

COCHIN SHIPYARD LIMITED

(A Government of India Enterprise)



Request for Proposal (RFP) For Annual Maintenance and Rate Contract for Data Communication and Computer Network at CSL Offices for a Period of Two Years

Enquiry No: CSL/ISD/MAINT/PROP&APPR/Network-AMC& RC/2025/5

PO Bag # 1653, Perumanoor P O

Kochi 682015

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Web: <https://cochinshipyard.in/>

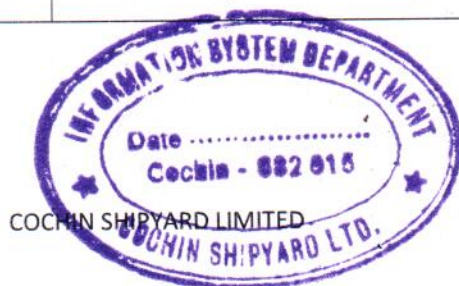
TENDER ENQUIRY NOTICE

CSL hereby invites sealed bids from qualified and experienced service providers for the **Annual Maintenance and Rate Contract for Data Communication and Computer Network at CSL Offices for a Period of Two Years**. The successful bidder will be responsible for providing comprehensive maintenance of the data communication and computer network at the CSL main campus and other CSL offices. This includes preventive and corrective maintenance of the LAN and all associated LAN equipment, as well as the provision of structured UTP and OFC cabling and terminations for LAN connectivity in various CSL shops and offices, in accordance with TIA/ISO standards and specific project requirements.

Bidders are strongly advised to study the tender document carefully before submitting their bids. The submission of bids shall be considered as an indication that the bidder has thoroughly examined the tender document, fully understands the requirements, and accepts all terms and conditions outlined herein.

No	Particular	Details
1	Tender Inviting Authority	Cochin Shipyard Limited (CSL)
2	Name of the Project	Annual Maintenance and Rate Contract for Data Communication and Computer Network at CSL Offices for a Period of Two Years
3	Tender Reference	CSL/ISD/MAINT/PROP&APPR/Network-AMC&RC/2025/5, Dated:15-Dec-2025
4	Place of Execution	Cochin Shipyard Campus – Kochi, ISRF W.Island, Kochi, METI Panampilly Nagar, Kochi
5	Earnest Money Deposit	INR 30,000/- (Rupees Thirty Thousands Only). Payment shall be made by submitting a Demand Draft (DD) from any Scheduled Bank, drawn in favour of Cochin Shipyard Limited and payable at Ernakulam.
6	Nature of bid process	Two bids Part I: Techno-Commercial Bid Part II: Price Bid
7	Bid Validity	90 Days from the date of opening of Price Bid
8	Last Date for seeking clarifications.	03-Jan-2026 03:00 PM
9	Last Date & Time for submission of Tender Form	05-Jan-2026 03:00 PM
10	Date & Time of opening Technical Bids (Part-I)	05-Jan-2026 03:30 PM
11	Date & Time of opening of Financial Bids (Part-II)	Will be intimated to the technically qualified bidders only
12	Email ID for communication	anvar.t@cochinshipyard.in raymonthomas@cochinshipyard.in
13	Address for submitting bids	Assistant General Manager (IT) Information Systems Department, 2nd Floor - Main Office Building, Cochin Shipyard Limited Perumanoor PO, Kerala, India, Pin: 682 015

For Cochin Shipyard Ltd.
Assistant General Manager



रेयमोन थॉमस / RAYMON THOMAS
सहायक महाप्रबंधक (सूचना प्रौद्योगिकी)
Page 2 of 45
Assistant General Manager (IT)
कोचीन शिपयार्ड लिमिटेड
Cochin Shipyard Ltd.
कोची / Kochi - 682 015

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1. INTRODUCTION

Cochin Shipyard Ltd. (CSL) was incorporated in the year 1972 as a fully owned Government of India company under The Ministry of Ports, Shipping and Waterways. In the last three decades, the company has emerged as a forerunner in ship building and ship repair industry. CSL has secured shipbuilding orders from internationally renowned companies from Europe & Middle East and has constructed the country's first indigenous Air Defence Ship. The key shipbuilding clients on the domestic front include the Indian Navy, the Indian Coast Guard and the Shipping Corporation of India Limited. Cochin Shipyard is the first Greenfield and presently the most modern shipbuilding and ship repair yard in India. The manpower strength on the permanent rolls of the company is approximately 2000. CSL is situated adjacent to the port of Cochin in the West Coast of India.

In addition to its core shipbuilding and repair capabilities, CSL upholds high standards in information security management, being certified with ISO/IEC 27001:2022. This reflects CSL's commitment to safeguarding its IT infrastructure and ensuring resilient, secure, and efficient operations.

CSL is seeking qualified and experienced bidders to submit proposals for an **Annual Maintenance and Rate Contract for Data Communication and Computer Network at CSL Offices for a Period of Two Years**. As a critical part of our business operations, the Computer network infrastructure requires consistent and reliable maintenance to ensure optimal performance, minimize downtime, and support ongoing business continuity. This AMC shall include both preventive and corrective maintenance services, covering the annual maintenance of LAN equipment such as OFC and UTP cabling, network switches, and other wired or wireless network devices. Bidders with proven expertise in LAN systems and computer network management are invited to submit comprehensive proposals that ensure long-term stability, security, and efficiency of the organization's IT infrastructure.

2. INSTRUCTIONS TO THE BIDDERS

2.1. General Instruction to Bidders

- a. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b. All the information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by CSL on the basis of this RFP.
- c. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of CSL. Any notification of preferred Bidder status by CSL shall not give rise to any enforceable rights to the Bidder. CSL may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of CSL.
- d. This RFP supersedes and replaces any previous public documentation & communications, and Bidders shall place no reliance on such communications.
- e. Bidder should quote for all the items. Partial quote will be rejected.

Confidentiality

- a. Bidder and its personnel will
 - i. keep confidential the terms of the agreement and all non-public and proprietary CSL information, and will only use such information to provide products and services under the agreement, and will not disclose such information except to the extent required by law

- after giving reasonable notice to CSL, if permitted by law; and
- ii. not use in providing products or services or disclose to CSL any materials or documents of another party considered confidential or proprietary unless it has obtained written authorization from that party and CSL
- b. This request for proposal and all materials submitted by CSL for this purpose, must be considered confidential, and may not be distributed or used for any purpose other than the preparation of a response for submission to CSL.
 - c. The Bid documents shall remain the exclusive property of the CSL without any right to the Bidder to use them for any purpose other than the preparation of a response for submission to CSL. Non-Disclosure Agreement (NDA) as per **Annexure 6** shall be signed by the successful bidder.
 - d. Disclosure of any part of the information contained herein to parties not directly involved in providing the requested services/products could result in disqualification and/or legal action. When submitting confidential material to CSL, the bidder must clearly mark it as confidential.

Liquidated Damage

In case of delay in providing deliverables as per the payment milestones beyond the stipulated delivery period, bidder is to pay Liquidated Damages (and not by way of penalty) amounting to ½% (half percent) per week or part thereof, subject to a maximum of 10% of the due amount for the respective payment stages. However, the applicability of LD is without prejudice to CSL's right to terminate the contract for delayed delivery or for other actions as per the Termination of Contract clause mentioned in the RFP.

Indemnity

The Bidder shall indemnify the Purchaser against all third-party claims related to the infringement of patents, trademarks, copyrights, or industrial design rights arising from the use of the supplied software, hardware, manpower, and related services, or any part thereof. The Purchaser shall also be indemnified from any claims made by the Bidder's manpower in relation to the discharge of their duties in fulfilling the purchase order. Furthermore, the Purchaser shall be indemnified against any compensation claims arising from accidental loss of life or injury sustained by the Bidder's manpower while performing their duties related to the fulfilment of the purchase order.

Risk Purchase

If the bidder fails to supply the items ordered in good quality as per contract specification and fails to deliver within the delivery date or violate any of the terms and conditions of the purchase order, CSL shall have the following rights.

- a. To cancel the order partially or fully with 15 days' notice and to forfeit the security deposit, if any.
- b. To impose tender holiday for the bidder for an appropriate period as decided by CSL
- c. To initiate alternate procurement action at the risk and cost of the bidder. This Risk Purchase clause is applicable only in the case of total order/ contract value (excluding taxes and duties) is Rs.20 lakhs and above (or equivalent foreign currency). Cases of value less than 20 lakhs will be addressed by serving appropriate caution/ warning notice to the firm.

