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**TENDER FOR PROVIDING 'FACILITY MANAGEMENT SERVICES INCLUDING  
AMC SUPPORT' TO VARIOUS COMPUTERISED ACTIVITES IN DIFFERENT  
OFFICES OF KOLKATA DOCK SYSTEM OF KOLKATA PORT TRUST**

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**TENDER NO. : PLG/CS/FMS/1022**

**Dated : 26/04/2018**

**KOLKATA PORT TRUST  
P & R DIVISION  
FINANCE DEPARTMENT**

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**Kolkata Port Trust**  
**Finance Department / P & R Division**

**1.0 NOTICE INVITING TENDER**

**TENDER NO. : PLG/CS/FMS/ 1022**

**Date: 26/04/2018**

E-Tender under single stage single part system (Techno-Commercial Bid and Price Bid) are invited from reliable, bonafide and experienced firms with requisite experience as per Pre-qualification Criteria stipulated in the Tender Document for providing 'IT Facility Management Services' including comprehensive maintenance for the computer hardware along with peripherals, system softwares, fibre optic networking, help desk management, VC System Management, etc., to various installations in different offices of Kolkata Dock System of Kolkata Port Trust, the details of which are available in the 'Scope of Work' of the Tender document. The detailed tender document would be available in the following website: [www.kolkataporttrust.gov.in.](http://www.kolkataporttrust.gov.in/) / [www.eprocure.gov.in](http://www.eprocure.gov.in/) / MSTC Portal.

The Bid Document may be seen from the MSTC e-Procurement portal. Corrigenda or clarifications, if any, shall be hosted on the above mentioned website only. The tender is also published on KoPT website ([www.kolkataporttrust.gov.in](http://www.kolkataporttrust.gov.in/)) and the Central Public Procurement Portal ([www.eprocure.gov.in/epublish](http://www.eprocure.gov.in/epublish)).

Bidders will have to participate in the bidding process through the portal <https://www.mstcecommerce.com> only.

**SCHEDULE OF TENDER (SOT)**

a. TENDER No.	<b>TENDER NO. : PLG/CS/FMS/ 1022</b>
b. e-Tender No.	KoPT/Kolkata Dock System/PnR/4/18-19/ET/64
c. MODE OF TENDER	e-Procurement System (Online single stage single part system Techno-Commercial Bid and Price Bid through <a href="https://www.mstcecommerce.com/eprocho">https://www.mstcecommerce.com/eprocho</a> <a href="https://www.mstcecommerce.com/eprocho">me/kopt</a> of MSTC Ltd.) The intending bidders are required to submit their offers electronically through e-tendering portal. No physical tender is acceptable by KOLKATA PORT TRUST.
d) i) Estimated Cost Of Work	<b>Rs. 285.6 lakhs (Two hundred eighty five lakhs and sixty thousand only).</b>
ii) Earnest Money Deposit	The intending firms would require to submit an EMD of Rs. 5.71 Lakhs/- (Rs. Five lakh Seventy one thousands) through NEFT in favour of Kolkata Port Trust, Kolkata Dock System directly into the designated bank account, otherwise their offer will be summarily rejected.  Following details must be furnished with bids: Bank & Branch Name: Transaction Date: Amount:

