

COCHIN SHIPYARD LIMITED
(A Government of India Enterprise)



Invites

Request for Proposal (RFP) For
Annual Maintenance Contract for
Server, Workstations & Peripherals

No. CSL/DESIGN/IT/SER/AMC-IT PERIPHERALS/2022/3
Dt.17 Jan 2023

PO Bag # 1653, Perumanoor P O Kochi-
682015

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TENDER NOTICE FOR
ANNUAL MAINTENANCE CONTRACT FOR SERVER,
WORKSTATIONS & PERIPHERALS FOR TWO YEARS

Sealed tenders super scribing the enquiry number with date, last date of receipt of tender and opening date of tender are invited on behalf of Cochin Shipyard Limited from reputed (ISO 9001 Certified) and experienced firms with local service setup and office in Ernakulam District for carrying out the under mentioned work (under serial no.8 in the table shown below) so as to reach the office of the **Manager (IT), Design Dept., 3rd Floor, Main Office Building, Cochin Shipyard Ltd. Perumanoor Post, Cochin 682015** on or before the last date and time shown below. CSL will not be responsible for postal delay or non-delivery/non-receipt of tender documents.

1	Enquiry No. & Date	CSL/DESIGN/IT/SER/AMC-IT PERIPHERALS/2022/3 17 Jan 2023
2	Name of work	Annual Maintenance Contract for Server, Workstations & Peripherals for two years.
3	Earnest Money to be deposited	Rs.5,000/-
4	Last date and time of receipt of tender	31 Jan 2023 at 14.00 Hrs
5	Date and time of opening of Techno Commercial Offer (PART I)	31 Jan 2023 at 14:30 Hrs
6	Price Bid opening (PART II)	Will be informed later to all the technically qualified bidders
7	Period of contract	Two years as specified in the work order.
8	Short description of work	Annual Maintenance of Server, Workstations & Peripherals for two years as per the details, terms and conditions at Annexure I.
9	Officer in-charge	Name : Prajith AR Designation: Manager (IT) Email ID : prajith.ar@cochinshipyard.in Phone : 0484 250 1943

The bidders are requested to submit the sealed bids in the specified format in two parts.

1. PART – I (Envelope1): labeled TECHNO COMMERCIAL OFFER FOR ANNUAL MAINTENANCE CONTRACT FOR SERVER, WORKSTATIONS & PERIPHERALS including blank price format (Unpriced) certifying that the price bid has been offered as per the format of the tender.
2. PART - II (Envelope2): labeled PRICE BID FOR ANNUAL MAINTENANCE CONTRACT FOR SERVER, WORKSTATIONS & PERIPHERALS as per the specified format. Prices to be quoted in Indian Rupees (INR). The price bid submitted not in the exact format shown in Annexure VIII will not be considered for further processing and will be summarily be rejected.
3. Both the sealed bids (PART- 1 and PART- II) should be enclosed in another sealed Envelope (Envelope3) addressed to Manager (IT) so as to reach on or before last date and time of receipt of tender specified. (Envelope 3 should include Envelope1 and Envelope2)
4. Bidders have to submit the EMD in a separate sealed envelope (Envelope 4) which has to be kept outside the envelope containing the bids (Envelope3). The bids of only those bidders who have submitted the EMD as above will only be considered for further tender process. The techno commercial bids of those bidders, who failed to submit the envelope 4 separately outside the other envelopes as said above, will not be considered for further processing.
5. EMD's of all bidders will be returned after the tendering process.
6. The bidders have to submit the bid signed and sealed in all pages.
7. The bid is to be submitted to the

Office of Manager (IT),
Design Department, 3rd floor,
Main Office
Cochin Shipyard Ltd
Cochin – 682 015.
Kerala



For COCHIN SHIPYARD LIMITED
MANAGER (IT)

Annexure I

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1. Scope of Work

Comprehensive annual maintenance contract of Server, Workstations & Peripherals for a period of two years for maintaining the items in good working conditions for providing business continuity and uptime of IT facilities in Cochin Shipyard Limited.

2. Pre- Qualification Criteria

The bids of only those bidders who qualify the below mentioned Pre-Qualification criteria will be considering for further processing.

- a) The bidder should be an authorized service provider/partner of Dell and the documentary proofs are to be submitted in this regard.
- b) The bidder should have successfully completed minimum two similar maintenance contracts/ which consisted of minimum 100 Workstations/ 4 Servers in Kerala during the last 4 years from the date of publishing of this tender enquiry. Copies of original work orders/purchase orders should be submitted along with completion certificates.
- c) The bidder should submit annual AMC/Service turnover of at least Rs.14 Lac during the last two financial years.
- d) The bidder should have positive net worth for last two financial years.
- e) Service engineers deployed by the bidder should have successfully completed minimum 3-year degree / diploma course in hardware / software / Computer Engineering from a recognized university / technical institute and should have minimum 2 years' experience with proficiency in hardware, software and basic networking. Resume of the Service Engineer to be deployed in CSL by the bidder. The resume should clearly describe the skills, experience and qualification of the engineer along with their age.
- f) The bidder should have ISO 9001 Certification for computers and peripheral servicing.
- g) The bidder should have a full-fledged local service/support centre/office at Kochi. (Address proof to be given).

The bidder is requested to carefully go through Pre-Qualification Form given at Annexure II. The bidder should submit the form in the exact format shown at Annexure II A.

3. Contract conditions

1. Scope of Work

Comprehensive Annual maintenance contract of Server, Workstation & Peripherals for a period of two years for maintaining the equipment in good working conditions for providing business continuity and uptime for IT facilities in Cochin Shipyard Limited.

2. The AMC will be initially for a period of two years starting from the date specified in the work order.
3. The details of Server, Workstations & Peripherals are enclosed at Annexure III.
4. During the contract period, the contractor should accept more additional number of items into the existing list of AMC items for which rates are available in the contract. The rates for these newly added items will be the same as the rates in the existing contract. If substantial quantities of new items are added to the scope of the contract, the contractor should be ready to pass on the proportionate benefits to CSL by means of a reduction in the rates or by discounts after a mutual agreement with CSL. The charges for the maintenance of these newly added items shall be payable to the contractor on a quarterly basis along with the maintenance charges for the items in the contract. Also, the same way, the deletion of any items from the list shall also be intimated to the contractor in advance and charges shall be deducted proportionately from the quarterly payments.
5. The contractor should deploy ONLY experienced and technically sound engineers for carrying out the maintenance jobs as the servers hosted are offering services that are functionally critical and important in the production environment.
6. The contract should cover all types of maintenance support including calls for breakdown, debugging, preventive maintenance, performance degradation, crashing of components and accessories, other hardware-related issues, and operating system issues for all working days and holidays as and when required as specified in this contract conditions.
7. The contractor should deploy one resident service engineers for the service. Expenses for travel, phone charges, food and accommodation etc. for the service engineers will not be borne by CSL. A list of service engineer and standby engineers should be provided by the contractor at the very beginning of the contract. Only approved service engineers with adequate qualification specified in prequalification condition are allowed to take charge. The bidder shall depute the same service engineer to CSL for continuity of operations and rectification of problems. Service Engineers shall maintain proper discipline and code of conduct. The contractor should obtain prior written approval from CSL before changing the resident service engineers. The contractor should ensure that the service engineer who was working with CSL for a considerable period of time will do the proper knowledge transfer (KT) to the newly joining

substitute.

8. Service engineer shall sign the attendance register at 08:15 Hrs and be available up to 17:00 Hrs on all CSL working days. The service engineer should be ready to attend complaints from all the sections. They shall be responsible for attending all system related problems and provide facility management services for equipments outside AMC also. For equipments outside AMC, a first level of service, where the problem is identified and standby arrangement may be provided with CSL system.
9. The requirement of keeping a minimum of one service engineer is mandatory. A penalty will be applicable on the absence of service engineers in CSL premises. Service engineer shall be deployed in CSL from the approved list of qualified service engineers submitted earlier by the contractor. Only those who have been covered under ESI, EPF, Accident coverage Insurance and other applicable statutory obligations will be permitted to enter CSL premises for carrying AMC related jobs in CSL. The details of remittances of ESI/EPF contributions shall be submitted to CSL for verification.
10. The service engineers shall attend any reported fault within one to two hours from the time of reporting. As far as possible, the repairs should be carried out on-site itself. However, in case the equipment is taken to the workshop, the contractor should provide a standby for the same.
11. The services of the engineer may be required beyond office hours on working days on some occasions to meet emergency situation. The contractor should ensure that on such occasions, the personnel are deputed.
12. After resolving the problem, a detailed report should be prepared and get signed by the concerned supervisor/officer.
13. Penalty Clauses:
 - a. Penalty imposed which will be deducted from the quarterly payment of AMC. The total penalty during the period of AMC, shall not be more than 20% of the concerned order value.
 - b. The contractor shall be liable to pay downtime penalty at the following rates for non-repair of systems and peripherals after problems are reported beyond the free period of three working days. This shall also cover intermittent failures and repetitive problems due to improper diagnosis or repair which shall be treated as continuously down.
 - c. Whenever the systems cannot be repaired and made fully functional within three working days, the service provider will have the option to provide alternate equipment of matching specification as standby arrangement. This standby equipment has to be replaced with original equipment within a span of 15 days beyond which it will again attract the penalty as per down time penalty clause.

- d. If any defective items are not repaired and made ready within fifteen days, it shall be arranged to be rectified by other agencies and the total cost incurred for the repair will be borne by the AMC contractor.

Downtime penalty charges for Items		
Sl No	Device Penalty Charges	Penalty Charges (In Rs.) per day
1	Workstation/Server	200.00
2	Printer/Plotter	150.00
3	Scanner, UPS	50.00
4	Keyboard, Mouse	25.00
Other Downtime penalty charges		
1	Not doing Preventive Maintenance requested	100.00
2	Absence of Service Engineers one full day	800.00
3	Absence of Service Engineers one half day	400.00

- 14. The contract is comprehensive and covers free replacement of all defective part. Replacement of any component should be done in consultation with the concerned supervisor/officer and should be done after getting the approval from concerned supervisor/officer. All the replaced components should be of OEM make or the make present in the server/workstation/any other peripherals at the time of maintenance. If both these makes are NOT available in the open market, replacement should be done with superior equivalent makes, only after getting approval from the concerned supervisor/officer. The contract will not cover for consumables like ribbons, cartridges, and UPS batteries.
- 15. In case any product/component cannot be repaired at the site (CSL), the contractor should take the product/component to the outside service center, get it repaired and re-install at the customer site. The contractor should obey/observe all the existing rules and procedures in CSL to bring in/out any product/component to CSL premises. CSL will extend all the necessary help in getting these transactions done.
- 16. The new upgrade items (HDD, RAM etc) purchased from any vendor shall be included in this AMC as soon as warranty expires. This shall be intimated to the contractor in advance.
- 17. The contractor shall cover both preventive as well as corrective maintenance of all items for all the working days and holidays as and when required as specified in this contract conditions.
- 18. If required, the contractor may take a back-to-back care pack from OEMs (DELL) for providing trouble-free operation with spares and on-site support.
- 19. The contractor shall keep spares as a standby buffer stock as per the list shown in Annexure IV for ready quick and prompt replacement and servicing.

A register is to be maintained for all replacements (full units and spare parts) and a quarterly review of maintenance shall be done by the CSL supervisor/officer. The contractor should immediately restore the required quantity of spares even if the spares are allotted permanently to users as required.

20. The replaced defective parts shall not be returned to the contractor, items are to be returned to CSL. However, CSL may after consideration, hand over the defective parts to the contractor periodically as required except Hard Disks, SSDs, and other storage devices.
21. The contractor shall provide and maintain the required drivers (DVDs & CDs) for maintaining the items.
22. The software maintenance shall include re-installing, repairing, debugging, loading softwares like operating systems (all versions), office applications (MS Office), language softwares, and web browsers like Internet explorer, email client software, anti-virus software, ERP applications and any other type of software presently used in CSL. The software maintenance also includes basic level data retrieval, maintaining device drivers, system/network configuration, and installation of new software purchased by CSL from time to time.
23. The contractor should provide the service engineers the Personnel Protection Equipment (PPEs) at contractor's cost and the contractor should ensure that the service engineers strictly follow the safety rules and regulations and use Personnel Protection Equipments (PPE) as applicable for safe working in CSL.
24. The contractor shall not subcontract or outsource or permit any third party other than the service engineers to perform any of the work or services under this contract without prior consent and approval from CSL.
25. Preventive maintenance of all equipment's is to be done at least once in six months.
26. All items under AMC shall be checked periodically and any problems arises due to external factors like electric power, rat and other environmental issues found has to be reported at the earliest. All the items under AMC are to be maintained in good working condition and under no circumstance's exemption will be given for failures due to such external factors, if the service engineers fail to produce the proof or fail to bring it to the notice of CSL supervisor/officer.
27. Security Deposit - The successful bidder should remit a security deposit of 10% of the base value of the order by way of bank guarantee as per CSL format placed at Annexure VI from a nationalized or scheduled banks in India, if the order is placed, towards satisfactory performance of the contract and for the enforcement of agreed performance. The bank guarantee shall be valid till the completion of the contract plus a grace period of 28 days.

28. All the equipments should be maintained in good working condition till the completion of the AMC, failing which security deposit will be forfeited.
29. Cochin Shipyard shall have the option to terminate the contract at any time if the service is found to be unsatisfactory. A quarterly/ monthly review of the service will be carried out and if found unsatisfactory, the contract can be terminated which shall be final and binding.
30. Self-declaration for accepting the terms and condition for this tender should be signed and the format is attached in Annexure VII.
31. Payment Terms The payment for the service will be released each quarter after service, within 30 days against the invoice submitted by the contractor for the respective quarter. The payment will be released only after adjusting the applicable penalty charges in each quarter as per the service level agreement (SLA). The contractor should clearly indicate his GST number invariably in all his bills/invoices. Payments will be made through NEFT/RTGS mode only and necessary details should be furnished to Finance Dept. No advance payments will be released for any of the services or procurement of any parts or spares.
32. Quarterly payment amount for Items sl 25 & 26 will be calculated pro rata basis.

4. General Terms and Conditions

1. Risk Purchase: If the contractor fails to provide AMC services or violates any of the terms and conditions of the work order, CSL shall have the following rights.
 - a. To terminate the contract with 15 days' notice forfeiting the security deposit.
 - b. To initiate alternate service provider selection at the risk and cost of the supplier.
2. Prices quoted should be valid for acceptance for a period of four months from the date of opening of quotation. The price should be quoted for a period of two years in the format placed in Annexure VIII and shall remain firm during the tenure of the contract.
3. No enhancement of rate for whatever cause will be allowed once the offer is accepted and an order is placed. Withdrawal of the quotation after it is accepted or failure to deliver the services will entail the cancellation of the order and forfeiture of Earnest Money/Security deposit if any and risk purchase.
4. All Taxes and duties if any, and any payable extra amount for servicing need to be clearly indicated in the price part.
5. CSL does not bind itself to accept the lowest or any tender and reserves the right to reject any or all or a part of any tenders/bids at its discretion.
6. The AMC charges shall be paid quarterly on satisfactory completion of the service after deducting the penalty if any, present on the occasion.
7. The bidders are to carefully go through the terms and conditions and the

- technical specification of the items for which offers are called.
8. In case any of the conditions are not acceptable to be bidder, it should be specifically indicated in the tender failing which it will be presumed that all the terms and conditions are acceptable.
 9. Offers furnished should be free from overwriting. Corrections and additions, corrections if any, must be attested.
 10. All statutory taxes will be deducted as per the rule.
 11. If the contractor does not adhere to the Terms & Conditions of the AMC order, contractor will be made liable to pay such penalties as would be imposed by the competent authority of CSL.
 12. The firm should quote for complete servers, workstations and peripherals. Incomplete, part, or conditional Quotations are not acceptable.
 13. The bidder should send a demand draft for Rs. 5,000/- (Rs. Ten Thousand only) in favor of "Cochin Shipyard Ltd" towards Earnest Money Deposit (EMD), Bidders are requested to write their name and full address at the back of the DD submitted in support of Tender document. Bids not accompanied by the requisite amount of Earnest money shall be rejected out rightly. EMD's of all bidders will be returned after the tendering process.
 14. Cochin Shipyard Ltd reserves the right to cancel the tender at any stage without assigning any reason.
 15. Tender Opening - All the tenders received up to the time and date mentioned in the cover page of this document will only be considered for opening and tenders received late shall not be considered under any circumstances.
 16. Evaluation of offers - The evaluation of the offers will be done by the competent authority within CSL. First, Part I i.e., the techno-commercial bid of bidders will be evaluated for technical suitability, and the price bids of only those bidders who qualify in the Part I evaluation will be considered for price bid opening.
 17. 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. It will be the sole discretion of CSL to decide the lowest bidder (L1) by evaluating various aspects.
 18. Award & Acceptance of Contract - The successful bidder should take all care in the execution of the contract within the contract period.
 19. Validity of Offers - Offer submitted by the bidder should be valid for a minimum period of 120 days from the date of opening of price bid.
 20. Language of the Bid - The bid as well as all the related documents, conversations and correspondence will be in English language.
 21. Obligations of Cochin Shipyard
 - a) The Cochin Shipyard shall pay Annual maintenance charges for the Equipment as per rates quoted. The maintenance charges are payable at the end of each quarter shall be on the basis of satisfactory feedback from the users.
 - b) Cochin Shipyard shall be responsible for assuring the proper use, management and supervision of the equipments.

22. 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 constructed as is usually agreed, to be justified by the circumstance of the case. The occurrence/cessation of force majeure situation is to informed with documentary evidence within 15 days from the date of occurrence/cessation.

23. Confidentiality

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. 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 V shall be signed by the successful bidder. Disclosure of any part of the information contained therein to parties not directly involved in providing the services /products requested, could result in disqualification and/or legal action. When submitting confidential material to CSL, the bidder must clearly mark it as such.

24. Jurisdiction

All questions, disputes or difference arising under, out of, or in connection with contracts shall be subject to the exclusive jurisdiction of the Courts at Ernakulam, Kerala, India.

25. Right to Terminate the process

CSL may terminate the bidding process at any time without assigning any reason. CSL makes no commitments, express or implied, that this process will result in a business transaction with anyone.

26. Termination of the contract

The contract with the successful bidder may be terminated in the following circumstances:

- a. In the event of the successful bidder having been adjudged insolvent or going into liquidation or winding up their business or failing to observe any of the provisions of the contract or any of the terms and conditions governing the contract or failure to render the contracted services in time, CSL shall be at the liberty to terminate the contract forthwith without prejudice to any other right or remedies under the contract and to get the work done by other agencies at the risk and cost of the successful bidder and to claim from the vendor any resultant loss sustained or costs incurred.
- b. When the successful bidder is found to have made any false or fraudulent declaration or statement to get the contract or he is found to be indulging in unethical or unfair practices.
- c. When both parties mutually agree to terminate the contract.
- d. If the successful bidder subcontracts or transfers or assigns the contract or any part thereof to a third party.

Annexure II

5. Annexure II – TECHNO-COMMERCIAL BID FORMAT

1. The techno-commercial bid should contain the following documents: -
2. The Pre-Qualification Form as per Annexure II A
3. Technical literature about the Company.
4. Escalation matrix.
5. Manufacturer’s Authorization Form (MAF) or equivalent document for servicing/partner.
6. Copy of executed work orders.
7. Copy of work completion certificate for the executed work orders.
8. Proof for turnover for last 2 financial years.
9. Proof for positive net worth for last 2 financial years.
10. List of resident AMC service engineer
11. Resume of resident service engineer
12. Copy of ISO 9001 certifications for Computers and peripheral servicing.
13. Address proof of local support/service office/centre in Kochi
14. Income tax clearance certificate
15. Copy of Certificate of Registration
16. Copy of Certificate of Incorporation.
17. Copy of PAN.
18. Copy of GST details
19. Satisfactory service certificate from the previous customers.
20. Letter of confirmation / declaration as per Annexure VII

Annexure II A: PRE-QUALIFICATION FORM

1.	Name of the Company (As in the Registration Certificate)	
2.	Address (with Tel. No., Fax no. & E-mail address)	
3.	Contact Person/Account Manager for CSL (Attach Escalation Matrix including contact details)	
4.	Authorized Service provider/partner of (Copy of authorization document or MAF for service to be attached)	Dell
5.	The number of years of experience in server/workstation maintenance business.	
6.	List of customers in Kerala.	

7.	Income tax clearance certificate (Copy to be attached)	Yes/No		
8.	Annual AMC/ Service turnover during the last two financial years. (Statement needs to be attached)			
	SL No.	Fin Year	Turnover (INR)	Doc Attached (Yes/No)
	1			
	2			
9.	Net worth for last two financial year (Statement needs to be attached)			
	SL No.	Fin Year	Turnover (INR)	Doc Attached (Yes/No)
	1			
	2			
10.	ISO 9001 certifications for Computers and Peripherals servicing attached. (Copy to be attached)	Yes/No		
11.	Resume of service engineers who shall be deployed in CSL is	Yes/No		
12.	Registration Certificate No: (Copy need to be attached)			
13.	PAN No: (Copy of PAN card to be attached)			
14.	GST No (Copy to be attached)			
15.	Have full-fledged local support/service office/centre in Kochi	Yes/No		

Details of AMC awarded during last 4 years in Kerala (Minimum 2). (Copy of executed work order and work completion certificate to be attached)					
Sl No	Name of Organization	Period of AMC	No. of Servers/Workstations	Customer Contact person	Details of the hardware
1					

2					
3					

DECLARATION

I hereby certify that the information furnished above is complete, true and correct to the best of my knowledge. Also I hereby fully agree that the CSL will have all the rights, without prior intimation to me, to cancel the contracts, give tender holiday to my firm and not to engage me in any of the business transactions with CSL for the next three years, if any of the information furnished above is false or any of the documents submitted above is incorrect.

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

Annexure III

6. Annexure III - LIST OF SERVER, WORKSTATIONS & PERIPHERALS

SL NO	ITEM	DESCRIPTION	QTY
1	Server	Dell PowerEdge R930	1
2	Workstation	Dell Precision T3620	40
3	UPS (Online)	DELTA N-6K Online UPS (6kVA)	1
4	UPS	Numeric Digital 600ex	52
5	Printer	Canon LBP 654CX Color Printer	1
6	Server	HP DL380R05 Server	2
7	Workstation	Dell Precision T1700	30
8	Workstation	Dell OptiPlex 990 MT	40
9	Printer	HP LaserJet Pro M226dn mfp	1
10	Printer	HP LaserJet Pro M128fw mfp	3
11	Printer	HP LaserJet 1022n Printer	7
12	Printer	HP LaserJet M1536 dnf (CE538A)	1
13	Printer	HP LaserJet Pro P1108 (CE655A)	3
14	Printer	HP Office Jet 7110 Wide Format (CR768A)	1
15	Printer	HP LaserJet 3052 All-in-One Printer	2
16	Printer	HP LaserJet 3020 All-in-One Printer	1
17	Printer	HP Color LaserJet 2600n Printer	1
18	Printer	HP 1505n Mono Laser printer	5
19	Plotter	Epson SureColor T7270 Plotter	1
20	Plotter	HP Design Jet T520 36 inch Plotter (CQ893A)	1
21	Scanner	HP Scanjet N9120 (L2683A) Scanner	2
22	UPS	APC-Back UPS 650 VA	78
23	UPS	Numeric Digital 600ex	60
24	Plotter	HP DesignJet 500 42-in Color Plotter	1
AMC of below item will be start only after 17.05.2023			
25	Workstation	Dell Precision 3620	12
AMC of below item will be start only after 07.07.2023			
26	Server	Dell PowerEdge R930	2

SUMMARY OF SPECIFICATION OF ABOVE ITEMS (SERVER & WORKSTATIONS)

SL	DESCRIPTION	DETAILED SPEC
1	Dell PowerEdge R930	Service Tag: HLV3QM2 2x Intel Xeon E7-4809 v4 2.1GHz, 32 GB (4 x 8GB RDIMM, 2133MT/s, Dual Rank) 2x800GB Solid State Drive 4 x1.2TB 10K RPM SAS 2.5 Hot plug Hard Drive.

		Windows Server 2016 Standard
2	Dell Precision T3620	Intel(R) Xeon(R) Processor E3- 1240 v5 2 x 1TB 3.5inch SATA (7,200 Rpm) Hard Drive 16x DVD+/-RW Half Height Optical Drive 2 x 8GB ,2400MHz, DDR4 NVIDIA Quadro M2000 4GB (4 DP)
6	HP DL380R05 Server	Intel Xeon X5460 8GB Ram Server-1 (2x72 GB, 4x300 GB, 2x146 GB 10K SAS) Server-2 (1x72 GB, 3x300 GB, 4x146 GB 10K SAS)
7	Dell Precision T1700	Intel Core I7-4790 (Quad Core HT, 3.60GHz Turbo, 8MB) NVIDIA Quadro K2000 4GB (2x2GB) 1600MHz DDR3 Non-ECC. 2 x 500GB 3.5inch Serial ATA (7,200 Rpm). One 16x DVD Drive.
8	Dell OptiPlex 990 MT	Intel Core i5-2400 Processor (3.10GHz,6MB) NVIDIA Quadro 600 4GB (2x2GB) , DVD + /- RW 2 x 500GB 3.5inch SATA HDD (7200RPM)
25	Dell Precision T3620	Intel(R) Xeon(R) Processor E3- 1240 v5 2 x 1TB 3.5inch SATA (7,200 Rpm) Hard Drive 16x DVD+/-RW Half Height Optical Drive 2 x 8GB ,2400MHz, DDR4 NVIDIA Quadro P2000 4GB (4 DP)
26	Dell PowerEdge R930	2x Intel Xeon E7-4850 v3 2.2GHz 80 GB (4 x 8GB RDIMM, 2133MT/s, Dual Rank) 2 x 300GB 10K RPM SAS 2.5in Hot-plug Hard Drive 6 x 600GB 10K RPM SAS 2.5in Hot-plug Hard Drive Windows Server 2012R2 Standard

Annexure IV

7. Annexure IV – LIST OF SPARES TO BE MAINTAINED IN CSL

The following spares are to be maintained in good working condition suitable for the equipments in

Sl No	Spare	Quantity
1	Motherboard	01
2	SMPS	03
3	Hard Disk	03
4	Keyboard	05
5	Mouse	05
6	Memory	02
7	VGA Card	01

Annexure V**8. Annexure V – NON-DISCLOSURE AGREEMENT (NDA)**

This Non Disclosure Agreement (the “Agreement”) is entered into this,
by and between;

Cochin Shipyard Limited, COCHIN SHIPYARD LIMITED (CSL) a Government of India undertaking under Ministry of Shipping and having its Registered Office at Administrative Building, P.O Bag No: 1653, Perumanoor P.O, Kochi 682015 which expression shall, unless it be repugnant or contrary to the subject or context thereof, be deemed to mean and include its nominees, successors and permitted assigns) of the ONE PART;

AND

Company Name.....Address..... hereinafter referred to as the “Receiving Party”, which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors and permitted assigns, of the OTHER PART.

(Company Name and Cochin Shipyard Ltd shall hereinafter be referred individually as “Party” and collectively as “Parties”)

WHEREAS, the Disclosing Party is a premier shipyard in India carrying on ship building and ship repair activities.

WHEREAS, the Receiving Party is engaged in the business of Annual Maintenance Contract (AMC) for Server, Workstation & Peripherals.....

WHEREAS, the Receiving Party and Disclosing Party are entering into a Contract/ contemplate a relationship for the purpose of Annual Maintenance Contract (AMC) for Server, Workstation & Peripherals..... (hereinafter referred to as the “Transaction”) and in the process of conducting the Transaction by the Receiving Party, the Disclosing Party shall disclose to the Receiving Party certain confidential technical and business information which the Disclosing Party desires the Receiving Party to treat as confidential .

AND WHEREAS, in consideration of the disclosure of such Confidential Information to the Receiving Party by the Disclosing Party, Receiving Party agrees to keep the Confidential Information in strict confidential in accordance with the terms and conditions set forth in this Agreement and undertakes not to disclose the Confidential Information to any individual/person/entity/ group of persons.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS;

1. EFFECTIVE DATE

The effective date of this Agreement shall be the date of signing of this Agreement.
DEFINITION OF CONFIDENTIAL INFORMATION

The parties hereto agree that for the purposes of this agreement, the Confidential Information shall mean and include all documents, forms, papers, designs or other records and information in whatever form gathered and/or received by the Receiving Party in pursuance of its duties and such data, documents, material and information, which are not available in the public domain and which shall include but not be limited to information relating to the products, Equipment, manuals, Instructions, software, customers, prospective customers, business plans, business opportunities, business ventures, strategic plans, finances, financial condition, projections, marketing strategies, programs, research, development, derivatives, copyrightable or copyrighted material, any translation, abridgment, revision or other form in which an existing work may be recast, transformed or adapted, patentable or patented material, any improvement thereon, material which is protected by trade secret, any new material derived from such existing trade secret material, including new material which may be protected by copyright, patent and/or trade secret, trademarks, trade names, designs, art work, or third party confidential information including information derived or developed on the basis of such information including any study material, analysis, notes, valuation etc., prepared by the Receiving Party in the process of the Transaction, in relation to the Disclosing Party, its subsidiaries, holding or associate companies or its affiliates or Business Partners whether or not explicitly designated as "Confidential Information" Disclosed or to be Disclosed by the Disclosing Party or the representatives of the Disclosing Party in any tangible form (including information transmitted in oral, written, electronic, magnetic or other form and also information transmitted visually or any other means) (here referred to as the "Confidential Information").

2. NONDISCLOSURE AND NON-USE OF CONFIDENTIAL INFORMATION

The Receiving Party hereby agrees that the Confidential Information of the Disclosing Party will be used solely for the purpose of the Transaction and agrees and covenants that it shall not disclose, publish, or disseminate Confidential Information to anyone other than the employees of the Receiving Party on a need to know basis, and Receiving Party agrees to take precautions which shall at all times be at least to the same extent the Receiving Party protects its own Confidential Information, to prevent any unauthorised use, disclosure, publication, or dissemination of Confidential Information. It shall be the responsibility of the Receiving Party to ensure that those employees who receive the Confidential Information on a need to know basis are bound by the confidentiality obligations mentioned herein.

The Receiving Party agrees to accept and use Confidential Information for the sole purpose of the Transaction and not for any third party's benefit. The Receiving Party agrees not to use Confidential Information without the prior written approval of the Disclosing Party or an authorised

representative of the Disclosing Party in each instance. The Parties agree that if any disclosure of such Confidential Information is required to be made by the Receiving Party upon requisition by any Statutory Authority or any Court of Law, such a disclosure shall be upon prior notice to the Disclosing Party, to enable the Disclosing Party to take protective measures against such disclosure requirement.

3. OWNERSHIP OF CONFIDENTIAL INFORMATION

All Confidential Information disclosed by the Disclosing Party and any Derivatives thereof, created by the Disclosing Party, remains the property of the Disclosing Party; and no license or other rights whatsoever to Confidential Information is granted or implied hereby.

4. RETURN OF DOCUMENTS

Within seven business days of the written request of the Disclosing Party or upon termination or expiration of this Agreement, the Receiving Party will at the option of the Disclosing Party, return to the Disclosing Party or destroy and/or certify destruction of all documents and copies and other tangible objects thereof containing Confidential Information. For the purposes of this section, the term "documents and copies" includes all information fixed in any tangible medium of expression, in whatever form or format. Receiving Party also agrees to purge all copies of Confidential Information stored in electronic memories or media.

5. EQUITABLE RELIEF

The Receiving Party hereby acknowledges that unauthorised disclosure or use of Confidential Information could cause irreparable harm and significant injury to the Disclosing Party that may be difficult to ascertain. Accordingly, Receiving Party agrees that the Disclosing Party will have the right to seek and obtain immediate injunctive relief to enforce obligations under this Agreement without prejudice to any other rights and remedies it may have in law or under this Agreement. The Receiving Party shall be liable for all loss, damages, expenses (including Advocates fee) incurred or suffered by the Disclosing Party as a result of the breach of this Agreement by the Receiving Party or its employees.

6. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement with respect to the Confidential Information disclosed herein and supersedes all prior or contemporaneous oral or written agreements concerning such Confidential Information. This Agreement may not be amended except by the written agreement signed by authorised representatives of both parties.

7. NO WAIVER OF RIGHTS

It is understood and agreed that no failure or delay by the Disclosing Party in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder.

8. DISPUTE RESOLUTION

Any disputes or differences arising between the parties hereto from and out of any of the provisions of the agreement as to the construction, meaning or effect thereof or as to the rights or liabilities of the parties hereto, either during the term of this agreement or upon expiration thereof shall be settled amicably by mutual accord by the parties within 30 days from the date of such disputes.

9. GOVERNING LAW

This Agreement will be governed by and construed in accordance with the laws of the Republic of India. The Courts at Ernakulam alone shall have jurisdiction to entertain and try all matters arising from and out of this agreement.

10. TERM

This Agreement shall remain in effect for a period of year from the date hereof, provided that Receiving Party's duty to protect the Disclosing Party's Confidential Information shall survive expiration of termination of this Agreement.

11. TERMINATION AND CONSEQUENCES

The Disclosing party may terminate this Agreement at any time during the tenure without assigning any reason whatsoever.

Upon termination of this Agreement either by efflux of time or prior determination as provided herein above, the Receiving Party shall promptly upon the request of Disclosing Party, either return to Disclosing party or at the Disclosing party's option destroy all Confidential Information, as referred in Clause 5.

