



TENDER TO PROVIDE MAINTENANCE AND FACILITY MANAGEMENT SERVICES FOR PCs, PERIPHERALS & OTHER IT INFRASTRUCTURE OF COCHIN PORT AUTHORITY

TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024

**COCHIN PORT AUTHORITY
WILLINGDON ISLAND COCHIN-682009
FAX : +91-484-2666582**

SUBMITTED BY :

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COCHIN PORT AUTHORITY

**Office of the FA & CAO,
Cochin Port Authority.
Cochin – 682 009**

NOTICE INVITING TENDER

Tender No. EDP/FIN/FMS/2024

Dated. 30.01.2024

**MAINTENANCE AND FACILITY MANAGEMENT SERVICES FOR THE IT
INFRASTRUCTURE OF COCHIN PORT AUTHORITY**

1. Cochin Port Authority invites e-Tenders in two part system (Part-I Technical Bid and Part-II Price Bid) from eligible bidders in India for the work of '**PROVIDING MAINTENANCE AND FACILITY MANAGEMENT SERVICES FOR PCs, PERIPHERALS & OTHER IT INFRASTRUCTURE OF COCHIN PORT AUTHORITY**' for a period of two years with an option to extend for a further period of one year.
2. Bid documents can be downloaded from the eTendering portal www.tenderwizard.com/COPT on the dates specified in the Schedule of Activities given below by making requisition & payment for cost of bid document by way of Demand Draft /Banker's cheque/ RTGS/NEFT /Pay order drawn in favour of the F.A & C.A.O, Cochin Port Authority. Scanned copy of the payment details shall be attached with the e-tender.
3. Schedule of Activities

Schedule of Activities		
Sl No	Schedule of Activities	Date
1	Release of NIT	30.01.2024
2	Issue of Tender Documents	30.01.2024 1000 Hrs – 27.02.2024 1700 Hrs
3	Last date of submission of queries, if any	08.02.2024
4	Last Date of Submission of Tender Documents	28.02.2024 1430 Hrs
5	Opening of the Technical Bid	28.02.2024 1500 Hrs
6	Opening of Price Bid	Will be Intimated Later

Schedule of Activities outlines the estimated schedule for important action dates and times. If Cochin Port Authority finds it necessary to change any of the dates prior to the tender closing date, these changes will be reflected in an Addendum to this Tender and posted on the sites mentioned under.

4. Bid document will also be available in Cochin Port website www.cochinport.gov.in as well as govt. tender website www.eprocure.gov.in
5. The bidders need to obtain one time User ID & password for log-in to the e-Tendering system from the service provider KEONICS by paying registration amount of Rs.1,180/- by online Payment using Credit/Debit Card/Net banking or DD in favour of "KSEDCL, Bangalore.
6. The Bids shall be submitted "online" strictly in accordance with the Instructions to Tenderers and Terms & Conditions given in the bid document. The bidders should submit scanned copy of all the required documents such as DD / Bankers Cheque/ Pay order/ RTGS/NEFT payment details towards the cost of bid document and other details required as per bid document etc in the e-tendering portal, www.tenderwizard.com/CPT.
7. The intending bidder must have valid Class-II or III digital signature certificate to submit the bid. For further details and to obtain the digital signature please contact e-Tender Help Desk No. 080 – 40482000 / 9746118529.
8. The scope of work includes services for:
 - i. Comprehensive Maintenance of Standalone Server (2 nos.), Laptops, PCs, Peripherals and UPSs.
 - ii. Installation, Configuration and maintenance of Helpdesk & IT Asset Management system.
 - iii. Data centre Infrastructure Maintenance.
 - a) 2 nos. 30KVA UPS at Data centre.
 - b) Comfort A/C.
 - c) Precision AC
 - d) Maintenance of Fire detection & Suppression System**Building Management systems for the following:**
 - a) Rodent Repellent system
 - b) Water Leak Detection System
 - iv. First level support for Servers (Cloud & On-premises), precision A/C, Firewalls, Switches, UPSs, PCs & peripherals and other equipments/systems that are under warranty/AMC from other OEMs/Agencies.
 - v. Administration and Maintenance of Network equipments & Management Software.
 - vi. Providing onsite engineers for the onsite repairs & facility management.

9. The detailed scope of work and terms and conditions are available in the tender documents.
10. The Minimum Qualifying Criteria for participating in the tender is given below:

Sl. No	Criteria	**Documentary Evidences to be submitted as proof for the criteria
1	The bidder should have a direct office & support centre established in Cochin providing warranty/facility management / annual maintenance support for the PCs, Peripherals and Network Infrastructure during the last three years ending 30.09.2023.	Form - I in support of the details. Copy of the valid GST registration certificate.
2	The bidder should have a minimum annual turnover of Rs. 40.75 Lakhs for the last three financial years 2022-23, 2021-22, 2020-21	Audited financial statements duly certified by CA showing their UDIN No. (Balance Sheet & Profit and Loss account) for the years, 2022-23, 2021-22, 2020-21 shall be enclosed for verification.
3	The bidder should have executed three *similar jobs with a cost of not less than Rs. 54.33 Lakhs each or two *similar jobs with a cost of not less than Rs.67.91 Lakhs each or one *similar job with a cost of not less than Rs. 108.66 Lakhs *Similar job means work of providing onsite FMS & Maintenance of (i) PCs, laptops & Peripherals (ii) Network equipments (iii) Data Center Facility management in India for a period of at least two years for a client during the last five years ending 30.09.2023.	Form - II for each contract satisfying the criteria. Copy of the PO/WO/Agreement and Client Certificate/s from the client for the successful completion of minimum two years of contract/s.
4	The bidder should have successfully provided onsite facility management services /annual maintenance contract / warranty support to at least two Corporates / Institutions / Government / Public Sector Units in India covering at least PCs, Peripherals and Network equipments for at least one year during the last three years ending	Form - II for each contract satisfying the criteria. and Copy of the PO/WO or Client Certificate for the successful completion of contract.

	30.09.2023. Out of the two contracts at least one should be for providing services to a client location running core/ERP application(s) hosted on Cloud.	
5	The bidder should have maintained at least 250 number of PCs onsite for at least one year during the last three years ending 30.09.2023.	Form – II for each client/contract. and Copy of the PO/WO or Client Certificate for the successful completion of contract.
6	The bidder should have installed/configured and maintained Network switches (including Layer 3), router, firewall appliance for at least one year during the last three years ending 30.09.2023.	Form – V for each client/contract. and Copy of the PO/WO or Client Certificate for the successful completion of contract.
7	The bidder should have provided/is providing 24x7 manned Data centre facility management (manned First level) having UPS, Comfort A/c and Fire detection & suppression system for at least one year during the last three years ending 30.09.2023.	Form – VI for each client/contract. and Copy of the PO/WO or Client Certificate for the successful completion of contract.
8	The bidder should be a Cisco Premier certified or above partner.	Copy of the valid certificate as on 30.09.2023.
9	The bidder Should have a valid ISO/IEC 20000-1:2018 certification.	Copy of the Valid Certificate as on 30.09.2023.

**The documentary evidence submitted by the bidders as proof shall meet the respective criteria in all aspects.

11. EMD, COST OF TENDER DOCUMENTS & MODE OF PAYMENTS:

EMD : Rs. 2,72,000/-

Cost of tender documents: Rs.2360/- incl. tax.

a. Mode **of payment of EMD and cost of tender documents:**

- Separate DD / Pay order/ Bankers Cheque drawn in favour of 'FA&CAO, Cochin Port Authority' drawn on any Nationalised / Scheduled bank, payable at Cochin should be submitted.
- Payments can also be done for EMD & Cost of Tender Documents (Separately) through RTGS/NEFT to Cochin Port Authority's, State Bank of India A/C.No.41401802288, IFSC: SBIN0006367

- b. Where the payment is made by Demand Draft / Banker's Cheque/Pay Order, the original instrument towards Cost of tender document and EMD shall be submitted to FA & CAO before the scheduled date and time of opening of the bid, failing which the bid will be rejected. In case of online payment, UTR number of the transaction should be communicated to the e-mail id of the contact person of Cochin Port Authority as mentioned in Section 12 below, at least one day before the date and time of opening of e-tender. Cochin Port Authority will verify receipt of payment as referred in the UTR number, in the Bank account mentioned in section 11.a If the Cost of tender document has not been reflected in the Bank account of Cochin Port Authority, the bid will be rejected.
- c. The exemption of EMD as well as Cost of Tender document will be applicable to MSME for this tender. The bidders shall furnish / upload a copy of the valid NSIC certificate/MSME certificate along with QR code for availing exemption of EMD & Tender cost.
- d. Scanned copy of instruments towards Cost of Tender Document & EMD shall also be uploaded in the e-tender portal www.tenderwizard.com/CPT, failing which the bid will be rejected.

12. Address for communication:

The Sr. Dy. Director(EDP)
EDP Division, Vth Floor, Administrative Building,
Cochin Port Authority, Willingdon Island, Kochi – 682009.
Ph 0484 2582602 Mob: 9447246555
E-mail: directoredp@cochinport.gov.in

13. The Board of Major Port Authority for Cochin Port reserves the right to accept or reject any tender.

**-Sd/-
FA & CAO**

Section - 2

Letter of Application

Registered Business Name :.....

Business Address :.....

.....

.....

.....

Tel.

Fax

E-mail

To

The FA & CAO,
Cochin Port Authority,
Willingdon Island, Cochin

Sir,

We hereby apply to be qualified with the Cochin Port Authority as a bidder for the work to provide 'MAINTENANCE AND FACILITY MANAGEMENT SERVICES FOR PCs, PERIPHERALS & OTHER IT INFRASTRUCTURE OF COCHIN PORT AUTHORITY'.

2.2 We authorize Cochin Port Authority or its authorized representatives to conduct any investigations to verify the statements, documents and information submitted and to clarify the financial and technical aspects of this application. For this, we hereby authorize to furnish the pertinent information deemed necessary and requested by Cochin Port Authority to verify statements and information provided in this application or regarding competence and standings.

2.3 Details of person to be contacted for further information, if any :

Name :

Designation :.....

Contact no :.....

Email :.....

2.4 We declare that the statements made and the information provided in the duly completed applications are complete, true and correct in every detail.

2.5 We declare that no attempt has been made or will be made to induce any person or firm to submit or not to submit a tender for the subject work.

2.6 We understand that Cochin Port Authority reserves the right to reject any application without assigning any reasons.

Yours faithfully,

Date :

Place :

Section - 3
FORM OF TENDER
(Note: This memorandum forms part of the Tender)

To

The FA & CAO,
Cochin Port Authority,
Willingdon Island,
Cochin -9.

Sir,

Having visited the Site and examined the Conditions of Contract, specifications, Schedules and Bill of Quantities, for the above-named Work, we offer to execute the Work in conformity with the said Conditions of Contract, Specifications, Schedules and Bill of Quantities for the sum of Rupees. (..... Rupees only).

!!!! Need not be filled in the Technical Bid. !!!!

- 3.2 We undertake, if our Tender is accepted, to achieve completion of the various sections of the Works within the periods specified in this Schedule.
- 3.3 If our Tender is accepted we will furnish a performance security in the form of Demand Draft or irrevocable bank guarantee (BG) from a Nationalised Bank valid for two years for an amount equivalent to 10% of the total contract price including taxes.
- 3.4 We agree to abide by the terms and conditions, rates and purpose of this Tender for the period of 90 days from the last date fixed for receiving the same and for a further period of 30 days if requested by CoPA or for such further period as may be mutually agreed upon and it shall remain binding upon us and may be accepted at any time before the expiration of that period. Should we fail to abide by the terms, conditions and rates of our Tenders during the above said period of 90 days or such extended period we agree to forfeit the Earnest Money deposited by us.
- 3.5 Unless and until a formal Agreement is prepared and executed, this Tender together with your written acceptance thereof and other written communications given by you, shall constitute a binding Contract between us.
- 3.6 We understand and agree that you are not bound to accept the lowest or any Tender you may receive.
- 3.7 If our Tender is accepted we understand and agree that we will be held fully responsible for the due performance of the Contract.

3.8 We agree to execute all the Works referred to in the Tender Documents upon the Terms and Conditions contained or referred to therein and to carry out such deviations as may be ordered.

Dated this day of 2024 Signature in the capacity of duly authorised to sign Tenders for and on behalf of (IN BLOCK LETTERS)

Address

Witnesses

Signature	:	1. _____	2. _____
Name	:	_____	_____
Address	:	_____	_____
		_____	_____
		_____	_____
		_____	_____

Section - 4

SCOPE OF THE TENDER

Maintenance and Facility Management Services for the IT infrastructure of Cochin Port Authority includes overall administration of servers, PCs, Peripherals, Network - active & passive components other IT infrastructure and services running on them as detailed in 4.1 to 4.6 (Cloud, internet connection, firewall)

4.1 Comprehensive Maintenance of Standalone Servers, Laptops, PCs, Peripherals and UPS installed in various offices of Cochin Port Authority

Cochin Port Authority is maintaining 27 Nos Laptop, 2 nos. of standalone Windows servers, 507 nos. of PCs, 253 nos. of Printers, 18 Scanners, 275 nos. of UPSs installed at various offices of COCHIN PORT AUTHORITY by way of maintenance contract. The List of equipments for Comprehensive maintenance contract is given in [Schedule I](#). The maintenance services to be provided includes:

- 4.1.1 Comprehensive maintenance of Servers, Laptops, PCs & Peripherals of the systems which are in schedule I and not covered by warranty (coming under AMC for the full period of two years) covering all spares including replacement of unserviceable parts to make the system up and running.
- 4.1.2 Comprehensive maintenance Servers, Laptops, PCs & Peripherals of the systems which are in schedule I and coming out of warranty during the contract period (the starting period of AMC later than 30.09.2023) covering all spares including replacement of unserviceable parts to make the system up and running from the date mentioned as per [Schedule I](#).
- 4.1.3 Comprehensive maintenance of Servers, Laptops, PCs & Peripherals of the systems which are not included in Schedule I from the date specified thereon covering all spares including replacement of unserviceable parts to make the system up and running.
- 4.1.4 The contractor has to install/re-install the Operating system, if required and make the system ready for use by installing the required system/application software. CoPA will provide the relevant licensed software including OS.
- 4.1.5 The patch & update for the Operating System, Antivirus and other necessary software shall be carried out by the contractor.
- 4.1.6 Preventive Maintenance shall be conducted once in six months for all equipments. The Preventive Maintenance report for the equipment should have the system configuration also. The first PM has to be completed within 6 weeks from the commencement of the contract. The contractor can have the PM of

equipment along with the maintenance, if any during the contract period. However the PM report has to be submitted for the equipment.

4.1.7 The contractor has to provide the following items be made available as standby.

Sl. No	Item	Specification	Quantity
1	Laptops	i3 Processor or above	2
2	Desktop PC	i5 Processor or above	4
3	Laserjet Printers	12ppm or above	2
4	Laserjet Printers MFP	18ppm or above	1
5	UPS	600VA	2

4.2 Helpdesk & Asset Management including remote desktop management.

4.2.1 The Contractor shall Establish and Maintain the Helpdesk including Asset Management Software. The Helpdesk & Asset Management software should be capable of log-in, assigning, scheduling & tracking service calls over the intranet along with the facilities to store the inventory and configuration of equipments including remote desktop management. The contractor has to operate and manage the helpdesk. If the contractor is not the OEM of the software, the contractor should have the necessary authorizations/licenses for installing and maintaining the system on premise or on cloud for the use of Cochin Port Authority. If the software is to be installed onsite, then the Server/PC has to be installed and maintained by the contractor at his own cost. If installed on premise, the software should be installed in a Server/PC provided by the Contractor in the port premises assigned by CoPA for access from any point in the intranet.

4.2.2 The facilities of the helpdesk & asset management software and the activities to be done are given below:

- a. Service Call log-in/Error reporting over the intranet & Ticket generation.
- b. Ticket generation should also be done from the Helpdesk for the calls received via telephone or manually.
- c. The requester, Helpdesk monitoring official, administrator and any other official assigned should be able to track the status of the generated tickets.
- d. MIS reports like ticket generation, spare replacement made, warranty particulars, present status of all equipments covering in the Maintenance contract, etc., should be available.

- e. The Asset Management module should be able to track the inventory of the equipments included in the maintenance contract/first level support along with major configurations.
 - f. Report should be available for all the systems which are under AMC or first level support. The Asset Management module should also provide availability and non availability of all the systems and keep track of all tickets associated with a system.
- 4.2.3 The contractor has to upload the asset details in the proposed Asset management software.
- 4.2.4 The system should have been in use in at least one organization. The bidder has to submit the proof in Form – VII in this regard.
- 4.2.5 At the end of the contract, the data related to ticket generation, spare replacement made, present status of all equipments covering the Maintenance contract, etc., should also be provided by the contractor in excel format for the final settlement and release of security deposit.

4.3 Data centre Infrastructure Maintenance:-

Cochin Port Authority is having a data centre in the 5th floor of the Administrative Building to house the servers, storage and Network infrastructure. The data centre is equipped with

- a. 2 nos. 30KVA UPS at Data centre.
- b. Comfort A/C.
- c. Precision AC
- d. Maintenance of Fire detection & Suppression System
- e. Building Management systems for the following:
 - i. Rodent Repellent system
 - ii. Water Leak Detection System

The Contractor has to liaison/interact with the vendors/firm providing AMC to ensure that operations are continued without any hindrance.

The onsite engineers managing the data centre have to monitor all the operations of data centre. The senior onsite Engineer in the data centre in prime shift should co-ordinate and assist other onsite engineers in maintaining the IT infrastructure and assets.

Duties like backup, start-up/shutdown, password management and performance monitoring of the servers listed in [Schedule- II](#) (Servers) will also be covered under the contract.

The contractor is required to have a back to back maintenance support arrangement with the OEMs/Authorised Service Providers for 30KVA UPSs, Comfort A/Cs & Precision ACs. The details of these equipments are given in [Schedule III](#).

Maintenance of the Fire detection & Suppression System:

The existing system installed at CoPA is Sinorix Novec 1230 with 42 bar fire suppression system. The fire suppression system include gas release control panel, CCE approved seamless cylinders, discharge valve (with solenoid or pneumatic actuator) as the case may be, discharge pipe, non-return valve and all other accessories required to provide a complete operation system meeting applicable requirements of NFPA 2001 or ISO standards and installed in compliance with all applicable requirements of the local codes and standards.

Back to back maintenance support arrangement with the OEMs/Authorised service providers for the Fire detection & suppression system have to be done by the contractor. The details of the same have to be submitted by the successful contractor (Form –XI). The details of the equipments are given in [Schedule III](#).

Maintenance of Precision ACs

CoPA have 2 Nos of Emerson Make Precision AC Units installed at the server room of the Data Centre.

