

COCHIN PORT TRUST

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

NOTICE INVITING TENDER

Tender No. EDP/FIN/FMS/2021

Dated. 12.04.2021

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

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

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Sl No	Schedule of Activities	Date
1	Release of NIT	12.04.2021
2	Issue of Tender Documents	12.04.2021 1200 Hrs – 03.05.2021 1700 Hrs
3	Last date of submission of queries, if any	19.04.2021
4	Last Date of Submission of Tender Documents	04.05.2021 1430 Hrs
5	Opening of the Technical Bid	04.05.2021 1500 Hrs
6	Opening of Price Bid	Will be Intimated Later

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

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

10. The Minimum Qualifying Criteria for participating in the tender is given below:

Sl. No	Criteria	**Documentary Evidences to be submitted as proof for the criteria
1	The bidder should have a direct office & support centre established in Cochin providing warranty/facility management / annual maintenance support for the PCs, Peripherals and Network Infrastructure during the last three years ending 28.02.2021.	Form – I in support of the details. Copy of the valid GST registration certificate.
2	The bidder should have a minimum annual turnover of Rs. 51.44 Lakhs for the last three financial years 2019-20, 2018-19, 2017-18	Audited financial statements (Balance Sheet & Profit and Loss account) for the years, 2019-20, 2018-19 and 2017-18 shall be enclosed for verification.
3	The bidder should have executed three *similar jobs with a cost of not less than Rs. 68.59 Lakhs each or two *similar jobs with a cost of not less than Rs.85.73 Lakhs each or one *similar job with a cost of not less than Rs. 137.17 Lakhs *Similar job means work of providing onsite FMS & Maintenance of (i) PCs, laptops & Peripherals (ii) Network equipments (iii) Data Center Facility management in India for a period of at least two years for a client during the last five years ending 28.02.2021	Form – II for each contract satisfying the criteria. Copy of the PO/WO/Agreement and Client Certificate/s from the client for the successful completion of minimum two years of contract/s.
4	The bidder should have successfully provided onsite facility management services /annual maintenance contract / warranty support to at least two Corporates / Institutions / Government / Public Sector Units in India covering at least PCs, Peripherals and Network equipments for at least one year during the last three years ending 28.02.2021. Out of the two contracts at least one should be for providing services to a client location	Form – II for each contract satisfying the criteria. and Copy of the PO/WO or Client Certificate for the successful completion of contract.

	running core/ERP application(s) hosted on Cloud.	
5	The bidder should have maintained at least 260 number of PCs onsite for at least one year during the last three years ending 28.02.2021.	Form – II for each client/contract. and Copy of the PO/WO or Client Certificate for the successful completion of contract.
6	The bidder should have installed/configured and maintained Network switches including Layer 3, router, firewall appliance for at least one year during the last three years ending 28.02.2021.	Form – V for each client/contract. and Copy of the PO/WO or Client Certificate for the successful completion of contract.
7	The bidder should have provided/is providing 24x7 manned Data centre facility management (manned First level) having UPS, Comfort A/c and Fire detection & suppression system for at least one year during the last three years ending 28.02.2021.	Form – VI for each client/contract. and Copy of the PO/WO or Client Certificate for the successful completion of contract.
8	The bidder should be a Cisco Premier certified or above partner.	Copy of the valid certificate as on 28.02.2021
9	The bidder Should have a valid ISO/IEC 20000-1:2015 certification.	Copy of the Valid Certificate as on 28.02.2021

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

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

- a. Cost of tender document **Rs.2,240/-** (including GST) is to be remitted in the form of Account Payee Demand Draft/Banker's Cheque from any of the commercial banks payable at Cochin in favour of FA & CAO, Cochin Port Trust or payment online.
- b. No EMD will be applicable for this tender as per the Ministry of Ports, Shipping and Waterways letter No.PD-24015/71/2020-PDVII(e-340929) dated 26-11-2020 and Ministry of Finance, Department of Expenditure's OM No.F-9/4/2020-PPD dated 12-11-2020. In lieu of Bid Security/EMD, the bidders are required to submit a Bid Security Declaration along with the tender as per the format enclosed as [Annexure IV](#). Any bid not accompanied by the above mentioned Bid Security Declaration shall be treated as Non-responsive and shall be rejected by the Employer.
- c. Proof of payment in original towards Cost of tender document shall be submitted to FA & CAO before the scheduled date and time of opening of the bid, failing which the bid

will be rejected. In case of online payment, UTR number of the transaction should be communicated to the e-mail id of the contact person of Cochin Port Trust as mentioned in Section 12 below, at least one day before the date and time of opening of e-tender. Cochin Port Trust will verify receipt of payment as referred in the UTR number, in the Bank account mentioned in section 11.1. If Cost of tender document has not reflected in the Bank account of Cochin Port Trust, the bid will be rejected.

- d. All benefits applicable to MSME as per the Public Procurement Order 2012/2017 shall be applicable for this tender. The bidders shall furnish a copy of the valid NSIC certificate/MSME certificate for availing exemption of EMD & Tender cost.
- e. Scanned copy of instruments towards Cost of Tender Document (as mentioned in clause 11.a and 11.d above) shall also be uploaded in the e-tender portal www.tenderwizard.com/COPT, failing which the bid will be rejected.

11.1 Mode of payment of cost of tender documents:

Demand Draft / Banker's Cheque/ Pay order drawn in favour of 'F.A&C.A.O, Cochin Port Trust' drawn on any Nationalised / Scheduled bank, payable at Cochin should be submitted.

Payments may also be done for Cost of Tender Documents through RTGS/NEFT to Cochin Port Trust's

Name of Bank	: State Bank of India
Name of Branch	: Cochin Port Trust
IFSC Code	: SBIN0006367
Account No	: 10601197375
Account Holder's Name	: Cochin Port Trust

The details of RTGS/NEFT transactions should be sent in advance before the tender opening time to directoredp@cochinport.gov.in for verification.

12. Address for communication:

The Sr. Dy. Director(EDP)
EDP Division, Vth Floor, Administrative Building,
Cochin Port Trust, Willingdon Island, Kochi – 682009.
Ph 0484 2582662/2668600. Mobile: 9447246555.
Fax: 0484 2666512 E-mail: directoredp@cochinport.gov.in;

13. The Board of Trustees, Port of Cochin reserves the right to accept or reject any tender.

Sd/-
FA & CAO