Termination of Contract

- a. This Service order may be terminated upon the occurrence of any of the following events
 - i. By agreement in writing of the parties hereto;
 - ii. By the non-defaulting party, upon default by the other party, of any clause of this contract,

if not remedied within thirty (30) days, or such longer time as may be agreed upon by the parties, after receipt of notice thereof in writing from the non-defaulting party;

iii. By the other party, upon either parties;

- Making the assignment for the benefit of creditors, being adjudged bankrupt or becoming insolvent; or
- Having a reasonable petition filed seeking its" dissolution or liquidation, not stayed or dismissed within sixty (60) days; or
- Ceasing to do business for any reason.

iv. In cases where maximum limit of LD is reached and still the items are not delivered.

v. For fraud and corruption or other unacceptable practices.

b. Upon expiry or termination of this Contract, neither party shall be discharged from any antecedent obligations or liabilities to the other party under this Contract unless otherwise agreed in writing.

c. CSL may by notice in writing to bidder terminate the order after issuing due notice i.e. 15 days' notice period. CSL shall be entitled to compensation for the loss limited to the order value.

d. Liability maximum that can be claimed by the bidder shall be limited to what is due to be and has been paid by CSL for the material delivered/work done as per the payment milestones.

Force Majeure

Should failure in performance of the contract or part thereof arise from war insurrection, restraint imposed by Government, Act of Legislature or other Statutory Authority or illegal strike, riot, legal lock-out, flood, fire, explosion, act of God or any inevitable or unforeseen event beyond human control which may be construed as reasonable ground for an extension of time, CSL may allow such additional time as is mutually agreed, to be justified by the circumstances of the case. The occurrence / cessation of force majeure situation is to be informed with documentary evidence within 15 days from the date of occurrence /cessation.

Black Listing

In case the bidder fails to execute the contract properly as per the terms and conditions of the contract, CSL reserves the right to procure the service otherwise as considered appropriate, in which case any loss to CSL on account of this will be recovered from the bidder. In case of noncompliance of the Purchase /work order conditions, CSL also reserves the right to attach / forfeit the EMD / security deposit/PBG in this connection. Also, the firm will be black listed for one year from the date of black listing.

Jurisdiction /Arbitration clause

All disputes or differences arising under, out of or in connection with the contract shall be subject to the exclusive jurisdiction of the Courts in Ernakulam, Kerala, India.

Grievance Redressal Committee

Cochin Shipyard has constituted a grievance committee as an alternate mechanism for redressal of grievances in all contracts for purchase of goods and services, where the value is above Rs 100 Lakhs. The parties to this contract can approach this committee in case they are unable to settle their disputes through discussions with concerned department of Cochin Shipyard overseeing the contract.

Public Grievance Cell

- a. A Grievance Cell has been constituted as an alternate mechanism for redressal of grievances in all contracts entered for purchase of goods and services, with limits set from time to time by the company.
- b. For grievance in contracts below the limit, the parties to the contract can approach this cell in case they are unable to settle their disputes through discussions with concerned department of Cochin Shipyard overseeing the contract. Procedure for this is mentioned in company web site (<https://cochinshipyard.in/grievance-cell>).
- c. For grievance in contracts above the limit mentioned above, a standing Grievance committee is constituted. Details of the authority to which such grievances are to be addressed for redressal are mentioned in the CSL purchase orders.

Conflict of Interest

CSL requires that bidder must provide professional, objective, and impartial advice and at all times hold the interest's paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration during the scope of work as mentioned in this RFP. In case the bidders have any subsisting interest, either by themselves or through their partners, that is likely to conflict the work specified in the Scope of Work, CSL reserves the right to accept or reject such bids.

Participation by a bidding firm or any of its affiliates that are either involved in the consultancy contract to which this procurement is linked; or if they are part of more than one bid in the procurement; or if the bidding firm or their personnel have relationships or financial or business transactions with any official of Procuring Entity who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) bidder from the Procuring Entity with an intent to gain unfair advantage in the procurement process or for personal gain is not permitted.

Fraud and Corruption

CSL requires that bidder selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract.

- a. In pursuance of this policy, CSL:
 - Defines, for the purposes of this provision, the terms set forth as follows:
 - “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of CSL or any personnel of Bidder(s) in contract execution.
 - “Fraudulent practice” means mis-presentation of facts, in order to Influence a procurement process or the execution of a contract, to CSL, and includes collusive practice among Bidders (prior to or after tender submission) designed to establish bids at artificially high or non-competitive levels and to deprive CSL of the benefits of free and open competition
 - “Unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work
 - “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- b. CSL will reject a proposal for award, if it determines that the bidder recommended for award engaged in corrupt, fraudulent or unfair trade practices.
- c. CSL will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding the contract or terminate the awarded contract, if it at any time determines that the firm has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

2.2. Compliant Proposals / Completeness of Response

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the proposal may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP

2.3. Right to Terminate the Process

- a. CSL may terminate the RFP process at any time and without assigning any reason. CSL makes no commitments, express or imply that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by the CSL. The Bidder's participation in this process may result CSL selecting the Bidder to engage towards execution of the subsequent contract.

2.4. Earnest Money Deposit (EMD)

- a. Rs INR 30,000/- (Rupees Thirty Thousand Only) to be submitted through Demand Draft. Copy of EMD shall be submitted along with Part I Techno-Commercial Bid and EMD shall be delivered to Tender inviting authority.
- b. The EMD amounts of unsuccessful bidders will be returned after finalization of the order. EMD amount of successful bidder will be released after submission of PBG (**Annexure 5**).
- c. Firms having valid SSI/NSIC/MSME registration are exempted from payment of EMD. All such firms shall invariably enclose copy of valid SSI/NSIC/MSME registration certificate to claim EMD exemption.

Forfeiture of Earnest Money Deposit

The EMD shall be forfeited by bidder in the following events.

- a. If Bid is withdrawn during the validity period of any extension thereof duly agreed by the Bidder.
- b. If Bid is varied or modified in a manner not acceptable to CSL during the validity period or any extension of the validity duly agreed by the Bidder.
- c. If it is established that bidder has submitted forged documents / certificates / information towards fulfilment of any of the tender / contract conditions.

2.5. Preparation and submission of Proposal

- a. The tender shall be filled by the bidder in English language only.
- b. The filled-up Techno Commercial Bid along with un-priced bid as per the Price Bid format mentioned in Annexure 4 shall be submitted along with all the supporting documents and documentary proofs mentioned in the Techno Commercial Bid and incomplete details on the above will be treated as non-responsive offer and the tender is liable for rejection.
- c. The filled-up Price Bid shall be submitted separately as price bid, and incomplete details will be treated as non- responsive offer and the bid is liable for rejection.
- d. The rate shall be indicated in Indian Rupees clearly in figures and words, with taxes applicable separately. The rate quoted shall be firm and shall not be subjected to any variation clauses and conditions.

- e. In case of any discrepancy between the amount mentioned in figures and in words, the amount in words shall prevail.
- f. The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by CSL to facilitate the evaluation process, and all such activities related to the bid process.
- g. CSL will not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- h. Bidders shall submit their responses manually as per the formats given in this RFP in the following manner:

Envelope #	Marked As	Content of Envelope
Envelope1 (PART – I)	Labeled as “ PART I – Techno Commercial Offer for Annual Maintenance and Rate Contract for Data Communication and Computer Network at CSL Offices for a Period of Two Years. ”	Response to pre-qualification criterion. One Original Hard Copy of the Pre-qualification Proposal prepared as per Annexure 1, Annexure 2 , Annexure 3 & Annexure 11. The bidders have to submit the bid documents signed and sealed in all pages.
Envelope2 (PART – II)	Labeled as “ PART II – Price bid For Annual Maintenance and Rate Contract for Data Communication and Computer Network at CSL Offices for a Period of Two Years. ”	Response to price bid qualification. One Hard Copy of the Price Bid as per the format mentioned in the Annexure 4.
Envelope3	Bidders have to submit the EMD in a separate sealed envelope labeled as “ EMD For Annual Maintenance and Rate Contract for Data Communication and Computer Network at CSL Offices for a Period of Two Years ”.	Original Demand Draft (Bidders availing EMD exemption are not required to submit Envelope 3.)
Envelope4	Labeled as “ Annual Maintenance and Rate Contract for Data Communication and Computer Network at CSL Offices for a Period of Two Years. “.	Both the sealed bids (PART- I (Envelope 1), PART- II (Envelope 2)) & EMD (Envelope 3) should be enclosed in another sealed Envelope (Envelope 4) addressed to Assistant General Manager (IT) so as to reach on or before last date and time of receipt of tender specified, Envelope shall indicate clearly the name, address, telephone number, E-mail ID and fax number of the Bidder.

Documents to be submitted by the successful bidder (L1) only.	Annexure 5 - Bank Guarantee Annexure 6 - Non-Disclosure Agreement Annexure 7 - Resident Engineer CV Format Annexure 8 - Escalation Matrix
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- i. Offers furnished should be free from overwriting, corrections and additions. Corrections if any must be attested.
- j. Validity of Offers: - Offer submitted by the bidder should be valid for a minimum period of 90 days from the date of opening of price bid.
- k. Any corrections in the bid document should be authenticated by the bidder by putting signature with stamp.

2.6. Due Date and Time

The tender has to be submitted in physical form at the address before due date and time as mentioned in the Tender invitation notice. The tender submitted after due date and time shall be summarily rejected. Bids received after bid date and time shall be termed as late bids and may not be considered for bid opening.

2.7. Evaluation Process

To conclude the tender, the evaluation of the offers will be done by competent authority within CSL. First, the Part I, i.e. the techno-commercial bid of bidders will be evaluated for the technical suitability and the price bids of only those bidders who qualify in the Part I evaluation will be considered for price bid opening and evaluation.