12. DISCLAIMERS

Neither this Agreement nor any disclosure of Information made under it grants the Receiving Party any right or license under any trademark, copyright or patent now or subsequently owned or controlled by the Disclosing Party, unless expressly agreed otherwise in writing.

13. ASSIGNMENT

The Receiving Party shall not have the right to assign or otherwise transfer, in whole or in part, any of its rights or obligations under this Agreement.

14. SEVERABILITY

If any condition, clause or provision of this Agreement is held or found by a court to be invalid, void, illegal or unenforceable, the remaining provisions shall remain in full force and effect.

15. SURVIVAL

The terms and provisions of this agreement that by their nature and contents are intended to survive the performance hereof by any or all the parties hereto shall so survive the completion and / or termination of this agreement.

16. RELATIONSHIP

This agreement shall not be construed to create any relationship either of employee/employer, joint venture, principal/agent, partnership/associate or any other relationship of a like nature between the parties hereto or between either party and the employees, agents and representatives of the other party.

17. NOTICES

All notices or other communications to be given or made under this Agreement shall be in writing, shall either be delivered personally or sent by courier, registered or certified mail or facsimile. The address for service of each Party and its facsimile number is set out under its name on the signing pages hereto.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed and do hereby warrant and represent that their respective signatory whose signature appears below has been and is on the date of the Agreement duly authorised by all necessary and appropriate action to execute this Agreement.

Signed for and on behalf of

Signed for and on behalf

COCHIN SHIPYARD LIMITED.

.....

Signature:

Signature:

Name:

Name:

Title:

Title:

Date:

Date:

Address: COCHIN SHIPYARD LTD
KOCHI 682015

Address:

Fax No.:

Fax No.:

Annexure VI

9. Annexure VI – BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT/ WARRANTY 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) (here in after 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 ay 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 fulfill 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 contractor or the said bank shall not discharge our liability hereunder.

Notwithstanding anything contained here in:

- 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:.....

[1] An amount shall be inserted by the Guarantor, representing the percentage of the Contract Price specified in the Contract and denominated in respective Indian Rupees.

Annexure VII

10. Annexure VII - LETTER OF CONFIRMATION / DECLARATION

To,

The Manager (IT)
 Design Department, 3rd floor, Main office
 Cochin Shipyard Ltd
 Perumanoor PO, Kerala Cochin – 682 015.

REF: Tender No: CSL/DESIGN/IT/SER/AMC-IT PERIPHERALS/2022/3

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.

Our company is agreeable to provide the services as per the RFP. We agree to all the terms and conditions of the Tender No: CSL/DESIGN/IT/SER/AMC-IT PERIPHERALS/2022/3

We shall observe confidentiality of all the information passed on to us in course of the Annual Maintenance Contract for Server, Workstation & Peripherals for two-year services at CSL and shall not use the information for any other purpose than the current tender.

I certify that the information provided above is to the best of my knowledge true and correct.

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

Annexure VIII

11. Annexure VIII - PRICE BID FOR ANNUAL MAINTENANCE CONTRACT FOR SERVER, WORKSTATION & PERIPHERALS

S No	Item Description	Qty (A)	RATE/MONTH /UNIT (B)	No of Month (C)	TOTAL (AxBxC)
1	Dell PowerEdge R930	1		24	
2	Dell Precision T3620	40		24	
3	Delta N-6K Online UPS (6kVA)	1		24	
4	Numeric Digital 600EX UPS	52		24	
5	Canon LBP 654CX Color Printer	1		24	
6	HP DL380R05 Server	2		24	
7	Dell Precision T1700	30		24	
8	Dell OptiPlex 990 MT	40		24	
9	HP LaserJet Pro M226dn mfp	1		24	
10	HP LaserJet Pro M128fw mfp	3		24	
11	HP LaserJet 1022n Printer	7		24	
12	HP LaserJet M1536 dnf (CE538A)	1		24	
13	HP LaserJet Pro P1108 (CE655A)	3		24	
14	HP Office Jet 7110 Wide Format (CR768A)	1		24	
15	HP LaserJet 3052 All-in-One Printer	2		24	
16	HP LaserJet 3020 All-in-One Printer	1		24	
17	HP Color LaserJet 2600n Printer	1		24	
18	HP 1505n Mono Laser printer	5		24	
19	Epson SureColor T7270 Plotter	1		24	
20	HP Design Jet T520 36 inch Plotter (CQ893A)	1		24	
21	HP Scanjet N9120 (L2683A) Scanner	2		24	
22	APC-Back UPS 650 VA	78		24	
23	Numeric Digital 600EX UPS	60		24	
24	HP DesignJet 500 42-in Color Plotter	1		24	
25	Dell Precision T3620	12		21	
26	Dell PowerEdge R930	2		19	
	Sub Total (D)				
	Applicable Tax (E)		%		
	Grant Total (F=D+E)				

*Bidder should quote for all items.

Date:

Authorized Signatory with company seal: