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***Request for Tender***

***For***

***Desktop Computer***



**: CORPORATE OFFICE :  
PLOT NO.13A-2, EDC COMPLEX, PATTO PLAZA,  
PANAJI-GOA – 403 001. INDIA  
TEL.NOS.: (0832) 2437470-73    FAX NOS.: (0832) 2437478-79**

[www.goaidc.com](http://www.goaidc.com)

Email: [goaidc1965@gmail.com](mailto:goaidc1965@gmail.com)

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No. Tender No. Goa IDC/COMP/Desktop/01

Date: 08/11/2017

*Note:- The Tender Document can be downloaded from the website. [www.goaidc.com](http://www.goaidc.com), however the cost of the Tender document Rs. 600/- (non-refundable) is to be deposited in the Accounts Section of Goa IDC or submitted along with the Tender in the form of DD obtained from a Scheduled Bank in favour of Goa IDC payable at Panaji Goa.*

### **TENDER FORM**

<b>COST OF TENDER FORM</b>	: Rs. 600/- (non-refundable)
<b>SALE OF TENDER DOCUMENTS</b>	: 10 /11/2017 to 16/11/2017
<b>LAST DATE OF SUBMISSION OF TENDER</b>	: 17/11/2017 upto 5.30 pm.
<b>DATE OF OPENING OF TENDER</b>	: 20/11/2017 at 4.00 pm.
<b>EARNEST MONEY DEPOSIT</b>	: Rs. 8,640/-
<b>PLACE OF OPENING OF TENDER</b>	: Conference Room, Goa IDC, Panaji Goa.
<b>TENDER SHALL REMAIN VALID</b>	: upto 90 Days.
<b>ADDRESS OF COMMUNICATION</b>	: The Managing Director, Goa IDC Plot No.13A-2, EDC Complex, Patto Plaza, Panaji-Goa – 403 001

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## **REQUEST FOR TENDER – DESKTOP COMPUTERS**

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Goa Industrial Development Corporation intends to purchase Desktop Computers for which tenders are hereby invited from the well reputed firms/vendors as per Terms & Conditions mentioned at **Annexure-‘A’**. Format of Technical Bid is mentioned at **Annexure-‘B’** and financial bid is mentioned at **Annexure-‘C’**.

### **OBJECTIVE OF THIS DOCUMENT**

This document (Request For Tender) is issued for supply and installation of Desktop Computers at the Goa IDC. This document provides the details of services to be provided, and a basis for proposal submission by the bidder.

### **THE CLIENT – GOA IDC, PANAJI GOA**

The Goa Daman and Diu Industrial Development Corporation (GDDIDC) was established by the Government of Goa, Daman & Diu in February 1966 under the provisions of Goa, Daman and Diu Industrial Development Act, 1965 with the aims and objectives of securing and assisting in the rapid and orderly establishment of industries in Industrial Areas and Industrial Estates in Goa.

### **SCOPE OF WORK**

- 1) **Supply of Desktop Computers:** The vendor has to supply the Desktop Computers as per the locations provided by Goa IDC after finalizing the tender.
- 2) **Installation of Desktop Computers:** The vendor has to deliver the Desktop Computers as per the locations provided by Goa IDC after finalizing the tender and ensure installation of the same along with related drivers.
- 3) **Maintenance of Desktops Computer:** The vendor has to maintain all the Desktop Computers. All calls for faults and repairs of the hardware have to be attended and resolved immediately as per uptime requirements mentioned at clause 19 of Annexure-A
- 4) **Replacement of Parts :** The vendor has to ensure rectification of the faulty Desktops, or providing replacement for the same as per uptime requirements mentioned at clause 19 of Annexure-A.
- 5) **Warranty :** The successful vendor shall extend onsite warranty for the peripherals as mentioned at Annexure –D.

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**OFFICIAL CONTACT:**

The Jr. Programmer,  
Goa Industrial Development Corporation,  
Plot No. 13A-2, EDC Complex,  
Patto Plaza Panaji, Goa – 403 001.

Phone:(0832)2437470-73 Extn. 247  
Fax: (0832) 2437478-79  
E-mail: goaidc1965@gmail.com

**OBTAINING TENDER DOCUMENTS:**

The tender can be obtained on request on payment of Rs. 600/- (Rupees Six hundred only) (Non refundable), payable through cash / crossed demand draft drawn on nationalized bank in favour of “Goa IDC” payable at Panaji Goa.

The tender document can also be downloaded from the website of Goa IDC [www.goaidc.com](http://www.goaidc.com) but should be accompanied with the cost of tender document of Rs 600/- in cash (to be deposited at counter) or crossed demand draft drawn on nationalized bank in favour of “Goa IDC” payable at Panaji Goa, at the time of submission.

**PROCEDURE FOR SUBMISSION OF BIDS**

The tender documents containing Technical Bid & Financial Bid complete in all respect should be submitted in sealed cover superscripted as “**Tender for Supply of Desktop Computer to Goa IDC**” to The Managing Director, Goa IDC, Plot No.13A-2, EDC Complex, Patto Plaza, Panaji-Goa – 403 001 on or before 17/11/2017 by 5.30 pm which will be opened on 20/11/2017 at 4 p.m.

The Bid has to contain the following documents:

- a. The copy of the Tender Paper has to be signed by the bidder in each page, dully filled in and has to be submitted.
- b. The Bidder should submit the price offer in the prescribed price schedule only (Annexure- C)
- c. The Bidder should submit the Undertaking documents as per the Annexure-E
- d. The cost of the Tender paper for the vendors who downloaded the tender paper from website has to be enclosed in the form of Receipt of the payment from Goa IDC OR Pay order OR DD to be drawn in favour of Goa IDC payable at Panaji Goa.
- e. The EMD Cost has to be submitted in the form of DD/Pay order and has to be drawn in favour of Goa IDC payable at Panaji Goa.

Covers prepared should also indicate clearly on their face the name and address of the bidder to enable the bid to be returned unopened to the bidder in case it is received late. Tenders submitted telegraphically or by fax or by e-mail would be ineligible to compete for award of the tendered work.

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The bidder who has not submitted all necessary documents as per the bid and the tender in the prescribed bid document will be summarily rejected.

### **EARNEST MONEY DEPOSIT ( EMD )**

The Bidder has to submit an Earnest Money Deposit of Rs. 8640/- (Rupees eight thousand six hundred forty only) in the form of Demand Draft in favour of 'Goa IDC' payable at Panaji Goa.

The Earnest money deposit would be forfeit in favour of the Corporation in the event of being discovered that the tender or any of the documents submitted with it are falsified, forged or intended to deceive the Corporation. The Earnest Money Deposit would also be forfeit in favour of the Corporation in the event of the bidder being awarded the work and failing to execute the agreement for the work awarded. No interest should be payable on the Earnest Money Deposit. Tenders without Earnest Money Deposit would be ineligible to compete for award of the tendered work.

The EMD of successful vendor will be converted into Security Deposit till the complete supply is made and will be refunded without any interest. The EMD of unsuccessful vendors will be returned after completion of tender process.

### **OTHER COST**

The bidder would bear all costs associated with the preparation and submission of tender, including costs of any presentation that may be made at the instance of the Corporation for the purposes of clarification of the bid. The Corporation would in no case be responsible for refund of, or be liable for, such costs.

### **DISQUALIFICATIONS**

GOA-IDC may at its sole discretion and at any time during the bid process, disqualify any bidder, if the bidder has:

- a. Not submitted tender in the prescribed formats or incomplete in detail is liable for rejection.
- b. Submitted the bid documents after the response deadline. The Goa IDC is not responsible for non-receipt of tender within the specified date and time due to any reason including postal holidays or delays;
- c. Submitted tender without EMD;
- d. Made misleading or false representations in the form, statements and attachments submitted in proof of the eligibility requirements;
- e. Submitted a proposal that is not accompanied by required documentation;

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- f. Failed to provide clarifications related thereto, when sought;
  - g. Submitted more than one bid either individually or as a consortia member;
  - h. Declared ineligible by the Government for corrupt and fraudulent practices.

