> <p>*(upload and save as “Document F”)</p>
7.	The bidder should have GST Registration Certificate.	<p>a) Valid documentary proof of:</p> <p>-GST Registration Certificate</p> <p>*(upload and save as “Document G”)</p>

CHAPTER 3 Bidding Process

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

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

- a. Eligibility 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 those bidders who are willing to match the lowest (L1) price will be listed on ITG's List of Empanelled vendors for supply & installation of softwares.

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 enivida but must pay the cost of tender/ bidding document and etender 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 enivida 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. 5,000/- (Rupees Five thousand only)** should be provided by the bidder. The EMD has to be paid online before the last date and time for online submission of bids as given in the NIT. EMD in any other form will not be accepted.
- v. Refund of EMD:** The earnest money deposit of unsuccessful bidders shall be refunded soon after the final list of empanelled vendors has been prepared. The EMD of the successful bidders shall be returned only after a period of six months from the date of finalizing the final list of empanelled vendors.
- vi. Forfeiture of EMD:** The EMD taken from the bidder shall be forfeited in the following cases:-
- If the bidder withdraws or modifies his bid proposal after opening of bids or during the period of bid validity or its extended period, if any; or
 - In the case of a successful bidder if the bidder fails to sign the contract for any reason not attributable to the 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.
- 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.

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 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. InfoTech 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 Empanelment Tender & Commercial:

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

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

f. Deadline for submission of Bids:

- i. Bids must be submitted on the website <https://goenivida.gov.in> no later than the date and time indicated in the NIT.
- ii. Normally, the date of submission and opening of bids would not be extended. However, in exceptional circumstances or when the bidding document is required 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 enivida will not accept any bid submitted after the deadline as indicated in the NIT.
 - ii. Towards the end of the deadline time, the enivida 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 submit 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 <https://goaenivida.gov.in>.
- 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.

- 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 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 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 Empanelled list, if any bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so only in writing.
- c. Clarification of Bids**
- i. To assist in the examination, evaluation, comparison and post qualification of the bids, the tendering authority committee may, at its discretion, ask any bidder for a clarification of his bid. The tendering authority's request for clarification and the response shall be in writing.
 - ii. Any clarification submitted by a bidder with regard to his bid that is not in response to a request by the tendering authority shall not be considered.
- d. Determination of Responsiveness**
- i. The tendering authority's determination of the responsiveness of a bid would be based on the contents of the bid itself.
 - ii. A responsive bid would be the one that meets the requirements of the bidding document without material deviation, reservation, or omission where: -
 - "Deviation" is a departure from the requirements specified in the bidding document;
 - "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
 - iii. The tendering authority shall examine the technical aspects of the bid in particular, to confirm that all requirements of bidding document have been met without any material deviation or reservation.

e. **Non-material Non-conformities**

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

f. **Evaluation of Bids**

- i. The tendering authority shall evaluate each bid that has been determined, up to the stage of the evaluation, to be responsive.
 - ii. To evaluate a bid, the tendering authority shall use all the criteria and methodologies defined in the bidding document.
 - iii. The eligibility evaluation shall be completed by the designated Committee as early as possible after opening of eligibility cum Technical bid.
 - iv. The bidders which could not qualify in eligibility evaluation will be informed about this fact.
- g. **Tendering authority's Right to Accept/ Reject any or all of the Bids:** The tendering authority reserves the right to accept or reject any bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to publication of the empanelled list, without thereby incurring any liability to the bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Purchasers action.
- h. The Purchaser/ Biding Authority 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 submits the required Bid documents after the prescribed date and time of submission of Bid.
 - Submits Bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or is non-responsive.
 - Has not submitted the bid in accordance with the bid document.
 - Does not meet the minimum eligibility criteria as mentioned in the bid document.
 - Mislead or made false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - Is found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
 - Failed to provide clarifications related thereto, when sought.
 - Has submits more than one bid. This will cause disqualification of all bids submitted by such bidder except the last Bid received.
 - Has imposed conditions in his bid, during validity of the bid or its extended period.
2. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
3. A Bid not valid for at least 02 years shall be considered as non-responsive and would be disqualified.

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

1. The software shall be supplied and installed on-site comprehensive.
2. Preventive Maintenance activity shall include updation of Service packs, drivers & Operating System patches.
3. The Vendor 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 any software support.
4. Any activity, as a part of updation, 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.
5. If the service provided by the Vendor is found unsatisfactory, the Department/Organization will give written complaint to ITG. In such case, ITG shall ensure that the Vendor provides satisfactory service to the Department/Organization by issuing a warning at the first instance. Further, if such instances are repeated more than 5 times, ITG at its discretion, will terminate the contract of the Vendor and no payments will be made in such cases.
6. ITG and Department/Organization shall jointly review and monitor the performance of the vendor & the same shall be recorded by ITG for future reference.
7. The Vendor shall not sub-contract the services 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 supply and such Vendor shall be liable for blacklisting.
8. At the end of complete installation of the software, ITG in coordination with Department/Organization shall certify that the installation is satisfactory and that no faults or complaints are pending issues are present.
9. The vendor for providing the supply & installation, may provide the authorization letter from the concerned OEM.

