

COCHIN PORT TRUST

Office of the FA & CAO,
Cochin – 682 009

No. EDP/FIN/FMS/2021

Dated. 22/04/2021

Answers to Pre-bid Queries

Ref: Tender No. EDP/FIN/FMS/2021 Dated. 12/04/2021

Answers to pre-bid queries of the above referred Tender for the '**MAINTENANCE AND FACILITY MANAGEMENT SERVICES FOR THE IT INFRASTRUCTURE OF COCHIN PORT TRUST**' are attached herewith as **Annexure -1**

All bidders are requested to take note of the pre-bid queries & answers, which will form part of the tender and submit the tender accordingly.

Sd/-
FA & CAO

COCHIN PORT TRUST

Tender for the Maintenance and Facility Management Services for the IT infrastructure of Cochin Port Trust

Answers to the prebid queries of tender No.Tender No. EDP/FIN/FMS/2021 Dated. 12.04.2021

SI No	Query date	Caluse No.	Existing Clause	Bidder's Query	CoPT Remarks
1	19.04.2021 3.30pm	MQC-8	8 of Minimum Qualifying Criteria - The bidder should be a Cisco Premier certified or above partner.	We are CISCO Authorized Service Provider, Certificate for the same can be provided, Request you to amend the clause with “The bidder should be a Cisco Premier certified/Authorized Service Provider or above partner. “	The Clause remains as such
2	19.04.2021 3.30pm	MQC-9	9 of Minimum Qualifying Criteria - The bidder Should have a valid ISO/IEC 20000-1:2015 certification.	We have ISO 20000-1 : 2011, will it be eligible, since we have participated in Many tenders of IT Service through this Certification. Request you to please allow ISO 20000-1 : 2011 Certification also.	The Clause remains as such
3	19.04.2021 3.19pm	4.1.4	4.1.4 The contractor has to install/re-install the Operating system, if required and make the system ready for use by installing the required system/ application softwares.	CoPT shall arrange the required OS and other softwares, kindly confirm.	CoPT will provide the relevant softwares including OS
4	19.04.2021 3.19pm	4.1.5	4.1.5 The patch & update for the Operating System, Antivirus and other necessary softwares shall be carried out by the contractor.	CoPT has necessary license and subscription to download the patch and update of OS, kindly confirm.	CoPT have licensed OS and Antivirus softwares.

5	19.04.2021 3.19pm	4.4	4.4 First level support for Servers, Firewalls, Switches and other equipments under warranty/AMC. The website of CoPT and mail are hosted in the Virtual Machines provided by NIC in the Cloud. Updation of Tools & OS patches has to be carried out by the contractor as per the instructions of NIC in co-ordination with the respective developers assigned by CoPT.	CoPT shall arrange the required Tools & OS patches for updation, kindly confirm.	CoPT have licensed OS for the systems and will arrange the required Tools & OS patches for updation.
6	19.04.2021 3.19pm	7.2	7.2 Items not covered under the contract. 7.2.1 Consumables items (Ribbon, Cartridges, Toner, Fuser Unit) are not covered in this contract. However BIOS batteries are covered in the scope. 7.2.2 UPS Batteries are not covered in this contract. However the cables inside the UPSs & battery bank, the cables from UPSs to the battery, cables upto the source of the power and upto the distribution point are covered in this scope. 7.2.3 Batteries & Power adaptors of Laptops are considered as consumables and hence the same not covered in this contract. However, the same shall be supplied/provided by the Contractor remains chargeable.	Kindly include the Gas of Fire Detection & suppression system and gas filling for comfort ACs also in the consumable list.	Comfort AC gas is not a consumable item. Amendment: Clause 7.2 is amended by adding a Sub Clause 7.2.4 . Gas of Fire suppression system will be a consumable item in the incident of fire. In all other cases, the same has to be refilled by the contractor at his expenses.

7	19.04.2021 9.52 pm	6.18	<p>6.18 Force Majeure :In the event of the contractor / Cochin Port Trust being prevented from fulfilling its obligation in full or in part arising out of this contract, due to any Force Majeure event like acts of God (flood, earthquake etc.) or war, civil commotion, strike etc, the affected party shall forthwith, but in no case later than 24 hrs from the commencement of such event, intimate the other party as to the commencement of such event and continue to intimate after every 7 days during continuance of such event. The affected party shall, upon cessation of such event, promptly inform the other party and shall commence its obligation in part or in full arising out of this contract, which was kept suspended due to such events of “Force Majeure”.</p>	<p>Party to intimate the force majeure event by 24hrs is too short ,this may be modified to 7 days</p>	<p>The Clause remains as such</p>
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8	19.04.2021 9.52 pm	6.20	<p>6.20 Termination for default: The Cochin Port Trust may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the contractor, terminate the contract in whole if the contractor fails to deliver any or all of the services within the time period specified in the contract or any extension granted thereof by the Cochin Port Trust.</p>	<p>1 Notice period of 30days to be included here 2. ISL suggest to include a clause that "the Contractor shall have the right to terminate this agreement/contract in the event of breach committed by Co.PT under this RFP/contract.</p>	The Clause remains as such with notice period 7 days.
9	19.04.2021 6.22 pm	MQC-8	<p>In MQC point No.8 The bidder should be a Cisco Premier certified or above partner. Copy of the valid certificate.</p>	<p>Whether this is mandatory, we are a Cisco partner for support and will be able to arrange with OEM back-to-back support and spare availability on time.</p>	The Clause remains as such
10	19.04.2021 6.22 pm	NIT 11.d	<p>Whether RFP cost exempted for MSME vendors.</p>		MSME vendors are exempted from EMD & Tender cost. Refer NIT 11.d
11	19.04.2021 10.31 pm	MQC-8	<p>The bidder should be a Cisco Premier certified or above partner.</p>	<p>Request this requirement to be modified as "The bidder should be a Cisco partner."</p>	The Clause remains as such

12	19.04.2021 10.31 pm	4.2.1	The Contractor shall Install, Configure and Maintain the Helpdesk & Asset Management Software. The Helpdesk & Asset Management software should be capable of log-in, assigning, scheduling & tracking service calls over the intranet along with the facilities to store the inventory and configuration of equipments including remote desktop management. The contractor has to operate and manage the helpdesk	which is existing Helpdesk, Asset mgmt tool currently installed, can the contractor get the dump of the asset management DB?	Cochin Port Trust will provide the details of the IT assests in an excel sheet for uploading to the Asset management database to the successful bidder.
13	19.04.2021 10.31 pm	4.2.3	The contractor has to upload the asset details in the proposed Asset management software	We assume the asset details be available in a format that could be uploaded in to the asset management DB? Please confirm	
14	19.04.2021 10.31 pm	4.2.5	At the end of the contract, the data related to ticket generation, spare replacement made, present status of all equipments covering in the Maintenance contract, etc., should also be provided by the contractor in excel format for the final settlement and release of security deposit.	We hope similar data would be made available to the winning contractor, please confirm..	
15	19.04.2021 10.31 pm	4.5.1	The Offices and work places	Please provide the # of such offices and work places..	

16	19.04.2021 10.31 pm	6.34	The successful bidder to be called as vendor, shall be required to enter into a mutually agreed Service Level Agreement (SLA) in addition to the agreement made under clause 5.23 with the COPT within 15 days of the award of the tender or within such extended period as may be specified by COPT.	Please share the services levels expected as part of the contract	Please refer 6.24. Availability & Resolution time - Application of LD.
17	19.04.2021 10.31 pm	Schedule -II	1 SUN SPARC enterprise T5120 2 SUN SPARC enterprise T5121 3 SUN Fire X 4150 4 SUN Fire X 4150 5 SUN Fire X 4450 4 1 1 1 3 6 DELL POWER EDGE R520 (S.NO.BZM5MV1) server 7 Lenovo Think system SR250 and accessories 1 1	Please provide the operating system/ versions of these servers?	1.SUN SPARC enterprise T5120 (Solaris 10 10/08) 2.SUN Fire X 4150,4450 (Solaris 10 10/08) 3.DELL POWER EDGE R520 (windows 2008 R2) 4. Lenovo Think system SR250 (windows 2016)
18	19.04.2021 10.31 pm	Schedule -II	VII) Servers in the Cloud	Please provide the operating system details of these cloud servers	The OSs are Suse Linux Enterprise Server 15 (21 nos.), Windows 2016 Std (18 nos.) and Windows 2012 R2 std (2 nos.)

19	19.04.2021 10.31 pm	4.6.2	<p>4.6.2 Program Manager – Offsite The contractor has to assign a Program Manager, a Senior FMS consultant who will be monitoring the entire activities offline. The PM having sufficient experience may work from the contractors support centre at Cochin to extend support and to look after the complete aspects of this contract including maintenance support. The Program Manager has to extend support onsite, if required and supervise the repairs & maintenance and spares & standby management.</p>	<p>Request this statement to be modified as 4.6.2 Program Manager – Offsite The contractor has to assign a Program Manager, a Senior FMS consultant who will be monitoring the entire activities offline. The PM having sufficient experience may work from the contractors support centre at Cochin/Trivandrum to extend support and to look after the complete aspects of this contract including maintenance support. The Program Manager has to extend support onsite, if required and supervise the repairs & maintenance and spares & standby management.</p>	<p>The Clause remains as such</p>
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