#### **NON-TRANSFERABLE TENDER**

Only parties that have purchased the tender document are eligible to submit tender. This tender document is not transferable. Tenders submitted by parties other than those purchasing the tender document, or submitting the tender in form other than the prescribed form sold as part of this tender document, would be ineligible to compete for award of the tendered work

#### **OPENING OF TENDER**

Tenders would be opened in this office and the bidders or their authorized representatives may be present at the time of opening of the tenders.

#### **OFFER VALIDITY PERIOD**

The offer should hold good for a period of 90 days from the closing date of the tender. Any offer falling short of the validity period is liable for rejection.

#### **ERASURES OR ALTERATIONS**

The offers containing unauthenticated erasures or alterations will not be considered. There should be no unauthenticated hand-written material, corrections or alterations in the offer. Goa IDC may treat offers not adhering to these guidelines as unacceptable.

#### **MODIFICATION AND WITHDRAWAL OF OFFERS**

The bidder may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by the Corporation prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers. In the event of withdrawal of the offer by successful bidders, the EMD will not be refunded.

#### **CLARIFICATION OF OFFERS**

To assist in the scrutiny, evaluation and comparison of offers, Goa IDC may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the bidder is required to give presentation on the solution offered.

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## **VERIFICATION**

The Corporation reserves the right to verify any or all statements made by the bidder in the tender document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

## **NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER**

The Corporation shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Corporation reserves the right to make any changes in the terms and conditions of purchase. The Corporation will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

## **LOCATIONS TO BE COVERED**

The Desktop Computers being procured will be installed at the Corporation's Offices/site offices. It may kindly be noted that the Corporation reserves the right to add or substitute any location.

## **DELIVERY & INSTALLATION PERIOD**

The Goa IDC would like to have the following time schedule for completion of the activities from the date of placement of orders.

- i. Delivery: 2 weeks.
- ii. Installation and operationalisation: Within 1 week

## **PAYMENT TERMS**

The Corporation will make the payment upon supply and successful installation and configuration of the Desktop Computers as specified by Goa IDC.

## **COMPLETENESS OF THE WORK**

The installation work will be deemed as incomplete if any component of the software or any documentation / media relating thereto is not delivered, or is delivered but not installed and /or not operational or not acceptable to the Indenter after acceptance testing / examination. In such an event, the supply and installation will be termed as incomplete and it will not be accepted and the license validity period will not commence. The vailidity period will commence only on acceptance (based on acceptance test) of software by the Indenter.

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## **ORDER CANCELLATION**

Goa IDC also reserves the right to cancel the order in the event of one or more of the following circumstances:

- Delay in delivery and installation beyond a period of 30 days from the date of purchase order.
- Serious discrepancy in the solution noticed.
- Breach of any of the terms and conditions of the tender.

In addition to the cancellation of purchase order, Goa IDC reserves the right to forfeit the EMD / Performance guarantee submitted to Goa IDC by the bidder.

## **PUBLICITY**

Any publicity by the bidder in which the name of Goa IDC is to be used should be done only with the explicit written permission of Goa IDC.

## **FORCE MAJEURE**

The bidder shall not be liable for forfeiture of its performance security, termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God, acts of Government of Goa and or Government of India in their sovereign capacity, acts of war, acts of Goa IDC offices in fires and floods. If a Force Majeure situation arises, the Bidder shall promptly notify Goa IDC in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Goa IDC in writing, the Bidder shall continue to perform its obligations under the agreement as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, Goa IDC and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of Goa IDC shall be final and binding on the bidder.

## **RESOLUTION OF DISPUTES**

Goa IDC and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Goa IDC and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

## **JURISDICTION**

The jurisdiction of the courts shall be Panaji.