10. Dispute Resolution Mechanism: The vendor and 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, InfoTech 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.

11. Additional Software:

It may be noted that in certain scenario Departments & Organizations need specific Software to be covered which may not be available in the empaneled list of Software published by ITG. It is further proposed that ITG may seek the Software rates of that particular Software from the empaneled vendors of ITG. The same may be obtained by e-tendering in limited mode.

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.

12. Extension of Tender

ITG has every right to extend the tender validity after completion of 2 years up to 6 months or till new tender is floated whichever is earlier by considering willingness of the empaneled vendor(s).

13. Negotiation of L1 price

ITG has every right to negotiate the L1 prices after opening of the commercial bids if required.

1. Procedure for selection of Vendors as “ITG’s Empanelled Software 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 Softwares.
- c) The offers shall be evaluated for each Software with L1 being the lowest offer. Thereafter, ITG shall place before the vendors a list of the lowest (L1) rates obtained for Softwares.
- d) All the qualified vendors shall be given an opportunity to match the lowest (L1) rates obtained for softwares. Thereafter, all the vendors who match the lowest (L1) rates obtained by ITG will thereafter be listed on ITG’s final empanelled list for installation & supply of softwares.

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

- a) ITG will display the list of the empanelled vendors along with the rates of the Softwares on its website along with Softwares (System S/W, Antivirus, etc.) Requisition Certificate.
- b) The Department needs to submit duly signed Softwares (System S/W, Antivirus, etc.) Requisition Certificate on its letter head to avail the particular Software Service.
- c) Based on the Department’s request, ITG will place the software order on the vendor. However, if there is no preferred empanelled vendor mentioned by the Department then ITG will place the order of Software on one of the empanelled vendor as per its decision. The decision of ITG will be final in this regard.

CHAPTER 7 Escalation Matrix

Escalation Matrix

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

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

Note:

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

CHAPTER 8 Terms of Payment

The payment towards the supply & installation of software shall be released to the vendor by ITG only after receiving the payments from the concerned Departments/ Organizations/ Autonomous Bodies, etc. & Softwares (System S/W, Antivirus, etc.) Service Certificate (Attestation of Works) duly signed by the Department on its letter head.

Note:

1. Advance payment shall not be paid.
2. Payment would be made for the actual installation carried out.
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 shwetagdessai@gmail.com in the prescribed format before the pre bid meeting i:e (28/01/2020 at 09.00).

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

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

The tenderer/bidder should submit the following documents in e – tender mode only on or before 22/02/2020 by 23.59 in the office of ITG before the opening of the Eligibility cum Technical Bid.

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; if any.
4. Undertaking of the tenderer/bidder as per Annexure-3

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-nividha during submission of bids before its last date. Failure to comply with these requirements may result in the bid being rejected. No hard copy of the bid shall be accepted in the office of ITG .

CHAPTER 10 Tentative Description of Softwares

<i>Sr no</i>	<i>Description of ICT Equipment</i>	<i>Brand</i>
1	System Softwares	Windows 10 Professional 64-bit
2	Antivirus Softwares	Net Protector & Quick Heal
3	Microsoft Office	Microsoft Office Std 2019 OLP NL Gov
		Microsoft Office Pro Plus 2019 OLP NL Gov
		Office Std 2016 SNGL OLP NL Acdmc
		Office Pro Plus 2016 SNGL OLP NL Acdmc
		Office Std 2019 SNGL OLP NL
		Office Pro Plus 2016 SNGL OLP NL
4	Sql server management studio 2017 standard edition	SQLSVRSTD 2017 SNGL OLP NL
5	Coreldraw X8	Corel Draw Graphics Suit 2018 (2 Yr Upgrade Included)
6	Adobe Photoshop CS6 extended	Adobe PH CC For All Version Multiple Platforms- 1 Yr Licensing Subscription
7	AutoCAD	AutoCAD including specialized toolset AD Commercial New Single-user ELD
		AutoCAD LT 2020 Commercial New Single-user ELD
8	Server OS & Software Implementation	-----

CHAPTER 11 Indicative Format of Financial Bid to be used for obtaining the rates from the Empanelled vendors**Tender Inviting Authority:** Info Tech Corporation of Goa Ltd., Goa**Name of Work:** Empanelment of for the supply of system software (Operating System, antivirus, etc) to various Government departments/institutions/ organizations in the State of Goa**Tender No** ITG-IT/0552/Empanel Vendors (Softwares)/2019**NAME OF THE BIDDER****NOTE: IF ANY COLUMNS LEFT BLANK IT WILL BE CONSIDRED AS ZERO (0)**

