

Clarification of prebid queries of the Tender for the work of “Maintenance for Facility management services for PC, Peripherals & Other IT Infrastructure of Cochin Port Authority”. Tender No.EDP/FIN/FMS/2024 Dated. 30.01.2024

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
1	3	NOTICE INVITING TENDER Clause 1	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.	Kindly consider and confirm the price escalation for the extension period as the OEM B2B prices and FMS Resource cost are increasing Year-on-Year.	No Change. Clause Remains as such.
2	4	NOTICE INVITING TENDER Clause 8. iv	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.	Assume CoPA shall take care about license/subscription renewal of these equipments/systems. Kindly confirm.	The licenses w.r.t Firewall and Switches (provided by CSP) coming under Schedule II will be taken care by CoPA.

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
3	17	Section – 4 SCOPE OF THE TENDER Clause 4.4	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.	i. How Many domain and users in the AD Current version?.How many locations? whether all users are under AD or need to add new users . li. Whether you want AD servers in a VM or software as service model ?	i. Only one domain is maintained for a single location. All users are under AD and new users are to be added, if required. li. The primary AD server is installed in CSP. The support in co-ordination with CSP has to be extended by the contractor for the deployment of secondary AD server in CoPA premises, if any in future.
4	67	SCHEDULE-II Sl.No. VII	VII) Servers in the Cloud	What type cloud Private or Public cloud Like vmware or Azure/Aws? Whether Vmware license is active ?	Servers are deployed in Government Community Cloud in dedicated Virtual machines. The licesing part of these VM's are not covered in this tender.

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
5	67	SCHEDULE-II Sl.No. VII	VII) Servers in the Cloud	What level of support is required in cloud L1 or L2 level?	Please refer first para of Clause 4.4. List of Items under first level supports are given in the Schedule II.
6	67 & 68	SCHEDULE-II Sl.No. VII	Servers, Video Conference Equipments & Other Items	Assume only skill support required for these devices and no Spare support required, Kindly confirm.	Please refer first para of Clause 4.4. List of Items under first level supports are given in the Schedule II, which are under warranty/AMC with other vendors.
7	19	4.6	Providing engineers for the above services.	Assume CoPA shall arrange the required HW & SW Infra (including laptops) for the FMS team for monitoring and management, kindly confirm.	Please refer 4.2.1 The Contractor has to provide HW/SW facilities for monitoring and maintaining the FMS calls.
8	24	5.8.3	The bidder should be a Cisco Premier Partner.	Request to change as Cisco Certified Engineers and Cisco product AMC Reference copy	No Change. Clause Remains as such.
9	13	4.2.1	If the software is installed onsite, then the Server/PC has to be installed and maintained by the contractor at his own cost	Request to provide the necessary systems for operate and maintain the helpdesk.	No Change. Clause Remains as such. The Server/PC has to be provided by the contractor.
10	50	6.29.2	Payment mode Monthly(Manpower cost) Arrears & Quarterly Arrears(Maintenance cost)	Request for Monthly/Quarterly Advance Payment	No Change. Clause Remains as such.

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
11	Nil	General query		Request to share the call data for the past 6 Months for the better cost analysis.	Summary of Calls (6 Months) PCs-1698 Calls, Printer-139, Laptops-20, UPS-109, Server-2, Scanners-5, Network Switches-8, Data Center Equipments-2. However, the summary of calls includes service, parts change and replacements.
12	Nil	General query		Procedure of Asset verification Including DC equipments before bidding.	The prospective bidders may visit the site seven days before the bid submission due date with prior approval from CoPA.

Sd/-
FA & CAO