**ANNEXURE-‘ A’ – (TERMS AND CONDITIONS)**

1	Tender documents can be downloaded from website <a href="http://www.goaidc.com">www.goaidc.com</a> or can be obtained from Goa IDC Office at Panaji as per the dates mentioned in the Tender Document.
2	The vendors are expected to examine all instructions, forms, terms and other information in the tender documents.
3	Tender shall be submitted as Two Bid System viz Technical bid & Financial bid, as per the prescribed formats only. Failure to comply with these requirements may result in the bid being rejected.
4	The tender fees shall not be refunded even if the bid is not submitted.
5	The tender should be submitted by <b>17/11/2017 upto 5.30 PM</b> along the requisite payment.
6	If any vendor does not qualify in technical evaluation, the Commercial Proposal of the vendor shall not be opened.
7	The price should not be mentioned in the Technical bid in any form or manner. In case the prices are mentioned in the technical bid, the offer will be liable for rejection.
8	The financial bid will be opened in respect of only those vendors whose documents are found in order and whose items qualify technically. The price comparisons in deciding lowest quotation for the <b>complete value of all the items</b> shall be made only over the rates quoted inclusive of all taxes. The lowest evaluated valid quotation will be selected.
9	The successful vendor shall supply the prescribed hardware within 15 days from the issue of supply letter.
10	The EMD of successful vendor will be converted into security till the complete supply is made and will be refunded without any interest. The EMD of unsuccessful vendors will be returned after completion of tender process.
11	The payment will be released after 30 days on installation of complete supply of material based on duly certified installation reports after installations are done.
12	If the tenders opening day happens to be holiday, the same will be accepted and opened on the next working day.

13	The make / brand of the quoted hardware must be mentioned.						
14	The person signing the tender form (or any other document forming part of the contract) on behalf of another, shall be deemed to warranty that he has the authority to sign such documents and if, on inquiry it appears that the person so signing had no authority to do so, the purchaser, may without prejudice to other civil and criminal remedies against the contract, holds the signatory liable for all costs and damages and forfeiture of the earnest money.						
15	The attempt on the part of the vendor, to negotiate directly or indirectly, with the authority to whom the tender is being submitted or with the tender accepting authority, before the finalization of tenders, will make vendor liable for exclusion from the consideration of his/her tender.						
16	Goa IDC reserves the right to reject all or any tender without assigning any reason.						
17	The approximate quantity to be purchased along with minimum hardware configuration/ specifications required have been mentioned at Annexure – “D”. However, Goa IDC reserves the right to modify the quantity as per requirements.						
18	The warranty shall cover the following: <input type="checkbox"/> If any parts needs to be replaced, then the same shall be done within 48 Hrs including data transfer and completion of complaints in totality. <input type="checkbox"/> In case of failure of operating System the same shall be reinstalled.						
19	<p><b>Penalty</b></p> <p>User of the Desktop and all other supplied peripherals may make a complaint about the Desktop and other peripherals/ accessories and software/service through letter, fax email, phone SMS or any other means as the user thinks fit or convenient to the service center of vendor.</p> <p>Vendor shall provide contact numbers/ e-mail IDs clearly on stickers to be displayed on the Desktop and other peripherals.</p> <p>On receiving complaint the Vendor shall respond/ repair/ resolve or provide required services within the period as stated below.</p> <table border="0" style="width: 100%; text-align: center;"> <thead> <tr> <th style="text-align: left;"><b>Location</b></th> <th style="text-align: left;"><b>Response Period</b></th> <th style="text-align: left;"><b>Resolution period</b></th> </tr> </thead> <tbody> <tr> <td>Anywhere in Goa</td> <td>24 hrs</td> <td>48 hrs</td> </tr> </tbody> </table> <p>Public holidays shall be excluded from above down time calculation  Penalty shall be applicable if the call is not responded within 8 hours. If any parts need to be replaced, then the same shall be done within 48 hours including data transfer and completion of complaints in totality.</p> <p>In case Vendor fails to maintain the above standard of maintenance penalty shall be imposed upon Vendor @ of equipment value per day subject to a maximum of 10 % of total cost including taxes as specified below.</p>	<b>Location</b>	<b>Response Period</b>	<b>Resolution period</b>	Anywhere in Goa	24 hrs	48 hrs
<b>Location</b>	<b>Response Period</b>	<b>Resolution period</b>					
Anywhere in Goa	24 hrs	48 hrs					

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**Financial Terms and Conditions:**

1	The vendors must use only Annexure-C for submitting the financials. Any other formats/ forms will not be accepted and such tenders will be rejected.
2	The financial bid should contain the net rates to be charged on the basis of per unit.
3	The rates should be quoted in figures as well as in words, on the form attached at Annexure-‘C’ and duly signed and stamped by the authorized person.
4	The rates must be quoted inclusive of all taxes, F.O.R. destination and installation charges.
5	Goa-IDC reserves the right to alter the quantity of the computers and peripherals.

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## **ANNEXURE 'B' (TECHNICAL BID FORMAT)**

The technical bid should contain the following documents which must be attached with the technical bid:-

1. The vendor should submit the tender towards Cost of the Tender Document & EMD
2. The person signing the tender shall be deemed that he has the authority to sign the tender on behalf of the said company. Letter of Authority to be attached.
3. Proof of Income Tax, GST number, etc. (as applicable): Self attested copies to be attached.
4. The vendor shall be Original Equipment Manufacturer (OEM) of Desktop computers and peripherals or the Authorised System Integrator/ Partners / Dealer of OEM. In case the vendor is offering Desktop computers and peripherals from more than one OEM, he shall be authorised System Integrator/Channel Partner/Dealer for the Desktop computers and peripherals offered by him. Proof of the above shall be submitted in the form of authorization of dealership/SI/Partnership issued by the respective OEM.
6. The vendor should have a local presence, fully functional service/support centre in Goa with minimum 5 qualified support staff to provide quality service support. Undertaking mentioning office address and No. of Employees with qualification to be enclosed.
7. Vendors should have executed at least one order towards supply of hardware of value of 10 Lac or above in the last 2 years. The company has to provide proof of satisfactory completion and purchase order.
9. The company/firm should be in existence and should have been in operation for a period of atleast 2 years. The company/ firm has to

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produce certificate of Incorporation/Registration with Shops and Establishments/Sales Tax Registration for the last 2 years.

10. PAN No. of the company/firm, TIN No., GST No. (As applicable):  
self attested copies to be attached.
11. The bidder should not have any of their contracts terminated or blacklisted in the last three years by any State or Central Government/PSU/BFSI/Private Sector.

**ANNEXURE-'C': (FINANCIAL BID FORMAT)**

**TENDER FOR PURCHASE OF COMPUTER HARDWARE AND  
OTHER PERIPHERALS**

S.No.	Item	Make/Brand	Qty	Rates per unit inclusive of all taxes	Amount
1	Desktop Computers with minimum specification mentioned at Annexure-D  <b>Warranty: 3 years</b>	DELL/ HP/ Lenovo/ IBM	09		
Total amount (Rs):					
Total amount in words (Rs):					

**Note:-**

1. The rates should be mentioned in figures as well as in words
2. Rates mentioned above are inclusive of all taxes, F.O.R. destination and installation charges and all other charges. No charges of whatsoever nature would be paid additional to the cost mentioned above.

**ANNEXURE-'D' – (SPECIFICATIONS AND CONFIGURATIONS)**

Item	Specification/ Configuration	Quantity
Desktop Computers	<p><b>PROCESSOR:</b> Intel Core i5-7400(3.0GHz, 6MB Cache, 4 Cores)</p> <p><b>CHIPSET:</b> Intel B250 <b>GRAPHICS Type:</b> Integrated</p> <p><b>RAM:</b> 4GB DDR4 <b>HDD:</b> 500 GB</p> <p><b>KEY BOARD + MOUSE:</b> Wired <b>MONITOR:</b> 18.5 inches LED</p> <p><b>Network Connectivity:</b> 10/100/1000 on board Integrated Gigabyte Port</p> <p><b>OS:</b> Window 10 Professional</p> <p><b>ANTIVIRUS</b></p> <p><b>WARRANTY:</b> 3 Year Onsite Warranty</p>	09

**ANNEXURE-'E'**

**Sub: Undertaking of Authenticity for Antivirus Software Supplies**

This has reference to Tender for Desktop Computers being quoted to you vide our Tender No. \_\_\_\_\_ dated: \_\_\_\_\_. We hereby undertake that all the components/parts/assembly/software's under the above shall be original new components/parts/assembly/software's from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/assembly/Software is being used or shall be used.

Authorized Signatory