Sr. No	Item Name (Approximate specification)	Brand/ Model	Base Rate in Rupees per item	Tax as per GST in %	Total Cost in Rupees (incl. of GST)	Total Cost in Words (incl. of GST)
1	Net Protector Antivirus (Server Based) for 1 year				0.00	
2	Net Protector Antivirus (Server Based) for 3 years				0.00	
3	Net Protector Antivirus (Server Based) for 5 years				0.00	
4	Quick Heal (Server Based) for 1 year				0.00	
5	Quick Heal (Server Based) for 3 years				0.00	
6	Quick Heal (Server Based) for 5 years				0.00	
7	SQL Svr Std 2019 SNGL OLP NL				0.00	
8	Corel DRAW Graphics Suite 2019 Single User Business License including 1 Year Upgrade Protection Program & Downgrade Rights for Windows				0.00	

9	Adobe Photoshop for teams All Versions Multiple Platforms 1yr Team Licensing Subscription New 1User				0.00	
10	Microsoft Office Std 2019 OLP NL Gov				0.00	
11	Microsoft Office Pro Plus 2019 OLP NL Gov				0.00	
12	Office Std 2019 SNGL OLP NL				0.00	
13	Office Pro Plus 2019 SNGL OLP NL				0.00	
14	Office Std 2019 SNGL OLP NL Acdmc				0.00	
15	Office Pro Plus 2019 SNGL OLP NL Acdmc				0.00	
16	AutoCAD including specialized toolset AD Commercial New Single-user ELD for 1 year				0.00	
17	AutoCAD including specialized toolset AD Commercial New Single-user ELD for 3 years				0.00	
18	AutoCAD LT 2020 Commercial New Single-user ELD for 1 year				0.00	
19	AutoCAD LT 2020 Commercial New Single-user ELD for 3 years				0.00	
20	Windows Operating System (Windows 10 Professional 64-bit)				0.00	
21	Server OS & Software Implementation Job includes:				0.00	

<ol style="list-style-type: none"> 1. RAID Configuration 2. OS Installation (Windows/Linux) 3. OS Configuration 4. Hyper-V configuration (3 virtual clients per system) 5. Migration of data from Physical 2 Virtual (p2v) (Windows/Linux) -Allocation of Memory -Allocation of Space -IP Configuration 6. Data Recovery from the old/crashed server. Note: Data Recovery process depends on the criticality of the server, the entire process will be carried after inspection of the server 7. Weekly inspection for first 3 weeks (after server installation.) 					
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Note: a) All rates quoted must be inclusive of all GST & FOR destination. Insurance of transit shall be the responsibility of the vendor.
b) Free updates must be provided for all above mentioned antivirus.

1

Instruction for filling Financial Bid in e-tendering portal

1. Bidders should only fill the cells formatted in white color.

2. Bidder name should not contain special characters. Enter alphanumeric characters only for bidder's name.
3. No change/modification/applying of formula in template of BoQ downloaded from the website is allowed by the bidder. Any change/modification/applying of formula will corrupt the BoQ.xls which in turn may lead to problem in uploading the BoQ while submitting the Bid.

ANNEXURE-1 Bid Form

I. Addressed to:

a.	Name of the Bidding authority	Managing Director
b.	Address	Info Tech Corporation Of Goa Ltd (A Govt. Of Goa undertaking) IT HUB, 3rd Floor, Altinho-Panaji-Goa-403001
c.	Telephone	(0832) 2226042 / 2225192

II. ITG-IT/0552/Empanel Vendors (Softwares)/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 (if any) (Municipal / Panchayat Trade License copy/ Sales Tax/ Commercial Tax Registration or any other document specifically in name of tenderer/bidder to be attached) (Proof showing documentary evidence should be uploaded)	
13.	Has the Bidder been black-listed by any of the offices of the Govt. of Goa? If so, details may be provided	

- 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 favour of the Info Tech Corporation of Goa Ltd, Altinho-Panaji-Goa.
- 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 favour 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 valid for 2 years from the date of opening of bid. The validity period can be extended with mutual agreement. Following documents are attached towards the proof of earnest money deposited in favor of Info Tech Corporation of Goa Ltd., Altinho-Panaji-Goa.

S.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 : _____

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/0552/Empanel Vendors (Softwares)/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 software i.e. for two years.
- 2. We also undertake that we would provide the support for the supplied product/ products, updates and patches during the period.
- 3. In respect of licensed softwares, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo if any. Also, that it shall be sourced from the authorized source for use in India.
- 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:

Place:

Date:

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/0552/Empanel Vendors (Softwares)/2019

We, _____<Name of the firm>_____, having a registered office at _____<Office address>_____, bearing registration no. _____<Registration no.>_____, state the following in respect of the tender for supply & installation of softwares 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 the software installation services with onsite support.
2. 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 2019 and in the current financial year as on the date of notice inviting tender.
3. In respect of licensed softwares, 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 cum Technical bid has been submitted without any conditions and strictly as per the conditions of the tender document and we are aware that the bid is liable to be rejected if it contains any other conditions.

(Signature with seal / stamp of the company)

Name:

Designation:

Place:

Date: