

COCHIN SHIPYARD LIMITED
(A Government of India Enterprise)



REQUEST FOR PROPOSAL (RFP) FOR
Annual Maintenance Contract for Computers & for
providing Facility Management Service

| | |
|---------------------------------|----------------------------|
| Tender Ref No. | ISD/123/AMC/OEM/01/2025 |
| Last Date of Submission of Bids | 08 July 2025 15:00 Hrs IST |

PO Bag # 1653, Perumanoor P O Kochi- 682015
Tel: +91 484 2501906 / 2501673
Web: www.cochinshipyard.in

Tender No: ISD/123/AMC/OEM/01/2025
Annual Maintenance Contract for Computers & for providing Facility Management
Service

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1. TENDER NOTICE

No. ISD/123/AMC/OEM/01/2025

24 June 2025

Annual Maintenance Contract for Computers & for providing Facility Management Service

Competitive Tenders in two-bid system in the prescribed form are invited by Cochin Shipyard Limited (CSL) for Annual Maintenance Contract for Computers & for providing Facility Management Service from experienced Organizations/Firms, so as to reach the undersigned on or before the date and time mentioned below

| SL NO | ITEM | PARTICULARS |
|-------|--|---|
| 1 | Tender Ref No. & Date | ISD/123/AMC/OEM/01/2025 Date: 24 June 2025 |
| 2 | Tender Inviting Authority | Cochin Shipyard Limited (CSL) |
| 3 | Name of the project | Annual Maintenance Contract for Computers & for providing Facility Management Service for two years. Initially the work order will be issued for one year. If the work is found satisfactory, the work order will be issued for the second year with same rate, terms and conditions. |
| 4 | Project Location | Cochin Shipyard Limited |
| 5 | Nature of bid process | Two Bid (1) Part-I: Techno Commercial bid (2) Part-II: Price Bid |
| 6 | Bid Validity | 90 Days from the date of opening of Price Bid |
| 7 | Last date & Time of receipt of tender | 08 July 2025 15:00 Hrs IST |
| 8 | Date & Time of opening of Technical Bid (PART I) | 09 June 2025 11:00 Hrs IST |
| 9 | Date & Time of opening of Price Bid (PART II) | Will be informed to the technically qualified bidders. |
| 10 | Address for submitting the Bids in sealed covers | Deputy General Manager (IT) Information Systems Department, |

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| | | |
|----|---|---|
| | | 2nd Floor - Main Office Building, Cochin Shipyard Limited, Perumanoor PO, Kerala, India, Pin: 682 015 Contact No: +91 484 2501391, 2501906 |
| 11 | Contact Details/ address for submitting the bid by email | Tel: +91 484 2501906 / 2501310 Email: binijoseph@cochinshipyard.in rinish.m@cochinshipyard.in |

For Cochin Shipyard Limited
Deputy General Manager (IT)

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2. SCOPE OF WORK

The contractor should provide the Comprehensive Annual Maintenance Contract for Computers & for providing Facility Management Service as per the list of equipment's in Annexure III for a period of two years for maintaining the equipment's in good working conditions for providing business continuity and uptime for IT facilities in Cochin Shipyard Limited. Initially the work order will be issued for one year. If the service is found to be satisfactory, the work order for the second year will be issued with same rate, terms and conditions. The contract may again be extended on mutual consent basis, if the service provided after the two years is found satisfactory with same rate, terms and conditions. However, this will be at the sole discretion of CSL.

3. TENDER TERMS & CONDITIONS

1. CSL reserves the right to carry out the capability assessment of the bidder and the decision of CSL shall be final in this regard.
2. **Nature of tender:** - It is a two-part tender namely:
 - Part-I: Techno Commercial bid
 - Part-II: Price Bid
3. **Techno Commercial bid:** - It should consist of the followings:
 The following forms duly filled, signed and stamped by the authorized signatory of the bidder.
 - a. Form A1: Pre-Qualification Compliance sheet.
 - b. Form A2: Escalation Matrix.
 - c. Form A3: Details of AMC Contracts.
 - d. Form A4: Expertise & Experience of service Coordinator and Engineers
 - e. Form A5: Letter of confirmation / Declaration
 - f. Form A6: NEFT mandate form
 - g. Form A7: Price Bid Format (Blank)

Please note that Part-I: Techno commercial bid **SHOULD NOT CONTAIN ANY PRICE** details.

The qualified L1 bidder must submit Non-Disclosure Agreement (NDA) as per Annexure I and Bank Guarantee as per Annexure II.

4. **Price Bid:** - Price for each of activities/items mentioned in Form A7 of tender documents to be quoted separately. This should be strictly in the price bid format shown as per Form A7 and the price bid document should be sealed

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and signed by the bidder. Offer with price bid which is different from the format shown in Form A7 will be rejected and will not be considered for further processing.

Bidder should quote for all the items. Partial quote will be rejected.

The rate should be quoted for one year (365 days). The OEM warranty of some items will be expired during the contract period. For these items the period was specifically noted against the items in the price bid and should be quoted for the days specified in the price bid format.

The price should be quoted in the price bid format placed at Form A7 and price shall remain firm during the tenure of the contract.

Taxes shall be quoted separately as in the price bid format.