Back to back maintenance support arrangement with the OEMs/Authorised service providers for the Precision AC have to be done by the contractor. The details of the same have to be submitted by the successful contractor (Form –XII). The details of the equipments are given in Schedule-III.

The OEMs/Authorised service providers should provide the following maintenance service on periodic basis (Bi-Monthly).

Scope of Work

Maintenance service; Cleaning up of Unit, Air Filter, cooling coil & condenser coil. (If required with water). Humidifier bottle, electrodes, water supply strainer and drain inside the machine. Checking of drive belt & replace if necessary. Lubrication of bearings if necessary. Checking up of operation of Unit, Controller & condenser, Checking of all the overload relay settings, Combing of fins of condenser & Evaporator coil if necessary, Measurement of current of each individual equipment. Checking of all electrical components for loose connections and tightening if necessary, checking of refrigeration piping for any gas leakages. Checking of refrigeration system and pressure readings. Checking of pulleys, Motor mounts, Condenser fan mounts etc. Checking of panel insulation, temperature readings,

Microprocessor controllers for operation, • Checking of valve functioning in case of Chilled water unit

Service-Exclusions:

Day to day routine maintenance and operation of the units, Repairs / replacement of electrical main incoming switch (Switch fuse unit), Main incoming cable, fuses, control transformers & indicating lamps, Repairs / replacements of Water piping & accessories, Ducting, Dampers, Duct lining, grills, False ceiling, any kind of masonry / structural work, cutting of any false floor tiles, false ceiling tiles, gypsum, RCC slab / any core cutting is a major Civil work, Replacement of major Equipments like complete ODU / condenser assembly, Replacement due to any 3rd party damage, corrosion of spares, cu-piping or unit panel (indoor/outdoor) due to weather is excluded from the scope. Also, labour required to repair due to 3rd party damage will be in customer's scope. Replacement of sheet metal parts, Pro-active parts replacement based on ageing will not be covered in the scope and any other item specifically included in the scope.

4.4 First level support for Servers, Firewalls, Switches and other equipments under warranty/AMC.

First level support to the machines which are under warranty including installation of application software's and to liaison with the OEM vendor in getting the machine up and running. List of Items under first level supports are given in the Schedule II.

In addition to the servers deployed in the Data centre, CoPA deployed all the application servers in the Cloud Infrastructure provided by a CSP engaged by CoPA. The network connectivity has been provided between CoPA & CSP Data centre through MPLS connectivity and through VPN over the ILLs. CSP also provided firewalls in redundancy in CoPA premises and two numbers of switches. The contractor has to extend first level support to maintain these servers, network (including ILL & MPLS connectivity), firewalls & switches in coordination with the CSP & CoPA on priority. Necessary support has to be extended during the enhancement / changes if any, in future in coordination with CoPA & CSP.

The website of CoPA and mail are hosted in the Virtual Machines provided by NIC in the Cloud. Updation of Tools & OS patches has to be carried out by the contractor as per the instructions of NIC in co-ordination with the respective developers assigned by CoPA.

CoPA is having two numbers of Firewalls (Fortinet Fortigate 500E) with high availability installed & maintained in the CoPA datacentre by the Cloud Service Provider. Administration, Monitoring and First level support on the firewalls have to be extended by the contractor.

CoPA is also having two numbers of L2 Switches & one server (earmarked for ADS secondary & Antivirus) installed by the CSP in the CoPA premises. First level support of these switches have to be extended by the contractor.

The contractor has to extend the implementation & maintenance support to the equipments procured by CoPA during the period of the contract for enhancement or to meet any IT requirements of CoPA. The first level support of such equipments are also to be done by the contractor in consultation with CoPA & the provider of such equipments. First level support has to be extended by the contractor for the Biometric Attendance system, wherein the card readers are installed at various offices of CoPA.

Support for the video conferencing & online meetings, presentation are to be extended by the contractor. All engineers shall be knowledgeable in supporting the latest video conferencing software like zoom, Teams, vidyo, webex, google meet or any other such video conferencing software to the officials of CoPA. The contractor shall ensure proper working of such software by ensuring the connectivity, proper versions, etc. For such meetings, the contractor may have to host the conferencing for CoPA as well as need to contact the host (If CoPA is not the host) with the details provided by CoPA.

CoPA is in the process of deploying the Active Directory Services in the Cloud. The complete transition of the presently available ADS (in Windows 12) to the proposed ADS at Cloud is scheduled to be implemented in phase wise. Support to switching over to the new ADS has to be done by the contractor. The first level support has to be extended by the contractor for the maintenance of the new ADS. A file server is also proposed to be attached with new ADS for allocating space to the users. Day to day support for the maintenance of ADS have to be done by the contractor whenever required.

Administration of Active directory services, Backup of Configuration & restoration, Trouble shooting of issues if any, change in policy, etc. have to be done by the contractor in consultation with the Cloud contractor & CoPA official whenever requires.

CoPA is implementing the security of PCs and Network by using Trend Micro software with end point security. Support during the implementation of the software has to be extended by the contractor. Keep track of new viruses on a daily basis and remedial action should be taken by the contractor. Patch & Updates management for antivirus and other related software deployed/purchased in COPA is the responsibility of the contractor.

Signatures files & Patches have to be updated/upgraded with online support and the signatures should be valid in CoPA during the entire period of the contract with automatic updation features.

First level support for the items purchased during the period of the contract will also be covered under this contract. On expiry of warranty during the period of contract the IT equipments will be included in the maintenance based on comparable / mutually agreed rates (Ref.6.26: Alterations, Additions and Omissions)

4.5 Administration & Maintenance of Network Equipments & Management Software.

4.5.1 Network Infrastructure:-

The Offices and work places of Cochin Port are spread across different places in Willingdon Island. COPA has established an enterprise wide LAN connectivity using OFC (Single Mode 6 & 12 core) and Cat 6 structured cabling. The Active Components include CISCO core, distribution & edge switches, DELL Switches, Router and firewalls. COPA is using a Network Management Software viz., CISCO LMS 2.5.1, etc. to monitor all active devices. The details of these equipments are given in Schedule I. The Network diagram is given in Schedule IV.

The Comprehensive Maintenance Support includes the following:

- Overall network management including incident management, breakdown management, Performance management.
- The onsite support personnel of the contractor have to continuously monitor the network status and take remedial action in case of network failures.
- Escalation of performance deterioration to concerned authorities.
- Bandwidth monitoring and trending for the network management system (NMS tool is readily available in COPA).
- Backup of configuration and restoration.
- Helping users to use common resources on network.
- Monitoring and Control Configuration aspects like IP Address, Subnet mask, DNS settings, etc.
- Monitoring of existing IOS & upgrades if any.
- Administering remote connectivity
- Administering VPN connectivity
- Internet connectivity & bandwidth received from the ISPs have to be monitored by the contractor.
- Extending network level support for the equipments of CoPA connected in the network, which are not covered under this contract..
- The contractor has to take proper backup of the configuration files of network switches, including core switch.

- In case of breakdown, The contractor should be able to make the network switch up and running with another switch by using the configuration file backup as early as possible.
- Preventive maintenance of network switches has to be done by the contractor periodically.

4.5.2 **Administration of DHCP**

CoPA network is configured using a DHCP server. Multiple VLANs were created for the deployment of IT equipments. Troubleshooting, Backup of Configuration & restoration, attending issues with DHCP, including VLAN configuration, etc is covered in the scope.

4.5.3 **Cable management services**

The contractor has to do the cable management services for the OFC as well as Ethernet cables. The cable management service shall include regular monitoring of cables and the patch codes including connectivity problems and breakages, if any.

4.5.4 **CAT 5E & CAT 6 and OFC Cable**

The contractor has to give support in identifying cable breaks or connectivity problems and reinstatement with respect to the OFC Cable and CAT 5E & CAT6 Cables. The contractor has to be equipped with sufficient tools for the above purpose.

4.5.5 **Cables**

The contractor has to restore the network connectivity in case of CAT 5E & CAT 6 cable damage/cut during the contract period following industry standards.

All other equipments, material including connectors/jack and labour required to reinstate the network will be the responsibility of the contractor without any cost involvement from COPA.

The contractor has to have sufficient equipments/tools, connectors/jack, etc., in his possession for rectification of the cable damages

4.6 Providing engineers for the above services.

4.6.1 **Onsite:**

- 4.6.1.1 One Head – Facility Management Services, for overall in-charge of the contract working onsite. In addition to the overall in-charge, primary responsibility for the maintenance of Network Administration including all MPLS & ILL connectivity terminated in CoPA, Enterprise Security Management, Mail Administration support, Firewall Administration, DHCP & ADS, Remote Connectivity using VPN, Webex, etc., FTP, Video Conferencing & online meetings and Data Centre Facilities. The personnel shall work from Data Centre on all working days from 0930 Hrs to 1730 Hrs.
- 4.6.1.2 One Sr. Service Engineers to manage
 - (i) Call Monitoring and job allocation
 - (ii) Spares Management
 - (iii) Primary Closure of all the tickets on completion
 - (iv) Supervision of the maintenance of PCs & Peripherals installed in various offices of Cochin Port Authority and
 - (v) Desktop Security Management including installation & maintenance of Antivirus solution at the client side for support and maintenance of the equipments.
 - (vi) Primary trouble shooting of the network related issues
 - (vii) Support for Video conferencing & online meetings.
 - (viii) Support for Cyber & Network Security related activities.

The personnel shall work from service desk on all working days from 0930 hrs to 1730 hrs.

- 4.6.1.3 Onsite Service Engineer (4 nos.) are to be engaged for
 - (i) Maintenance of PCs & Peripherals installed in various offices of Cochin Port Authority including OS installation, application software/product installation, etc.
 - (ii) Desktop Security Management including installation & maintenance of Antivirus solution at the client side for support and maintenance of the equipments.
 - (iii) Attending Network related issues.
 - (iv) Supporting Sr. Service Engineer and Head-Facility Management Services as and when required.
 - (v) Support for Online meetings.

Three service engineers have to come on three shifts (24 X 7) with one service engineer as leave reserve and to come on prime shift.

- 4.6.1.4 All the onsite engineers involved in the execution of this work should be provided with mobile for communication with the COPA officials, vendors and the contractor's support centers for technical assistance. Sufficient number of vehicles should be made available by the contractor for commutation between the various offices of COPA as part of maintaining IT equipments & infrastructure. The

responsibility to carry/transport the equipments/spares for repairs/service and return back to the place of installation within the Cochin Port premises lies with the contractor. No service engineer in on duty shall be entrusted to carry/transport the equipments/spares for repairs and return back to/from the contractor's service centre or any other location other than Cochin Port Authority offices. During the starting period of the contract, preventive maintenance and on emergency situations, the contractor has to provide more manpower (minimum two numbers) in addition to the routine setup for making the systems up & running as per the terms of this contract without any additional costs.

4.6.1.5 Bachelor accommodation on sharing basis for the onsite Service Engineers working in shift duty will be considered depending on the availability. If provided, applicable rent as well as utility charges shall be borne by the contractor.

4.6.2 **Program Manager & Cyber security Support - Offsite**

The contractor has to assign a Program Manager, a Senior FMS consultant who will be monitoring the entire activities offline. The PM having sufficient experience may work from the contractors support centre at Cochin to extend support and to look after the complete aspects of this contract including maintenance support. The Program Manager has to extend support onsite, if required and supervise the repairs & maintenance and spares & standby management.

The contractor should have at least two personnels who are capable to handle the cyber security and network security activities. The official should work in coordination with the onsite engineers remotely or on site, if required. The official should possess certification that validates core skills needed in any cyber security role and minimum 2 year experience in cyber security and network security activities.

4.6.3 **L3 expert/Specialized support**

The contractor has to provide oncall L3 expert/specialized support with respect to some emergency consultancy or configuration issues in the area of Server, Networking, OS related, Software, etc. The facility manager will intimate the contractor regarding the area and the requirement. The contractor has to submit a detailed proposal based on the requirement along with the manday effort.

The L3 support charges are variable and expected an effort of 15 mandays per year. This amount can be claimed only on completion of the work based

on CoPA requirements if any, on mutually agreed effortdays. The contractor may raise the invoice along with the quarterly invoices.

Section-5

INSTRUCTION TO THE BIDDERS

The tender document can be downloaded from the e-tendering portal www.tenderwizard.com/CPT from **10.00Hrs on 30.01.2024 to 17:00 Hrs on 27.02.2024**. Scanned DD/ Banker's Cheque/Pay order/online payment receipt towards the cost of tender document for Rs. 2360/- should be uploaded as part of online tender submission.

- 5.1 The tender documents are also available in Port's website www.cochinport.gov.in or Government of India (GOI) tender portal www.tenders.gov.in. The bidders need to obtain the one time User ID & password for log-in and to in e-Tendering portal www.tenderwizard.com/COPT from the service provider KEONICS by paying registration amount of Rs.1,180/- through online Payment using Credit/Debit Card/Net banking or DD in favour of "KSEDCL, Bangalore".
- 5.2 The tender shall be submitted by an individual or by a registered Partnership firm or Limited Liability Partnership (LLP) or by a Limited Company. The duly authorized person should submit the tender documents online. Joint Venture is not allowed in the tender.
- 5.3 The tenders shall be submitted "on line" strictly in accordance with the Additional Instructions to Tenderers and Terms & Conditions given in the tender document. The bidders shall submit scanned copy of all the required documents such as online remittance particulars / DD / Bankers Cheque / Pay order towards the cost of tender; proof of experience, financial details etc. (Refer List of Documents Annexure III) along with e-tenders.
- 5.4 Proof of experience, financial details, and other relevant details along with Authorisation documents of Signatory of the bid in case of Partnership Firm or Limited Liability Partnership (LLP) or Limited Company shall be submitted along with the bid.
- 5.5 The intending bidder must have valid Class-II or III digital signature certificate to submit the bid. For further details, please contact to e-Tender Help Desk No. 080 – 40482000 / 9746118529.
- 5.6 The list of documents to be uploaded in the e-tender portal is attached as Annexure III. The Tender will be opened at the date and time specified therein.

5.7 EARNEST MONEY

Each tender should be accompanied with EMD. In the case of non MSME, the tender submitted without EMD and cost tender documents will be considered as non-responsive and the tender will be rejected. The bidders shall furnish / upload a copy of the valid NSIC certificate/MSME certificate along with QR code for availing exemption of EMD & Tender cost.

5.8 Minimum Qualifying Criteria

The bidder has to meet the following criteria to be qualified to submit the bid:

Sl. No	Criteria	**Documentary Evidences to be submitted as proof for the criteria
1	The bidder should have a direct office & support centre established in Cochin providing warranty/facility management / annual maintenance support for the PCs, Peripherals and Network Infrastructure during the last three years ending 30.09.2023.	Form – I in support of the details. Copy of the valid GST registration certificate.
2	The bidder should have a minimum annual turnover of Rs. 40.75 Lakhs for the last three financial years 2022-23, 2021-22, 2020-21	Audited financial statements duly certified by CA showing their UDIN No. (Balance Sheet & Profit and Loss account) for the years, 2022-23, 2021-22, 2020-21 shall be enclosed for verification.
3	The bidder should have executed three *similar jobs with a cost of not less than Rs. 54.33 Lakhs each or two *similar jobs with a cost of not less than Rs.67.91 Lakhs each or one *similar job with a cost of not less than Rs. 108.66 Lakhs *Similar job means work of providing onsite FMS & Maintenance of (i) PCs, laptops & Peripherals (ii) Network equipments (iii) Data Center Facility management in India for a period of at least two years for a client during the last five years ending 30.09.2023.	Form – II for each contract satisfying the criteria. Copy of the PO/WO/Agreement and Client Certificate/s from the client for the successful completion of minimum two years of contract/s.

4	The bidder should have successfully provided onsite facility management services /annual maintenance contract / warranty support to at least two Corporates / Institutions / Government / Public Sector Units in India covering at least PCs, Peripherals and Network equipments for at least one year during the last three years ending 30.09.2023. Out of the two contracts at least one should be for providing services to a client location running core/ERP application(s) hosted on Cloud.	Form - II for each contract satisfying the criteria. and Copy of the PO/WO or Client Certificate for the successful completion of contract.
5	The bidder should have maintained at least 250 number of PCs onsite for at least one year during the last three years ending 30.09.2023.	Form - II for each client/contract. and Copy of the PO/WO or Client Certificate for the successful completion of contract.
6	The bidder should have installed/configured and maintained Network switches (including Layer 3), router, firewall appliance for at least one year during the last three years ending 30.09.2023.	Form - V for each client/contract. and Copy of the PO/WO or Client Certificate for the successful completion of contract.
7	The bidder should have provided/is providing 24x7 manned Data centre facility management (manned First level) having UPS, Comfort A/c and Fire detection & suppression system for at least one year during the last three years ending 30.09.2023.	Form - VI for each client/contract. and Copy of the PO/WO or Client Certificate for the successful completion of contract.
8	The bidder should be a Cisco Premier certified or above partner.	Copy of the valid certificate as on 30.09.2023.
9	The bidder Should have a valid ISO/IEC 20000-1:2018 certification.	Copy of the Valid Certificate as on 30.09.2023.

****The documentary evidence submitted by the bidders as proof shall meet the respective criteria in all aspects.**

- 5.9 The right of acceptance of tender will rest with Cochin Port Authority, who does not bind themselves to accept the lowest tender and reserves to themselves the authority to reject any or all of the tenders received without assigning any reason.
- 5.10 The tenderer is advised to visit and examine the site of work, equipments covered and its surroundings, discuss with connected agencies and collect all necessary information on his own responsibility for preparing the tender.

5.11 While submitting the tender, the tenderer has to consider the original tender documents and any amendments issued by Cochin Port Authority. The amendments to the tender documents if any, will be available in Cochin Port website www.cochinport.gov.in and in the e-tender portal www.tenderwizard.com/CPT. All bidders have to closely watch these sites for any amendments, corrigendum, addendum, etc. The amendments, corrigendum, addendum, etc if any, will also form part of the tender.

5.12 The tenderer is expected to examine the tender documents including all conditions, specifications, forms etc and also conditions in the G.C.C. Failure to furnish the information required in the tender documents/G.C.C. or submission of a tender not conforming to the requirements in every respect, is likely to result in the rejection of the tender.

5.13 Submission of Tender:

Authorized signatory holding Power of Attorney with his digital signature on behalf of the bidder shall upload / fill-in the different parts of bid after signing all scanned documents to be uploaded through e-tendering portal.

Bid shall be submitted under single stage two part:

Part I: Technical bid:

The details and documents to support fulfillment of Minimum Qualifying Criteria and to demonstrate the capability of the Tenderer to provide the services. The supporting documents of qualification and experience of the Program Manager, FMS Head, Sr.Service Engineers and Service Engineers have to be submitted along with the corresponding duly filled in form for evaluation. Among other things, it shall contain duly filled in forms and supporting documents for evaluating the Tender.

Any required information such as reference materials, manuals and other documents included in the Tender should be clearly labeled or otherwise identified and referenced in a clear and consistent manner throughout the Tender.

Pricing Information shall NOT be included in the Technical bid. Tenderers shall ensure that NO pricing information of any type is shown in their technical bid. The Tenderer shall note that the Form of Tender annexed in Technical Bid is for their information and the amount tendered for shall not be indicated in this Form of Tender in the Technical bid. Inclusion of pricing in any place may result in rejection of the Tender.

Part II : Price Bid

The price bid shall be filled in dynamically through e-tendering portal only as per the instruction given in the clause 5.40.(e)

In Hard Copy:

The successful bidder has to submit the original documents in full in hard copy on request of CoPA.

5.14 Signing of Tenders

The original tender format and accompanying documents must be written in indelible ink and shall be signed by the person(s) duly authorised to sign on behalf of the tenderer. Written power of attorney accompanying the offer shall indicate such authorisation. The person(s) signing the offer shall sign all pages of the offer except for an amended printed literature. The name and position held by each signatory must be typed or printed or sealed below the signature.

The tender should be written legibly and free from interpolations, erasures or over writings or conversions of figures. Correction where unavoidable, should be duly attested by the signature(s) of the tenderer(s) with dates. The rates should be written in words as well as in figures.

5.15 Incomplete or part tender:

Tender must be submitted for executing all works involved and any tender for doing a portion of the work with responsibility for carrying out the remaining works by the Trustees' other contractors, will be liable for outright rejection.

5.16 Opening of tender:

The EMD & Cost of Tender document will be checked for all the prospective bidders. The technical bid submitted by the bidders, who have submitted/satisfies with the terms & condition of EMD & Cost of Tender document will be opened in front of the representatives of the Tenderers present in the office of the FA & CAO, Cochin Port Authority at the time and date stipulated in the NIT.

- 5.17 The price bids shall be submitted through the e-tender portal only. No hardcopies of price bids are to be submitted by the tenderer. Notice will be given to the qualified Tenderers for participating in the price bid opening electronically.
- 5.18 Cochin Port will not take responsibility for any delay in receipt or non-receipt of the tender document sent by the party by post. Similarly postal delays while submitting the tender or while sending any correspondence connected with this tender also will not be the responsibility of Cochin Port Authority.

- 5.19 If the tender is made by an individual, it shall be signed by him indicating his full name and postal address. In the event of the tender being submitted by a registered partnership firm, it must be signed individually by each partner thereof or in the event of absence of any partner, it must be signed on his behalf by a person holding a power of attorney, authorizing him to do so and to bind the partner in all matters pertaining to the contract including the arbitration clause, such power of attorney to be attached with the tender which must disclose that the firm is duly registered under the Indian Partnership Act. If the tender is made by a Limited Company, it shall be signed by a duly authorized person who shall produce the satisfactory evidence of the authorization. In the case of Limited Company, the tender should be accompanied by the Memorandum and Articles of Association of the Company. Receipts for payments made to a firm must also be signed by the several partners, except where the contractors are described in their tender as a firm, in which case the receipts must be signed in the name of the firm by one of the partners, or by some other person having authority to give effect full receipts for the firm
- 5.20 The acceptance of a tender will rest with the FA & CAO. who does not bind himself to accept the lowest tender or any other tender and reserves to himself the authority to reject any or all tenders received without assigning any reason.
- 5.21 The FA & CAO or his duly authorized assistant will open the tenders in presence of attending tenderers who may be present at the time in person or through their authorized representatives.
- 5.22 The FA & CAO will award the contract to the bidder whose bid is considered to be substantially responsive to the bidding documents and who has offered the lowest evaluated and technically qualified bid.
- 5.23 Within 15 days from the receipt of the Work Order, the successful bidder shall execute the agreement in a Kerala stamp paper for Rs.200/- as per the format given in Annexure I, which would be provided, for the proper fulfilment of the contract.
- 5.24 The successful tenderer also has to enter into a separate Service Level Agreement (SLA) within 10 working days on execution of the agreement.
- 5.25 FA & CAO shall reserve the right to accept any bid and to reject any or all bids without incurring any liability/assigning any reason
- 5.26 The tender should be open for acceptance for 90 (Ninety) days from the date fixed for its opening of the bid. Should any tenderer withdraw his tender before this period, the tenderer shall be suspended and shall not be eligible to participate in the Tenders invited by Cochin Port Authority, for a period of two years as per clause (a) in Annexure-IV.

- 5.27 Tenderers should refrain from sending telegraphic offers, which will be considered as invalid and will be rejected
- 5.28 A tenderer shall be deemed to have full knowledge of all documents, sites, etc, whether he has inspected them or not. The submission of tender by a tenderer implies that the tenderer has read this notice and other conditions and has made himself aware of the scope and specifications and other factors bearing on the tender.
- 5.29 The Security Deposit for the contract (performance security) equivalent to 10% of the total contract price (incl. Tax) as per price bid summary. The security deposit can be furnished in DD or Bank Guarantee (BG) issued by any Nationalised Bank having branches in Kochi. The amount deposited as security deposit will be retained for a period of three months from the completion of the contract for the due and proper fulfilment of the contract. The security deposit by way of BG is to be submitted on stamp paper of value Rs 200/- in prescribed format (Annexure II). The validity of the bank guarantee can be extended on continuation of the contract for further period. If the AMC value for the succeeding year is more than the current period, the contractor has to submit a fresh security deposit valid for the next year and valid till the retention period. At any circumstances, the Security Deposit will not earn any interest. The Security Deposit shall be forfeited on failure to perform or non-fulfilment by the contractor or of the terms and conditions of the contract.
- 5.30 It is obligatory on the part of the bidder to seal and sign each and every page of the documents, while submitting the tender. The successful bidder will be required to execute an agreement. Until a formal agreement is prepared and executed, the tender together with the acceptance thereof shall not constitute a binding contract between the bidder and Cochin Port.
- 5.31 Any bid received after due date and time prescribed in the document shall be rejected.
- 5.32 Cochin Port Authority may transfer the equipments to any of its offices in W/island and the contractor is liable to support the same
- 5.33 The contract shall be governed by the Indian Contract Act and all payments due to the contractor under the contract should be made in Indian currency.
- 5.34 Tenderers should refrain from sending revised or amended offers after closing the date of tender.
- 5.35 The rates quoted should be firm and should not be linked up with any price variation clause.
- 5.36 Price variation if any will not be applicable under any circumstances. Printed or cyclostyled or such terms and conditions of the tendering forms not appearing in the body of the tender will not be considered as forming part of the tender.

5.37 Tenders, which do not fulfill all or any of the above conditions, or are incomplete in any respect, are liable to summary rejection at any stage before placement of order.

5.38 Canvassing in connection with tender is strictly prohibited and tenders submitted by the contractors who resort to canvassing will be liable to rejection.

5.39 The legal jurisdiction of this contract shall be Cochin only

5.40 Tender Evaluation Process

a. EMD and Cost of Tender Document

The Tenderers shall submit the EMD and cost of tender documents as mentioned earlier. In the case of non MSME, the tender submitted without EMD and cost tender documents will be considered as non-responsive and the tender will be rejected. The bidders shall furnish / upload a copy of the valid NSIC certificate/MSME certificate for availing exemption of EMD & Tender cost

b. Minimum Qualifying Criteria Evaluation

- i. Cochin Port Authority will scrutinize the Tenders received in terms of the Minimum Qualifying Criteria (MQC) as per the Tender documents.
- ii. Tenderers must remain available during the evaluation period to respond to requests for clarifications, if any. The request for clarification and the response shall be in writing and no change in the price or substance of the Tender shall be sought, offered or permitted.
- iii. Cochin Port Authority will conduct an exercise of verification of information provided by the Tenderer. During such exercise, if the ground realities are found to be inconsistent with claims made by the Tenderer, or in case, discrepancies are found in the information submitted, the Tender will be rejected.
- iv. The eligibility of each Tenderer will be evaluated based on the information furnished by the Tenderers in the Tender document.
- v. The tenders of the bidders meeting the Minimum Qualifying Criteria will be evaluated further. The tenders of the bidders, who do not qualify the MQC, will not be evaluated further.
- vi. Cochin Port Authority reserves the right to investigate the references and the past performance of any Tenderer with respect to its successful performance of similar projects, compliance with specifications and

contractual obligations, its completion of service on schedule, and its lawful payment of Suppliers, sub-contractors, and workers.

- vii. Cochin Port Authority will not enter into any correspondence with the tenderer except to seek clarification when necessary. The decision of the Cochin Port Authority to accept or reject any tender will be final. Any attempt by a Tenderer to improperly influence the Employer during the evaluation process will result in the rejection of the Tender.

c. Technical Evaluation

- i. The bids of the MQC qualified will be evaluated further for the responsiveness and technical compliance.
- ii. The details of the proposed onsite / offsite personnels submitted in Form III and Form IV will be scrutinized as per the tender conditions for compliance. **The supporting documents of qualification and experience of the FMS Head, Sr.Service Engineers, Service Engineers and Cyber Security Support have to be submitted along with the corresponding duly filled in form for evaluation.**

d. Price Bid

- i. The price bids of the technically qualified bids will be opened in the presence of the bidders.
- ii. The Contract Price (and payment schedule) is linked to the supply, installation, configuration (wherever applicable) and service rendered by the successful bidder.
- iii. The Contractor's attention is drawn to the Conditions of Contract and Technical Requirements etc. which are to be read in conjunction with the services rendered by the successful bidder.
- iv. It is assumed that Bidders shall have read the Technical support requirements and other sections of the Bid Documents to ascertain the full scope of the requirements associated with all areas prior to filling in the rates and prices.
- v. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in the Bid Documents.
- vi. If Bidders are unclear or uncertain as to the scope of any area / line item, they shall seek clarification in accordance with the Instructions to Bidders in the Bidding Documents prior to submitting their bid.
- vii. The quoted rates and prices shall be comprehensive and shall be deemed to cover the full scope of the Requirements complete in all respect, as well as overhead, profit and shall include all incidental and contingent expenses and risks of every kind necessary to complete and maintain the whole of the works in accordance with the Contract.
- viii. Prices shall be fixed and firm for the duration of the Contract. No price variation/ adjustment or any other escalation will be entertained. The

basic rate quoted in the tender shall hold good and shall be binding on the tenderer, notwithstanding any increase in the prices of services, materials and labour or in the freights or levy of other charges whatsoever and the tenderer shall not be entitled to claim any increase over the rates quoted by him during the period of currency of the contract except taxes and duties as introduced / modified by Govt. from time to time.

- ix. Prices shall be quoted in Indian Rupee to a maximum of two significant places of decimals.
- x. Deduction shall be made from payments to the tenderer towards Income Tax, if applicable, as per the law and rules of the Government in force at the time of payment(s).

e. Instruction for filling up price bid

- i. The price bids have to be submitted by the bidders only through e-tender portal and not in hardcopies.
- ii. In the case of items expiring warranty during the contract period, the amount will be calculated on pro-rata basis based on the warranty end date in the respective sheets on the table mentioned below.
- iii. The price bid has the following 11 worksheets:
 - a. PB SM - Price Bid Summary

The price bid summary need not be filled by the bidder. The bid values from the referred lower level price schedule will be summarized and populated automatically.

- b. PB I - Price Bid Summary for Servers, Laptops, PCs and Peripherals

The price bid summary need not be filled by the bidder. The bid values from the referred lower level price schedule will be summarized and populated automatically.

- c. PB I.1 - AMC & FM of Laptops

The rates of each year have to be entered in the respective column 'Rate/Year' (without taxes) by the bidder in the work sheet PB I.1. The total amount for two years will be calculated and the rest of the schedule will be populated automatically.

- d. PB I.2 - AMC & FM of PCs

The rates of each year have to be entered in the respective column Rate/Year (without taxes) by the bidder in the work sheet PB I.2. The

total amount for two years will be calculated and the rest of the schedule will be populated automatically.

e. PB I.3 - Maintenance of Printers

The rates of each year have to be entered in the respective column Rate/Year (without taxes) by the bidder in the work sheet PB I.3. The total amount for two years will be calculated and the rest of the schedule will be populated automatically.

f. PB I.4 - Maintenance of Scanners

The rates of each year have to be entered in the respective column Rate/Year (without taxes) by the bidder in the work sheet PB I.4. The total amount for two years will be calculated and the rest of the schedule will be populated automatically.

g. PB I.5 - Maintenance of UPSs

The rates of each year have to be entered in the respective column Rate/Year (without taxes) by the bidder in the work sheet PB I.5. The total amount for two years will be calculated and the rest of the schedule will be populated automatically.

h. PB II – Helpdesk Software, Administration, Consultancy & L3 support

The rates of each year have to be entered in the respective column Rate/Year (without taxes) by the bidder in the work sheet PB II. The total amount for two years will be calculated and the rest of the schedule will be populated automatically.

i. PB III - Maintenance of Network Components

The rates of each year have to be entered in the respective column Rate/Year (without taxes) by the bidder in the work sheet PB III. The total amount for one year will be calculated and the rest of the schedule will be populated automatically.

j. PB IV - Maintenance of Data Centre Equipments

The rates of each year have to be entered in the respective column Rate/Year (without taxes) by the bidder in the work sheet PB IV. The

total amount for two years will be calculated and the rest of the schedule will be populated automatically.

- k. PB V - Providing onsite engineers for onsite maintenance, facility & Network Management.

The Monthly rates have to be entered in the respective column Rate/Month (without taxes) for the Year1 & Year 2 by the bidder in the work sheet PB V. Refer tender Clause 7.1.5: 'Remuneration to the onsite engineers' while filling this price bid schedule. The total amount for two years will be calculated and the rest of the schedule will be populated automatically.

1. The rates are to be entered by the bidders in the respective column of all worksheets other than PB SM & PB I. All the other columns are automatically filled based on the defined formulae.
2. The bidders have to make sure that the cells those are in blue color are filled in. Any cell without value will be treated as 0 (Zero).

5.41 Evaluation of price bids.

1. Evaluation of the price bids will be done as per the total cost (excluding taxes) in the Price Bid summary (PB SM).
2. The lowest total cost excluding taxes as per price bid summary (PB SM) will be considered for award of the contract. However, it shall not be binding on Cochin Port to accept the lowest quote or any quote. Cochin Port at its discretion may accept the lowest or any other quote, or may reject all or any quote without assigning any reasons.

5.42 Under takings

An undertaking that no payment or illegal gratification has been made to any person/authority connected with the Tender process so as to influence the tender process and have not committed any offence under PC Act in connection with the tender, has to be furnished in Form VIII.

Disclosure of payment made/ proposed to be made to the intermediaries in connection with the tender has to be made in Form IX shall be given.

An undertaking that no changes have been made in the tender document downloaded has to be furnished in Form X.

Cochin Port Authority

GENERAL CONDITIONS OF CONTRACT

6 Definitions and Interpretation

In the Contract (as hereinafter defined) the following words and expressions shall have the meanings hereby assigned to them, except where the context otherwise requires;

6.1.1 Definitions

- “Application Software” means Software formulated to perform specific business or technical functions and interface with the business or technical users of the System.
- "Bill of Quantities" means the priced and completed Bill of Quantities", forming part of the Tender.
- “Contract” means the Contract /Agreement for the supply of goods and provision of services entered into between the Employer and the Contractor, as recorded in the Contract Form signed by the parties together with the Contract Documents and appendices referred to therein.
- “Contract Documents” means the documents specified in the Form of Contract/ Agreement (including any amendments to these Documents).
- “Contract Agreement” means the agreement entered into between the Employer and the Contractor using the Form of Contract Agreement contained in the Tender Documents and any modifications to this form agreed to by the Employer and the Contractor.
- “Contract Price” means the price defined in the Contract/ Agreement payable to the Contractor for the full and proper performance of its contractual obligations.
- “Contact Person” means the person appointed by the Employer to perform the duties delegated by the Employer, Sr. Deputy Director, (EDP), Cochin Port Authority
- “Contractor” means the person(s), firms or company (ies) whose Tender to perform the Contract has been accepted by the Employer and is named as such in the Contract/ Agreement and the legal successors in title to such person.
- “Contractor’s Representative” means any person nominated by the Contractor and named as such in the Contract /Agreement and approved by the Employer to perform the duties delegated by the Contractor.

- “Custom Software” means Software specifically developed under this Contract to meet the Technical Specifications described in this Contract.
- “Commissioning” means operation of the System or any Subsystem by the Contractor following Installation, which operation is to be carried out by the Contractor, for the purpose of carrying out Operational Acceptance Test(s).
- "Commencement Date" means the date specified as commencement date in the Work Order.
- “Contract Period” is the time period during which this Contract governs the relations and obligations of the Employer and Contractor in relation to AMC & Facility Management Services and the same would be two years from the commencement date. If the contract is extended for a further period, by the employer, then the contract period would include said extended period also.
- “Delivery” means the transfer of the Goods/ submission of deliverables from the Contractor to the Employer.
- “Employer” means the person purchasing the Information System, viz. Board of Major Port Authority for Cochin Port, Cochin or their successors and assigns, acting through its Sr.Dy.Dir(EDP) or any other officer so nominated by the Cochin Port Authority.
- “Goods” means all hardware, cables, software, tools, equipment, machinery, and / or other materials, and other tangible or intangible items that the Contractor is required to repair, service and commission under the Contract to provide AMC & Facility Management Services.
- “Information System,” also called “the System,” means all the Information Technologies, Materials, and other Goods to be supplied, installed, integrated, and made operational, together with the Services to be carried out by the Contractor under the Contract.
- “Information Technologies” means all information processing and communications-related hardware, Software, cables, supplies, and consumable items that the Contractor is required to provide AMC & Facility Management Services under the Contract.
- “Intellectual Property Rights” means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future.
- "Letter of Acceptance" means the formal acceptance by the Employer of the Tender.
- “Operational Acceptance” means the acceptance by the Employer of the System or any Subsystem(s) which have malfunctioned or become faulty/non operational and subsequently made operational & commissioned.

- “Project Site(s)” means the place(s) for the supply and installation of the System at Cochin Port Authority Offices and Docks.
- "Specification" means the specification of the Works included in the Contract and any modification thereof or addition thereto made or submitted by the Contractor and approved by the Employer.
- “Subcontractor,” including vendors/service provider, means any person to whom any of the obligations of the Contractor, including supply of any spares, software / hardware system related to Information Technologies or other related Goods or Services, is subcontracted directly or indirectly by the Contractor with the consent of the Employer and the legal successors in title to such person.
- “Subsystem” means any subset of the System identified as such in the Contract that may be supplied, installed, tested, and commissioned individually before Commissioning of the entire System.
- “Services” means all technical, logistical, management, and any other Services to be provided by the Contractor under the Contract to provide AMC & Facility Management Services, and make the system up & running.
- “Software” means that part of the System, which are instructions that cause information processing Subsystems to perform in a specific manner or execute specific operations.
- “System Software” means Software that provides the operating and management instructions for the underlying hardware and other components.
- “Standard Software” means Software purchased off the shelf or standard products of software vendors, which provides specific functionalities.
- “Tender Documents” means to the collection of documents issued by the Employer to instruct and inform potential Contractors of the processes for Tendering, selection of the winning Tenderer, and contract formation, as well as the contractual conditions governing the relationship between the Employer and the Contractor.
- "Tender" means the Contractor's priced offer to the Employer for the execution and completion of the Works and the remedying of any defects therein in all accordance with the provisions of the Contract, as accepted by the Letter of Acceptance - Work Order.
- "Works" means the Maintenance and Facility Management Services for PCs, Peripherals & other IT infrastructure of Cochin Port Authority.

6.1.2 Language of Tender:

The tender submitted by the tenderer and all correspondence and documents relating to the tender shall be written in English. Any printed literature

furnished by the tenderer written in any other language, must be accompanied by an English translation. For the purpose of interpretation of the tender documents, the English translation shall prevail.

6.1.3 Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of India. Disputes, if any, shall be within the local territorial jurisdiction of courts of law in Cochin, Kerala. No suit or other proceedings relating to the Contract shall be filed or taken by the Contractor in any Court of Law, except at Cochin.

6.1.4 Work to be in Accordance with Contract

The Contractor shall execute and complete the Works and remedy and any defects therein in strict accordance with the contract and its General Conditions of Contract, Special Conditions of Contract and Scope of the work to the satisfaction of the Facility Manager; Sr. Deputy Director (EDP) or his authorized representative.

6.2 Facility Manager

The Employer shall appoint and notify the Contractor in writing of the name of the Facility Manager. The Facility Manager shall have the authority to represent the Employer on all day-to-day matters relating to the System or any other issues arising from the Contract.

All notices, instructions, information, and other communications given by the Contractor to the Employer under the Contract shall be given to the Facility Manager, except as otherwise provided for in this Contract.

6.2.1 Facility Manager's Duties and Authority

- (a) The Facility Manager shall carry out the duties specified in the Contract.
- (b) The Facility Manager shall exercise the authority specified in or necessarily to be implied from the Contract. The requisite approval shall be deemed to have been given by the Employer for any such authority exercised by the Facility Manager.
- (c) Except as expressly stated in the Contract, the Facility Manager shall have no authority to relieve the Contractor of any of the obligations under the Contract.

6.2.2 Facility Manager's Authority to Delegate

The Facility Manager may from time to time delegate to the Assistants any of the duties and authorities vested in the Facility Manager and he may at any time revoke such delegation. In either case, the Contractor shall be suitably notified in writing."

6.2.3 Supplementary Instructions/ specifications

The Facility Manager shall have authority to issue to the Contractor, from time to time, such supplementary instructions/ specifications as shall be necessary for the purpose of the proper and adequate execution and completion of the Works and the remedying of any defects therein. The Contractor shall carryout and be bound by the same.

6.2.4 Appointment of Assistants

The Employer may appoint any number of persons to assist the Facility Manager in carrying out his duties. He shall notify to the Contractor the names, duties and scope of authority of such persons.

6.3 Contractor's General Responsibilities

The Contractor shall, with due care and diligence, design, execute and complete the Works and remedy any defects therein in accordance with the provisions of the Contract and with the skill and care expected of a competent provider of information technologies, information systems, support, maintenance and other related services in accordance with the best industry practices. The Contractor shall provide all superintendence, resources required and all other things, whether of a temporary or permanent nature, required in and for such execution, completion and remedying of any defects, so far as the necessity for providing the same is specified in or is reasonably to be inferred from the Contract. In particular, the Contractor shall provide and employ only technical personnel who are skilled and experienced in their respective skill set and supervisory staff who are competent to adequately supervise the work at hand.

The Contractor shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings that are necessary for the performance of the Contract.

The Contractor shall comply with all laws in force in the Country. The Contractor shall indemnify and hold harmless the Employer from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Contractor or its personnel, including the Subcontractors and their personnel.

The Contractor is responsible for performing and safely storing timely and regular backups of its data and Software in accordance with accepted data management principles.

6.3.1 Approval for appointment of Contractor's Representative & Onsite service personnels.

If the Contractor's Representative is not named in the Contract, then within fourteen (14) days of the commencement date, the Contractor shall appoint the Contractor's Representative and shall request the Employer in writing to approve the person so appointed. The request must be accompanied by detailed curriculum vitae for the nominee, as well as a description of any other System or non-System responsibilities the nominee would retain while performing the duties of the Contractor's Representative. If the Employer does not object to the appointment within fourteen (14) days, the Contractor's Representative shall be deemed to have been approved. If the Employer objects to the appointment within fourteen (14) days giving the reason therefore, then the Contractor shall appoint another on replacement within fourteen (14) days of such objection.

The same procedure has to be followed in case of Onsite Service Personnels during the initial engagement and changes if any, thereafter.

6.3.2 Role of Contractor's Representative

The Contractor's Representative FM head shall have the authority to represent the Contractor on all day-to-day matters relating to the System or arising from the Contract. The Contractor's Representative shall give to the Facility Manager all the Contractor's notices, instructions, information, and all other communications under the Contract.

All notices, instructions, information, and all other communications given by the Employer or the Facility Manager to the Contractor under the Contract shall be given to the Contractor's Representative except as otherwise provided for in this Contract.

6.3.3 Co-ordination of the AMC & FM Team:

The Contractor's Representative and staff are obliged to work closely with the Employer's Facility Manager and staff, act within their own authority, and abide by directives issued by the Employer that are consistent with the terms of the Contract. The Contractor's Representative is responsible for managing the activities of its personnel and any other personnel of the contractor involved in the AMC and FM.

6.3.4 Contractor's Employees

The Contractor shall provide on this project for the execution and completion of the Works and the remedying of any defects therein only such technically qualified, skilled and experienced personnel as required for execution of work.

6.3.5 Employer at Liberty to Object

The Employer shall be at liberty to object to and require the Contractor to remove forthwith from the Works any person provided by the Contractor who, in the opinion of the Employer, misbehaves, or is incompetent or negligent in the proper performance of his duties, or whose presence on Site is otherwise considered by the Facility Manager to be undesirable, and such person shall not be again allowed upon the Works without the consent of the Employer. Any person so removed from the Works shall be replaced by an equally qualified and experienced person as soon as possible.

6.4 Assignment of Contract

The Contractor shall not, without the prior consent of the Employer assign the Contract or any part thereof, or any benefit or interest therein or there under, otherwise than by:

- a) A charge in favour of the Contractor's bankers of any moneys due or to become due under the Contract, or
- b) Assignment to the Contractor's insurers (in case where the insurers have discharged the Contractor's loss or liability) of the Contractor's right to obtain relief against any other party liable.

6.5 Sub-Contracting

The contractor shall not sub-contract any part or whole of the works without the prior consent of the employer.

6.6 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity, or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

6.7 Non waiver

No relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, nor shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

6.8 Confidentiality:

The Contractor shall treat the details of the Contract as private and confidential, save in so far as may be necessary for the purpose thereof, and shall not publish or disclose the same or any particulars thereof in any trade or technical paper or elsewhere without the previous consent in writing of the Employer.

6.9 Validity of the Tender

All prices and any other significant factors contained in the Tender shall be valid for acceptance for a period of 90 calendar days from the date of opening of Tenders. Notwithstanding the above, it is obligatory for the tenderer to keep the validity for another 30 days for which request in writing by the FA & CAO before the expiry of the original validity period would be sufficient intimation and shall be acknowledged by the tenderer.

6.10 Notification of the Award of Contract

The successful Tenderer will be notified that their offer has been accepted and the basis on which, the tender has been accepted through a work order.

6.11 Contract Documents

All documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary, and mutually explanatory. The Contract shall be read as a whole. The Contract constitutes the entire agreement between the Employer and Contractor with respect to the subject matter of Contract and supersedes all communications, negotiations, and agreements (whether written or oral) of parties with respect to the subject matter of the Contract made prior to the date of Contract.

6.12 Scope of the Work

The Scope of work is fully described in the 'Section - 4 : Scope of the Tender' of the tender documents. The Contractor shall, perform all such work and Materials that are not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for making the system up & running.

The Contractor's obligations under the Contract will include the recurrent cost items also as described in the Technical Requirements.

The Contractor shall repair / replace all the required systems and provide all Services specified in the Contract with the highest standards of professional competence.

6.13 Work premises:

The Employer will provide office space and a store room required for carrying out service/repair of the hardware, software, and other activities related to the work including storage for spares.

6.14 Inspections and Tests

The Employer or its representative shall have the right to inspect and/or test any components of the System or sub system, to confirm their good working order and/or conformity to the Contract on commissioning and at the point of operation of the equipment / system.

The Facility Manager may require the Contractor to carry out any inspection and/or test not specified in the Contract, if it is considered necessary due to the repeated occurrence of major non-conformities on any component, sub system or system.

6.15 Commissioning of the Systems

As soon as the Systems, or any Subsystem, has, in the opinion of the Contractor, been repaired/serviced and made ready for Commissioning and Operational Acceptance, the Contractor shall so intimate the Facility Manager or his representative in writing by way of a field service report (either in manual or electronic form). The Contractor shall promptly remedy any defect and/or deficiencies notified by the Facility Manager.

6.16 Facility Management & Status Report

The Contractor shall submit to the Facility Manager monthly or such other period as the Facility Manager may from time to time direct, status reports summarizing:

- (i) Service(s) / Repair(s) made during the prior period including the replacement of spares.
- (ii) Report on non working systems/services beyond the resolution time.
- (iii) Other issues and outstanding problems; proposed actions to be taken;
- (iv) Resources that the Contractor expects to be provided by the Employer and/or actions to be taken by the Employer in the next reporting period;
- (v) Other issues or potential problems the Contractor foresee that could impact on AMC & FMS.
- (vi) Inspection and quality assurance reports
- (vii) Log of service calls and problem resolutions

6.17 Extension of time:

Delivery of the services / goods shall be made by the tenderer in accordance with the resolution time specified as per clause 6.24. However, the tenderer may claim extension of time limits in case of

- a) Changes ordered by the Cochin Port Authority.

- b) Force Majeure and
- c) Delay in performance of work caused by orders issued by the Cochin Port Authority relevant to but not included in the contract.

The Contractor shall submit to the Facility Manager a notice of a claim for an extension of the time for achieving Operational Acceptance, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. After receipt of such notice and supporting particulars of the claim, the Employer and the Contractor shall agree in writing upon the period of such extension and its consideration towards penalty/liquidated damages.

6.18 Force Majeure :

In the event of the contractor / Cochin Port Authority being prevented from fulfilling its obligation in full or in part arising out of this contract, due to any Force Majeure event like acts of God (flood, earthquake etc.) or war, civil commotion, strike etc, the affected party shall forthwith, but in no case later than 24 hrs from the commencement of such event, intimate the other party in writing or via email as to the commencement of such event and continue to intimate after every 3 days during continuance of such event. The affected party shall, upon cessation of such event, promptly inform the other party and shall commence its obligation in part or in full arising out of this contract, which was kept suspended due to such events of "Force Majeure".

6.19 Delay in making the system up & running - Liquidated Damages (LD)

If the Contractor fails to repair/replace, commission, and make the system up & running within the permitted resolution time or any extension of the time for making the system up & running previously granted, or fails to perform the work satisfactorily, then liquidated damages will be applied as per clause 6.24.

The payment of such LD shall not relieve the contractor of his obligations to complete the works or from any other of his obligations or liabilities under this contract. This shall not limit, however, any other rights or remedies the Employer may have under the Contract.

In the event that the contractor is delayed or prevented from performing its obligations under this contract due to failure, delay or negligence on the part of the employer, the contractor shall be excused and shall have no liability or obligation and is entitled to an extension of time to perform its obligations. Unless otherwise agreed, the period of the extension will be equal to the amount of time for which the contractor is delayed or prevented from performing its obligations due to such failure, delay or negligence on the part of the employer.

6.20 Termination for default:

The Cochin Port Authority may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the contractor, terminate the contract in whole if the contractor fails to deliver any or all of the services within the time period specified in the contract or any extension granted thereof by the Cochin Port Authority.

The contract is liable for termination at any time within the currency period of the Contract by Cochin Port Authority, after giving 7 days notice, for any of the following factors and for such cancellation or termination, Cochin Port Authority will under no circumstance be subject to any liability or compensation

- i) If the contractor fails to fulfill any of its obligation under the contract within the time stipulated or within reasonable time if no timelimit is stipulated.
- ii) If the contractor fails to carry out the work as per contract without any valid reason acceptable to Cochin Port Authority.
- iii) If the contractor fails to perform any other obligation(s) under the contract, and if the contractor in either of the above circumstances, does not cure its failure within a period of ten (10) calendar days or such longer period as the Cochin Port Authority may authorise in writing.

If the Contractor:

- (a) Has abandoned or repudiated the Contract;
- (b) Has without valid reason failed to commence work on the System promptly;
- (c) Persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;
- (d) Refuses or is unable to provide sufficient Materials, Services, or labor to execute and complete the System in the manner specified in the contract;

Then the Employer may, without prejudice to any other rights it may possess under the Contract, give a notice to the Contractor stating the nature of the default and **requiring the Contractor to remedy the same. If the Contractor fails to remedy** the same within the number of days given by the employer by notice,, then the Employer may terminate the Contract forthwith by giving a notice of termination to the Contractor.

This will not release the Contractor from any of his obligations or liabilities under the Contract, or affect the rights and authorities conferred on the Employer by the Contract. In addition to the above, Bank Guarantee furnished by the Contractor towards Interim payment will be invoked and the amounts thereof forfeited.

The contractor may terminate the contract after giving 6 months notice period.

6.20.1 Blacklisting.

The Bidder should not have been blacklisted /debarred by any Govt. of India Organizations / PSU/ PSE / Govt. Depts. etc. for breach of any applicable laws or violation of regulations or breach of contractual agreement or rendering unsatisfactory services at the time of submission of this bid.

The Bidder should not have been blacklisted /debarred by any Govt. of India Organizations / PSU/ PSE / Govt. Depts. etc. for breach of any applicable laws or violation of regulations or breach of contractual agreement or rendering unsatisfactory services during the last 3 (Three) years.

(Self- declaration to be submitted by the bidder along with their bid as per Annexure - v).

6.21 Risk Purchase

Without prejudice to any of its legal rights, Cochin Port Authority shall have the power to recover the said amount of damage as above, from any money due or likely to become due to contractor. The payment or deduction of such compensation shall not relieve contractor from their obligation to complete the work or from any of other obligations/ liabilities under the contract and in case of failure, at the absolute discretion of Sr.Dy.Director(EDP), Cochin Port Authority, the work may be ordered to be completed by some other agency at the risk & expense of the contractor, after issuance of a notice in writing of minimum seven days by the Sr.Dy.Director(EDP), Cochin Port Authority or his representative.

6.22 Resolution of disputes:

In the event of any dispute in the interpretation of any of the clauses of this Agreement, it is hereby agreed to settle the dispute amicably by mutual discussions/negotiations. In the event of failure of mutual negotiations/discussions, the matter can be referred to Arbitration as provided here in below.

All disputes between the parties shall be referred to a Sole Arbitrator appointed jointly by the parties.. The decision of the arbitrator shall be final and binding on all parties to the contract and the provision of the Arbitration and Conciliation Act, 1996 and the rules there under and any statutory modification thereof shall be deemed to apply to such reference. The Arbitrator may from time to time with the consent of parties shall extend the time for making and publishing the award. The Arbitrator will be bound to give claim wise detailed and speaking award and it should be supported by reasoning. The Arbitration proceedings shall take place in Cochin. The fees and expenses of the Arbitrator and all other expenses

of the Arbitration shall be equally shared by the parties. The Arbitrator shall decide by whom and in what proportion the Arbitrator's fee as well as the cost incurred for Arbitration shall be borne.

In the event of any dispute or differences between the parties which could not be resolved amicably by mutual consultations/Arbitration, then the Chairperson of Cochin Port Authority may refer such unresolved disputes or differences to a Conciliation Committee/Council comprising of independent subject experts, set up by the Port Authority to enable speedy disposal of pending/new cases. Recourse to such conciliation shall be open before, during or after the arbitration proceedings. The award of the conciliation committee /council, if agreed upon by both parties shall then be placed for the consideration of the Board of Major Port Authority of Cochin Port subject to the Delegation of Powers.

6.23 Defects Liability

The Contractor shall provide warranty that the System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or the performance, reliability, or extensibility of the System and/or Subsystems. Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.

During the contract period, the firm would be responsible for

- a) Maintaining availability of systems as specified in this contract;
- b) Rectifying problems found, if any, in the hardware, software & accessories supplied; and
- c) Repairing or replacing defective equipment or a component of equipment or material or any goods supplied

During the contract period, the Contractor shall station adequate number of competent persons with a minimum strength of onsite engineers stipulated in the clause '4.6' in Cochin Port premises to ensure the availability of the systems as per 6.24.

6.24 Availability and Resolution time - Application of LD

The downtime of a system under AMC in a single instance without operational standby is termed as resolution time. The resolution time and quarterly availability for various systems is given below.

System	Resolution Time	Quarterly availability
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Laptops, PCs & Peripherals, DC equipments and related systems and services and UPSs less than 1KVA	48 Hrs	98%
components of fire detection & suppression system	24 Hrs	99%
UPSs of 1KVA to 10 KVA	72 Hrs	97%
Comfort AC	24 Hrs	99%
core switch	4 Hrs	99.8%
30KVA UPS	6 Hrs	99.7%
distribution switch	8 Hrs	99.6%
edge switch	24 Hrs	99%
Precision ACs	4 Hrs.	99.8%

The non availability period (down time) of each system will be compounded quarterly and a penalty of 1% of the AMC value of that item shall be recovered from the contractor for every day or part thereof falling short of the availability requirement subject to a maximum of 10% of the AMC value of that item. The total LD Amount deducted shall not exceed 10% of the total AMC Value. If the downtime of each system exceeds downtime of 10 working days, the system will be repaired by the employer and the cost incurred towards repairs/replacement will be deducted from the contractor's payment failing which from BG. LD will attract GST as applicable.

The detail of standby item to be provided by the contractor is given in clause 4.1.7.

6.25 Intellectual Property

6.25.1 Intellectual Property Rights Indemnity

The Contractor shall indemnify and hold harmless the Employer and its employees and officers from and against any and all losses, liabilities, and costs that the Employer or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights.

If any proceedings are brought or any claim is made against the Employer, the Contractor may at its own expense and in the Employer's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

6.25.4 Indemnity

The Tenderer shall fully indemnify the Cochin Port Authority and users of the materials supplied, against the action claim or demand, costs and expenses, arising from or incurred by reasons of any infringement or alleged infringement of any letters Patent, Registered Design, Trademark or name, Copyright or any other protected rights in respect of any

materials supplied or any arrangements, system or methods of using, fixing or working used by the Tenderer.

6.26 Alterations, Additions and Omissions

6.26.1 Variations

The Facility Manager shall make any variation of the form, quality or quantity of the Works or any part thereof that may, in his opinion, be necessary and for that purpose, or if for any other reason it shall, in his opinion, be appropriate, he shall have the authority to instruct the Contractor to do and the Contractor shall do any of the following:

- a) Increase or decrease the quantity of any work included in the Contract,
- b) Omit any such work (partially or fully),
- c) Execute additional Work of any kind necessary for the completion of the Works,

No such variation shall in any way vitiate or invalidate the Contract, by the effect, if any, of all such variations shall be valued, provided that where the issue of an instruction to vary the Works is necessitated by some default of or breach of Contract by the Contractor or for which he is responsible, any additional cost attributable to such default shall be borne by the Contractor.

6.26.2 Deletion / Omissions

CoPA reserves the right to omit or delete the items by giving a notice as follows:

PCs, Printers, Scanners, UPSs – 1 month notice

Servers, Datacentre equipments including Precision A/c, Network Infrastructure including Router, Switches, Fire detection & suppression system – 1 month notice before the commencement of a quarter from which the items are proposed to be omitted from AMC.

6.26.3 Valuation of Variations

All variations referred to in Clause – 6.26.1 and any additions to the Contract Price, which are required to be determined, shall be valued as follows:

- a) At the rates and prices set out in the Contract if, in the opinion of the Facility Manager, the same shall be applicable.

- b) If the Contract does not contain any rates or prices applicable to the varied Work, the rates and prices in the Contract shall be used as the basis for valuation so far as may be reasonable, failing which after due consultation by the Employer with the Contractor, suitable rates or prices shall be agreed upon between the Employer and the Contractor.
- c) In the event of disagreement the Employer shall fix such rates or prices as are, in his opinion, appropriate and shall notify the Contractor accordingly.

6.27 Performance Security

Within 15 days from the date of issue of the letter of intent/ work order the successful Tenderer shall deposit 10% of the accepted value of Tender including taxes towards Performance Security in the form of Bank Guarantee from a nationalized bank as per the specimen given in Annexure - II without any modifications.

However, the Employer may relax the time limit of 15 days and extend it by further period as deemed fit in extraordinary circumstances for the reasons recorded by him. If the Performance Security is not deposited in time as prescribed above, or within the extended time if provided by the Employer, Cochin Port is entitled to cancel the work order forthwith and Earnest Money Deposit will be forfeited. The Performance Security will remain in force throughout the period of contract and will be refunded thereafter without any interest and after adjusting any dues to the Employer.

6.28 Claims under Performance Security

Prior to making a claim under the performance security the Employer shall, in every case, notify the Contractor stating the nature of the default in respect of which the claim is to be made. The contractor is required to replenish the security to its full within 15 days of encashment of any amount from the security by the employer.

6.29 Payment Terms

6.29.1 Contract Price.

The Contract Price shall be firm and fixed and not subject to any alteration.

6.29.2 Terms of Payment:

The Contractor's request for payment shall be made to the Employer in writing, accompanied by an invoice for the services actually delivered. All statutory levies such as Income Tax (TDS) at the applicable rates and all amounts due to the Employer will be deducted from the invoice amount and the balance will be paid. Payment will be made through NEFT/RTGS

as far as possible and contractor will be required to provide information of Bank details. GST as per the prevailing rates will be paid extra.

Details of services/activities completed and the documents that will be required for processing the payment of works under this contract are given below:

Recurring Maintenance/ Support Costs

Key milestone	Activities to be completed	Payment	Supporting Documents
i) Maintenance/ support charges,	Satisfactory maintenance/s support during the quarter	Quarterly (Pro rata)	Certificate by Facility Manager, Activity report including PM report for the payment period.
ii) Man power support.	Satisfactory support during the Month	Monthly	Copy of Wage/Pay slip, Attendance sheet of onsite engineers submitted by the Contractor for the period

The following documents shall be submitted by the Contractor to the Facility Manager for the payment as applicable.

- (i) Invoice (showing Purchase-cum-Work Order / Price Bid ref., goods/service description, quantity, unit price, total amount) for the payment
- (ii) Installation Certificate of all the IT goods/services including software authenticated by Facility Manager.
- (iii) Software licenses for all required software, Media including utility and system software, if any.
- (iv) Supply of manuals / system documentation, and other reference materials, if any.
- (v) Acceptance certificate for the systems by the Facility Manager.
- (vi) Quarterly Activity report by the contractor.
- (vii) Asset list as on the quarter ending date along with the last Preventive maintenance date of each equipment.
- (viii) Request for release of Security Deposit

6.29.3 Taxes and Duties

The basic rate quoted in the tender shall hold good and shall be binding on the tenderer, notwithstanding any increase in the prices of materials and labour or in the freights or levy of other charges whatsoever and the tenderer shall not be entitled to claim any increase over the rates quoted by him during the period of currency of the contract. GST will be extra.

6.29.4 Income Tax

Deduction of Income Tax shall be made by the Employer from each Payment to the Contractor at the rates specified by the Central Government under the provisions of IT Act on the gross amount of the Contractor's Bill for payment.

6.29.5 GST

GST will be paid as per the rates ruling at the time of raising of bills.

6.30 Labour

6.30.1 Independent Contractor

The Contractor shall be an independent contractor performing the Contract. The Contract does not create any agency, partnership, joint venture, or other joint relationship between the parties to the Contract. Subject to the provisions of the Contract, the Contractor shall be solely responsible for the manner in which the Contract is performed. All employees, representatives, engaged by the Contractor in connection with the performance of the Contract shall be under the complete control of the Contractor and shall not be deemed to be employees of the Employer, and nothing contained in the Contract or in any subcontract awarded by the Contractor shall be construed to create any contractual relationship between any such employees, representatives, or Subcontractors and the Employer.

6.30.2 Engagement of Staff and Labour

The Contractor shall, make his own arrangements for the engagement of all staff and labour, local or other, and for their payment, housing, feeding and transport. The tenderer is also required to have their own transport for movement of their men and material inside/outside the port premises. Cochin Port Authority will not provide any vehicle or manual assistance to the tenderer in this regard. The tenderer should follow Employees Compensation Act for providing insurance coverage to their employees.

6.30.3 Indemnity

The tenderer shall indemnify Cochin Port Authority during the various stages of execution of the contract, regarding damages or loss of or injury to or death of persons/ properties belonging to:

- Third parties
- Cochin Port Authority's facilities and goods

6.30.4 Compliance of relevant Acts, Ordinances etc.

The tenderers/contractor will strictly adhere to all rules and regulations as laid down by the Govt. of India, State Government Authority, Local Authority, Statutory Bodies and Cochin Port Authority in this connection.

The contractor shall be required to comply with all relevant acts and laws including the Minimum Wages Act, 1948, Employer's Liability Act, 1938, Industrial Dispute Act, 1947, Indian Contract Act, Employees Compensation Act, The Contract Labour (Regulation & Abolition) Act, 1970 etc. or statutory amendment and the modifications thereof or any other laws relating thereto and the rules made there under from time to time.

It will be the duty of the contractor to abide by all the provisions of the Acts, Ordinances Rules, Regulations, By-laws, procedures as are lawfully necessary in the execution of the works. Contractor will be fully responsible for any delay, damage, etc. and shall keep Cochin Port Authority indemnified against all penalties and liabilities of any kind for non-compliance with or infringement of any kind, for non-compliance with or infringement of any such Act, Ordinance, Rules, Regulations, By-laws, procedures etc.

The aforesaid Regulations shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.

6.31 Care of the Works

Though the ownership of the System is vested with the Employer upon their delivery, the Contractor shall take full responsibility for the care and custody of the System or Subsystems till the issue of Operational Acceptance.

6.31.1 Responsibility to Rectify Loss or Damage

If any loss or damage happens to the Works, or any part thereof, or materials or Plant for incorporation therein, during the period for which the Contractor is responsible for the care thereof, from any cause whatsoever, the Contractor shall, at his own cost, rectify such loss or damage so that the Works conform in every respect with the provisions of the Contract to the satisfaction of the Facility Manager. The Contractor shall also be liable for any loss or damage to the Works occasioned by him in the course of any operations carried out by him for the purpose of complying with his obligations under Defects Liability.

6.31.2 Damage & loss to private property & injury to workmen

The Contractor will at their own expenses, reinstate and make good up to the satisfaction of Cochin Port Authority and pay compensation

for any injury or loss or damage accrued to any property or rights whatsoever, including property and rights of Cochin Port Authority or Agents or servants or employees of Cochin Port Authority, the injury, loss or damage arising out of or in any way in connection with the execution or purported execution of the contract(s) and further, the Contractor will indemnify Cochin Port Authority against all claims enforceable against Cochin Port Authority or any Agents, servant or employees of Cochin Port Authority or which would be so enforceable against Cochin Port Authority where Cochin Port Authority is a private person, in respect of any such injury including injury resulting to death, loss or damage to any person whomsoever or property including all claims which may arise under the Workmen's Compensation Act or otherwise.

6.32 Limitation of liability

Subject to the responsibilities, liabilities and warranties expressly mentioned in the General Conditions of Contract, neither party be liable for any indirect, incidental, consequential, special or punitive loss or damage whatsoever and howsoever arising, including but not limited to loss of profits or revenue, loss of data, even if the party shall have been advised of the possibility thereof and the total aggregate liability of either party under the contract shall not exceed the total charges payable by the employer under the contract, for the work, which gives rise to the liability.

6.33. Period of Contract

The contract will be valid for two years from the date of commencement and Cochin Port at its discretion will be entitled to extend the contract for a further period of 1 year or more on same terms and conditions and depending upon the performance of the successful bidder during the contract period. If the contract is extended, the contractor has to extend the support including the items coming under back to back support with the same terms and conditions.

6.34. Service Level Agreement

The successful bidder to be called as vendor, shall be required to enter into a mutually agreed Service Level Agreement (SLA) in addition to the agreement made under clause 5.23 with the COPA within 15 days of the award of the tender or within such extended period as may be specified by COPA in writing. Failure to enter into to service level agreement within the stipulated time or the extended time will entitle Cochin Port to cancel the work order and terminate the contract.

6.35 Escalation Matrix

On commencement of the contract the tenderer shall submit an escalation matrix with the details including official name, address, phone number, e-mail address, etc, which will form part of SLA (Service Level Agreement).

6.36 Integrity Pact

The Tenderer have to execute an “Integrity Pact” (IP) as per the format in Annexure-VI of this tender document. Integrity pact shall cover the tender throughout its various phases and it would be deemed as a part of the contract. The Tenderer should sign and submit the “Integrity Pact” to be executed between the Tenderer and Cochin Port Authority along with the Tender in a separate envelope super scribing “Integrity Pact”. Tenders not accompanied with IP will be rejected.

The IP would be implemented through the following Independent External Monitor (IEM) for this tender.

Shri. M.J. Joseph, ICAS (Retd.)
C 2204, Karle Zenith Residences,
100 Feet Kempapura Main Road,
Nagawara, Bangalore -560045
Email: joseph.iem@cochinport.gov.in

The Integrity Pact duly signed shall be uploaded with Technical Bid.

Section - 7

SPECIAL CONDITIONS

7.1 Maintenance Service

- The contract is for a comprehensive & onsite support that covers labour & component charges for the specified period.
- Maintenance service consists of preventive and corrective maintenance including the necessary repairs and replacement of parts, if required.
- Comprehensive maintenance services consists of two categories (i) maintenance service for equipment/parts covered under warranty from original supplier and (ii) maintenance service for equipment/parts not covered under warranty from original supplier.
- Sufficient tools, solvents, etc., for the maintenance needs to be available by the contractor.
- Monitoring & purging of logs, alerts & trace files (viz., system, application and security) at regular intervals.
- Service packs, security fixes, etc updations of all clients.
- The contractor shall be liable to attend to all power related issues after the power socket.
- The contractor should constantly inform the concerned officials of COPA about the technological updates for improving the service performance.
- The contractor shall also attend the calls of the systems installed in the CoPA Senior officials' residence.
- Extending support for the Video conferencing & online meetings to the CoPA officials.
- Helping users to use common resources on network.

7.1.1 Preventive Maintenance

7.1.1.1 Preventive maintenance does not affect normal operation of the equipment/ service can be attended during run time with the permission of user. Preventive maintenance shall conduct once in six

months. The contractor shall submit the report of all items covering in the contract.

7.1.1.2 Initial preventive maintenance has to be done by the contractor within 6 weeks or earlier from the date of commencement of contract.

7.1.1.3 As per clause 7.3, a label with an identification number has to be pasted/ fixed in all equipments covered under this contract. The label should also have the facility to write the date of PM. The contractor has to furnish the details of Preventive maintenance done for all equipments covered in the contract for making the payment.

7.1.1.4 Preventive maintenance includes:

- Identification and rectification of common problems in PCs and peripherals.
- Opening of PC cabinets for removal of dust and cleaning all External devices connected.
- Cleaning of Network equipments and racks.
- Inspection and corrections of hardware and the operating system software for errors and conflicts.
- Printer head cleaning, oiling etc.

7.1.2 Break down Maintenance.

Daily reports of systems which have become out of order (non operational) should be submitted to the Facility manager or any official assigned by him for the purpose with reference to the ticket number. The contractor should ensure that the systems under AMC is available as per the availability clause

7.1.3 Spares Management

7.1.3.1 The contractor should maintain sufficient inventory of spares for smooth maintenance of equipments under maintenance contract. The spares kept for replacement will be inspected by COPA officials from time to time. Facility will be provided to the Contractor to keep all the above components.

7.1.3.2 In case of any product cannot be repaired at site, it will be the responsibility of the contractor to take the product to the service centre if necessary, get it repaired and re-install at the customer site. The same has to be done with the knowledge of the designated official assigned by COPA.

7.1.3.3 Replacement of Spares: Wherever a component needs to be replaced, it shall be replaced with the same make and configuration. In case the component of the same make and configuration is not available, the replacement shall conform to open standards and shall be of an equivalent or higher configuration specifically approved by CoPA. The contractor may repair a component in lieu of its replacement with prior permission from CoPA and ensuring the performance of the entire system. The essence of the AMC & FM contract is that, all the components/systems work perfectly in unison and deliver rated performance.

7.1.4 Resources

- 7.1.4.1 The contractor shall submit the details of onsite personnel in Form III and Form IV along with the biodata
- 7.1.4.2 The personnel proposed to be deployed in CoPA by the company should be direct employees of the contractor.
- 7.1.4.3 The qualification, expertise, experience and certification requirements of the resources are given below:

Sl No	Resources	Minimum Qualification	Expertise	Experience	Certification
1	Service Engineer (onsite)	Degree or Diploma in Computer Engineering/Computer Science/IT/Computer Application/Electronics /Electrical	Hardware maintenance of PCs, & Peripherals, Installation & trouble shooting of Windows OS, Application Deployment, Basic Network configuration, Desktop Antivirus installation, updation, Video Conferencing & online meetings, etc.	2 Years	MCSE/CCNA/CCNP Certification Preferred
2	Sr. Service Engineer (onsite)	Degree or Diploma in Computer Engineering/Computer Science/IT/Computer Application/Electronics /Electrical	Hardware maintenance of PCs, & Peripherals, Installation & trouble shooting of Windows OS, Application Deployment, Active directory services, Preliminary trouble shooting of Network equipments and issues related to Switches, Firewall, Router, etc. Configuration / Trouble shooting of DNS, VLAN, VPN, Video Conference & online meetings.	4 Years	Valid MCSE/CCNA/CCNP Certification

3	Head – FMS (Onsite)	<p>(i) Degree or Diploma in Computer Engineering/Computer Science/IT/Computer Application/Electronics /Electrical or</p> <p>(ii) B.Tech / MSc in Computer Engineering/Computer Science/IT/Electronics /Electrical or MCA</p>	<p>Managerial capacity to drive the entire team, Liaison with external agencies including ISP for providing remote connectivity, resolving the issues, etc. FM to the servers, Resolving of the escalated issues related to Hardware, Network. Sound knowledge in Networking including Proxy settings, VLAN, configuration of VPN, Firewall, Router, Video conferencing & online meetings, etc., URL filtering/blocking, Spam filtering/blocking. Should have working experience in coordinating with CSP for deploying IT infrastructure and applications</p>	6 Years for (i) and 4 Years for (ii)	Valid MCSE/CCNP Certification
4	Program Manager (Offsite)	<p>(i) Degree or Diploma in Computer Engineering/Computer Science/IT/Computer Application/Electronics /Electrical or</p> <p>(ii) B.Tech / MSc in Computer Engineering/Computer Science/IT/Electronics /Electrical or MCA</p>	<p>Managerial capacity to drive the entire team, Liaison with external agencies including ISP for providing remote connectivity, resolving the issues, etc. FM to the servers, Resolving of the escalated issues related to Hardware, Network, Active directory services, etc. Sound knowledge in Networking including Proxy settings, VLAN, configuration of VPN, Firewall, Router, Video conferencing & online meetings, etc., URL filtering/blocking, Spam filtering/blocking.</p> <p>Should have working experience in coordinating with CSP for deploying IT infrastructure and applications.</p>	10 Years for (i) and 6 Years for (ii)	Valid MCSE/CCNP Certification.

- 7.1.4.4 The contractor shall retain the personnel deputed to and accepted by CoPA during the full term of the contract. In case that the deputed personnel leaving the contractor's organization, the contractor shall depute a suitable replacement and impart necessary familiarization training to the jobs to be carried out in CoPA. The contractor should take sufficient care to avoid replacing service personnel frequently.
- 7.1.4.5 The contractor shall have to collect the entry passes for the service personnel/onsite engineer by giving a request along with two photographs.
- 7.1.4.6 CoPA will have the right to verify that all the service engineers are experienced and capable of performing all the services as mentioned in the contract. In case of the proposed service engineer is found incapable, suitable replacements have to be made by the Contractor.
- 7.1.4.7 Changes in the authorized personnels if any, the contractor shall intimate the same well in advance in order to assess the competency of the personnel before deploying them. If the personnel thus deployed is found to be unsuitable, the contractor has to replace him within seven working days of the notice issued by CoPA in this regard.
- 7.1.4.8 The contractor has to surrender the entry pass of the official who are relieving from this contract.

7.1.5 Remuneration for the onsite support personals.

The payment towards the employees posted as onsite support personnel for CoPA has to be made by the contractor. The contractor has to quote for the item taking into consideration of the CTC and the administrative/statutory expenses in this regard. However the monthly gross emoluments paid to the employee as per payslip including all allowances should not be less than the amount given below:

Sl No	Resource	Strength	Minimum Monthly Gross Emoluments per person
1	FMS Head	1	Rs.40000/-
2	Sr. Service Engineer	1	Rs.35000/-
3	Service Engineers	4	Rs.25000/-

Sufficient documentary proof like wage/pay slip/bank statement of the employee to the employer should be produced for making the payment towards the contractor on this account.

7.1.6 Cyber Security & Network Security Support.

The contractor should have at least two personnels who are capable to handle the cyber security and network security activities. The official should work in coordination with the onsite engineers remotely or on site, if required. Details are to be submitted in Form III & Form IV. The official should:

- i. possess certification that validates core skills needed in cyber security and/or network security role.
- ii. Minimum two year experience in the area of cyber security and/or network security activities.

Job Description:

- i. Assess the security of an organisation, monitor and secure cloud, mobile, and Internet of Things (IoT) environments, understand laws and regulations related to risk and compliance, and identify and respond to security incidents.
- ii. Monitoring endpoint security alerts ,Network Security alerts and events and reports generated by security tools, ensuring timely identification and response to potential threats.
- iii. Maintenance of endpoint security software, including antivirus, anti-malware, and endpoint detection and response (EDR) solutions, Maintenance of Network Security device i.e Firewall
- iv. Address the remediation of endpoints vulnerabilities & Network Vulnerabilities identified during the Vulnerability assessment scanning .
- v. Participate in incident response activities.
- vi. Support the patch management process by assisting in the deployment of security updates
- vii. Collaborate with other IT teams to address security-related issues

7.2 Items not covered under the contract.

7.2.1 Consumables items (Ribbon, Cartridges, Toner, Fuser Unit) are not covered in this contract. However BIOS batteries are covered in the scope.

7.2.2 UPS Batteries are not covered in this contract. However the cables inside the UPSs & battery bank, the cables from UPSs to the battery, cables upto the source of the power and upto the distribution point are covered in this scope.

7.2.3 Capacitors of 30KVA UPS are not covered in the scope.

7.2.4 Batteries & Power adaptors of Laptops are considered as consumables and hence the same not covered in this contract. However, the same shall be supplied/provided by the Contractor remains chargeable.

7.2.5 Gas of Fire suppression system will be a consumable item in the incident of fire. In all other cases, the same has to be refilled by the contractor at his expenses.

7.3 Initial taking over of equipment.

The contractor has to prepare an asset register and add all the items while taking over. The contractor has to provide labels to affix on the equipments under the contract. The label should have an identification number & Period of contract has to be pasted/fixe d in all equipments being taken over. The label should have a facility to write the preventive maintenance status with date. The equipment has to be tracked during the entire period of the contract with the identification number of the equipments. The equipments which are faulty have to be repaired and added to the asset register for inclusion in the maintenance contract.

7.4 Addition or deletion of equipment/system for maintenance.

Any equipment for which warranty expires shall be taken up for maintenance with immediate effect, and maintenance charges will be paid on pro-rata basis. Similarly for the equipments/systems which have become obsolete, the maintenance charges will not be paid with immediate effect. The addition or deletion should be recorded with direction/approval from the facility manager along with the configuration of the systems. Similarly the items which are becoming out of warranty should also be tracked for maintenance as well as payment of AMC charges.

7.5 Handing over of equipments on completion of contract:

All items shall be handed over to COPA by the contractor after the contract period, in good working condition, in case the AMC is not extended or is terminated. If not, charges will be deducted from the last payment for un-returned and damaged equipment other than the obsolete.

7.6 Registers to be Maintained by the contractor:

- Attendance registers for the FMS staff
- Call maintenance register – Maintain in the software
- Spare systems/parts register – Maintain in the software
- Any other registers mutually agreed by CoPA and the contractor.

10.SCHEDULES

SCHEDULE - I

List of Servers, Laptops, PCs & Peripherals, Network Equipments to be covered under AMC and FM				
Item Sl.No.	Sl.No	Item	Qty (No.)	Remarks
I	Laptops			
	1	ASUS NoteBook F201E-KX035H	1	
	2	Dell 5491 i3	1	
	4	DELL LAPTOP INSP3543 Ci3	1	
	5	HP 250 G8 Notebook	1	
	6	HP 348 G7 Core i7	2	
	7	HP Laptop 15-R008X	1	
	8	HP Pavilion 15 - 2000-2128tu	9	
	9	HP Pavilion 15 - n016TU-H360	1	
	10	HP Pavilion 15 - P077TX	2	
	11	HP ProBook 450 G5 Notebook PC	1	
	12	Lenovo Thinkpad E460	1	
	13	Lenovo V110 I5-7200u Laptop	2	
	14	Lenovo V15	3	
	15	SONY LAPTOP VAIO VPC EH-3A	1	
		Total	27	
II	Desktop PCs			
	1	Acer i3	5	
	2	ACER M200Q87	2	
	3	DELL DESKTOP 7050	1	
	4	DELL DESKTOP I5	1	
	5	DELL OPTIPLEX 3020	6	
	6	DELL VOSTRO 200	2	
	7	HCL Ezeebec LA830 i3	5	
	8	HCL INFINITY M A350 PRO	57	
	9	HCL INFINITY PRO BL 1280	37	
	10	HCL Pentium PC	5	
	11	HCL-2120 (Intel Core i3)	6	
	12	HP 110 DESKTOP	2	
	13	HP 280 Pro G4 SFF PC	100	
	14	HP COMPAQ DX 7400	2	
	15	Hp Compaq DX-2480	2	
	16	HP Elite MT Desktop	46	
	17	HP24 AIO Desktop	2	Under warranty

	18	Lenovo Desktop Computer Intel Core i3 4170	6	
	19	Lenovo Desktop Core i5 3470	8	
	20	LENOVO DESKTOP S510	10	
	21	LENOVO H530	14	
	22	LENOVO V 520 I5 DESKTOP	8	
	23	LENOVO V520 I3 Desktop	39	
	24	WIPRO CORE I5 WSG68B55W7	13	
	25	WIPRO DUAL CORE PC WTV52B55	1	
	26	WIPRO i5 PC	2	
	27	WIPRO PENTIUM CORE 2 DUO WSG37455V	14	
	28	WIPRO PENTIUM CORE 2 DUO WSG37555V	100	
	29	WIPRO PENTIUM CORE 2 DUO WTV15D55	7	
	30	Wipro V59755 (Intel Core i3)	4	
		Total	507	
III	SERVERS			
	31	HP PROLIANT DL120 G7 HMS SERVER	1	
	32	HP PROLINE DL 180G 9 Digitization SERVER	1	
		Total	2	
IV	Printers			
	1	CANON IMAGE CLASS MF3010	1	
	2	CANON IMAGECLASS MF4350d	1	
	3	CANON IMAGECLASS MF4750	1	
	4	Canon Inkjet Printer E470	2	
	5	CANON LASERJET LB6230DN	2	
	6	CANON LASERJET LBP 6030B	5	
	7	CANON LASERJET LBP3108B	33	
	8	Canon Laserjet MF246DN	1	
	9	Canon LaserShot LBP6018B	30	
	10	CANON LP LBP6780X	2	
	11	CANON MF 4122	1	
	12	Canon MFP 4720W	1	
	13	CANON PIXMA E 600	1	
	14	CANON PIXMA MP160	1	
	15	EPSON L6160	1	
	16	EPSON LX-300+	3	
	17	HP Deskjet Ink Advantage 2135	1	
	18	HP Deskjet Plus IA 6075 AIO	2	Warranty
	19	HP INKJET 2645	1	
	20	HP LASERJET 1015	2	
	21	HP LASERJET 1018	1	
	22	HP LASERJET 1020 +	7	

	23	HP Laserjet 1022	22	
	24	HP Laserjet 1022N	8	
	25	HP LASERJET 1108	35	
	26	HP LASERJET 1136	9	
	27	HP LASERJET M104A	2	
	28	HP LASERJET M1120N	10	
	29	HP Laserjet P1007	39	
	30	HP Laserjet P1008	1	
	31	HP LASERJET P1505N	5	
	32	HP LASERJET P2014	1	
	33	HP Laserjet Printer MFP M126NW	1	
	34	HP Laserjet Printer MFP M126W	2	
	35	HP Laserjet Printer Pro MFP M132A	2	
	36	HP LASERJET PRO MFPM128FN	2	
	37	HP MFP GT5810	2	
	38	HP MFP GT5821	1	
	39	HP OFFICEJET 7110 WIDE FORMAT EPRINTER	1	
	40	Samsung Laser Printer ML-1676	9	
	41	SAMSUNG MFP SCX 3401	1	
		Total	253	
V	Scanners			
	1	Canon - CanonScanLIDE300	8	
	2	CANON LIDE 100	1	
	3	Canon LiDE 110	2	
	4	EPSON GTI 500	2	
	5	HP SCANJET 8270	2	
	6	HP SCANJET G4010	1	
	7	HP Scanjet pro 2500 F1	1	
	8	HP SCANNER 9120	1	
		Total	18	
VI	UPSs			
	1	APC-500VA	7	
	2	APC , EMERSON iTON, HYKON, iBall, IGA TECH , Intex, LIEBERT-PSA, VESTA, V-GUARD, ZEBRONICS ->500VA & <=650VA	255	
	3	APC 1KVA, APC 1.5 KVA->=1KVA & <2KVA	3	
	4	DB Power UPS 10 KVA-10KV	1	
	5	APC 2KV UPS-2KV	2	
	6	APC 3KV UPS-3KV	2	
	7	LIEBERT 5KVA-5KV	1	
	8	APC SRC6000UXI, LIEBERT 6KVA,SAFEPOWER 6 KV UPS-6KV	4	

			Total	275
VII	Nwtwork Switches			
	1	Core Switch-CISCO 6509	1	
	2	Distribution Switch-CISCO 3750G	3	
	3	Edge Switch (Type 1) 8 ports10/100 with one fiber 1000 base LX/ LH uplink-CISCO CE 500G	23	
	4	Edge Switch (Type 2) 24 ports10/100 with one fiber 1000 baseLX/ LH uplink- CISCO 2960	10	
	5	Edge Switch (Type 3) 44 port10/100/1000 with 4 fiber 1000 baseLX/ LH uplinks-CISCO 2960	2	
	6	Edge Switch (Type 4) 44 port10/100/1000 with 2 fiber 1000 baseLX/ LH uplinks -CISCO 2960	2	
	7	Edge Switch (Type 5) 24 port10/100/1000 with 1 fiber 1000 baseLX/ LH uplink - CISCO 2960	4	
	8	Edge Switch (Type 6) 44 port10/100 with 1 fiber 1000 base LX/ LH uplink- CISCO 2960	3	
	9	Edge Switch (Type 7) 20 port10/100/1000 with 4 fiber 1000 baseLX/ LH uplinks - CISCO 2960	1	
		Total	49	
VIII	Data Centre Equipments			
	1	UPS 30 KVA True Online Double conversion UPS - GE DIGITAL ENERGY LP SERIES (LP33)	2	
	2	Blue Star 11.5 TR Air-conditioner Ductable Packaged air-conditioner comprising of evaporator, condensing units and related accessories 11.5 TR	1	
	3	Precision AC	2	
	4	Fire Detection & suppression system 1) Aspiring smoke detection system 2) Sinorix Novec 1230 with 42 Bar System, 1x67.5 Ltr Capacity cylinder with valve, Flexible house and Pressure switch, Electronic Actuator, Pressure Guage, Manual Actuator, 43Kg Sinorix GAS Novec 1230 Dodecafluoro-2-methylpentan-3one (CF3CF2C(O)CF(CF3)2), Dischage Nozzles	1	
		Building Management System		
	5	Rodent Repellant System Ultrasonic-SEC main console with end connections with 12 satellite stations	1	
	6	Water Leakage Detection System Water leak cable with end connections, Electronic sounder 85 dbEuroplex - 4zone Water Leak Conventional panel with Battery charger & Battery	1	

SCHEDULE-II

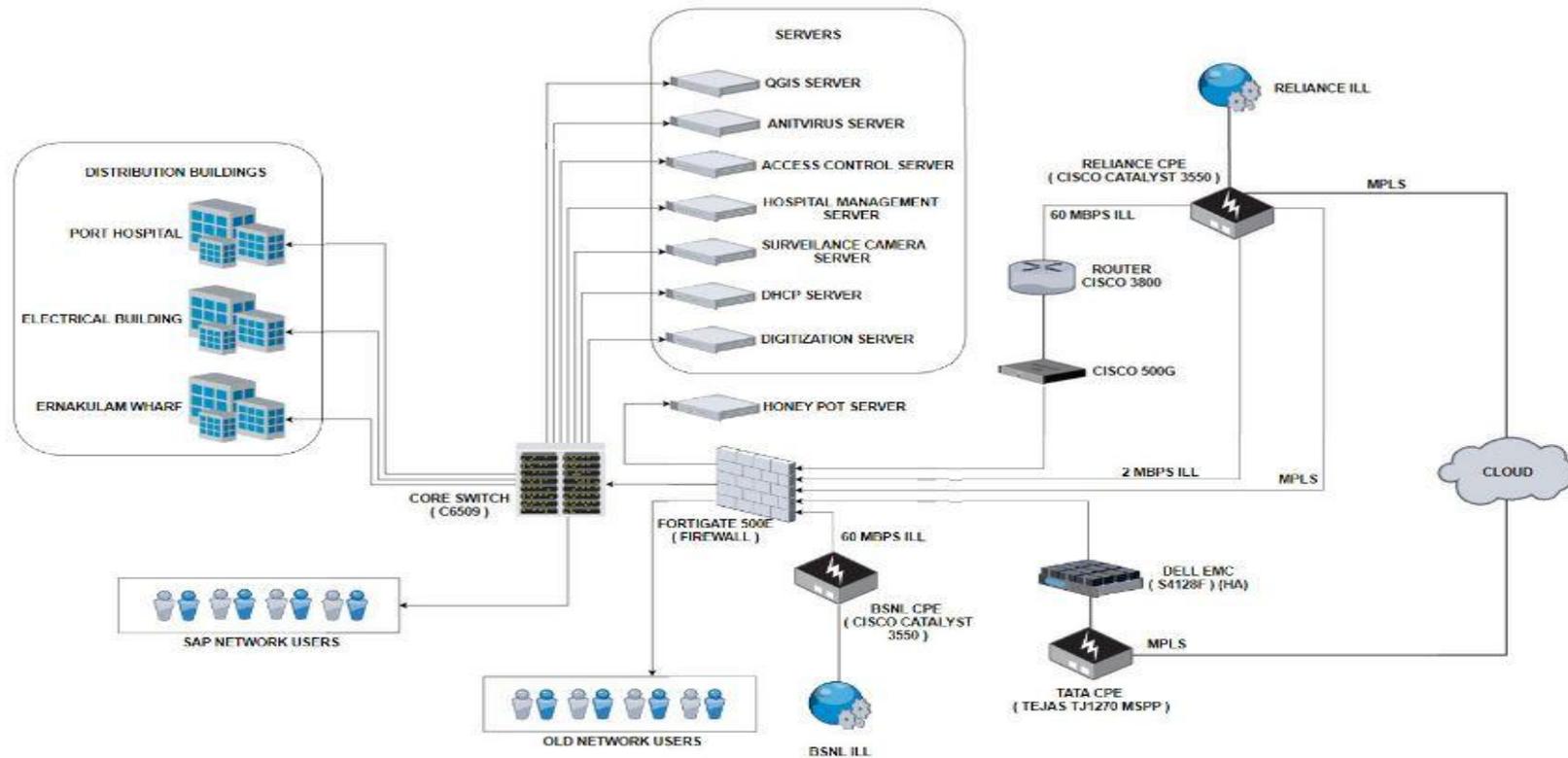
Servers, Video Conference Equipments & Other Items						
Sl. No	Item				Qty (Nos.)	Remarks
I) Server						
1	SUN SPARC enterprise T5120 (O/S Solaris 10 10/08)				4	
2	SUN SPARC enterprise T5121(O/S Solaris 10 10/08)				1	
3	SUN Fire X 4150 (O/S Solaris 10 10/08)				1	
4	SUN Fire X 4150(O/S Solaris 10 10/08)				1	
5	SUN Fire X 4450(O/S Solaris 10 10/08)				3	
6	DELL POWER EDGE R520 (S.NO.BZM5MV1) server (O/S windows 2008 R2)				1	
7	Lenovo Think system SR250 and accessories (O/S Windows 2016)				1	
II) Storage&Backup						
1	SUN STORAGE 6140 RAID				1	
2	SUN STORAGE TEK SL -48				1	
3	CISCO MDS 9124 MULTI LAYER FABRIC SWITCH				2	
IV) Access Control System						
1	Star Link Biometric Reader - Bio Lynx				43	
V) Firewall						
1	FORTIGATE 500 E and accessories with subscription for 5 years in High availability				2	
VI) Network Switch						
	Dell EMC S4128F- 24 Port				2	
VII) Servers in the Cloud						
	Server Name	Application	Core	Memory	CPUs	
1	CoPASapdb1	BI Development on NW 7.4	2	32 GB	4	
2	CoPASapde1	SOH Development	2	16 GB	2	
3	CoPASapdp1	EP Development on NW 7.4	2	16 GB	2	
4	CoPASapdx1	PI Development on NW 7.4	2	16 GB	2	
5	CoPASapqb1	BI Quality on NW 7.4	4	28 GB	4	
6	CoPASapqe1	SOH Quality	4	28 GB	4	
7	CoPASapqp1	EP Quality on NW 7.4	4	28 GB	4	
8	CoPASapqx1	PI Quality on NW 7.4	4	28 GB	4	
9	CoPASapwdq	WebDispatcher Quality	2	16 GB	2	
10	CoPASapcsp	DMS Production	2	16 GB	2	
11	CoPASappb1	BI Production(CoPASappb1) on NW 7.4	4	48 GB	4	
12	CoPASappb2	BI Production(CoPASappb2) on NW	4	48 GB	4	

		7.4				
13	CoPASappe1	SOH EHP7_PRD(CoPASappe1)	4	48 GB	4	
14	CoPASappe2	SOH EHP7_PRD(CoPASappe2)	4	48 GB	4	
15	CoPASapph1	HANA PRD DB (PH1)	32	256 GB	32	
16	CoPASapph2	HANA PRD DB (PH2)	32	256 GB	32	
17	CoPASappp1	EP Production(CoPASappp1) on NW 7.4	4	32 GB	4	
18	CoPASappp2	EP Production(CoPASappp2) on NW 7.4	4	32 GB	4	
19	CoPASappx1	EP Production(CoPASappx1) on NW 7.4	4	32 GB	4	
20	CoPASappx2	EP Production(CoPASappx2) on NW 7.4	4	16 GB	2	
21	CoPASapwdp	WebDispatcher Production	2	16 GB	2	
22	CoPAprd01	POS -PRD	4	16 GB	4	
23	CoPAprd02	POS -PRD	4	16 GB	4	
24	CoPAprd03	POS -PRD	4	16 GB	4	
25	CoPAprd04	POS -PRD	4	16 GB	4	
26	CoPAprd05	POS -PRD	8	24 GB	8	
27	CoPAprd06	POS -PRD	8	24 GB	8	
28	CoPAprd07	POS -PRD	4	8 GB	4	
29	CoPAprd08	POS -PRD	4	8 GB	4	
30	CoPAqaap01	POS -QAS	4	16 GB	4	
31	CoPAqadb01	POS -QAS	4	16 GB	4	
32	CoPAqamdb01	POS -QAS	4	16 GB	4	
33	CoPAqamsg01	POS -QAS	4	8 GB	2	
34	CoPAqawb01	POS -QAS	4	16 GB	4	
35	CoPASapcsd	DMS Development	2	16 GB	2	
36	CoPASolman	Solution Manager	6	48 GB	6	
37	CoPAuatap01	POS -UAT	4	16 GB	4	
38	CoPAuatdb01	POS -UAT	4	16 GB	4	
39	CoPAuatmdb01	POS -UAT	4	8 GB	2	
40	CoPAuatmsg01	POS -UAT	2	8 GB	2	
41	CoPAuatwb01	POS -UAT	4	16 GB	4	

SCHEDULE-III

Specification of Data Center Equipments				
Sl. No	Item Make, Model & Description		Qty	Unit
1	UPS	UPS 30 KVA True Online Double conversion UPS - GE DIGITAL ENERGY LP SERIES (LP33)	2	No.
2	Comfort AC	Blue Star 11.5 TR Air-conditioner Ductable Packaged air-conditioner comprising of evaporator, condensing units and related accessories 11.5 TR	1	No.
3	Fire Detection & suppression system	1) Aspiring smoke detection system 2) Sinorix Novec 1230 with 42 Bar System, 1x67.5 Ltr Capacity cylinder with valve, Flexible house and Pressure switch, Electronic Actuator, Pressure Guage, Manual Actuator, 43Kg Sinorix GAS Novec 1230 Dodecafluoro-2-methylpentan-3one (CF3CF2C(O)CF(CF3)2), Dischage Nozzles	1	Set
4	Rodent Repellant System	Ultrasonic-SEC main console with end connections with 12 satellite stations	1	No
5	Water Leakage Detection System	Water leak cable with end connections, Electronic sounder 85 dbEuroplex - 4zone Water Leak Conventional panel with Battery charger & Battery	1	Set
6	Precision ACs	Emerson Make Precision AC Units (Model No.PEX 125 FA-100) with Serial nos. 080440125107 & 080440125108)	2	Nos

SCHEDULE - IV



COPA NETWORK DIAGRAM

COCHIN PORT AUTHORITY

Form I
Tenderer's Particulars
MQC(1)

1. Organisation	
Name of the Tenderer	
Address	
Phone	
Fax	
Web Address	
Location & Address of Corporate Head Office	
PAN details	
GST Registration details	
2. Contact Details	
Person Name	
Designation	
Address	
Phone	
Fax	
E-Mail	
3. Office cum Support Centre	
Address	
Year of Starting	
Phone	
Fax	
E-Mail	
4. Certification	
Details of Certifications	
5. Experience (in years)	

Signature of Authorized Signatory:

Date :

Place :

Seal :

COCHIN PORT AUTHORITY

Form II

Executed / Ongoing contract/Job particulars

MQC(3, 4 & 5)

(Note: Use Separate sheet for each contract/job & MQC)		
1	Name of the Contract	
2	Type of Contract	
3	Applicable MQC	
4	Components of the Contract / Scope of work i. Annual maintenance/first level support for PCs, Peripherals ii. Helpdesk & Asset Management iii. Maintenance of Firewall and related services iv. Network Infrastructure v. Data centre Facility Management vi. Onsite Manpower support.	
5	Cloud Hosting details. i) Client Location ii) Cloud Service Provider iii) Details of Core/ERP Application hosted on cloud	
6	Name & address of Client – contact info – tel. No/ fax/ email	
6	Period of the contract Note: For ongoing contract, the end date should be greater than the date of submission of the tender.	Starting Date: Ending Date:

7	No. of Desktops for the Client	
8	Value of Contract(INR)	
9	Clients certificate with seal along with remarks.	
10	<p>Details of documentary proof enclosed like,</p> <p>i. Proof from Client or letter of Award indicating scope of work</p> <p>ii. Client Satisfaction Certificate</p>	

Signature of Authorized Signatory:

Date :

Place :

Seal :

Cochin Port Authority
Form III
Details of Onsite/Offsite Personnel

Proposed role in CoPA	Name of Personnel	No. of years of experience	Qualifications/ Certifications	Areas of Expertise
Project Manager				
Head - FMS				
Sr. Service Engineer 1				
Service Engineer 1				
Service Engineer 2				
Service Engineer 3				
Service Engineer 4				
Cyber/Network security support-1				
Cyber/Network security support-2				

Signature of the Authorised Signatory:

Date :

Place :

Seal :

Cochin Port Authority
Form IV

Experience of Head – FMS & Cyber/Network security Support

Sl. No.	Organization	Period From To	Role/designation

Signature of the Authorised Signatory

Date :

Place :

Seal :

COCHIN PORT AUTHORITY

Form V

Experience in maintaining Network switches, router, firewall
MQC(6)

(Note: Use Separate sheet for each client/contract)		
1	Name & address of Client – contact info – tel. No/ fax/ email	
2	Onsite / Offsite support	
3	Details of the core switch, router, firewall	
4	Period of the contract	Starting Date: Ending Date:
5	Activities involved	
6	Clients certificate with seal along with remarks.	
7	Details of documentary proof enclosed (if any)	

Signature of Authorized Signatory:

Date :

Place :

Seal :

COCHIN PORT AUTHORITY

Form VI

Experience in Data Centre facility management

MQC(7)

(Note: Use Separate sheet for each client/contract)	
1	Name & address of Client – contact info – tel. No/ fax/ email
2	Details of the Service provided in DC 1. Details of DC equipments/facilities like UPS, Comfort A/c, Precision AC, BMS (Fire, Water, Rodent) and others. 2. Details of N/w Infrastructure like no. of core, distribution & edge switches including brands.
3	Period of the contract Starting Date: Ending Date:
4	Other Activities involved, If any
5	Clients certificate with seal along with remarks.
6	Details of documentary proof enclosed (if any)

Signature of Authorized Signatory:

Date :

Place :

Seal :

COCHIN PORT AUTHORITY

Form VII

Helpdesk & Asset Management Software

1	Name , Version and OEM of the Software	
2	Components of the Software i. Helpdesk ii. Asset Management	
3	Software Features a) Service Call log-in / Error Reporting & Ticket generation over the intranet b) Ticket generation for the calls received via telephone or manual. c) Status tracking of the generated tickets. d) MIS reports e) Asset tracking of the equipment along with configurations.	
4	Name and address of clients where the software is installed along with period Client 1 : Client 2 : Attach client certificate	

Signature of Authorized Signatory

Date :

Place :

Seal :

Form VIII

Cochin Port Authority

Proforma of Undertaking

REGARDING ILLEGAL METHODS FOR INFLUENCING TENDER PROCESS

To

The FA & CAO,
Cochin Port Authority,
Cochin 682009.
Kerala, India.

Dear Sir,

I/ We do hereby undertake that I/We have not made any payment or illegal gratification to any person / authority connected with the Tender process of Tender No. TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024 so as to influence the Tender process and have not committed any offence under the PC Act in connection with the Tender.

Yours faithfully,

Signature :

Name & Designation :

Form IX

Cochin Port Authority

Proforma of Disclosure of Payment

MADE / PROPOSED TO BE MADE TO THE INTERMEDIARIES IN CONNECTION WITH THE TENDER

To

The FA & CAO,
Cochin Port Authority,
Cochin 682009.
Kerala, India.

Dear Sir,

I/We have made / proposed to make the following payments in connection with the TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024

1. _____ to Mr./Ms./Messrs _____ (Name and Address)
2. _____ to Mr./Ms./Messrs _____ (Name and Address)
3. _____ to Mr./Ms./Messrs _____ (Name and Address)

Yours faithfully,

Signature :

Name & Designation :

Note: In case no payment is made or proposed to be made a 'Nil' statement shall be enclosed.

Form X

Cochin Port Authority

Proforma of Undertaking

THAT NO CHANGES HAVE BEEN MADE IN THE TENDER DOCUMENT DOWNLOADED

To

The FA & CAO,
Cochin Port Authority,
Cochin 682009.
Kerala, India.

Dear Sir,

We.....
.....do hereby confirm that no changes
have been made in the tender document downloaded and submitted by us for the TENDER
NO: EDP/FIN/FMS/2024 DATED: 30.01.2024

Yours faithfully,

Signature :

Name & Designation :

COCHIN PORT AUTHORITY

Form XI

Details of Fire detection & Suppression System

1	Name & address of Client – contact info – tel. No/ fax/ email	
2	3. Detail of the Service Provider for Fire detection & Suppression System	
3	Period of the contract	Starting Date: Ending Date:
4	Other Activities involved, If any	
5	Clients certificate with seal along with remarks.	
6	Details of documentary proof enclosed (if any)	

Signature of Authorized Signatory

Date :

Place :

Seal :

COCHIN PORT AUTHORITY

Form XII

Details of Precision AC

1	Name & address of Client – contact info – tel. No/ fax/ email	
2	1. Detail of the Service Provider for Precision AC	
3	Period of the contract	Starting Date: Ending Date:
4	Other Activities involved, If any	
5	Clients certificate with seal along with remarks.	
6	Details of documentary proof enclosed (if any)	

Signature of Authorized Signatory

Date :

Place :

Seal :

FORM OF AGREEMENT

AGREEMENT NO.----- of 2024

This agreement is made at Cochin on this the-----day of _____, Two Thousand Twenty Three between----- represented by ----- aged -----, Son of ----- residing at ----- (House name and No.) ----- District ----- State -----

(hereinafter referred to as "The Contractor" which expression shall include their successors, assignees and administrators) of the one part AND the Board of Major Port Authority for Cochin Port, Willingdon Island, Cochin-9, a body constituted under the "Major Port Authorities Act 2021" represented by the FA& CAO, CoPA (hereinafter referred to as "The Employer" which expression shall include their successors, assignees and administrators in the office) of the other part.

Whereas the "Employer" had called for the tenders for 'Maintenance and Facility Management Services for PCs, Peripherals & Other IT Infrastructure of Cochin Port Authority' vide Tender Notice NO: EDP/FIN/FMS/2024 DATED: 30.01.2024 and the contractor had submitted a tender for the same giving the rates subject to the terms and conditions etc. And whereas the said tender of the contractor has been accepted by the employer and a work order No.DT.: has been issued to the contractor accepting their tender subject to the "General Conditions of Contract", "Instructions to the Tenderers" and such other documents forming part of the tender. And as per one of the terms of the above work order and the tender document, an agreement will have to be executed between the contractor and the employer.

NOW THESE PRESENTS WITNESES AS FOLLOWS:

- 1. The contractor hereby agrees to execute the work of 'MAINTENANCE AND FACILITY MANAGEMENT SERVICES FOR PCs, PERIPHERALS & OTHER IT INFRASTRUCTURE OF COCHIN PORT AUTHORITY' as described in the schedule, its annexure etc. at the rates shown there under subject to the "General Conditions of Contract", 'Scope of work' and "Instructions to the tenderers" and in default to forfeit and pay to the employer the sum of money mentioned in the said conditions.
2. The contractor has furnished a Bank Guarantee for Rs. _____/- (Rupees _____ only) vide Bank Guarantee No. <BG No.> dated----- from, in lieu of Performance Security/Security Deposit for the due and proper fulfillment of the contract. The contractor further agrees that the

aforesaid Bank Guarantee will be kept valid until one month beyond the expiry of the Guarantee Period. The contractor also agrees that the Bank Guarantee furnished in lieu of Security Deposit for the due and proper fulfillment of the contract will be suitably enhanced so as to cover 10% cost of any additional items/ works that may be required for the proper completion of the contract or otherwise the employer can deduct such additional amounts towards Security Deposit from the Contractor's bills.

3. The following documents shall be deemed to form and be read and construed as part of this agreement viz:
1. Cochin Port Authority's Tender NO: EDP/FIN/FMS/2024 DATED: 30.01.2024
 2. Your Technical bid opened on XX/XX/XXXX
 3. Your price bid opened on XX/XX/XXXX
 4. Cochin Port Authority's Work Order NO: EDP/FIN/FMS/2024 DT.: XX/XX/XXXX
 5.
 6.

The Conditions given in the work order dated XX/XX/XXXX shall over-ride the general conditions given in the tender document, wherever they differ. Any of the counter terms and conditions of the contractor shall not be taken as terms and conditions of this contract/ agreement unless the CoPA in writing specifically agree to it.

IN WITNESS WHEREOF THE CONTRACTOR hereunto set his hand and seal on behalf of And on behalf of the Board of Major Port Authority for Cochin Port, the FA & CAO has set his hand and seal and common seal of the Authority as has been hereunto affixed the day and year first written above.

Signed, sealed and delivered
by Shri. -----
of M/s -----

CONTRACTOR

(COMMON SEAL OF THE FIRM)

Signed and affixed seal in the presence of:

- 1) Signature with address:

2) Signature with address:

Signed, sealed and delivered by
the FA & CAO,

Cochin Port Authority on behalf of
Board of Major Port Authority for Cochin Port.

EMPLOYER

Signed and affixed the common
seal of Board of Major Port Authority for Cochin Port
in the presence of

1)

2)

COCHIN PORT AUTHORITY
TO BE EXECUTED ON STAMP PAPER WORTH Rs.200/-
GUARANTEE BOND NO.

SPECIMEN FORM OF BANK GUARANTEE BOND FOR PERFORMANCE SECURITY

In consideration of the FA & CAO, COPA representing the Board of Major Port Authority for Cochin Port (hereinafter called "COPA") having agreed to exempt **<Name of the firm>** (hereinafter called the "said Contractor(s)") from the demand, under the terms and conditions of Contract awarded in tender no: EDP/FIN/FMS/2024 DATED: 30.01.2024 made between CoPA and **<Name of the firm>** for **Maintenance and Facility Management Services for PCs, Peripherals & Other IT Infrastructure of Cochin Port Authority** (hereinafter called "the said Agreement") of Performance Security for the due fulfillment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of Bank Guarantee for Rs. _____ (Rupees only).

2. We***<Bank Name>** (hereinafter referred to as the Bank) at the request of **<Name of the firm>** Contractor(s) do hereby undertake to pay to the COPA an amount not exceeding Rs. _____ (Rupees only). against any loss or damage caused to or suffered or would be caused to or suffered by the COPA by reason of any breach by the said Contractor(s) of any of the terms and conditions contained in the said Agreement.

3. We* **<Bank Name>** do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand from the COPA stating that the amount claimed is due to Cochin Port for any reason. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However our liability under this Guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees only).

4. We ***<Bank Name>** undertake to pay to the COPA any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) in any suit or proceedings before any Court of Tribunal relating thereto our liability under this present

being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Contractor(s) shall have no claim against us for making such payment.

5. We*<Bank Name> further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the COPA under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the COPA certified that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under this Guarantee is made on us in writing within three months from the date of expiry of the validity of the Guarantee period we shall be discharged from all liability under this Guarantee thereafter provided further that the Bank shall at the request of the COPA but at the cost of Contractor(s) renew or extend this Guarantee for such further period or periods as the COPA may require.

6. We*<Bank Name> further agree with the COPA, that the COPA shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the COPA against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the COPA, or any indulgence by the COPA to the said Contractor(s) or by any such matter or thing whatsoever which under the Law relating to sureties would but for this provision, have effect of so relieving us.

7. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s).

8. We*<Bank Name> lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the COPA in writing.

9. This guarantee shall be valid upto <validity date > unless extended on demand by Port Authority. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. _____ (Rupees only). and unless in claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee, all our liabilities under this guarantee shall stand discharged

Dated the day of 2024 for **

* Indicate here the name of the Bank.

** Indicate here the period or date

Annexure III

LIST OF DOCUMENTS			
(To be uploaded by the Bidder)			
Tender NO: EDP/FIN/FMS/2024 DATED: 30.01.2024			
Sl No	Description of Documents	Clause	Upload
1	Cost of Tender Document Rs.2360/-		
2	Letter of Application		
3	Form of Tender		
4	Copy of the valid Cisco Premier certified partner or above certificate as on 30.09.2023	MQC (8)	
5	Audited financial statements (Balance Sheet & Profit and Loss account) for the years, 2022-23, 2021-22 & 2020-21 shall be enclosed for verification.	MQC (2)	
6	Copy of ISO/IEC 20000-1:2018 , ISO 27001 certification valid as on 30.09.2023	MQC (9)	
7	Power of Attorney in favour of person authorised to sign the tender document.		
8	1. Copy of GST Regn. certificate.	MQC(1)	
	2. Copy of TIN/PAN allotment letter		
9	Form I - Tenderer's Particulars	MQC (1)	
10	Form II - Executed / Ongoing contract particulars	MQC (3,4 & 5)	
11	Form III - Details of Onsite / Offsite Personnel		
12	Form IV - Experience of Head – FMS & Cyber Security Support		
13	Form V - Experience in maintaining Network switches, router, firewall, UTM appliance	MQC (6)	
14	Form VI - Experience in Data Centre facility management	MQC (7)	
15	Form VII - Helpdesk & Asset Management Software		
16	Form VIII – Undertaking: Regarding illegal methods for influencing tender process		
17	Form IX - Proforma of Disclosure of Payment.		
18	Form X - Proforma of Undertaking that no changes have been made in the tender document downloaded		
19	Form XI- Experience in maintenance of fire detection & suppression system.		
20	Form XII- Experience in maintenance of Precision ACs		
21	Annexure V – Bidder Declaration on not blacklisted/Banned		

FORMAT OF DECLARATION
(To be submitted on the Bidder's Letter Head)

I/We(Insert Name and Address of Bidder) am/are submitting this declaration in lieu of Bid Security/Earnest Money Deposit for the Tender for(Insert Title of the Tender) (Tender No.....), thereby fully accepting that I/We will be suspended and shall not be eligible to participate in the Tenders invited by Cochin Port Authority, for a period of two years from the date of such Suspension Orders, under the following circumstances:-

- a) If after the opening of Tender, I/We withdraw or modify my/our Tender during the period of validity specified in the Bid Documents (including extended validity, if any) or do not accept the correction of the Tender Price pursuant to any arithmetical errors.

- b) If after the award of work, I/We fail to furnish the required Performance Security or sign the Contract, within the time limits specified in the Departmental Tender Document.

Signature of the Tenderer with seal

BIDDER DECLARATION ON NOT BLACKLISTED / BANNED

(To be submitted in Letter Head)

Tender Ref No.:

Date: _____

To,
The FA&CAO
Cochin Port Authority

Sir,

We do hereby confirm that, we are not blacklisted /debarred by any State / Govt. of India Organizations / PSU/ PSE / Govt. Depts. etc. for breach of any applicable laws or violation of regulations or breach of contractual agreement or rendering unsatisfactory services during the last 3 (Three) years.

We also confirm that, we have not been banned or delisted by any State / Govt. of India Organizations / PSU/ PSE / Govt. Depts. etc. as on this date.

Place:

Date:

Seal & Signature

PROFORMA OF PRE CONTRACT INTEGRITY PACT-

(To be signed on Plain Paper)

(To be submitted as part of Technical bid)

Tender No.....; Tender Title:

This Agreement (hereinafter called the Integrity Pact) is made on ___ day of the month of ___ 2024 at _____, India BETWEEN THE BOARD OF MAJOR PORT AUTHORITY FOR COCHIN PORT commonly known as COCHIN PORT AUTHORITY, a Body Corporate under the Major Port Authorities Act, 2021, with its Administrative Office at Willingdon Island, Cochin-682009, represented by its FA & CAO, Sri, S/o Sri....., aged ...years residing at(address).....(hereinafter called the "The Principal", which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part AND M/s. _____ represented by Shri.....Chief Executive Officer (hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

PREAMBLE

"The Principal" intends to award, under laid down organizational procedures, contract/ s for _____, "The Principal" values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and/ or Contractor(s). In order to achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 -Commitments of the "The Principal"

(1) "The Principal" commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a. No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal shall, during the tender process, treat all Bidder(s) with equity and reason. The Principal shall in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal shall exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees, which is a criminal offence under the IPC/ PC Act, or if there be a substantive suspicion in this regard,

the Principal shall inform the Chief Vigilance Officer and in addition, can initiate disciplinary actions.

Section 2 -Commitments of the “Bidder/ Contractor”

(1) The “Bidder/ Contractor” commit themselves to take all measures necessary to prevent corruption. The „Bidder/ Contractor“ commit themselves to observe the following principles during participation in the tender process and during the contract execution.

- a. The “Bidder/ Contractor” shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal’s employees involved in the tender process or the execution of the contract, or to any third person any material or other benefit which he is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The ‘Bidder/ Contractor’ shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the tender process.
 - c. The ‘Bidder/ Contractor’ shall not commit any offence under the relevant IPC/ PC Act; further, the ‘Bidder/ Contractor’ shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.
 - d. The ‘Bidder/ Contractor’ of foreign origin shall disclose the name and address of the Agents/ representatives in India if any. Similarly, the Bidder/ Contractors of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder/ Contractor. Further, as mentioned in the Guidelines, all the payments made to the Indian agent/ representative have to be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is placed in Appendix to this agreement.
 - e. The ‘Bidder/ Contractor’ shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.
 - f. Bidder/ Contractor who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- (2) The ‘Bidder/ Contractor’ shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 -Disqualification from tender process and exclusion from future contracts

If the ‘Bidder/ Contractor’, before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the ‘Bidder/ Contractor’ from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”.

Section 4 -Compensation for Damages

(1) If the Principal has disqualified the „Bidder/ Contractor“ from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from „Bidder/ Contractor“ the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 -Previous transgression

(1) Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If Bidder makes an incorrect statement on this subject, he can be disqualified from the tender process, or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

Section 6 -Equal treatment of all Bidders/ Contractors/ Subcontractors

(1) In the case of Sub-contracting, the Principal Contractor shall take responsibility for the adoption of the Integrity Pact by the Sub-contractor.

(2) The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 -Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of the conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

Section 8 -Independent External Monitor

(1) The BUYER/ EMPLOYER has appointed the following panel of Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission:

1. Shri. M.J. Joseph, ICAS (Retd.)
C 2204, Karle Zenith Residences,
100 Feet Kempapura Main Road,
Nagawara, Bangalore -560045
Email: joseph.iem@cochinport.gov.in

2. Shri. Punati Sridhar, IFoS (Retd.)
8C, Block-4, 14-C Cross, MCHS Colony,
HSR6thSector,Bangalore-560 102
E-mail id: sridhar.iem@cochinport.gov.in

The task of the Monitor is to review independently and objectively whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The Monitor would have access to all Contract

documents whenever required. It shall be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He/ she reports to the Head of the Procuring Organization.

- (3) The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal, including that provided by the contractor. The contractor shall also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors project documentation. The same is applicable to Sub-contractors.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on „Non-Disclosure of Confidential Information“ and of „Absence of Conflict of Interest“. In case of any conflict of interest arising at a later date, the IEM shall inform the Head of the Procuring Organisation and rescue himself/ herself from that case.
- (5) The Principal shall provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the contractor. The parties offer the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to have noticed, a violation of this agreement, he shall so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.
- (7) The Monitor shall submit a written report to the Head of the Procuring Organization within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- (8) If the Monitor has reported to Head of the Procuring Organization, a substantiated suspicion of an offence under relevant IPC/ PC Act, and Head of the Procuring Organization has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (9) The word 'Monitor' would include both singular and plural.
- (10) In the event of any dispute between the Management and the Contractor, in case, both the parties are agreeable, dispute may be settled through mediation before the panel of IEMs in a time bound manner. If required, the organizations may adopt any mediation rules for this purpose.
- (11) The fees/ expenses on dispute resolution shall be equally shared by both the parties.
- (12) A person signing the IP shall not approach the Courts while representing the matters to IEMs and he/ she will await their decision in the matter.
- (13) In case of Joint Ventures all the partners of the joint venture should sign the Integrity Pact. In case of sub-contracting, the Principal contractor shall take the responsibility of the adoption of IP by the sub -contractor. It is to be ensured that all sub-contractors also sign the IP.

Section 9 -Pact Duration

This Pact begins when both parties have legally signed it. It expires for the contractor 12 months after the last payment under the contract and for all other Bidders 6 months after

the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above unless it is discharged/ determined by the Head of the Procuring Organization.

Section 10 -Other provisions

- (1) This agreement is subject to Indian Law. The place of performance and jurisdiction is the Registered Office of the Principal, i.e., New Delhi.
- (2) Changes and supplements, as well as termination notices, need to be made in writing. Side agreements have not been made.
- (3) If the contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turnout to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement with their original intentions.
- (5) Issues like Warranty/ Guarantee etc., shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Appendix, the Clause in the Integrity Pact shall prevail.

For and on behalf of the Principal
(Name of the Officer and Designation)
(Office Seal)

For and on behalf of 'Bidder/ Contractor'
(Name of the Officer and Designation)
(Office Seal)

For and on behalf of the Principal
Place Date

Witness 1: (Name & Address)

Witness2 : (Name & Address)

PRICE BIDS



COCHIN PORT AUTHORITY							
MAINTENANCE AND FACILITY MANAGEMENT SERVICES FOR PCs, PERIPHERALS & OTHER IT INFRASTRUCTURE OF COCHIN PORT AUTHORITY							
TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024							
PB - Price Bid Summary							
Name Of the Bidder							
Sl. No	Item Description	PB Ref.	YEAR 1 Amount (Excl. Tax) (Rs.)	YEAR 2 Amount (Excl. Tax) (Rs.)	Amount (Excl. Tax) (Rs.)	GST @ 18% (Rs.)	Total Amount (Inc. Tax) (Rs.)
1	Maintenance for Server, laptops, PCs, Peripherals and UPS.	PB I					
2	Helpdesk & Asset Management Software, Administration, Offsite and Specialist support	PB II					
3	Administration and Maintenance of Network equipments & Management Software.	PB III					
4	Maintenance of Data Center Equipments and FM	PB IV					
5	Remuneration for the onsite support personnels	PB V					
	Total						

COCHIN PORT AUTHORITY

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TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024

PB I - Price Bid Summary for Servers, Laptops, PCs and Peripherals



Name of the Bidder					
Sl. No	Item Description	Ref.	YEAR 1	YEAR 2	Amount (Excl. Tax) (Rs.)
			Amount (Excl. Tax) (Rs.)	Amount (Excl. Tax) (Rs.)	
1	Maintenance charges for Laptops	PB I.1			
2	Maintenance charges for Desktop PCs	PB I.2			
3	Maintenance charges for Printers	PB I.3			
4	Maintenance charges for scanners	PB I.4			
5	Maintenance charges for UPSs	PB I.5			
	Total				

COCHIN PORT AUTHORITY

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TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024

PB I.1 - Price Bid for LAPTOP'S



Name of the Bidder									
Sl. No	System Make & Model	Qty. (Nos.)	YEAR 1		YEAR 2		Amount (Excl. Tax) (Rs.)	GST @ 18% (Rs.)	Total Amount (Inc. Tax) (Rs.)
			Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)	Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)			
1	ASUS NoteBook F201E-KX035H	1							
2	Dell 5491 i3	1							
3	DELL LAPTOP INSP3543 Ci3	1							
4	HP 250 G8 Notebook	1							
5	HP 348 G7 Core i7	2							
6	HP Laptop 15-R008X	1							
7	HP Pavilion 15 - 2000-2128tu	9							
8	HP Pavilion 15 - n016TU-H360	1							
9	HP Pavilion 15 - P077TX	2							
10	HP ProBook 450 G5 Notebook PC	1							
11	Lenovo Thinkpad E460	1							
12	Lenovo V110 I5-7200u Laptop	2							
13	Lenovo VI5	3							
14	SONY LAPTOP VAIO VPC EH-3A	1							
	TOTAL	27							

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TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024



PB I.2 - Price Bid for Servers & Desktop PCs

Name of the Bidder									
Sl. No	System Make & Model	Qty. (Nos.)	YEAR 1		YEAR 2		Amount (Excl. Tax) (Rs.)	GST @ 18% (Rs.)	Total Amount (Inc. Tax) (Rs.)
			Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)	Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)			
1	Acer i3	5							
2	ACER M200Q87	2							
3	DELL DESKTOP 7050	1							
4	DELL DESKTOP I5	1							
5	DELL OPTIPLEX 3020	6							
6	DELL VOSTRO 200	2							
7	HCL Ezeebee LA830 i3	5							
8	HCL INFINITY M A350 PRO	57							
9	HCL INFINITY PRO BL 1280	37							
10	HCL Pentium PC	5							
11	HCL-2120 (Intel Core i3)	6							
12	HP 110 DESKTOP	2							
13	HP 280 Pro G4 SFF PC	100							
14	HP COMPAQ DX 7400	2							
15	Hp Compaq DX-2480	2							
16	HP Elite MT Desktop	46							
17	Lenovo Desktop Computer Intel Core i3 4170	6							
18	Lenovo Desktop Core i5 3470	8							

19	LENOVO DESKTOP S510	10						
20	LENOVO H530	14						
21	LENOVO V 520 I5 DESKTOP	8						
22	LENOVO V520 I3 Desktop	39						
23	WIPRO CORE I5 WSG68B55W7	13						
24	WIPRO DUAL CORE PC WTV52B55	1						
25	WIPRO i5 PC	2						
26	WIPRO PENTIUM CORE 2 DUO WSG37455V	14						
27	WIPRO PENTIUM CORE 2 DUO WSG37555V	100						
28	WIPRO PENTIUM CORE 2 DUO WTV15D55	7						
29	Wipro V59755 (Intel Core i3)	4						
30	HP PROLIANT DL120 G7 HMS SERVER	1						
31	HP PROLINE DL 180G 9 Digitization SERVER	1						
32	HP24 AIO Desktop	1						
33	HP24 AIO Desktop	1						
	TOTAL	509						

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TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024

PB I.3 - Price Bid for Printers



Name of the Bidder									
Sl. No	System Make & Model	Qty. (Nos.)	YEAR 1		YEAR 2		Amount (Excl. Tax) (Rs.)	GST @ 18% (Rs.)	Total Amount (Inc. Tax) (Rs.)
			Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)	Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)			
1	CANON IMAGE CLASS MF3010	1							
2	CANON IMAGECLASS MF4350d	1							
3	CANON IMAGECLASS MF4750	1							
4	Canon Inkjet Printer E470	2							
5	CANON LASERJET LB6230DN	2							
6	CANON LASERJET LBP 6030B	5							
7	CANON LASERJET LBP3108B	33							
8	Canon Laserjet MF246DN	1							
9	Canon LaserShot LBP6018B	30							
10	CANON LP LBP6780X	2							
11	CANON MF 4122	1							
12	Canon MFP 4720W	1							
13	CANON PIXMA E 600	1							
14	CANON PIXMA MP160	1							
15	EPSON L6160	1							
16	EPSON LX-300+	3							
17	HP Deskjet Ink Advantage 2135	1							
18	HP INKJET 2645	1							
19	HP LASERJET 1015	2							
20	HP LASERJET 1018	1							

21	HP LASERJET 1020 +	7							
22	HP Laserjet 1022	22							
23	HP Laserjet 1022N	8							
24	HP LASERJET 1108	35							
25	HP LASERJET 1136	9							
26	HP LASERJET M104A	2							
27	HP LASERJET M1120N	10							
28	HP Laserjet P1007	39							
29	HP Laserjet P1008	1							
30	HP LASERJET P1505N	5							
31	HP LASERJET P2014	1							
32	HP Laserjet Printer MFP M126NW	1							
33	HP Laserjet Printer MFP M126W	2							
34	HP Laserjet Printer Pro MFP M132A	2							
35	HP LASERJET PRO MFPM128FN	2							
36	HP MFP GT5810	2							
37	HP MFP GT5821	1							
38	HP OFFICEJET 7110 WIDE FORMAT EPRINTER	1							
39	Samsung Laser Printer ML-1676	9							
40	SAMSUNG MFP SCX 3401	1							
41	HP Deskjet Plus IA 6075 AIO	1							
42	HP Deskjet Plus IA 6075 AIO	1							
	TOTAL	253							

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TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024

PB I.4 - Price Bid for Scanners



Name of the Bidder									
Sl.No	System Make & Model	Qty. (Nos.)	YEAR 1		YEAR 2		Amount (Excl. Tax) (Rs.)	GST @ 18% (Rs.)	Total Amount (Inc. Tax) (Rs.)
			Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)	Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)			
1	Canon - CanonScanLIDE300	8							
2	CANON LIDE 100	1							
3	Canon LiDE 110	2							
4	EPSON GTI 500	2							
5	HP SCANJET 8270	2							
6	HP SCANJET G4010	1							
7	HP Scanjet pro 2500 F1	1							
8	HP SCANNER 9120	1							
	TOTAL	18							

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PB I.5 - Price Bid for UPSs

Name of the Bidder										
Sl. No	System Make & Model	Capacity	Qty. (Nos.)	YEAR 1		YEAR 2		Amount (Excl. Tax) (Rs.)	GST @ 18% (Rs.)	Total Amount (Inc. Tax) (Rs.)
				Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)	Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)			
1	APC-500VA	500VA	7							
2	APC , EMERSON iTON, HYKON, iBall, IGA TECH , Intex, LIEBERT-PSA, VESTA, V-GUARD, ZEBRONICS	>500VA & <=650V A	255							
3	APC 1KVA, APC 1.5 KVA-	>=1KVA & <2KVA	3							
4	DB Power UPS 10 KVA-	10KV	1							
5	APC 2KV UPS-	2KV	2							
6	APC 3KV UPS-	3KV	2							
7	LIEBERT 5KVA-	5KV	1							
8	APC SRC6000UXI, LIEBERT 6KVA,SAFEPOWER 6 KV UPS-	6KV	4							
	TOTAL		275							

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TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024

PB II - Helpdesk & Asset Management Software, Administration, Offsite and Specialist support



Name of the Bidder						
Sl. No	Item description	YEAR 1	YEAR 2	Amount (Excl. Tax) (Rs.)	GST @ 18% (Rs.)	Total Amount (Inc. Tax) (Rs.)
		Rate/Year (Rs.)	Rate/Year (Rs.)			
1	Establish and Maintenance of Helpdesk including Asset Management software. License /Administration/usage charges for the software & PC Server.					
2	Administration & Offsite support					
3	L3 (specialist/expert) support (15 man days per year)					
	Total					

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TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024

PB III - Price Bid for Maintenance of Network Equipments



Name of the Bidder									
Sl. No	System Make & Model	Qty. (Nos.)	YEAR 1		YEAR 2		Amount (Excl. Tax) (Rs.)	GST @ 18% (Rs.)	Total Amount (Inc. Tax) (Rs.)
			Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)	Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)			
1	Core Switch-CISCO 6509	1							
2	Distribution Switch-CISCO 3750G	3							
3	Edge Switch (Type 1) 8 ports10/100 with one fiber 1000 base LX/ LH uplink-CISCO CE 500G	23							
4	Edge Switch (Type 2) 24 ports10/100 with one fiber 1000 baseLX/ LH uplink- CISCO 2960	10							
5	Edge Switch (Type 3) 44 port10/100/1000 with 4 fiber 1000 baseLX/ LH uplinks-CISCO 2960	2							
6	Edge Switch (Type 4) 44 port10/100/1000 with 2 fiber 1000 baseLX/ LH uplinks -CISCO 2960	2							
7	Edge Switch (Type 5) 24 port10/100/1000 with 1 fiber 1000 baseLX/ LH uplink - CISCO 2960	4							
8	Edge Switch (Type 6) 44 port10/100 with 1 fiber 1000 base LX/ LH uplink- CISCO 2960	3							
9	Edge Switch (Type 7) 20 port10/100/1000 with 4 fiber 1000 baseLX/ LH uplinks - CISCO 2960	1							
	Total	49							

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TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024



PB IV - Price Bid for Maintenance of Data Centre Equipments

Name of the Bidder										
Sl. No	Item Description	Qty	Unit	YEAR 1		YEAR 2		Amount (Excl. Tax) (Rs.)	GST @ 18% (Rs.)	Total Amount (Inc. Tax) (Rs.)
				Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)	Rate/Year (Rs.)	Amount (Excl. Tax) (Rs.)			
B. Maintenance Cost										
1	UPS 30kv	2	Nos.							-
2	Comfort AC	1	No.							-
3	Precision AC	2	Nos.							-
4	Fire Detection & suppression system	1	Set							-
Building Management System										
5	Rodent Repellant System	1	No							-
6	Water Leakage Detection System	1	No							-
Total										-

COCHIN PORT AUTHORITY

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TENDER NO: EDP/FIN/FMS/2024 DATED: 30.01.2024

PB V - Price Bid - Remuneration for the onsite support personnel



Name of the Bidder									
Sl. No	Item Description	Qty. (Nos.)	YEAR 1		YEAR 2		Amount (Excl. Tax) (Rs.)	GST @ 18% (Rs.)	Total Amount (Inc. Tax) (Rs.)
			Rate/Month (Rs.)	Amount (Excl. Tax) (Rs.)	Rate/Month (Rs.)	Amount (Excl. Tax) (Rs.)			
1	Facility Management Head	1							
2	Senior Service Engineer	1							
3	Service Engineer	4							
	Total								