- The price quoted by the bidder should be final and no escalation shall be permitted during the contract period except for statutory levies enhanced or introduced subsequent to the date of submission of the price bid duly supported by documentary evidence. The lowest price bid among the price bids submitted by the technically qualified bidders will be considered as the L1 bid provided all the tender terms and conditions are met by the lowest bidder.
- Techno Commercial Evaluation Criteria – For successfully qualifying in the techno commercial evaluation, the bidder should conform to all the terms and conditions described in this document.

2.8. Vendors on Tender Holiday / Blacklisted Vendors

In case violation of declaration submitted as part of Annexure 3 is detected at any stage of tender process and during currency of contract, the order will be terminated/cancelled and EMD/SD shall be forfeited and appropriate action will be taken in accordance with the vendor policy of CSL

2.9. Security Deposit / Performance Bank Guarantee

The successful bidder is required to submit a security deposit equal to 3% of the total order value of PART A (Charges for AMC of the LAN), excluding taxes, in the form of a bank guarantee, in accordance with the CSL format provided in Annexure 5. For overseas bidders, the bank guarantee must be issued by an international bank listed on the approved list available on the CSL website. For Indian bidders, it must be issued by a Scheduled Indian Bank. This deposit ensures satisfactory performance of the contract and compliance with the agreed terms. The bank guarantee must remain valid for the offer's validity period as specified in the tender, plus an additional 90 days.

The security deposit will be refunded to the successful bidder, without interest, upon satisfactory fulfilment of all contractual obligations.

2.10. Release of Work Order

After the execution of the agreements specified in the Tender Document and after receipt of the performance bank guarantee remittance, CSL will release the formal Work Order/contract to the Successful Bidder. The successful bidder should take all care to accept the contract by signing the contract within seven days after intimation. The successful bidder should return a copy of the contract duly signed and sealed with his official office seal. If the successful bidder fails to accept the work order within this time without showing sufficient justifiable reasons, the work order will be cancelled by CSL and CSL will be proceeding with other options including considering the remaining bids of the tender.

2.11. Execution of Work Order

The Successful Bidder shall nominate and intimate CSL, a Resident Engineer specifically to handle the AMC& Rate contract from CSL and ensure that he is fully familiarizes with the terms and conditions of the tender, scope of work, Work Order and the guidelines, and is responsible to effectively execute the contract/work Order complying all the terms and conditions.

2.12. JV/ Consortium

The RFP does not allow JV/ Consortium to respond. The Bidder can only bid as a Single Bidder.

3. PRE-QUALIFICATION CRITERIA

The bidder's qualifications will be determined based on technical capabilities, financial standing, experience, and other criteria as outlined in the pre-qualification requirements. This evaluation will be based on the documentary evidence submitted by the bidder, along with any additional information that CSL may deem necessary or appropriate. Bidders are encouraged to carefully review the requirements and prequalification criteria and submit their bids only if they fully meet or comply with them. The bidder must submit their profile, as outlined in Annexure 1, along with the Pre-Qualification Criteria provided in Annexure 3.

Parameter	Qualifying Criteria	Proof to be provided
Incorporation and Registration in India	The bidder must be a company registered in India under the Indian Companies Act, 1956 or 2013, or be a Limited Liability Partnership (LLP) or Partnership firm, and must have been in existence for at least five (5) years as of the date of submission of the RFP.	The Bidder must submit the valid copy of following: a. Certificate of Incorporation/ relevant certificate b. PAN Card c. GST Registration
Average Annual Turnover	The Bidder shall have an average annual turnover of minimum INR 20 lakhs over the last three (3) Financial Years i.e., for FY 2022-23, 2023-24 & 2024-25.	A copy of CA Certificate is to be submitted along with technical Bid
Positive Net Worth	The Bidder shall have positive average net worth on last three Financial Years i.e., for FY. 2022-23, 2023-24 & 2024-25	A copy of CA Certificate is to be submitted along with technical bid

Parameter	Qualifying Criteria	Proof to be provided
Project Execution Experience	<p>The bidder must have minimum five years' experience in the field of UTP/OFC networking including cabling, LIU fixing, OFC splicing and terminations, UTP cable termination, crimping, patch panel wiring, etc.</p> <p>The bidder should have successfully completed minimum two projects either in network support / AMC or in new network setup, each of value not less than four lakhs in the last five year from the date of publishing of this tender enquiry.</p>	<p>Work Orders and Completion Certificate as per the format mentioned in Annexure 2</p> <p>(Purchase orders with only supply of network related materials will not be considered.)</p>
Not Blacklisted Company	The bidder should not be banned or black listed in any of the central Government / central PSUs / for the breach of any business contract for the Supply or Services. Should not be involved in business malpractices, such as evasion of Income Tax, GST etc.	The bidder must submit a self-declaration form on their letterhead as per the format mentioned in Annexure 11 along with the Technical Bid.
Local Office/Support	The bidder must have a local office or support centre in Ernakulam, staffed with an adequate number of qualified technicians, service engineers, and support personnel. Skilled service engineers should be available to attend to complaints within 4 hours, when required, depending on the criticality and complexity of the issue	Attach self-attested copy of the address proof supporting with telephone bill / IT Return copy / Electricity Bill / Office Rent agreement and Declaration of full-time Technicians / Engineers Employed in the Organization should be submitted along with the Technical bid.
EMD of INR 30,000/- (Rupees Thirty Thousand Only).	The bidder shall submit an original Demand Draft to CSL	Original Demand Draft

3.1 MSEs, Start-ups and Make in India

Local Suppliers (Make in India), MSME firms and Start-ups will be eligible for various relaxations in pre-qualification criteria and other Benefits as per the orders promulgated by Government of India.

- a. For Start-ups (MSEs or otherwise), the turnover and prior work experience expressed in monetary terms, are relaxed to 50% of the prescribed limit above.

- b. Start-up Registration certificate as defined under notification of DIPP GSR 501(E) dated 23May2017 shall be submitted along with offer for availing the above relaxations.
- c. Firms having valid EM Part II, Udyog Aadhaar, SSI, NSIC, or MSME registration are exempted from payment of EMD. All such firms shall invariably enclose copy of valid SSI/NSIC/MSME registration certificate to claim EMD exemption.
- d. Public Procurement Policy for Micro and Small Enterprises (MSEs) is/shall be applicable.

4. TECHNICAL QUALIFICATION CRITERIA

- a. The bidder must have **minimum five years' experience** in the field of UTP/OFC networking including cabling, LIU fixing, OFC splicing and terminations, UTP cable termination, crimping, patch panel wiring, etc.
- b. The bidder should have **successfully completed minimum two projects** either in network support / AMC or in new network setup, each of **value not less than four lakhs in the last five year** from the date of publishing of this tender enquiry.
- c. At least one Resident Engineer, dedicated to AMC, should be provided.

Qualification of Resident Engineer for AMC:

- Degree/ Diploma /ITI in Network / Computer Science/Information Technology /Electronics
- Minimum three years' experience in network related support or jobs like UTP cabling, Fibre cabling, UTP Termination, Network issues trouble shooting, Network Switch installation and other network related works.
- Good communication skill
- d. Bidder must have at least 5 technically qualified resources in the field of networking/security/system on their payroll.

5. SCOPE OF WORK

This scope of work includes Annual Maintenance and Rate Contract for Data Communication and Computer Network at CSL Offices for a Period of Two Years.

PART A: Annual Maintenance Contract.

- Comprehensive maintenance of Data Communication & Computer Network in CSL main campus and other CSL offices- ISRF W.Island, METI Panampilly Nagar which includes preventive and remedial maintenance of the LAN. It also includes prompt replacement of faulty components as and when required to upkeep the network round the clock minimizing the downtime.
- Quarterly Preventive Maintenance of all of the equipment listed in Annexure 10 - Details of Network components.
- All the devices/components mentioned in Annexure 10 should be functional 24x7x365 days and the bidder would be responsible for the same.

PART B: Rate Contract.

- Providing Structured UTP and OFC cabling and terminations as per TIA/ISO standards for LAN connectivity in various Shops & Offices of CSL as per requirements (materials will be supplied by CSL unless otherwise specified).

6. TECHNICAL & FUNCTIONAL REQUIREMENTS

PART A: Annual Maintenance Contract

SI No.	Requirement
1	The contract shall be valid for two (2) years , and all work shall be carried out in accordance with the prevailing conditions at CSL.
2	The bidder shall provide comprehensive on-site maintenance , including both parts and labour , for the entire duration of the contract.
3	The bidder shall be responsible for troubleshooting and resolving all complaints in the existing LAN.
4	The bidder shall maintain an adequate stock of spare devices and tools , as specified in Annexure-9 , at the Information Systems Department to meet emergency requirements .
5	The AMC charges shall cover both components and labour charges . Damages to all components including UTP & Fibre cables (especially due to rat bites) should be covered under the AMC.
6	The bidder shall ensure that all replacements provided are new or equivalent to new in performance for the equipment covered under the agreement. Replacements shall be accepted only after approval from the concerned officer or supervisor.
7	Reported faults shall be attended within 1–2 hours and rectified within 8 hours of reporting, or earlier depending on service urgency. Regular preventive maintenance shall be carried out quarterly during working days.
8	In case of emergencies, CSL reserves the right to arrange the work internally or through external agencies. The bidder shall not raise any claim for such arrangements. Any expenditure incurred may be recovered from the AMC charges for the period, if applicable.
9	The bidder shall not subcontract, outsource, or engage any third party to perform any work or services under this Agreement, except for the bidder's authorized personnel, without prior written approval from Cochin Shipyard Ltd.
10	If replacement of switches or other network components is required, the bidder shall provide replacements or standby units on the same day to ensure uninterrupted network services.

11	The key network components are listed in Annexure 10 . For all items specified in Annexure 10, as well as any other components covered under a lifetime or replacement warranty, the bidder shall ensure an immediate standby arrangement to maintain continuous LAN connectivity.
12	The Local Area Network (LAN) shall be available 24x7 to ensure uninterrupted connectivity for software applications and all data transfer requirements.
13	<p>The bidder shall allocate a minimum of one resident network service engineer for the AMC at CSL. All expenses related to travel, communication, food, accommodation, and other incidental costs for the service engineer shall be borne by the bidder. The bidder must provide the details of both the primary AMC engineer and a standby engineer at the commencement of the contract.</p> <p>Only competent service engineers with the qualifications and experience specified in the tender conditions shall be assigned. The bidder shall submit the detailed resume of each engineer for verification and approval by CSL. Only engineers approved by CSL may be deputed.</p> <p>The same service engineer should be deputed throughout the contract to ensure continuity of operations and problem resolution. Engineers must maintain proper discipline and code of conduct. Any change in resident service engineers requires prior written approval from CSL.</p> <p>The bidder shall ensure that the outgoing service engineer provides proper knowledge transfer (KT) to any newly assigned engineer to maintain continuity of operations.</p>
14	The person deputed to perform the rate contract work shall be technically competent and capable of completing the work in all aspects.

15	<p>The service engineers shall report to the Information Systems Department (ISD) and sign the attendance register at 08:00 Hrs, remaining available until 16:20 Hrs on all CSL working days.</p> <p>They shall be responsible for attending complaints from all departments, sections, and office locations. As CSL users may work in different shifts, service engineers shall be available to attend other shifts when required, with prior intimation.</p> <p>Service engineers shall be responsible for all network-related issues, including work after office hours or during emergencies, as necessary.</p> <p>CSL reserves the right to send back any service engineer whose performance is unsatisfactory and will notify the bidder for replacement. The bidder shall arrange a competent replacement promptly and ensure proper knowledge transfer (KT) to maintain continuity of operations.</p>
16	<p>Maintaining a minimum of one service engineer at CSL premises is mandatory. A penalty shall be applicable in the event of absence of service engineers.</p> <p>Service engineers shall be deployed from the approved list of qualified personnel previously submitted by the bidder.</p> <p>Only service engineers who are covered under ESI, EPF, Accident Insurance, and other statutory obligations shall be permitted to enter CSL premises for carrying out AMC-related work.</p> <p>The bidder shall submit details of ESI and EPF remittances to CSL for verification.</p>
17	<p>The bidder shall provide preventive maintenance at least once every three months for the items listed in Annexure 10, as well as any new items installed during the contract period. Maintenance shall include cleaning of network racks, OFC components, and network switches, and provision of rat, ant, and insecticide protection as necessary, ensuring that racks are properly sealed. A report of preventive maintenance activities shall be submitted to CSL each quarter.</p>

18	<p>No advance payments shall be made during the contract period. Payments will be made on a quarterly basis based on satisfactory services rendered during the period.</p> <p>The bidder shall submit the service report along with correct GST invoices for the services, including preventive maintenance and work completion reports, on a quarterly basis. The following documents must be submitted each quarter for payment processing:</p> <ol style="list-style-type: none"> 1. Service report of preventive maintenance 2. Invoice for the quarter 3. Incident report based on requests in the ITSM tool.
19	The bidder shall perform any type of network maintenance work as required by CSL, including tasks not specifically mentioned in the work order.
20	The bidder shall provide the service engineers with all necessary personal protective equipment (PPE) at the bidder's cost. The bidder shall ensure that the service engineers strictly adhere to CSL safety rules and regulations and properly use the PPE as required for safe working at CSL premises.
21	The bidder is expected to be fully aware of the nature and scope of the work to be undertaken. If required, the bidder shall be allowed to inspect the site, understand the existing conditions, and obtain any necessary clarifications regarding the work.
22	The bidder shall ensure that all route markers placed within the CSL campus and other CSL offices are clearly visible and undamaged. Any damaged markers shall be replaced promptly by the bidder.
23	The bidder shall arrange for transporting items and workmen to and from the CSL campus, between worksites within the campus, and between CSL offices at their own cost, while complying with all CSL rules and regulations.

PART B: Rate Contract

SI No.	Requirement
1	UTP and OFC cabling for additional LAN connectivity or modifications, as required from time to time at various CSL offices and shops due to modernization, rearrangements, or facility upgrades, are covered under this contract. The specified work shall be carried out at any CSL office as required, with materials supplied by CSL unless otherwise specified.

2	All components used shall comply with Telecommunication Industry Association (TIA) and ISO standards.
3	The rate contract covers the works specified in Part B of Annexure 4, and the rates shall remain firm throughout the contract period. Payment will be made based on the actual quantity of work performed at the agreed rates.
4	The work shall be assigned based on requests received from various sections and offices. The resident engineer shall visit the site, prepare an estimate for the work—including required diagrams—and have it verified by the CSL supervisor or officer. Based on this verification, the work assignment shall be issued to the bidder. The assigned work must be completed within the specified time period.
5	In emergency situations, CSL management reserves the right to arrange the work internally or through external agencies, and the bidder shall not raise any claim in this regard
6	Supply items shall normally be procured directly by CSL. If the bidder is required to arrange any materials, they must do so promptly upon specific request. Details of such items are provided in the Material Supply Section of Annexure 4, Part C.
7	<p>All work shall be carried out as per the directions and under the supervision of the Officer, Engineer, or Supervisor in charge. Cabling materials, connectors, and accessories used shall be of the make or brand suggested by CSL, and all work shall reflect first-class quality and workmanship.</p> <p>Pipes and other cabling materials brought for the work shall be entered at the South Gate as consumables. All items must be accompanied by relevant procurement documents, such as delivery challans or original invoices. The concerned Officer, Engineer, or Supervisor shall inspect and approve all materials before use.</p> <p>The work shall be carried out without disrupting the normal functioning of offices or shops. If disruption is unavoidable, prior intimation must be given to the concerned Officer, Engineer, or Supervisor for approval of downtime for the specified duration.</p>
8	The bidder is expected to be fully aware of the nature and scope of the work to be undertaken. If required, they shall be permitted to inspect the site, understand the current setup, and obtain any necessary clarifications regarding the work.
9	For drilling and penetration works related to cabling, electric power shall be made available to the bidder from the nearest CSL outlet at no cost. The bidder shall make their own arrangements to tap and extend the power to the work site.

10	The bidder shall clean the work area, removing all residues and unwanted materials upon completion of the work. The site shall be inspected and verified by CSL personnel before recommending payment.
11	The bidder shall be responsible for the safe custody of all materials issued to them, as well as materials and tools brought in for the work. All tools and materials brought onto the premises shall be entered at the CSL South Gate. Declaration forms issued and endorsed by the CISF at the gates must be produced to obtain a material out pass when removing any such items.
12	The bidder shall guarantee all new installations for a minimum period of six months after completion of the specific work in an area, regardless of the contract expiry date. Any defects identified during this period shall be rectified by the bidder at their own expense. The AMC shall cover all new installations, including components, and any work carried out by the bidder.
13	The bidder shall comply with all applicable labour regulations and enactments as relevant to the bidder and their workmen, including any amendments made from time to time, without imposing any responsibility or liability on the company.
14	CSL reserves the right to make alterations, additions, or substitutions to the existing specifications if deemed necessary during the progress of the work. The bidder shall carry out the work in accordance with such altered specifications.
15	<p>No advance payments shall be made during the contract period. Payments shall be made on a quarterly basis based on satisfactory services rendered. The bidder shall submit their job completion reports, invoices for services and materials (if any) on a quarterly basis. The following documents must be submitted each quarter for payment processing:</p> <ol style="list-style-type: none"> 1. Job completion report for each task, including the corresponding ITSM tool ticket number 2. Invoice for successfully completed work 3. Invoice for materials supplied, if any 4. Test reports (Fluke Meter, OTDR) 5. Detailed connection diagram/drawing 6. Consolidated list of jobs completed each quarter.
16	For all new OFC laying jobs, the bidder shall ensure that sufficient route markers are placed.

7. CONTRACT TERMS AND CONDITION

The specific terms and conditions to be observed for the contract are as follows:-

1	<p>Delivery Period</p> <p>The AMC and Rate Contract for Data Communication & Computer systems shall remain valid for two (2) years from the date of acceptance of the work order. CSL reserves the right to extend the contract for an additional one (1) year on the same terms and conditions, subject to mutual agreement, if deemed necessary upon completion of the initial contract period.</p>
2	<p>Termination of the Contract</p> <p>If the work is not completed within the stipulated time, CSL reserves the right to terminate the contract and complete the work through alternative sources at the risk, responsibility, and cost of the bidder. CSL will notify the bidder in case of poor performance or inadequate project progress. If corrective measures are not taken within 15 days of such notice, CSL may terminate the contract in whole or in part and complete the work through another agency, recovering any extra costs from the bidder through the security deposit, performance bank guarantee, pending invoices, or legal means.</p> <p>CSL also reserves the right to terminate the contract immediately in case of illegal acts, security breaches by the bidder or their personnel, or in the event of the bidder's bankruptcy.</p>
3	<p>Payment Terms</p> <p>The bidder must clearly mention their PAN and GST numbers on all invoices. CSL shall not be responsible for any payment delays arising from incorrect or incomplete invoices. Payments will be made only via NEFT/RTGS, and the bidder must provide all necessary banking details to the Finance Department.</p> <p>PART A: The AMC charges shall be paid quarterly on satisfactory completion of the service considering the aspects like penalty and service levels.</p> <p>PART B: The payment as per rate contract shall be made on a quarterly basis for the actual measured quantity of work along with actual quantity of work carried out, completed (as per the Work Orders issued) with test certificates/reports, drawings, terminations diagrams and summary statement as applicable for the respective three months against the bills/invoices submitted. The bidder should submit the quarterly invoices for the AMC charges and Rate Contract at the same time.</p>

4	<p>Practice of Safety Methods</p> <p>The bidder shall comply with all CSL safety rules and ensure that work is carried out with proper precautions. The bidder's supervisor shall ensure that workmen use appropriate Personal Protective Equipment (PPE) such as safety shoes, helmets, belts, and ladders, especially when working at heights. Power shutdowns or permits must be obtained before working near live power lines. The bidder is solely responsible for enforcing and maintaining all safety measures for his personnel.</p>
5	<p>Security of Cochin Shipyard</p> <p>The bidder and his workmen shall follow all CSL security rules and guidelines. Before starting the work, the bidder shall submit the names and addresses of the bidder's supervisor and workers and obtain the required entry passes. All personnel must maintain discipline and confidentiality. The same workmen shall be engaged for the entire contract period unless a change is unavoidable</p>
6	<p>Maintain Safe Environment</p> <p>Upon completion of the work, the bidder shall ensure that the entire work area is properly cleared and restored. The bidder shall not leave behind any occupational health, safety, or environmental risks, liabilities, or hazards arising from their activities at the worksite. All waste, materials, and equipment used during the execution of the work must be removed or disposed of in a safe and compliant manner, ensuring that no residual impact is imposed on CSL.</p>
7	<p>Risk Purchase</p> <p>If the successful bidder, after accepting the work order, fails to provide the services within the stipulated delivery period or violates any terms and conditions of the work order, CSL shall have the right to:</p> <ul style="list-style-type: none"> a) Terminate the contract with 15 days' notice and forfeit the security deposit. b) Initiate alternate procurement of the services at the risk and cost of the bidder.

8. PENALTY CLAUSES FOR DOWNTIME AND FAILURE FOR SERVICE

8.1. Response and Resolution Time, and Downtime Penalty

- The bidder shall be responsible for attending to all service calls immediately upon receipt and must ensure that any reported issue is fully resolved within a maximum period of eight (8) hours.
- In the event that the network, or any section of the network, remains non-functional for more than 8 hours, a downtime charge shall be applied.
- This charge will be deducted from the payments due under the Annual Maintenance Contract (AMC), and shall be calculated based on the criteria specified in the subsequent clauses, for each day within the respective quarter.

- The total downtime penalty that may be imposed within any given quarter shall be capped at a maximum of twenty percent (20%) of the total AMC charges for that quarter.

8.2. The downtime charges applicable for each day shall be computed based on the number of nodes that are not functioning as required within the specified section. For this purpose, every node that is down, affected, disconnected, or otherwise impacted in a manner that disrupts normal service delivery will be counted. The daily downtime charge shall therefore be calculated as:

- Downtime Charges per Day = Rs. 100 × (Total Number of Impacted Nodes in the Section).

This means that for every node identified as non-operational or impaired during the downtime period, an amount of Rs. 100 per day will be levied

8.3. Penalty for Absence of Service Engineers at CSL Premises.

- A penalty shall be imposed in the event that the designated Service Engineers are absent from the CSL premises during the required working hours. The applicable penalties are as follows:
- **Full-day absence:**
A penalty of Rs. 800 per day shall be levied for each full day during which a Service Engineer is absent.
- **Half-day absence:**
A penalty of Rs. 400 per half day shall be levied for each half day of absence by a Service Engineer.
- These penalties will be applied for each instance of non-availability, and may be deducted from the successful bidder's payments or security deposit as per the terms of the agreement.

8.4. All incident or fault tickets created in the ITSM tool, along with their resolutions, must be clearly documented in the Incident/Issue Register maintained by the service engineer.

9. LIST OF ANNEXURES

Annexure 1 - Bidder's Profile

1	Name of the Bidder			
2	Address of the Bidder			
3	Status of the Company (Public / Pvt Ltd)			
4	Details of Incorporation of the Company	Date:		
		Reference:		
5	Details of Commencement Business	Date:		
		Reference:		
6	GSTIN			
7	Permanent Account Number			
8	Name and Designation of the Contact person to whom all references regarding this tender shall be made			
9	Telephone Number with STD Code			
10	E-Mail of the contact person			
11	Fax No:			
12	Web Site			
13	Financial Details (As per Audited Balance sheets)			
Year		2022-23	2023-24	2024-25
14	Net Worth			
15	Turn Over			

Annexure 2 - Project Execution Experience

Bidder's experience in Providing Annual Maintenance Contract (AMC)

a) Detailed form

Assignment name:	Approx. value of the contract (in INR):
Country:	Duration of assignment (months):
Location within country:	
Name of Client:	Total No. of staff-months of the assignment:
Contact Person, Title/Designation, Tel.No./Address:	
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided by your consulting firm/organization or your sub vendors:
Name of associated Vendors, if any:	Name of senior professional staff of your firm/organization involved and designation and/or functions performed (e.g. Project Director/Coordinator, Team Leader):
Description of Project:	
Description of actual services provided by your staff within the assignment:	

b) Bidder's Annual Maintenance Contract (AMC) summary form

No	Client Name	Project Cost	Year of execution	Files attached for documentary proof*

*Documentary Proof would include copy of Work Order/ PO showing project value and scope of service and Completion certificate/ ongoing certificate.

Annexure 3 - Pre-Qualification Criteria

Financial and Corporate Profile of the bidder			
Parameter	Qualifying Criteria	Proof to be provided	Compliance (Y/N)
Incorporation and Registration in India	The bidder must be a company registered in India under the Indian Companies Act, 1956 or 2013, or be a Limited Liability Partnership (LLP) or Partnership firm, and must have been in existence for at least five (5) years as of the date of submission of the RFP.	The Bidder must submit the valid copy of following: d. Certificate of Incorporation/ relevant certificate e. PAN Card f. GST Registration	
Average Annual Turnover	The Bidder shall have an average annual turnover of minimum INR 40 lakhs over the last three (3) Financial Years i.e., for FY 2022-23, 2023-24 & 2024-25.	A copy of CA Certificate is to be submitted along with technical Bid.	
Positive Net Worth	The Bidder shall have positive average net worth on last three Financial Years i.e., for FY 2022-23, 2023-24 & 2024-25	A copy of CA Certificate is to be submitted along with technical bid	
Project Execution Experience	The bidder must have minimum five years' experience in the field of UTP/OFC networking including cabling, LIU fixing, OFC splicing and terminations, UTP cable termination, crimping, patch panel wiring, etc. The bidder should have successfully completed minimum two projects either in network support / AMC or in new network setup, each of value not less than four lakhs in the last five year from the date of publishing of this tender enquiry.	Purchase Orders and Completion Certificate as per the format mentioned in <u>Annexure 2</u> (Purchase orders with only supply of network related materials will not be considered.)	

Financial and Corporate Profile of the bidder			
Parameter	Qualifying Criteria	Proof to be provided	Compliance (Y/N)
Not Blacklisted Company	The bidder should not be banned or black listed in any of the central Government / central PSUs / for the breach of any business contract for the Supply or Services. Should not be involved in business malpractices, such as evasion of Income Tax, GST etc.	The bidder must submit a self-declaration form on their letterhead along with the Technical Bid.	
Local Office/Support	The bidder must have a local office or support centre in Ernakulam, staffed with an adequate number of qualified technicians, service engineers, and support personnel. Skilled service engineers should be available to attend to complaints within 4 hours, when required, depending on the criticality and complexity of the issue	Attach self-attested copy of the address proof supporting with telephone bill / IT Return copy / Electricity Bill / Office Rent agreement and Declaration of full-time Technicians/Engineers Employed in the Organization should be submitted along with the Technical bid.	
EMD of INR 30,000/- (Rupees Thirty Thousand Only).	The bidder shall submit an original Demand Draft or Bank Guarantee to CSL	Original Demand Draft or Bank Guarantee	

The bids submitted by the bidders who fail to meet the above pre-qualification criteria will not be considered for processing

Annexure 4 - Price Bid Format

Section 1. The price bid should be submitted exactly as per the below format.

Part A: AMC Charges for Two Years

SLNO	DESCRIPTION	UNIT	(A)	(B)	$C = (A * B)$	(D)	$E = C + (C * D / 100)$
			QUANTITY	UNIT BASIC RATE	TOTAL AMOUNT	TAX %	TOTAL INCLUSIVE OF TAXES
1.	AMC Charges for the Data Communication & Computer Networks at CSL Offices for two years	Set	1				
Total amount including all taxes in figures							
Total amount including all taxes in words							

Part B: Rates for OFC and UTP Works for Two Years

UTP&OFC Cabling and Termination							
SLNO	DESCRIPTION	UNIT	(A) EXPECTED QUANTITY	(B) UNIT BASIC RATE	C = (A * B) TOTAL AMOUNT	D TAX %	E=C+(C*D/100) TOTAL INCLUSIVE OF TAXES
1	<p>Cable laying at height up to 12 feet from floor & Cable laying at height above 12 feet from floor with crane service provided by CSL</p> <p>UTP Cable laying using open wiring in standard 1" PVC Pipes / Case & caps wherever required including supply of all accessories and hardware in various Shops and Offices of the Yard. (UTP cables will be supplied by CSL, and the successful bidder shall collect them from the designated CSL stores. All other materials, including pipes and accessories such as bends, sockets, clamps, screws, etc., shall be arranged by the bidder ensuring that all visible components are colour-matched to suit the wall or surface aesthetics).</p>	Mtrs.	15000				
2	<p>Cable laying at height above 12 feet from floor and crane service is NOT provided by CSL.</p> <p>UTP Cable laying using open wiring in standard PVC Pipes / Case & caps wherever required including supply of all accessories and hardware in various Shops and Offices of the Yard. (UTP cables will be supplied by CSL, and the successful bidder shall collect them from the designated CSL stores. All other materials, including pipes and accessories such as bends, sockets, clamps, screws, etc., shall be arranged by the bidder, ensuring that all visible components are colour-matched to suit the wall or surface aesthetics.).</p>	Mtrs	1500				

3	UTP Cable laying in 25 mm GI Pipes in Shops and other outdoor areas and clamping including supply of all accessories and hardware (UTP Cable will be supplied by CSL and successful bidder shall take delivery from stores).	Mtrs.	250				
4	Soft soil excavation, brick laying (horizontally with length of the brick in cross position with pipe or cable laid beneath) and refilling as required (approximate depth 1 feet)	Mtrs.	1250				
5	UTP Cable laying in 25mm GI Pipes or 1" PVC Water Pipes through the excavated area listed at SI No: 4 above. (UTP Cable will be supplied by CSL and successful bidder shall take delivery from stores).	Mtrs.	1500				
6*	Road cutting and concreting charges (approx.. depth 6 inch)	Mtrs.	2000				
7	Fixing RJ 45 Connectors, Crimping and Termination on UTP Cabling and Termination 8 ends of each UTP Cable laid, testing and providing connectivity.	Nos.	300				
8	Fixing Information Outlet Box with Keystone, faceplate, back box and termination of UTP Cable and proving connectivity.	Nos.	300				
9	UTP Fluke meter testing UTP Cable testing and proving connectivity with Fluke meter with report. Detailed drawing of all end-to-end wiring and termination has to be furnished along with Fluke meter test report for each UTP connection given.	Nos.	500				
10	Rack Fixing UTP Fixing of Floor/Wall mount Rack	Nos.	20				
11	UTP Termination on Patch Panel Termination of UTP cables in Patch panels (Patch Panel will be supplied by CSL)	Nos.	250				

12	Installation of switch on Rack Installation of 24/48 Port Switch and Patch Panel units in suitable metallic enclosure/ having window for front panel view, powder coat, painted and connections complete. (Materials will be supplied by CSL)	Nos.	20				
13	Dismantling of Rack Dismantling of any existing unwanted wiring, Racks, other accessories and connections and properly clamping, dressing up the cables of Computers and Switches etc.	For each location	4				
14	Wall/ Floor Cutting and Plastering Wall/ Floor Cutting and Plastering for 20/25mm PVC Pipe	Mtrs.	1500				
15	OFC Cable Laying at height up to 12 feet from floor & Cable laying at height above 12 feet from floor with crane service provided by CSL. Laying of Optical Fibre Cable (OFC) in various shops and offices within the Yard. (The OFC cable will be provided by CSL, and the successful bidder shall collect it from the designated stores).	Mtrs.	3000				
16	PVC conduit laying for OFC 1" PVC Water Pipe/ 32 or 40 MM HDPE Pipe Laying	Mtrs.	2250				
17	GI Conduit laying for OFC 1" GI Pipe Laying	Mtrs.	2500				
18	Rack Mount LIU Fixing 24/48 Port Rack Mount LIU Fixing	Nos.	20				
19	Rack Fixing OFC Fixing of Floor/Wall mount Rack OFC termination or looping	Nos	6				
20	Route Marker fixing with concrete	Nos	100				
21	Soft Soil Excavation for OFC Soft Soil excavation and refilling (approximate depth 1.5 feet)	Mtrs.	1000				
22	Road or Concrete cutting & Filling concrete Cutting Road/Concrete (approx. depth 6 inch) for laying 1" PVC Water Pipe/GI Pipe and filling back with concrete.	Mtrs.	2500				
23	OFC Splicing per core	Nos.	500				

24	OTDR Fibre Testing per core with report. Detailed drawing of all end-to-end cabling and termination has to be furnished along with test report.	Nos.	250				
25	Cable (other than UTP & Fibre) laying using open wiring in standard 1” PVC Pipes / Case & caps wherever required	Mtrs	1000				
26	Cable tray fixing The successful bidder shall install and fix cable trays for indoor network cabling as per approved drawings and site conditions. All trays (GI, ISI marked), supports, and accessories shall be supplied by the successful bidder, along with the necessary labour, tools, tray mount/support and equipment for installation. The installation shall be neat, level, securely supported, and fully compliant with project specifications and safety standards.	Mtrs	250				
27	OFC laying at height above 12 feet from floor with crane not provided by CSL.	Mtrs	1000				
OFC and UTP Works for Two Years - Total amount including all taxes in figures							
Total amount including all taxes in words							

* For activity under serial numbers 6 under the table “**Road cutting and concreting charges (approx. depth 6 inch)**”, the bidder should arrange materials for preparing cement concrete mixture. The total value will be calculated based on the formula if there are any discrepancies found in the total value mentioned by bidder.

* In case of any discrepancy between the amount mentioned in figures and in words, the amount in words shall prevail.

Part C: Rates for Material Supply for Two Years

Materials Supply*					
SLNO	DESCRIPTION	UNIT	UNIT BASIC RATE	TAX %	UNIT RATE INCLUSIVE OF TAXES
1	1” PVC Water Pipe with all accessories (including Bend, Socket, Clamp, screws etc.)	Mtrs.			
2	1” GI Pipe-Class B – Medium (Blue) with all accessories (including Bend, Socket, Clamp, screws etc.)	Mtrs.			
3	32 MM HDPE Pipe with all accessories (including Bend, Socket, Clamp, screws etc.)	Mtrs.			
4	40 MM HDPE Pipe with all accessories (including Bend, Socket, Clamp, screws etc.)	Mtrs			
5	Outdoor Fiber Splicing enclosures cylinder types with accessories	Nos.			
6	Water proof Outdoor Fiber Splicing enclosures box type with accessories	Nos			
7	Wall Mount Splicing Enclosures with accessories	Nos.			
8	Route Marker of high quality cast iron with label “OFC” embossed/imprinted/moulded	Nos.			
9	1000Mbps Dual Core Media Converter	Nos			
10	Rack Mount LIU 24 Port Duplex Unloaded	Nos			
11	SC Pigtail Connector , Single Mode-	Nos			
12	LC Pigtail Connector , Single Mode	Nos			
13	OFC , 6 Core , Single Mode , 9/125 Microns	Mtrs			
14	OFC , 12 Core , Single Mode , 9/125 Microns	Mtrs			

15	OFC , 24 Core , Single Mode , 9/125 Microns	Mtrs			
16	SC to LC Duplex Fiber Patch Cord Single Mode 3 Mtr	Nos			
17	SC to SC Duplex Fiber Patch Cord Single Mode 3 Mtr	Nos			
18	SC Duplex Coupler , Single Mode	Nos			
19	LC Duplex Coupler , Single Mode	Nos			
20	Wall mount Rack 4U, 500MM Depth, front glass door, lock ,key and with Power Dist. Unit - 01, Cooling Fan -01, Hardware screws - 20 nos. Make: NETRACK / VALRACK	Nos			
21	Wall mount Rack 6U, 500MM Depth, front glass door, lock ,key and with Power Dist. Unit - 01, Cooling Fan -01, Hardware screws - 20 nos. Make: NETRACK / VALRACK	Nos			
22	Wall mount Rack 9U, 500MM Depth, front glass door, lock ,key and with Power Dist. Unit - 01, Cooling Fan -01, Hardware screws - 20 nos. Make: NETRACK / VALRACK	Nos			
23	Wall mount Rack 12U, 500MM Depth, front glass door, lock ,key and with Power Dist. Unit - 01, Cooling Fan -01, Hardware screws - 20 nos. Make: NETRACK / VALRACK	Nos			
24	Wall mount Rack 15U, 500MM Depth, front glass door, lock ,key and with Power Dist. Unit - 01, Cooling Fan -01, Hardware screws - 20 nos. Make: NETRACK / VALRACK	Nos			
25	TPlink 5GHz Wifi-6, Gigabit Dual Band MU-MIMO Wireless Internet Router	Nos			
26	Tplink Wireless CPE - 5GHz 300Mbps 13dBi Outdoor CPE	Nos			
27	Tplink Wireless CPE - 5GHz 867Mbps 23dBi Outdoor CPE	Nos			

* CSL reserves the right to procure the items either from the bidder or from the open market. However the bidder is committed to supply the items as per the rates offered, as and when required by CSL during the contract period. The rates mentioned in this Part C (Materials Supply) will not be considered for arriving the lowest price bid.

Annexure 5 - Bank Guarantee
Bank Guarantee in lieu of Security Deposit/Performance Guarantee

To
COCHIN SHIPYARD LTD (GOVT. OF INDIA ENTERPRISE,)
PO BAG No. 1653, PERUMANOOR PO, COCHIN 682 015.

WHEREAS (Name & Address of Supplier) (Hereinafter called "the Supplier")
has undertaken, in pursuance of Contract..... No..... Dated:
..... to execute (Name of Contract and brief description
of works) (Hereinafter called "the Contract").

AND WHEREAS it has been stipulated by COCHIN SHIPYARD LTD (The Buyer - hereinafter called
"CSL") in the said contract that the Supplier shall furnish CSL with a Bank Guarantee for the sum
specified therein as security for compliance with the Supplier's obligations in accordance with the
Contract.

AND WHEREAS we have agreed to give the Supplier such a Bank Guarantee.

NOW THEREFORE we (Name of the Bank) having its Head Office at
..... (Address of Head Office) and acting through its branch office at
..... (Address of the executing branch) (Hereinafter called "the Bank") hereby affirm
that we are the Guarantor and responsible to CSL, on behalf of the Supplier up to a total of
..... (amount of Guarantee)in words).

We, the bank, hereby irrevocably undertake to pay you any amount not exceeding in total the
Guarantee Amount upon receipt by us of your demand in writing accompanied by the following
documents:

1. Your signed statement certifying that the Supplier is in breach of his obligation(s) under the
Contract and the respect in which the Supplier is in breach.
2. Your signed statement certifying that the Supplier has been given a prior written notice by email
from you to make good the aforesaid breach and that the Supplier still failed to fulfil the Contract
within 30 days of such notice. A copy of such notice given by email to the Supplier shall be
attached to the demand for payment.

Any demand for payment should contain your authorized signatures which must be authorized by your
bankers or by a notary public.

We, the Bank, further agree that no change or addition to or other modification of the terms of the
Contract or of the Works to be performed there under or of any of the Contract documents which may
be made between CSL and the Supplier shall in any way release us from any liability under this
guarantee, and we hereby waive notice of any such change, addition or modification. We, the Bank,
further agree that any change in the constitution of the said successful bidder or the said bank shall not
discharge our liability hereunder.

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed
(..... only).
2. This Bank Guarantee shall be valid up to (date) and

3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if CSL serve upon us a written claim or demand on or before (Validity date).

Any demand for payment under this guarantee must be received by us at this office during working hours on or before the validity date. Should we receive no claim from you by the validity date, our liability to you will cease and the guarantee will definitely become null and void whether returned to us or not.

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

An amount shall be inserted by the Guarantor, representing the percentage of the Contract Price specified in the Contract and denominated in respective Dollars / Indian Rupees/Other Currency.

Annexure 6 - Non-Disclosure Agreement

This Non-Disclosure Agreement (hereinafter referred as “NDA”) is entered on this _____ day of _____, 2026 by and between;

Cochin Shipyard Limited, a Government of India Enterprise under the Ministry of Port, Shipping and Waterways incorporated as a company under the Companies Act, 1956 and having its registered office at Administrative Building, Perumanoor (PO), Ernakulum – 682015, represented by _____ (Name & Designation) _____ (hereinafter referred as “CSL/Disclosing Party”, which the expression shall unless otherwise repugnant to the context shall mean and include all its successors and permitted assigns) on the FIRST PART

AND

..... represented by
.....
(Name & Designation) _____ (hereinafter called “...../Receiving Party”, which the expression shall unless otherwise repugnant to the context shall mean and include all its successors and permitted assigns) on the SECOND PART

For the purpose of this NDA, both “CSL” and “.....” are collectively called “Parties” and individually called “Party”.

Whereas –

- a. CSL has issued Purchase Order No: _____ dated _____ for the “**Annual Maintenance and Rate Contract for Data Communication and Computer Network at CSL Offices for a Period of Two Years**” (hereinafter referred as “Business”) for an amount of Rs. _____ (Rupees _____ only/-).
- b. Parties contemplates that in connection with the proposed Business, both Parties may exchange certain information, material and documents relating to each other’s Business, assets, financial condition, operations, plans and/or prospects of their Businesses (hereinafter referred as “Confidential information”), where each of them considers the same as proprietary and confidential.
- c. By virtue of Clause _____ of the above referred Purchase Order, the Parties shall execute a Non-Disclosure Agreement (NDA) to ensure all confidential information exchanged between the Parties during the course of their engagement is adequately protected. The terms of the NDA shall include, but are not limited to, the following provisions:

NOW THIS NDA WITNESSETH HEREIN AS FOLLOWS

1. This NDA shall be deemed to have been commenced from the date of its execution and be valid for a period of 3 years from the date of execution of this NDA or the termination of any agreement or Memorandum of Understanding or expiry of the Purchase Order in connection with the Business whichever is earlier. The confidentiality obligation under this NDA shall survive expiry or termination for a period of 7 years from the date of disclosure of confidential information by the Disclosing Party or expiry or termination of any agreement or Memorandum of Understanding in connection with the Business whichever is later.
2. Confidential information for the purpose of this agreement shall mean and include any information disclosed by one party (hereinafter referred as “Disclosing Party”) to the other (hereinafter referred as “Receiving Party”) either directly or indirectly, in writing, orally, by inspection of tangible objects including but not limited to, documents, prototypes, samples, media, documentation, discs and code. Confidential information shall include, without limitation, any materials, trade secrets, network information, configurations, trademarks, brand name, know-how, Business and marketing plans, financial and operational information, and all other non-public information, material or data relating to the current and/or future Business and operations of the Disclosing Party and analysis, compilations, studies, summaries, extracts or other documentation prepared by the Disclosing Party. Confidential Information may also include information disclosed to the Receiving Party by third parties on behalf of the Disclosing Party.
3. The Receiving Party shall under no circumstances disclose, reproduce, summarize and/or distribute Confidential Information and confidential materials of the Disclosing Party except in connection with the Business.
4. The Parties shall protect the confidentiality of each other’s Confidential Information in the same manner as they protect the confidentiality of their own proprietary and confidential information of similar nature. Each Party, while acknowledging the confidential and proprietary nature of the Confidential Information agrees to take all reasonable measures at its own expense to restrain its representatives from prohibited or unauthorized disclosure or use of the Confidential Information.
5. Confidential Information shall at all times remain the property of the Disclosing Party and shall not be copied or reproduced by the Receiving Party without the Disclosing Party’s prior written consent.
6. Receiving Party shall within Seven (7) days from the receipt of any written instruction from the Disclosing Party either return or destroy all originals, copies, reproductions and summaries of confidential information disclosed to the Receiving Party as Confidential information. Receiving Party further agrees to certify in writing to the disclosing party that it has satisfied its obligations

under this clause. Provided the Receiving Party may retain a copy of such confidential information, if it is necessary to produce before any governmental or quasi-judicial authority.

7. Unless otherwise specifically agreed under this agreement, the Receiving Party shall disclose the confidential information only to its employees who are essential to know such information for the purpose of the Business under this agreement, on a need-to-know basis. In case, the receiving party needs to disclose any such confidential information with a third party for the Business, then the same shall be intimated in writing to the Disclosing Party and the Receiving Party shall enter into a Non-Disclosure Agreement with such third party in similar lines with this NDA so as to protect the interests of the Disclosing Party.
8. Each Party shall maintain confidentiality of all such confidential information, and without obtaining the written consent of the other Party, it shall not disclose any relevant confidential information to any third parties, except for the information that:
 - a. Is or will be in the public domain (other than through the receiving Party's unauthorized disclosure);
 - b. Is under the obligation to be disclosed pursuant to the applicable laws or regulations, rules of any stock exchange, or orders of the court or other government authorities; or
 - c. Is required to be disclosed by any Party to its shareholders, investors, legal counsels or financial advisors regarding the transaction contemplated hereunder, provided that such shareholders, investors, legal counsels or financial advisors shall be bound by the confidentiality obligations similar to those set forth in this Section.
 - d. In the event, either party is in receipt of any summons or directions arising out of any administrative or judicial process and is mandated to disclose any such information which shall fall within the meaning of confidential information under this NDA, then such Party who is in receipt of such instruction shall promptly notify the same to the Disclosing Party in writing along with a copy of such instruction/notice within 3 days from the date of receipt of such instruction.
 - e. Receiving Party shall disclose Confidential Information to the extent such disclosure is required by law, rule, regulation or legal process; provided however, that, to the extent practicable, the Receiving Party shall give prompt written notice of any such request for such information to the Disclosing Party, and agrees to co-operate with the Disclosing Party, at the Disclosing Party's expense, to the extent permissible and practicable, to challenge the request or limit the scope thereof, as the Disclosing Party may reasonably deem appropriate.

Disclosure of any confidential information by the staff members or agencies hired by any Party shall be deemed disclosure of such confidential information by such Party, for which Party shall

be held liable for breach of this NDA. This Section shall survive the termination of this NDA for any reason.

Unless otherwise specifically agreed between the Parties under this NDA, neither Party shall use other Party's name, intellectual property rights nor disclose the contents of the Business in any publication, press release, broadcasting etc. For the purpose of this NDA, any intellectual property that originates from or is developed by either party prior to the execution of this NDA shall remain the exclusive property of that party.

9. That, the Parties to this NDA agrees that, the terms and conditions of this agreement and the confidential information in pursuance to this NDA are of a special, unique and extra ordinary character and that an impending or existing breach of any of the provisions of this agreement would cause the other party irreparable injury for which it would have no adequate remedy at law and further agrees that the other party shall be entitled to obtain injunctive relief immediately prohibiting such breach without limiting their rights to get any other appropriate legal remedies. Neither Party shall be liable for any special, consequential, incidental or exemplary damages or loss nor any lost profits, savings or Business opportunity regardless of whether a Party was advised of the possibility of the damage or loss asserted.
10. The Receiving Party shall indemnify and hold harmless the Disclosing Party for all costs, expenses or damages that Disclosing Party incurs as a result of any violation of any provisions of this NDA. This obligation shall include but not limited to the court, litigation expenses, and actual, reasonable attorney's fees. The Parties acknowledge that as damages may not be a sufficient remedy for any breach under this NDA, the non-breaching party is entitled to seek specific performance or injunctive relief (as appropriate) as a remedy for any breach or threatened breach, in addition to any other remedies at law or in equity.
11. Parties to this NDA agrees that, neither party is obliged to disclose all or any of the confidential information in pursuance to this NDA for any purpose other than that is specifically agreed hereunder. Parties are at their liberty to disclose any information to the other party under this NDA as it deems fit for the purpose of the Business.
12. In case any provision in this Supplemental Indenture shall be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby and such provision shall be ineffective only to the extent of such invalidity, illegality or unenforceability.
13. This NDA is executed in duplicate, one copy for each party and each copy bearing the same legal effect.
14. The parties agree that no agency, partnership, or joint venture of any kind shall be or is intended to be created by or under this NDA. Parties to this NDA are neither an agent of the other party nor authorized to obligate it.

15. If either party hereto at any time fails to require performance by the other of any provision of this NDA, such failure in no way affects the right to require such performance at any time thereafter, nor shall the waiver by either party of a breach or default under any provision of this NDA be construed to be a waiver of any subsequent breach or default under that provision or any other provision of this NDA.
16. Unless otherwise specifically agreed between the Parties, this NDA doesn't create any obligations upon the Parties that, they shall enter into a Memorandum of Understanding or any other commercial agreement based on the discussions and disclosures under this NDA.
17. Except as otherwise expressly provided herein, this NDA is not assignable by any party. 19. This NDA shall be governed by the laws of India any dispute or differences arising out of this NDA shall fall under the exclusive jurisdiction of courts at Ernakulam.
18. This NDA shall not be changed, modified, terminated, or discharged, in whole or in part, except by an instrument in writing signed by both parties hereto, or their respective successors or assignees.

IN WITNESS WHEREOF the parties hereto have executed this NDA as of the day and year first above written.

For Cochin Shipyard Limited

For _____

Authorised Signatory

Authorised Signatory

Witnesses:

1.

2.

Annexure 7 – Resident Engineer CV Format

1	Employee Name				
2	Designation				
3	Date of Birth				
4	Nationality				
5	Education	Qualification	Name of School/ College/University	Degree	Date Attended
6	Language	Language	Read	Write	Speak
7	Employment Record	Employer	Position	From	To
		<i>(Starting with present position list in reverse order – Up to three quarters of a page)</i>			
8	Relevant Experience	<i>(An outline on the experience most pertinent to tasks mentioned in the project. Describe degree of responsibility held on relevant assignments – Up to half of a page).</i>			
9	Certification	<p>I, the undersigned, certify that to the best of my knowledge and belief, this bio-data correctly describes Myself, my qualifications, and my experience.</p> <p>Date: Place</p> <p style="text-align: right;">Signature of the Authorized Signatory</p>			

Annexure 8 - Escalation Matrix

ESCALATION LEVEL	PERSONNEL	DESIGNATION	CONTACT DETAILS ADDRESS WITH EMAIL & CONTACT NO (LANDLINE & MOBILE)
1			
2			
3			
4			

Date :	Signature of Authorized Representative:
Place :	Name:
Designation	
Company Name :	
Seal of the Company :	

Annexure 9- Details of Spares & Tools to be kept

REQUIREMENT OF SPARE DEVICES			
SLNO	ITEM	UNIT OF MEASURE	QUANTITY
1	Tplink CPE710 Wireless Point to Point Devices	Nos	2
2	POE adaptor for Tplink CPE710	Nos	2
3	UPT Patch Cord-2 meter or higher	Nos	5
4	Fiber Patch Cord SC to SC -2 meter or higher	Nos	2
5	Fiber Patch Cord SC to LC-2 meter or higher	Nos	2
6	Fiber Patch Cord LC to LC-2 meter or higher	Nos	2
7	Power Adapter for 10/100/1000 Mbps 8 Port Switch	Nos	2
8	1000 Mbps Fiber Media Converter with Power Adapter	Nos	2
09	Information Outlet	Nos	10
10	RJ 45 Network Jack	Nos	25
11	Cat 6 UTP cables	Mtrs	300
12	Dual-band Wi-Fi 6 router	Nos	1
REQUIREMENT OF TOOLS			
SLNO	ITEM	UNIT OF MEASURE	QUANTITY
1	Crimping Tool	Nos	2
2	Punching Tool	Nos	2
3	Screw Driver Set – Large	Nos	1
4	Screw Driver Set – Small	Nos	1
5	Cable Tester & Wire Tracker	Nos	1
6	VFL	Nos	1
7	Cutting Player	Nos	1
8	Drilling Machine – Full Set	Nos	1
9	Extension Power Cord (10 Meters)	Nos	1

Annexure 10-Details of Network Component in CSL

SI No	Item	Make	Unit	Quantity
1	Media Convertor 10/100/1000 TX	D Link/HCL/MRO Tek/MX Tek/Dnest/Techroutes/X Lan bit/	Nos.	5
2	42U Floor Mount Rack		Nos.	1
3	32U Floor Mount Rack		Nos.	3
4	15 U rack		Nos	5
5	12U Rack		Nos.	5
6	9U Rack		Nos.	65
7	6U Rack		Nos.	11
8	4U Rack		Nos.	7
9	Wireless CPE Point to Point Devices	TP-Link	Nos	11
10	Underground OFC – Single Mode 9/125		Mtrs.	16500

1. In case any of these items fail to work or gets faulty, the successful bidder should arrange alternate/standby mechanism at the earliest on the same day to keep the network live until the OEM replaces the items

Annexure 11: Letter of Confirmation/Declaration

(On Company's letter head)
LETTER OF CONFIRMATION / DECLARATION

To,

The Assistant General Manager (IT),
Information Systems Department,
Administrative Building,
Cochin Shipyard Limited,
Perumanoor P.O., Kerala, India - 682 015

RFP Ref. No.:-

Dear Sir,

We confirm that we will abide by the conditions mentioned in the Tender Document (RFP and annexure) in full and without any deviation.

We shall observe confidentiality of all the information passed on to us in course of tender process and shall not use the information for any other purpose than the current tender.

We confirm that we have not been black listed/banned in last three years, from the date of floating of the RFP or at the time of submission of Tender, by any State/Central Government organizations /Firms / Institutions/ Central PSU / PSE.

Date:	Authorized Representative Signature:
Place:	Name:
Designation:	
Company Name:	
Seal of Company	