5. Bid submission method: - The bids must be submitted in sealed envelopes as follows:

1. First sealed envelope (Envelope for Techno Commercial Bid) clearly superscripting "Tender no. ISD/123/AMC/OEM/01/2025 : Part I –Techno Commercial Bid: 'Annual Maintenance Contract for Computers & for providing Facility Management Service' " which should contain the techno commercial bid prepared as per clause 3.3 including blank price format.
2. Second sealed envelope (Envelope for Price Bid) clearly superscripting "Tender No. ISD/123/AMC/OEM/01/2025 : Part II –Price Bid: 'Annual Maintenance Contract for Computers & for providing Facility Management Service'" which should contain price bid prepared as per clause 3.4.
3. Third Sealed envelope clearly superscripting "EMD For Tender No. ISD/123/AMC/OEM/01/2025: 'Annual Maintenance Contract for Computers & for providing Facility Management Service' ". The bids of only those bidders who have submitted the EMD as above will only be considered for further tender process.
4. Fourth sealed envelope clearly superscripting "Tender No. ISD/123/AMC/OEM/01/2025: 'Annual Maintenance Contract for Computers & for providing Facility Management Service' ". The above mentioned first, second and third envelopes should be put together inside this Fourth envelope. The following information should also be written on top of the envelope :-
 1. Tender number , Date of Opening & time.
 2. Name of Work as "Annual Maintenance Contract for Computers & for providing Facility Management Service "

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3. Name and Address of the bidder.
4. Address to which the bid is submitted as

**Deputy General Manager (IT),
Information Systems Department,
2nd Floor - Main Office Building,
Cochin Shipyard Limited
Perumanoor P O, Kerala, India, Pin: 682 015**

6. Any corrections in the bid document should be authenticated by the bidder by putting signature with stamp.
7. The price bid enclosed along with the techno-commercial bid, instead of keeping it in a separate envelope, shall be out rightly rejected.
8. EMD will be refunded after finalization of the contract, and after receipt of necessary security deposit in respect of successful bidder.
9. Sealed bids addressed to The Deputy General Manager (IT) should reach the address indicated in the tender notice on or before the due date and time. Bids submitted by email shall not be considered. CSL will not be responsible for postal delay, non-delivery/non receipt of tender documents or delivery of the bid in any address other than the address specified in the tender notice. It will be the sole responsibility of the bidder to ensure that the bid is delivered before due date and time in the specified address.
10. Tender Opening: - All the tenders received up to the time and date mentioned as "Last date & Time of receipt of tender" in page 3 (Tender Notice) of this document will only be considered for further processing and tenders received late shall not be considered under any circumstances.
11. Part I (Techno Commercial bid) will ONLY be opened on the date mentioned as "Date & Time of opening of Technical Bid (PART I)" in page 3 (Tender Notice) of this document, in presence of the bidders, if present.
12. Part II (Price bid) of ONLY qualified eligible bidders will be opened on a later date which will be informed to the qualified eligible bidders by CSL through email or phone. The bidder or his authorized representative may attend this price bid opening and shall sign in a register maintained by CSL as a proof of his attendance.
13. **Evaluation of offers:** - 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 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 bid.

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14. **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.
15. CSL also reserves the right to cancel the tender at any point of time without assigning any reasons whatsoever.
16. **Eligibility/Pre-Qualification Criteria:** - The bidder shall satisfy the criteria mentioned in the Form A1: Pre-Qualification Compliance sheet
17. CSL reserves the right to verify the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.
18. **Award & Acceptance of Contract:** – 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 organization seal as a token of acceptance.
19. **Validity of Offers:** - Offer submitted by the bidder should be valid for a minimum period of 60 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. **EMD:** - Earnest Money Deposit (EMD) of Rs.15, 000/- (Rupees Fifteen Thousand Only) shall be remitted in the form of Demand Draft from Scheduled Banks in favour of "Cochin Shipyard Limited" payable at Kochi. Cash, Cheque, Bank Guarantee, Postal orders etc., are not acceptable. No interest will be payable to EMD. The EMD of the successful bidder will be returned only after execution of the Contract Agreement and after furnishing of the required Security Deposit / Performance Bank Guarantee. Bidders with valid registration under National Small Industrial Corporation (NSIC) / Micro Small and Medium Enterprises (MSME) will be eligible for all relaxation subject to the submission of valid documents. To qualify for EMD exemption, firms should necessarily submit valid copy of the Registration Certificate along with the list of items / services for which they are registered, as issued by NSIC, in Part-I Technical Bid.
The EMD may be forfeited: -
 - (a) Bidder withdraws amends, impairs or derogates from the tender, agreed conditions of TNC / TC in any respect within the period of validity of his offer.
 - (b) Non-acceptance of order.
22. CSL reserves the right to modify, expand, restrict, scrap this proposal or reject, cancel any RFP any time without assigning any reason.
23. Bids once submitted shall not be returned to the bidder under any circumstances.
24. Any conditions or deviations submitted by the bidders other than in the prescribed forms published by CSL in this tender document will not be valid and CSL will not be liable for any such conditions/deviations. The compliance

checklist submitted by the bidder as per the form/s provided in this tender document will be considered as final.

25. All corrigenda, addenda, amendments and clarifications to tender specifications will be published in the website www.cochinshipyard.in and Central Public Procurement Portal. Bidders shall keep themselves updated with all such developments till the last date and time of submission of the tender
26. All costs and expenses incurred by the Recipient/ Bidder in any way associated with the development, preparation and submission of bids, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the CSL, shall be borne entirely and exclusively by the bidder.

4. CONTRACT TERMS & CONDITIONS

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

1. Scope of Work:-

The contractor should provide the Comprehensive Annual Maintenance Contract for Computers & for providing Facility Management Service as per the list of equipment's in Annexure III for a period of two years for maintaining the equipment's in good working conditions for providing business continuity and uptime for IT facilities in Cochin Shipyard Limited. Initially the work order will be issued for one year. If the service is found to be satisfactory, the work order for the second year will be issued with same rate, terms and conditions. The contract may again be extended on mutual consent basis, if the service provided after the two years is found satisfactory. However, this will be at the sole discretion of CSL.

2. The summary details of computers are enclosed at Annexure III. These lists are indicative only. Once the work order is awarded, the contractor's team should verify the list of items and should prepare a final list of items by jointly working with the CSL representative and the task has to be completed within 45 days from starting of contract. The final list hence prepared may have inclusion/exclusion of items as the contract proceeds. For any such alterations, intimation shall be given to the contractor formally in advance.
3. During the contract period, the contractor should accept a greater number of items into the existing list of AMC items for which rates are already available in the contract. The rates for these newly added items will be same as the rates in the existing contract. If substantial quantities of new items are added into the scope of the contract, the contractor should be ready to pass on the proportionate benefits to CSL by means of reduction in the rates or by discounts after mutual agreement with CSL. The charges for the maintenance of these newly added items shall be payable to the contractor on quarterly basis along with the maintenance charges for the items in the contract. Also, the same way, 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.

4. The new upgrade items (Motherboard, 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.
5. 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.
6. The contract is comprehensive and covers free replacement of all defective parts with parts from the respective OEM. If the part from the OEM brand is not available in the open market, the contractor should arrange items of equivalent/superior technical specification and high quality from reputed makes and replace
7. If required, the contractor may take back to back care pack from OEMs (HP/Lenovo/DELL/Acer) for providing trouble free operation with spares and on-site support.
8. The contractor shall keep minimum working 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 quarterly review of maintenance shall be done by CSL supervisor/officer. The contractor should immediately restore the required quantity of spares even if the spares are allotted permanently to users as required.
9. 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.
10. The contractor shall maintain the required drivers (USB Devices, DVDs & CDs) for maintaining the service.
11. The software maintenance shall include re-installing, repairing, debugging, loading software's like operating systems (all versions), office applications (MS Office), language software's, and web browsers like Internet explorer, chrome, Firefox ,email client software, anti-virus software, SAP ERP related applications, SAP File Lifecycle Management system (FLM), connected printers/scanners, digital signatures and any other type of software's presently

used in CSL. The software maintenance also includes basic level data retrieval, upgrading and maintaining device drivers, system/network configuration and installation of new software's purchased by CSL from time to time.

12. OS patch management, anti-virus software Updating, system cleansing, removal of virus shall be mandatory and any machine under AMC found without anti-virus installed will attract penalty of Rs 200 per machine per Quarter.
13. The contractor should provide sufficient tools required for carrying out the service without fail.
14. The contract is comprehensive and covers free replacement of all defective parts. Approval from IS department/Ship Repair SR (IT) is mandatory if defective parts are replaced with equivalent brands. Records to be maintained for this and quarterly review of the maintenance shall be done by CSL personnel.
15. The contractor should deploy one resident service coordinator at IS Department, CSL and minimum three resident service engineers for the services at CSL. Among three resident service engineers, two are deployed at ISD and one at Ship Repair (SR) for execution of the project at corresponding areas.
16. Service co-ordinator and service engineers shall sign the attendance register kept at corresponding locations of ISD and SR at 08:00 Hrs and be available up to 16:20 Hrs on all CSL working days. The timings may vary as per the CSL working timings. As the users in CSL are working on different shifts, if required, Service co-ordinator & service engineers need to attend the duty on these shifts which will be intimated in advance. Late attendance may consider as half day absence.
17. A penalty will be applicable on the absence of co-ordinator /service engineers in CSL premises. Service engineers shall be deployed in CSL from the approved list of co-ordinator/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.
18. The Service co-ordinator shall

- a. Be the First / single point of contact for CSL for all the correspondence with the Contractor.
 - b. Coordinate with other support teams within the CSL for complex issues.
 - c. Co-ordinate the service engineers of ISD and SR divisions.
 - d. Verify that all tickets are properly assigned and updated.
 - e. Be responsible for co-ordinating the calls and feedback of complaints. Should monitor and solve the complaints in the ITSM tool continuously/as reported by IT supervisors / Officers.
 - f. Prepare and hand over the daily & weekly call report, monthly and Quarterly review report, Preventive maintenance (PM) report (Softcopy and hard copy), feedback etc. for doing payments.
 - g. Be responsible for doing asset verification as per the time lines by arranging the appropriate engineers. If the resident engineers are not sufficient, then can arrange sufficient extra engineers from the office of contractor to complete the work on time.
 - h. Be responsible for maintaining the required sufficient working spares as per the terms of contract. Should also track the spare items while placing the spare on complaint locations and replacing back with original systems.
 - i. Responsible for completing the Preventive Maintenance (PM) as per the schedule in the contract. If the resident engineers are not sufficient for completing the PM on time, then can arrange sufficient additional engineers from the office of contractor so as to complete the PM on time. PM report to be submitted to ISD officers/supervisors on time.
 - j. Should be responsible for maintaining the track of Material out pass items (Items taken out of CSL for repair) and returning the items as per schedule.
 - k. Arranging service engineers in case if any service engineer is on leave.
 - l. The service co-ordinator should be responsible for keeping all the records required for maintaining the contract.
 - m. Attending the calls and resolving the issues.
19. The bio-data of the service co-ordinator, the 3 service engineers and the 3 standby engineers should be get approved by CSL. Only approved service co-ordinator & service engineers with adequate qualification specified in prequalification condition are allowed to take charge. The bidder shall depute the same service co-ordinator and service engineers to CSL for continuity of operations and rectification of problems.
20. Service co-ordinator and Service Engineers shall maintain proper discipline and code of conduct. The contractor should obtain **15 Days** prior written approval from CSL before changing the resident service engineers/Coordinator. The contractor should ensure that the service co-ordinator and 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.

21. If the service of service co-ordinator and the service engineers are not found to be satisfactory, CSL reserves the right to change them. The contractor should give a sufficient replacement within 3 working days on the approval and proper Knowledge transfer should be ensured for the newly joining service engineers.
22. Service co-ordinator & Service engineers shall be responsible for attending all system related problems and provide facility management services for equipment's outside AMC also. For equipment's outside AMC, they should attend OS related issues, a first level of service where the problem is identified and standby arrangement may be provided with CSL system.
23. The co-ordinator/ service engineers should be ready to attend complaints from all the departments, sections and office locations inside Kerala.
24. Expenses for travel, phone charges, food and accommodation etc. for the service engineers will not be borne by CSL.
25. The co-ordinator/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 to be taken to the workshop, the contractor should provide a standby for the same.
26. The contractor should provide the co-ordinator/service engineers the Personnel Protection Equipment (PPEs) at contractor's cost and the contractor should ensure that the co-ordinator/ service engineers strictly follow the safety rules and regulations and use Personnel Protection Equipment's (PPE) as applicable for safe working in CSL.
27. Upon completion of the work, engineer shall clear the area and shall not leave any occupational health / safety/ environmental liabilities to CSL, from their activities at their worksites.
28. Practice of Safety Methods - The contractor shall abide the CSL Safety Rules and carry out the works observing all safety precautions for the safety of his workmen. The contractor's supervisor shall ensure that the workmen are using Personal Protection Equipment (PPE) like safety shoes, safety helmets, safety belts, safety ladders etc. while working at heights, and are following the safety methods. Power shut down/permit to work shall be obtained from the concerned authority before commencing works near live power lines. The bidder shall be solely responsible for ensuring and observing all such safety measures by his workmen.

29. The services of the co-ordinator /engineers 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.
30. 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.
31. Preventive maintenance of all equipment's should be done twice a year. Preventive Maintenance (PM) for PCs can be clubbed with maintenance done while a compliant is reported and shall be carried out on machines on request basis and payment will be based on feedback report from the user. The quarterly payment will be strictly made on the basis of satisfactory report from the users. Penalty charges as per the rates shall be deducted if no PM is done on the items during the contract. Schedule for PM should be intimated to IS Department/SR IT in advance. PM Register or Forms are to be maintained by the co-ordinator/service engineers and be made available for verification by CSL. Sufficient engineers should be allotted in addition to the resident service engineers to complete the PM successfully on time.
32. 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.
33. The hardware and software problems reported by the users will be available in the compliant handling system or notified to the contractor's team and have to be attended by them based on priority indicated. On some occasions such complaints may be given directly by CSL personnel on non-working days. The service engineers should be ready to attend and resolve the issues immediately on such situations also and the contractor will be paid for this extra service at an additional cost of Rs 800/- per day per person and Rs.400 for half day per person. For all such complaints given telephonically, service coordinator should maintain a record on the AMC attendance register on the first available occasion and attend to them at the earliest.
34. Security Deposit - The successful bidder should remit a security deposit of 3% of the base value of the order by way of bank guarantee as per CSL format in Annexure II: from a nationalized or scheduled bank 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 30 days.

35. All the equipment's should be maintained in good working condition till the completion of the AMC, failing which security deposit will be forfeited.

36. Any issue reported is to be solved within three days from the time of reporting of the compliant. If any Computer is not repaired and made fully functional within two days from the time of reporting, the contractor shall have to provide additional standby equivalent/parts with same or higher configuration. If, however, the contractor fails to repair or provide additional standby PC/accessory within three days, then a penalty as per penalty clause will be applicable for each day thereafter till the PC/accessories are repaired/replaced.

37. Cochin Shipyard shall have the option to terminate the agreement at any time if the service is found to be unsatisfactory. A quarterly/monthly/weekly review of the service will be carried out and if found unsatisfactory, the contract can be terminated which shall be final and binding.

38. Downtime Penalty Clauses

- a. The contractor shall be liable to pay downtime penalty at the following rates for non-repair of systems 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.
- b. 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.
- c. If any defective items are not repaired and made ready within 15 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.
- d. Penalty charges are as follows.

| Downtime penalty charges for Items | | |
|------------------------------------|------------------|----------------------------------|
| Sl No | Device | Penalty Charges (In Rs.) per day |
| 1 | Desktop /PC /NUC | 200.00 |
| 2 | Keyboard, Mouse | 25.00 |

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| Other Penalty charges | | |
|-----------------------|---|---------------------------|
| Sl No | Items | Penalty Charges (In Rs.) |
| 1 | Not doing Preventive Maintenance requested per quarter | 100.00 per PC |
| 2 | Absence of Service Engineers / Coordinator one full day | 800.00 per day |
| 3 | Absence of Service Engineers / Coordinator one half day | 400.00 per half day |
| 4 | Penalty for not keeping Spare PC unit as per spare list in the Annexure IV | 200 per day |
| 5 | Penalty for not keeping Spare HDD unit as per spare list in the Annexure IV | 100 per day |
| 6 | Penalty for not keeping Spare Monitor as per spare list in the Annexure IV | 200 per day |
| 7 | Machine under AMC found without anti-virus installed | 200 per Quarter / Machine |

1. The total penalty charge is capped at a maximum 20% of the total amount for the AMC payment period and will be deducted from the payment for every quarter.
2. Self-declaration for accepting the terms and condition for this tender should be signed and the format is attached in Form A VI: Letter of Confirmation/Declaration.
3. Payment Terms:-The payment for the service will be released each quarter after service, within 30 days on the receipt of the tax invoice along with the documents required for processing the invoice submitted by the contractor for the respective quarter. The payment will be released after adjusting the applicable penalty charges in each quarter. The contractor should clearly indicate the GST number invariably in all the 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. The contractor must use the online portal facility available to upload the soft copy of the invoices.
4. All statutory taxes will be deducted as per rule.

5. GENERAL TERMS & CONDITIONS

1. Risk Purchase:

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If the service provider fails to provide AMC services or violate 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. 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
3. All taxes and duties if any, and any payable extra amount for servicing need to be clearly indicated in the price part.
4. 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.
5. The bidders are to carefully go through the terms and conditions and the technical specification of the items for which offers are called for.
6. In case any of the conditions is 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.
7. If the service provider does not adhere to Terms & Conditions of the AMC order, he will be made liable to pay such penalties as would be imposed by the competent authority of CSL.
8. The firm should quote for complete items in the price bid. Incomplete, part or conditional Quotations are not acceptable.
9. The bidder should send a demand draft for Rs. 15,000/- (Rs. Fifteen Thousand only) in favor of "Cochin Shipyard Ltd" towards Earnest Money Deposit (EMD),
10. 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.
11. 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 equipment's.
12. **Force Majeure:** - The contractor shall not be responsible or liable for any failure or delay on its part to fulfil or perform any of the Terms or Obligations, if such failure or delay is caused by any factor or any event beyond the reasonable control of the contractor (including but not limited to Fire,

Earthquake, Waves, Insurrection riots, Civil commotion, Government actions, Licenses, Embargoes, Orders or Restrictions). However the occurrence or cessation of the force majeure situation is to be informed within 15 days from the occurrence or cessation.

13. **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 I shall be signed by the successful bidder within one week from the date of formal commencement of the project. 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.
14. Also, the contractor acknowledges that all material and information which has or will come into its possession or knowledge in connection with this work or the performance hereof, consists of confidential and propriety data, whose disclosure to or use by third parties will be damaging or cause loss to CSL.
15. The contractor agrees to hold such material information in strictest confidence, not to make use thereof other than for the performance of this work, to release it only to employees requiring such information, and not to release or disclose it to any other parties. The contractor shall take appropriate action with respect to its employees to ensure that the obligation of non-use and non-disclosure of confidential information under this work are fully satisfied.
16. **Indemnity and Insurance:** – The contractor waives all rights against CSL and shall indemnify and hold CSL, its representative agents and employees harmless from and against any and all claims and liabilities, in respect of damages to or loss of contractor's property of all sorts including loss of use thereof and also in respect of all claims for death or injury caused to any of the contractor's personnel, arising out or in relation to the performance of the CONTRACT.
17. The contractor shall indemnify CSL against all claims for death or injury caused to any person, where a workman or not, while engaged in any process connected with the contract or for dues of any kind whatsoever and CSL shall not be bound to defend any claim brought under the Workmen's Compensation Act 1923, or for dues under the Payment of Wages Act 1936 or under the Employees Provident Fund Act, or the Employees State Insurance Act, or any other Statutory Act or Law from time to time and applicable to the said work.
18. **Jurisdiction and Arbitration:** – 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 Ernakulum, Kerala, India.

19. Termination of the contract:

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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.

20. Security of CSL

The successful bidder and their resources shall abide by all security rules and guidelines of CSL. Before starting the work, the bidder shall intimate CSL the names and address of personnel engaged and obtained necessary entry pass fulfilling the stipulated security rules and regulations. The personnel are bound to maintain the discipline and confidentiality of Cochin Shipyard.

6. ANNEXURES

ANNEXURE I: NON-DISCLOSURE AGREEMENT

Tender Ref. No.: - ISD/123/AMC/OEM/01/2025

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (hereinafter referred as “NDA”) is entered on this _____, 2024 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), Ernakulam – 682015, represented by _____(Name & Designation)_____ (hereinafter referred as “CSL”, 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

_____, a _____ Company/LLP/Partnership/Educational Institution/Charitable Society/Trust/Proprietorship incorporated under the _____ Act, ___ and having its registered office/principal place of Business at _____ (Full postal address) _____ represented by _____(Name & Designation)_(& PAN in case of Proprietary concern)_____ (hereinafter referred as “_____”, 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. Parties wishes to pursue discussions and negotiation with each other for exploring the possibilities of entering into a potential commercial arrangement in connection with _____ (hereinafter referred as “Business”).
- b. Parties contemplates that in connection with the proposed Business, both Parties may exchange certain information, material and documents relating to

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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.

NOW THIS NDA WITNESSTH 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 5 years from the date of commissioning of the Business or the termination of any agreement or Memorandum of Understanding in connection with the Business whichever is earlier.
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 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 there of, 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, which Party shall be held liable for breach of this NDA. This Section shall survive the termination of this NDA for any reason.

9. 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.
10. 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.

11. The Receiving Party shall indemnify 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.
12. 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.
13. 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.
14. This NDA is executed in duplicate, one copy for each party and each copy bearing the same legal effect.
15. 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.
16. 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.

17. 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.
18. Except as otherwise expressly provided herein, this NDA is not assignable by any party.
19. In case of any dispute or differences arising out of this Agreement, then the same shall be settled amicably between the Parties by way of discussions or negotiation. If such dispute or differences could not be resolved within 60 days from the date of commencement of such discussions or negotiation, then the same shall be referred to the court of appropriate jurisdiction.
20. This NDA shall be governed by the laws of India. Subject to above referred arbitration clause, any dispute or differences arising out of this MoU shall fall under the exclusive jurisdiction of courts at Ernakulam.
21. 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.

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ANNEXURE II: BANK GUARANTEE

Tender Ref. No.: - ISD/123/AMC/OEM/01/2025

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.....
.....NoDated: 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).

NOW THEREFORE..... (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.

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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 contractor 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:

[1] 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 III: IT ASSETS COVERED UNDER THIS AMC

| ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS | | | | |
|---|---------|--|-------------|-----------|
| SL NO | ITEM | DESCRIPTION | QTY | DURATION |
| 1 | DELL | DELL OPTIPLEX 5050 | 20 | 24 Months |
| 2 | DELL | DELL OPTIPLEX 3050,755/VOSTRO 410/ INSPIRON 3647 | 26 | 24 Months |
| 3 | DELL | DELL OPTIPLEX 9010/9020 | 278 | 24 Months |
| 4 | HP | HP 280 G2 MT | 122 | 24 Months |
| 5 | HP | HP PRO 3090 MT | 109 | 24 Months |
| 6 | HP | HP 406 G1 MT | 43 | 24 Months |
| 7 | HP | HP COMPAQ DX 2280 / 2480 MT | 17 | 24 Months |
| 8 | HP | HP COMPAQ ELITE 8000/8300 | 34 | 24 Months |
| 9 | HP | HP COMPAQ DC 7900 /7200 | 12 | 24 Months |
| 10 | LENOVO | LENOVO TC AC2 | 93 | 24 Months |
| 11 | ACER | ACER VERITON | 78 | 24 Months |
| 12 | FUJITSU | FUJITSU i7-4770 | 1 | 24 Months |
| 13 | HP | HP PRODESK 600 G5 MT PC | 71 | 24 Months |
| 14 | HP | HP PRODESK 600 G4 MT PC | 177 | 24 Months |
| 15 | INTEL | NUC5PPYH/8i3BEH/NUC11TNH | 6 | 24 Months |
| 16 | INTEL | NUC10FNH / NUC10i3FNH | 2 | 24 Months |
| 17 | DELL | DELL PRECISION TOWER 3620/3630 / 3640 /3660 | 7 | 24 Months |
| Total Nos | | | 1096 | |

IT ASSETS TO BE COVERED UNDER THIS AMC FOR PARTIAL DURATION

| IT ASSETS COVERED UNDER THIS AMC FOR PARTIAL DURATION | | | | |
|---|-------|--------------------|------------|------------------------------|
| SL NO | ITEM | DESCRIPTION | QUANTITY | AMC DAYS |
| 1 | DELL | DELL OPTIPLEX 7080 | 176 | 103 (1st June 2026 onwards) |
| 2 | INTEL | NUC10i3FNH | 1 | 201 (23rd Feb 2026 onwards) |
| 3 | INTEL | NUC10i3FNH | 2 | 103 (1st June 2026 onwards) |
| Total Nos | | | 179 | |

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ANNEXURE IV: LIST OF SPARES TO BE MAINTAINED IN CSL DURING THE CONTRACT PERIOD

The following minimum spares are to be maintained in good working condition suitable for the equipment's in CSL.

| List of spares to be maintained in CSL during the contract period | | |
|---|---|-----------------|
| Sl No | Spares | Count (Numbers) |
| 1 | PC (HP/Dell/Lenovo/Intel NUC) | 10 |
| 2 | SMPS (8 pin) | 10 |
| 3 | SMPS | 5 |
| 4 | SMPS (24 Pin) | 5 |
| 5 | Motherboard (Ganga (DDR2)/ Narmada (DDR2)/ Krishna (DDR3)/HP/ DELL) | 10 |
| 6 | HDD 500 GB (Seagate / Toshiba / WD) | 5 |
| 7 | HDD 320 GB (Seagate / Toshiba / WD) | 5 |
| 8 | HDD 1 TB (Seagate / Toshiba / WD) | 5 |
| 9 | Memory DDR3 of make Hynix | 10 |
| 10 | Memory DDR2 of make Hynix | 5 |
| 11 | Memory DDR4 of make Hynix | 10 |
| 12 | CPU Fan | 5 |
| 13 | Mouse – HP /Dell /Lenovo | 10 Each |
| 14 | Keyboard - HP /Dell /Lenovo | 10 Each |
| 15 | Monitor (HP /Dell / Acer) | 10 |
| 16 | CMOS Battery | 25 |
| 17 | Network card | 5 |

7. FORMS

FORM A1: PRE-QUALIFICATION CRITERIA COMPLIANCE CHECKLIST

Tender Ref. No.: - ISD/123/AMC/OEM/01/2025

| Sl No | Description | Compliance (Y/N) | Proof | Page number in the bid document |
|-------|---|------------------|--|---------------------------------|
| 1 | The bidder shall be an authorized service provider of any one of the OEMs: - HP or Dell and the documentary proofs are to be submitted in this regard. The bidder should liaison with the OEM with back to back arrangements for the maintenance of these desktops including hardware parts and accessories. | | OEM Certification Proof to be attached. | |
| 2 | <p>The firm must have expertise in preventive onsite maintenance and repair of computers including hardware parts and accessories.</p> <p>The firm shall provide evidence to show that it has been awarded at least two work orders with minimum 350 computers for maintenance contracts during the last 3 years in Kerala from the date of publishing this tender.</p> | | <p>Details to be filled in</p> <p>a. Form 3 A: DETAILS OF AMC CONTRACTS</p> <p>b. Copy of executed work order &</p> <p>c. Copy of work completion certificate to be attached</p> | |

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| 3 | The Company should have annual turnover from AMC services of at least Rs.1 Crores during the last two financial years (Audited) | | <table> <tr> <th>Sl No</th><th>Fin Yr.</th><th>Turnover (INR)</th><th>Name of supporting Doc</th><th>Doc Attached (Yes/No)</th></tr> <tr> <td>1</td><td>2022-2023</td><td></td><td></td><td></td></tr> <tr> <td>2</td><td>2023-2024</td><td></td><td></td><td></td></tr> </table> <p>(Statement/copy of P&L needs to be attached)</p> | Sl No | Fin Yr. | Turnover (INR) | Name of supporting Doc | Doc Attached (Yes/No) | 1 | 2022-2023 | | | | 2 | 2023-2024 | | | | |
|-------|---|-----------------|--|-----------------------|---------|-----------------|------------------------|-----------------------|---|-----------|--|--|--|---|-----------|--|--|--|--|
| Sl No | Fin Yr. | Turnover (INR) | Name of supporting Doc | Doc Attached (Yes/No) | | | | | | | | | | | | | | | |
| 1 | 2022-2023 | | | | | | | | | | | | | | | | | | |
| 2 | 2023-2024 | | | | | | | | | | | | | | | | | | |
| 4 | The Company should have positive Net worth during the last two consecutive financial years (Audited). | | <table> <tr> <th>Sl No</th><th>Fin Yr.</th><th>Net Worth (INR)</th><th>Name of supporting Doc</th><th>Doc Attached (Yes/No)</th></tr> <tr> <td>1</td><td>2022-2023</td><td></td><td></td><td></td></tr> <tr> <td>2</td><td>2023-2024</td><td></td><td></td><td></td></tr> </table> <p>(Statement/copy of Balance sheet needs to be attached)</p> | Sl No | Fin Yr. | Net Worth (INR) | Name of supporting Doc | Doc Attached (Yes/No) | 1 | 2022-2023 | | | | 2 | 2023-2024 | | | | |
| Sl No | Fin Yr. | Net Worth (INR) | Name of supporting Doc | Doc Attached (Yes/No) | | | | | | | | | | | | | | | |
| 1 | 2022-2023 | | | | | | | | | | | | | | | | | | |
| 2 | 2023-2024 | | | | | | | | | | | | | | | | | | |
| 5 | <p>The company will provide the service coordinator and service engineers with the following count, qualification and experience.</p> <p>Qualification & experience of service coordinator and service engineers:</p> <p>(i) Resident service coordinator: 1 Number [should satisfy Qualification and experience from below (I) or (II)]</p> | | <p>Details to be filed in Form A4: DETAILS OF RESIDENT SERVICE CO-ORDINATOR AND 3 SERVICE ENGINEERS</p> | | | | | | | | | | | | | | | | |

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| | | | | |
|--|---|--|--|--|
| | <p>(I)</p> <p>a) Service coordinator should have successfully completed B-tech in computer Science/Computer Engineering/IT/Electronics/MCA/M.Sc. Computer science or IT from a recognized university</p> <p>b) Service coordinator should have minimum 1 years' experience in handling the issues related to PC hardware, software, installing printers & scanners, basic networking, Operating systems etc.</p> <p style="text-align: center;">Or</p> <p>(II)</p> <p>a) Service coordinator should have successfully completed 3 year degree/diploma course in Computer hardware / Computer Engineering/ Electronics from a recognized university/technical institute.</p> <p>b) Service coordinator should have minimum 3 years' experience in handling the issues related to PC hardware, software, installing printers & scanners, basic networking, Operating systems etc.</p> <p>(ii) Resident service engineers: 3 Numbers</p> <p>a) Service engineers should have successfully completed B-tech in computer Science/IT/Electronics or 3-year regular diploma course in Computer hardware / Computer Engineering/electronics / BSC Computer Science, BSC IT, BCA, MCA / MSc IT from a recognized university/technical institute.</p> | | | |
|--|---|--|--|--|

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| | | | | |
|---|---|--|---|--|
| | b) Service engineers should have minimum 2 years' experience in handling PC hardware, software, installing printers & scanners, basic networking, Operating systems etc. | | | |
| 6 | The bidder should not have been blacklisted/banned/ under tender holidays by any State/Central Government organizations/Firms/ Institutions/ Central PSU / PSE / unsuccessful completion of project/contract at CSL in last five years as on releasing date of RFP. | | Self-declaration in the form given at Form A5 | |
| 7 | The offer should include the Bio-data of service engineers with their name, age, qualification and experience those who are going to be deployed at CSL for carrying out the contract. | | Bio-data & Experience certificate to be attached. | |
| 8 | The firm should have an active ISO 9001 certification for computer servicing. | | Valid ISO 9001 Certificate to be attached. Certificate should be able to validate in IAF CertSearch | |
| 9 | The firm participating in the tender should have the functioning local office in Ernakulum District. | | Copy of address proof to be attached along with state GST registration certificate. | |

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FORM A2: ESCALATION MATRIX

Tender Ref. No.: - ISD/123/AMC/OEM/01/2025

| 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 Company | |

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FORM A3: DETAILS OF AMC CONTRACTS

Tender Ref. No.: - ISD/123/AMC/OEM/01/2025

| Details of AMC awarded (Copy of executed work order with count of equipment's and work completion certificate to be attached) | | | | | | |
|--|----------------------|---|---------------------|---|-------------------------------|---|
| Sl No | Name of Organization | Period of AMC (Work order no, AMC from Date and to date) | Number of computers | Customer contact details with phone number. | Details of hardware's handled | Attachment Page number in the bid document |
| 1 | | | | | | (a) WO Page No: (b) Work completion certificate Page no: |
| 2 | | | | | | (a)WO Page No: (b) Work completion certificate Page no: |

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| | | | | | | |
|---|--|--|--|--|--|--|
| 3 | | | | | | (a)WO Page No: (b) Work completion certificate Page no: |
| 4 | | | | | | (a)WO Page No: (b) Work completion certificate Page no: |

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

FORM A4: EXPERTISE AND EXPERIENCE OF SERVICE COORDINATOR / ENGINEER

Tender Ref. No.: - ISD/123/AMC/OEM/01/2025

(i) Resident Service coordinator details

| Sl No | Name | Qualification with Branch | % marks | Year of Experience | Firm details (Reference name and contact no) | Copy of certificate attached. (Y/N) | Attachment Page number in the bid document |
|-------|------|---------------------------|---------|--------------------|--|-------------------------------------|--|
| 1 | | | | | | | |
| 2 | | | | | | | |

(i) Service engineer details

| Sl No | Name | Qualification with Branch | % marks | Year of Experience | Firm details (Reference name and contact no) | Copy of certificate attached. (Y/N) | Attachment Page number in the bid document |
|-------|------|---------------------------|---------|--------------------|--|-------------------------------------|--|
| 1 | | | | | | | |

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| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |

FORM A5: LETTER OF CONFIRMATION / DECLARATION on COMPANY'S LETTER HEAD

To,

The Deputy General Manager (IT)
Information Systems Department (ISD)
2nd floor, Main office
Cochin Shipyard Ltd
Perumanoor PO, Kerala
Cochin – 682 015.

REF: Tender No: ISD/123/AMC/OEM/01/2025

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: ISD/123/AMC/OEM/01/2025

We confirm that we have not been black listed/banned/ under tender holidays by any State/Central Government organizations/Firms/ Institutions/ Central PSU / PSE / unsuccessful completion of project/contract at CSL during the last five years from the date of floating of the RFP or at the time of submission of Tender.

We shall observe confidentiality of all the information passed on to us in course of the Annual Maintenance Contract for Computers 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.

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

Tender No: ISD/123/AMC/OEM/01/2025

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Electronic Payment Mandate Form
(Mandate for receiving payments through NEFT Cochin Shipyard Ltd)

- 1) Vendor/Contractor Name :
- 2) Vendor/Contractor Address :
- 3) Vendor Code :
- 4) Permanent Account Number (PAN) :
- 5) Particulars of Bank Account :

[illegible][illegible][illegible]

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(Where MICR is starting with "0". Please take the correct code from your bank for proper identification of city, bank and branch)

| | | |
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| | | |
|--|--|--|

[illegible]

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(Please enclose a cancelled un-signed cheque leaf to enable us to verify the details mentioned above)

We hereby declare that the particulars given above are correct and complete. If the transaction is delayed or lost because of incomplete or incorrect information, we would not hold the company responsible.

(.....)

Signature of Vendor

Bank Certificate

e certify that_____has an Account No.
_____with Us and we confirm that the
details given above are correct as per our records.

Date:

Place:

(.....)

Authorized official of Bank

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FORM A7: FORMAT FOR PRICE BID

Tender Ref. No.: - ISD/123/AMC/OEM/01/2025

| PRICE BID FORMAT (Rate for one year shall be quoted) | | | | | | | | | |
|--|---------|--|---------|--------------|--------------------|---------------------|---------------------------|-----------------|--------------------|
| SL NO | ITEM | DESCRIPTION | Qty (A) | AMC DAYS (B) | Unit Rate Per Year | Amount for the days | Amount for Quantity (Rs.) | GST Amount 18 % | Total Amount (Rs.) |
| | | | | | (C) | (D)=(C/365*B) | (E) = (A* D) | (F = E*18%) | (G= E+F) |
| 1 | DELL | DELL OPTIPLEX 5050 | 20 | 365 | | | | | |
| 2 | DELL | DELL OPTIPLEX 3050,755/VOSTRO 410/ INSPIRON 3647 | 26 | 365 | | | | | |
| 3 | DELL | DELL OPTIPLEX 9010/9020 | 278 | 365 | | | | | |
| 4 | DELL | DELL PRECISION TOWER 3620 /3630/3640 /3660 | 7 | 365 | | | | | |
| 5 | HP | HP 280 G2 MT | 122 | 365 | | | | | |
| 6 | HP | HP PRO 3090 MT | 109 | 365 | | | | | |
| 7 | HP | HP 406 G1 MT | 43 | 365 | | | | | |
| 8 | HP | HP COMPAQ DX 2280 / 2480 MT | 17 | 365 | | | | | |
| 9 | HP | HP COMPAQ ELITE 8000/8300 | 34 | 365 | | | | | |
| 10 | HP | HP COMPAQ DC 7900 /7200 | 12 | 365 | | | | | |
| 11 | LENOVO | LENOVO TC AC2 | 93 | 365 | | | | | |
| 12 | ACER | ACER VERITON | 78 | 365 | | | | | |
| 13 | FUJITSU | FUJITSU i7-4770 | 1 | 365 | | | | | |

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|--------------------------|-------|--|-------------|-----|--|--|--|--|--|
| 14 | HP | HP PRODESK 600 G5 MT PC | 71 | 365 | | | | | |
| 15 | HP | HP PRODESK 600 G4 MT PC | 177 | 365 | | | | | |
| 16 | INTEL | NUC5PPYH/8i3BEH/NUC11TNH | 6 | 365 | | | | | |
| 17 | INTEL | NUC10FNH / NUC10i3FNH | 2 | 365 | | | | | |
| 18 | DELL | OPTIPLEX 7080 (01-06-2026 to 11-09-2026) | 176 | 103 | | | | | |
| 19 | INTEL | NUC10i3FNH(23-02-2026 to 11-09-2026) | 1 | 201 | | | | | |
| 20 | INTEL | NUC10i3FNH(01-06-2026 to 11-09-2026) | 2 | 103 | | | | | |
| GRAND TOTAL (INR) | | | 1275 | | | | | | |

NOTE: -

1. In the case of error in multiplication/addition in the amount calculated, the unit rate quoted will be considered as correct and the amount will be calculated accordingly
2. Contractor shall quote for all the items. Individual lowest rate will not be taken for considering L1. The total amount including GST will be considered as L1.
3. The contractor who has submitted the lowest total cost among the qualified contractors shall be eligible for award of contract and full order will be placed on the single firm subject to the fulfilment of all the tender requirements. Splitting of order will not be considered for this project.
4. The prices shall be quoted in INR only
5. The rate shall be quoted for one year (365 days).
6. GST shall be mentioned in the separate column as provided in the format
7. Providing price bid other than this format will lead to rejection of the bid.

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|---|--|
| <p>I/We quote my/our lowest rate for the work for Rs..... (Rupees..... only (including all taxes and duties) and agree to complete the works as per Scope of work and all terms and conditions indicated in Tender No..... dated.....</p> | <p>Signature of Tenderer:</p> <p>Date:</p> <p>Name of Tenderer:</p> <p>Address/Seal:</p> <p>Contact No /Email:</p> |
|---|--|

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