<p>iii) Tender Document fee</p> <p>iv) KoPT Beneficiary Account details for EMD and Tender Document fee</p> <p>v) Transaction Fee payable to MSTC</p>	<p>UTR No.: Destination Code:</p> <p>The intending bidders should submit the tender cost of <b>Rs. 5000/- (Five Thousand only) plus 18% GST</b> (non-refundable) <b>separately</b> to KoPT through NEFT directly into the designated bank account, otherwise their offer will be summarily rejected.</p> <p>Following details must be furnished with bids: Bank &amp; Branch Name: Transaction Date: Amount: UTR No.: Destination Code:</p> <p>The details of the KoPT bank a/c for NEFT are :</p> <ul style="list-style-type: none"> <li>• Name of Bank &amp; Branch: <b>Indian Overseas Bank, KPT Fairlie Place Branch</b></li> <li>• Beneficiary Name : <b>Kolkata Port Trust</b></li> <li>• Beneficiary Account No.: <b>227002000000018</b></li> <li>• IFSC Code: <b>IOBA0002270</b></li> </ul> <p><b>0.05% of the Estimated Value put to tender (subject to maximum of Rs.15000/-) plus applicable taxes.</b> Payment of Transaction Fee <b>to be made as per instruction at item 4 of Annexure-I below.</b></p>
e. Date of NIT available to parties to download	Upto 24/05/2018 (up to <b>14:00 hrs.</b> )
f. Pre – Bid Meeting date & Time	04/05/2018 (at 11:00 hrs) (Offline)
g. Last date of submission of EMD & Tender Document fee through NEFT in favour of Kolkata Port Trust	24/05/2018 (up to <b>15:00 hrs.</b> )
h. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at <a href="https://www.mstcecommerce.com/eprochome">https://www.mstcecommerce.com/eprochome</a>	07/05/2018 <b>(From 15:00 hours onwards)</b>
i. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	24/05/2018 <b>(Up to 15:00 P.M.)</b>
j. Date & time of opening of <b>Part - I</b> (i.e., Techno-Commercial Bid) <b>Part - II</b> Price Bid: Date of opening of Part II, i.e. Price Bid shall be informed separately.	24/05/2018 <b>(After 15:30 P.M.)</b>

**Note:** In the event of any unforeseen closure of work / holiday on any of the above days, the same will be opened / held on the next working day without any further notice.

Rebecca Das  
Jt. Director (P&R)  
Tender Inviting Authority

## 2.0 Important Instructions for e-Tender (Bid Submission Instructions)

Bidders are requested to read the terms & conditions of this tender before submitting your online tender.

<b>Annexure-I</b>	
<b><u>1.</u></b>	<p>Process of E-tender :</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a PC connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p><b>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ONLINE AT <a href="https://www.mstcecommerce.com/eprochome/kopt">https://www.mstcecommerce.com/eprochome/kopt</a></b></p> <p>1). Vendors are required to register themselves online with <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> → e-Procurement → PSU/Govt depts → Select KoPT Logo → Register as Vendor -- Filling up details and creating own user id and password → Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact KoPT/MSTC, (before the scheduled time of the e- tender).</p> <p><u>Contact Persons (Kolkata Port Trust):</u></p> <ol style="list-style-type: none"> <li>1. Rebecca Das, Joint Director (P&amp;R) Phone : (033) 71012263 E-mail : <a href="mailto:jt.dir.pr@kolkataporttrust.gov.in">jt.dir.pr@kolkataporttrust.gov.in</a></li> <li>2. Naba Dey Roy, Sr. Dy. Director (EDP) Phone : (033) 71012277 / (033) 71003464 E-mail : <a href="mailto:nabadeyroy@kolkataporttrust.gov.in">nabadeyroy@kolkataporttrust.gov.in</a></li> <li>3. D.K. Kundu, Dy. Director (EDP) Phone : (033) 71003350 E-mail : <a href="mailto:dkundu@kolkataporttrust.gov.in">dkundu@kolkataporttrust.gov.in</a></li> </ol> <p><u>Contact persons (MSTC Ltd):</u></p> <ol style="list-style-type: none"> <li>1. Shri S Mukherjee, DM(e-Commerce) – <a href="mailto:smukherjee@mstcindia.co.in">smukherjee@mstcindia.co.in</a></li> <li>2. Ms S Maity, AM(e-Commerce) – <a href="mailto:smaity@mstcindia.co.in">smaity@mstcindia.co.in</a></li> </ol> <p>Google hangout ID- (for text chat)- <a href="mailto:mstceproc@gmail.com">mstceproc@gmail.com</a></p>

	<p>B) System Requirement:</p> <ol style="list-style-type: none"> <li>i) Windows 7 or above Operating System</li> <li>ii) IE-7 and above Internet browser.</li> <li>iii) Signing type digital signature</li> <li>iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</li> </ol> <p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p> <ul style="list-style-type: none"> <li>• Tools =&gt; Internet Options =&gt;Security =&gt; Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”.</li> <li>• Other Settings: Tools =&gt; Internet Options =&gt; General =&gt; Click On Settings under “browsing history/ Delete Browsing History” =&gt; Temporary Internet Files =&gt; Activate “Every time I Visit the Webpage”.</li> </ul> <p>To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→Internet Options→ custom level (Please run IE settings from the page <a href="https://www.mstcecommerce.comonce">https://www.mstcecommerce.comonce</a>)</p>
<u>2.</u>	The Techno-commercial Bid and the Price Bid shall have to be submitted online at <a href="https://www.mstcecommerce.com/eprochome/kopt">https://www.mstcecommerce.com/eprochome/kopt</a> Tenders will be opened electronically on specified date and time as given in the Tender.
<u>3.</u>	All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
<u>4.</u>	<p><b>Special Note towards Transaction fee:</b></p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p><b>Transaction fee is non-refundable.</b></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p><b>NOTE</b></p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
<u>5.</u>	Information about tenders / corrigendum uploaded shall be sent by email only during the process till finalization of tender by KOPT. Hence the bidders are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
<u>6.</u>	E-tender cannot be accessed after the due date and time mentioned in NIT.
<u>7.</u>	<p>Bidding in e-tender :</p> <ol style="list-style-type: none"> <li>a) Vendor(s) need to submit necessary EMD, Tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.</li> <li>b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.</li> <li>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid</li> </ol>

	<p>and Commercial Bid through internet in MSTC website <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> → e-procurement → PSU/Govt depts → Login under KoPT → My menu → Auction Floor Manager → live event → Selection of the live event</p> <p>d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click ‘save’ for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on “save” to record their Commercial bid. Then once both the Technical bid &amp; Commercial bid has been saved, the vendor can click on the “Final submission” button to register their bid</p> <p>f) Vendors are instructed to use <i>Attach Doc button</i> to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date &amp; time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms &amp; conditions for the tender.</p>
<b><u>8.</u></b>	Any order resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.
<b><u>9.</u></b>	No deviation to the technical and commercial terms & conditions are allowed.
<b><u>10.</u></b>	The tender inviting authority has the right to cancel this e-tender without assigning any reason thereof.
<b><u>11.</u></b>	Vendors are requested to read the vendor guide and see the video in the page <a href="https://www.mstcecommerce.com/eprochome">https://www.mstcecommerce.com/eprochome</a> to familiarize them with the system before bidding.

### **3.0. SCOPE OF WORKs/SERVICES**

E-Tender under single stage single part system (Techno-Commercial Bid and Price Bid) are invited from reliable, bonafide and experienced firms with requisite experience as per Pre-qualification Criteria stipulated in the Tender Document for providing 'IT Facility Management Services' including comprehensive maintenance for the computer hardware along with peripherals, system softwares, fibre optic networking, help desk management, VC System Management, etc., to various installations in different offices of Kolkata Dock System of Kolkata Port Trust, the details of which are available in the 'Scope of Work' of the Tender document.

The interested firms may like to visit the locations like KoPT Head Office, Subhas Bhavan Server Room & other offices / operational areas etc. prior to submitting their offer.

#### **3.1. IT Facility Management Services**

IT Facility Management in the true sense would mean taking responsibility of the entire IT operations for its smooth functioning and single point of contact for all users for their IT requirements. KoPT is desirous of establishing a service management module that will help leverage the investments in KoPT's IT Infrastructure and achieve the following objectives:

- To have a centralized FMS Helpdesk at KoPT Head Office (HO) and at Subhas Bhavan where all IT related problems will be registered in software module to be provided by selected vendor and resolutions monitored to make the services effective.
- To provide AMC support including replacement of spare parts along with replacement of UPS batteries, Printers Head, etc to all hardware, networking devices along with the network (both wired and wireless) at different locations like Head Office, Subhas Bhavan, offices of various departments/ divisions viz. Mechanical Engineering/ Hydraulic Study/ Civil Engineering/ Medical Departments/ Materials Management Division/ operational offices etc. and at all other KoPT locations (within Kolkata & outside, like Haldia, Berhampore, Sagar, Budge Budge, Nurpur, etc.) to all the installed equipment. The firms may note that the defective parts will be their property and they should provide a minimum guarantee period of 6 (six) months for the replaced parts.

3.2. The primary areas of operation will include the following broad areas:

- ☉ Helpdesk Management
- ☉ Vendor Management
- ☉ IT Asset Management
- ☉ Workplace / Desktop Management
- ☉ Virus Control & Management
- ☉ LAN & WAN ( Network ) Management ( Wired & Wireless ) & Extension
- ☉ Mail Server Management
- ☉ Web-Servers – Installation & Configurations
- ☉ Technology Support with recommendations for necessary upgrades
- ☉ End-User Support in using PCs & Peripherals
- ☉ Maintenance Support ( Hardware & Networks - repair and replacement)
- ☉ DBA Activities
- ☉ Backup & Retrieval
- ☉ Disaster Recovery
- ☉ Customer Satisfaction Survey



- ☉ Software Installation & System Configurations
- ☉ O/S Support – Installations, Configurations, Updates
- ☉ VoIP network Support
- ☉ Video Conferencing System Support
- ☉ AEBAS Support
- ☉ DSC Technical Support
- ☉ Smart Office Support to end-users (File handling/sharing, File Format Conversion, Scanning, Emailing, Fax, Use of Microsoft Outlook, Office Suite & Document management / File Tracking software)
- ☉ Cyber Security Services – Preventive & Remedial Monitoring and Fixes, incl. actions as per regular security advisories from CERT-In, NCIIPC, etc.
- ☉ Any other technical support to end users in new systems to be introduced during contract period.

## 4.0. Details of Services

### 4.1 Project Management

#### Prime Responsibilities

- Responsible for successful implementation of the SLA across all sites.
- Single point of contact for all issues related to the Contract and its implementation.
- Performance monitoring of IT operations and associated resources.
- Handling all major escalations and ensuring their speedy resolution.
- Meeting the quantitative and qualitative measurements laid out for the successful Completion of the FMS Program at KoPT.
- Monitoring the progress of the Project as per the plan and reviewing the progress details with KoPT.

Providing suggestions on pro-active basis for removal of bottlenecks, improvement in infrastructure, solutions, assessment of new technology and implementation strategy.

#### Implementation Process

- Monitoring of reports from all service deliverables.
- Identifying the exceptions, deviations and working out an Action Plan for its closure.
- Timely submission of qualitative & quantitative MIS reports of service deliverables to KoPT for analysis.
- Periodic feedback from KoPT IT Managers & end users for all the sites.
- Assistance in regular internal audits conducted by the vendor for ensuring quality service delivery.
- Conducting regular meetings with KoPT for reviewing service quality and implementing changes / suggestions / enhancements to further improve the quality of services rendered.
- Periodic review to ensure adherence to Service Level Agreement (SLA).

## **4.2 Operational End User Support**

### **4.2.1 Helpdesk Management Support**

Front-line response to end-users over the phone and on-site with the objective of problem diagnosis and resolution.

- Objective** - Single point of contact for IT problem referral and resolution.  
**Benefit** - Front line response to end users over the phone

#### **Prime Responsibilities**

- Receiving and logging of calls over phone, through verbal request, e-mail, fax, intranet etc.
- Analyse the call and escalate to the correct agency based on the nature of the call.
- Refer the problem to the competent designated person / service provider.
- Problem escalation in the event of service levels not being adhered to.
- Track and follow-up problems with the designated service provider.
- Call tracking & closure of calls on resolution of problems.
- Identify chronic faults or problems and suggest remedial measures.
- Assisting the Project Leader on a day-to-day task.
- Vendor co-ordination for vendor related issues.
- Monitoring movement of the service personnel.
- Consolidate call reports to provide call statistics reports on periodic basis.
- If in case any equipment is down, and if it takes more than the stipulated time to repair, the vendor will make necessary standby arrangements to provide a near equivalent or higher model/make.
- Ensuring customer satisfaction through periodic surveys.

#### **Implementation Process**

- Vendor would install vendor provided Call Management Software at the Helpdesk.
- All calls received would be logged online and a Call Registration No. will be given to the user.
- Helpdesk would assign the call to the engineer with the appropriate skill.
- Engineer would communicate call closure to the Helpdesk.
- Helpdesk would confirm user satisfaction over call closure and then close the call.
- Helpdesk would escalate the calls if the same were not resolved within the specified period.
- The escalation mechanism, to be provided by the vendor should be made available to each location as well as with the Helpdesk.
- The Helpdesk would compile monthly MIS reports at the end of each month.

### **4.2.2 Vendor Management Support**

Management of third-party vendors in resolving the system-related problems and to ensure compliance with the service commitments and service levels as agreed to by the IT Dept. with the same vendors.

**Objective** - To provide availability / maintenance services for all hardware and software being used by KoPT. Replacement of equipment in case of failure of Vendor to do so within stipulated time period.

**Benefit** - To provide KoPT with analysis on vendor support and effectiveness.

### **Prime Responsibilities**

- Interacting with third-party vendors for warranty support or AMC as applicable.
- Interacting with third-party vendors relating to all software issues.
- Interacting with Leased Line / Internet / other service providers for troubleshooting and ensuring maximum uptime or adherence to SLAs.
- Escalation of calls to relevant personnel / third-party vendors after first level problem isolation.
- Follow-up with third-party vendors to ensure problem resolution and call closure.
- Track inventory of any items sent for repairs and follow-up for replacement.
- Tracking third-party vendor response against defined SLAs.
- Ensure preventive maintenance schedules adhered to by third-party vendors.
- Organize meetings between third-party vendors and KoPT to improve service levels.

### **Implementation Process**

- The vendor will provide first-level support for the assets under third-party vendors' maintenance.
- A call will be logged with the respective third-party vendor for the failed unit and followed up till resolution.
- Helpdesk will maintain third-party vendors' database, having details of vendor, contact details, escalation details, products handled, contract copy and deliverables.
- The asset database will have details of all the assets supported by various third-party vendors, support details, date of contract / warranty expiry etc.
- Regular feedback will be taken by the Project Leader on the Service Quality provided by third-party vendors and ensure steps initiated to further improve service levels.
- In case of deviation in service quality / inability of third-party vendor to deliver expected Service Quality, necessary escalations will be done by the Project Leader and KoPT will be kept informed of the same. Selected vendor shall provide third-party vendor management call-flow process chart.
- Replacement of equipment in case of failure of Vendor to do so within stipulated time period.

#### **4.2.3 Asset Management Support**

Management of Asset Database and the overall change process in order to ensure control.

**Objective** - To ensure control over configurations to minimize disruption and downtime accruing from changes.

**Benefit** - Updated information on IT Assets.

## **Prime Responsibilities**

This will include mapping and display of devices on the LANs. This will result in an Asset Database and will be linked to change / configuration management. This includes monitoring and tracking of:

- Hardware inventories
- Printer inventories
- Network equipment / components
- UPSs etc.

## **Software installation :**

- Tracking movement of systems – installation, movement, additions and changes of hardware in existing as well as new equipment.
- Managing hardware upgrades, and maintaining track of the same.
- Monitoring warranty / AMC details to notify contract renewals.
- Assist in conducting periodic audits on IT assets.
- Tracking of software licenses and installation.

## **Implementation Process**

Maintain a data base of existing assets

In case of new assets:

- User submits a requisition with authorization from KoPT IT Dept. for change in/ addition to hardware / OS.
- Follow-up with approved third-party vendor for the quotation, with verification.
- Update the database with additions
- Monitor assets' performance and recommend assets to be replaced along with reasons.
- Forwarding of quotation to KoPT IT Dept. for approval & purchase order.
- On delivery of the hardware, ensure installation and commissioning of the hardware for the user. Installation has to be certified by the vendor as well as by the user and forwarding the same to KoPT IT Dept.

## **4.3 Technical Support**

### **Introduction**

The aim of the technical support in this area is to attend to the first level calls that get logged with the Helpdesk.

- The FM vendor should have **back to back support agreement with IBM / HP / DELL** for maintenance of the Servers.

## **Major activities to be undertaken include: -**

### **4.3.1 Workplace / Desktop Management Support**

#### **Prime Responsibilities**

- Install / configure / support / maintain / trouble-shoot various hardware which are under warranty or AMC.
- Provide support for OS, standard Office Automation software, anti-virus, mail & messaging software etc.
- Distribution of software update/upgrades.
- Support on connectivity issues of the nodes (desktops/laptops/ servers) over the network.
- Assist users in giving solutions towards backup, zipping and related issues.
- Support file printing from desktop environment.
- Drivers support.
- Patch loading / upgrading.
- Configuration related problems.
- Software install / re-install.
- User Assistance.
- Applications' trouble-shooting :  
( English & Hindi ) :
  - 1) MS Office / Open Office
  - 2) Mail & Messaging
  - 3) Virus Guard
  - 4) Web Browser (Internet Explorer, others)
  - 5) Winzip
  - 6) Firewall & Proxy Server / UTM ( Cyberroam i7500 )
  - 7) Oracle Client / D2K
  - 8) Windows NT/2000/2003/ UNIXWARE 7.1
  - 9) Windows Vista / Windows 7 / 8x / 10
  - 10) Oracle 8i / 10g
  - 11) Web interface and other clients
  - 12) Webmail
  - 13) EDI / PCS (Port Community System ) Interface
  - 14) Other licensed software
- Other / Miscellaneous trouble-shooting :
  - 1) Hard Disk Partitioning / Formatting/ cleaning
  - 2) Configuration of additional HDD
  - 3) Configuration of Files & maintaining hard copy
  - 4) Configuration of Ethernet Card / Network Card / other cards
  - 5) Printer configuration
  - 6) Modem configuration / Dial-up configuration
  - 7) Scanner configuration
  - 8) Remote Boot configuration
  - 9) Routers/Switches/Hubs / fibre optic network
  - 10) Leased Line modems / Equipment
- Defining and resolving problem alerts :
  - 1) Tracing, diagnosing and correcting faults.
  - 2) Identifying recurring problems, reporting trends to management, and recommending solutions or correction procedures.
  - 3) Initiate escalation process, if required, to resolve the problem.

## **Implementation Process**

- Engineers will attend and resolve all calls assigned to them.
- Engineers will provide front-end support to desktops, OS, other software and standard applications.
- Engineer will install the standard packages as approved by KoPT IT Dept.
- Engineers will communicate the call closure to Helpdesk.
- In case of any outages necessary escalation will be done to the Project Leader.

### **4.3.2 Virus Control Management Support**

#### **Prime Responsibilities**

- Diagnosing / rectifying virus attacks by using Anti-Virus Software Tools.
- Deployment, installation, implementation and update of Anti-Virus software/ patches.
- Providing feedback to KoPT on detection of new viruses.
- Registering / updating / tracking of Anti-Virus Software Tools.

Note: All necessary Anti-Virus Software Tools shall be provided by KoPT.

### **4.3.3 LAN & WAN ( Network ) Management Support (wired & wireless)**

**Objective** - To ensure that the network is trouble-free and well optimized

**Benefit** - Trouble-free and well optimized Network (Inter & Intra Offices)

#### **Prime Responsibilities**

**User Administration** on servers:-

- Create / delete / modify users & groups.
- Desktop to LAN connectivity.
- Customizing login scripts for groups.
- Controlling user access rights and network security.
- Printer management.
- To monitor the data links across the different offices & make sure that all are up.
- To liaise with BSNL for the Data-links (ILL/Lease lines/ISDN etc), Internet Service Providers / Broad Band ( BSNL).
- Provide help for the installation & testing of new data circuits with third-party vendors (BSNL / Railtel & others).

### **4.3.4 Server Administration :-**

- Operating Systems installation / configuration / support.
- Monitoring system resources. (CPU utilisation etc.)
- Scheduled operations.
- Back up (daily, weekly & monthly) & recovery operations.

- Mail, Proxy, RAS and Intranet / Internet services.
- Application change management (standard applications).
- Network maintenance issues such as attach, login, printing.
- Creation / maintenance of users and allocation of access rights / IDs.
- Support for virus prevention and cleaning methods – monitoring the anti virus & firewall protection measures
- System auditing
- Printer management & Server OS support.
- Managing disk space availability
- Desktop to LAN connectivity
- Provide Servers uptime chart
- Uptime monitoring

#### **4.3.5 Network / Voice & Data LAN/WAN Management :**

- Network topology mapping
- Network performance analysis / monitoring / fine-tuning
- Understanding bottlenecks and providing solutions
- IP addressing / DHCP management & support.
- Uptime monitoring.
- Suggestion on Network configuration and procurement of equipment, management tools such as NMS with features & details.
- Documentation of LAN / WAN support on Network, topology, design, upgradation & new plans related to LAN/WAN.
- In addition to other networks, also manage & maintain the network of OCTS (RS-232-C & armoured jelly filled & fibre optic cable) & Materials Management Division to Dock Master's via ES Office (CAT5 / CAT6 and fibre optic cable)
- The Fibre Optic Cable Network between KoPT Head Office and Subhas Bhavan plus other offices / locations like NSD area / KPD area etc. via RAILTEL Link and KDS –NET plus wireless link including switches / routers /modems etc. and wireless connectivity between various offices of KDS, KoPT are also required to be maintained by the FMS Vendor. The locations/ offices to be covered under the maintenance are available in Annex – VII.

#### **Implementation Process**

- Engineers will conduct regular health checks of all LAN & WAN equipment to ensure optimum usage of all network equipment.
- Engineer will support data networks and user desktop connectivity related calls.
- Engineer will communicate call closure to Helpdesk.
- Helpdesk will confirm user satisfaction over call closure.
- Engineer would prepare Technical Documentation along with KoPT IT Dept.

### **4.3.6 Mail Management Support**

#### **Prime Responsibilities**

- Support for existing mail server system and roll-out of new Mail & Messaging and Workflow solutions.
- E-mail ID & database management.
- Mail account management. - Creation, deletion and transfer of users.
- Problem isolation/ trouble-shooting and resolution.
- Mail traffic monitoring and pro-active disk space usage for mail.
- Support for mail- related problems.
- Providing connectivity to remote mail users on dial-up facility.
- Backup of mail data volumes critical to mail sub-system.
- Disk quota maintenance for users (as defined by KoPT).
- Update of global address book.
- Providing guidance to users on e-mail related problems and enhancing user knowledge.

### **4.3.7 Change Management**

#### **Prime Responsibilities**

Change management refers to the process of logging change requests, obtaining approvals, performing impact analysis, monitoring changes, updating assets and configuration databases. The buying process and requirement of KoPT will determine the actual process of change management. Change management implies:

- Keeping track of all changes in hardware & network equipment, third-party software, NMS etc.
- Control on asset and configuration changes.
- Updating of assets and configuration databases.
- Process for change.
- Accepting requests from users in writing as per the procedure laid down by KoPT from time to time.
- Taking approval of the same from KoPT's authorized person/s. Implementing the change as per the turn-around time specified for such activities.
- Generating report and submitting to KoPT's authorized person/s.

### **4.3.8 DBA Activities :**

The DBA shall be responsible for:

- Maintaining the availability of the databases, with downtime not exceeding two hrs. at a time (except when database has crashed and requires media recovery and in that case, the time limit would be 48 hrs) and an overall availability of 99.5% of the total working time for the respective server excluding the scheduled maintenance and back up times.



- The DBA shall conduct an initial assessment study of each database and create baseline data of the health of database and performance parameters.
- Identify resource logs, tune the databases, remove unwanted tables, review the privileges of users, identify database users with daily roles assigned to them, create suitable mirroring for control and log files, modify initialization parameters as required to improve the performance and security of the databases.
- Analyze the table spaces, SGA spaces, rollback segment statistics, redo log switchovers, wait session information, map of all data files and report their adequacy for the efficient performance of the databases.
- Enable audit trail features and archive log features as required.
- Evolve suitable back up strategy consistent with the criticality of the databases and its operational requirements. The back up strategy shall include periodicity, type of back up (physical/ logical/ full/ incremental etc.) online/ off line, files to be covered (like data file, log file, control files, initialization file etc.) media, executing scripts, responsibility for execution and verification.
- After the initial assessment study, the DBA will give a report outlining the analysis conducted, corrective actions taken/to be taken and the base line data for further monitoring.
- The DBA will provide suitable training to the personnel identified by KoPT to execute routine tasks like running scripts of health check-ups provided by DBA and for taking back up as per the back up schedule. He will also provide suitable documentation for the personnel for carrying out the tasks.
- The DBA will review the results of the health check ups of the databases sent to him once a fortnight through e-mail and suggest corrective actions, if any, immediately. Server administrator of FMS will run scripts and access log to assess the health of database on daily basis. In case of any alarm or alert, would refer to DBA. DBA would attend within 4 (four) hours of call. The DBA will assess the status of the databases with reference to the base line parameters set up initially and monitor the SGA statistics, table sizes, performance parameters; alert logs etc. and certify the adequacy of the database to perform optimally as per defined requirement. He will monitor whether the back ups are taken as per the schedule. He will also verify whether the back ups taken are restorable using test machines. At the end of every such periodical visit, he will give a report outlining the tasks carried out and indicate any follow up actions to be carried out by the KoPT personnel.

#### **4.3.9 Other Areas**

- a. Implement action plans as deemed fit as per KDS-IT policy
- b. Implement Data Security Policy
- c. Implement Network and Internet access Policy
- d. Any other policies and decisions taken from time to time
- e. Maintenance of IP based Video Conferencing System including any other communication link.

### **4.3.10 Technology Support**

#### **Prime Responsibilities**

- Standardized Software and tools to be deployed.
- Updates on contemporary and cutting-edge technology to meet the organizational objectives.
- Introduction of new technological tools to increase efficiency and productivity. Tools to be procured by KoPT, if feasible and viable.

### **4.3.11 IT Security**

1. Identify gaps in KoPT's security controls, policies and processes.
2. Gap Analysis, penetration testing and vulnerability assessment should be done at least twice a year.
3. Discover the risks of external and internal security threats to KoPT and provide detailed recommendations and implementation of controls to mitigate them.
4. To comply advisories from NCIIPC and / or other Apex bodies in respect to IT/Cyber Security from time to time.
5. To ensure KoPT's data is protected by adhering integrity, availability and confidentiality.

## **4.4 User Support**

#### **Prime Responsibilities**

- Upgradation of user skills and support on computer usage.
- Standardize usage of applications developed in-house.
- Desktop management of users by providing do's and don'ts.

#### **The major points of operation of Kolkata Port Trust are:**

- Kolkata Port Trust Head Office, 15, Strand Road, Kolkata – 700 001
- Subhas Bhavan, 40, CGR Road (Offices of Traffic Manager, CME, CISF, HM(P), HM(R), Supdt.-of-Collection, KDS IT Centre etc.)
- Centenary Hospital, Majherhat
- Materials Management Division 6, Garden Reach Road
- Mechanical Workshops/ CME's Office, 8, GR Road including other sectional offices
- Port Security Offices
- Hydraulic Model Centre
- Entire NS Dock, KP Dock (all offices)
- Budge Budge (Traffic and Marine offices)
- 51, CGR Road (CE's Office / Workshop Account's Office)
- Port Fire Service Office at CGR Road
- Accounts Office / CRDC , Vigilance office at Jetty Building
- HSD office at 20, GR Road & Haldia
- Tram Depot Office (Labour Deptt)
- Engg. Supdt's / Dock Masters / Mooring Masters Office near Daighat
- KoPT vessels like Anusandhani / Environment's division office

- Other Areas such as Guest House, Port Land Park, Fairfield, Loco Shed, EJC, Camp office at Chairman, Dy. Chairman's residence etc.
- OCTS Computer centre / CFS
- Boat Registration office at Babughat
- Saugor Pilot Office
- Behrampur, CHE's Office
- Haldia VTMS Office

## **5.0 GENERAL INSTRUCTION FOR BIDDERS :**

5.1 General Conditions of Contract (GCC), which is available in the KoPT website for download, will form an integral part of the tender document. The Bidder shall examine carefully the General Conditions of Contract. Tender for the above work should be submitted in accordance with the Scope of Services , Bill of Quantities as specified in this tender and in accordance with the Special Conditions of Contract & General Conditions of the Contract. The Special Condition of Contract will prevail over and above the General Conditions of Contract. Only those Clauses, Forms or Formats of the aforesaid GCC, which are not covered anywhere in this Tender Document, shall be applicable.

### **5.2 Earnest Money Deposit (EMD):**

The intending firm is required to submit an EMD as mentioned above.

- i) **Payment particulars of the EMD and Tender Document Fee made through NEFT should be entered online (under the commercial terms and conditions)** by the bidder at the time of submission of online bid. Any error and/or omission in this may result in non-issuance or delay in issuance of the Treasury Receipt (see below).
- ii) A Treasury Receipt (TR) will be issued by KoPT (Cash & Pay Section under Finance Department) to the bidder against receipt of EMD on due application, stating references of the tender (number, date and title) and NEFT payment particulars, to be submitted through the Tender Issuing Authority.
- iii) Unsuccessful tenderer's Earnest Money Deposit will be refunded without interest as promptly as possible after receipt of a bidder's application stating their bank particulars, supported by the aforesaid TR in original.
- iv) The successful tenderer's Earnest Money Deposit may be considered for release after the tenderer, executing the agreement with Kolkata Port Trust, concurrently furnish the performance security deposit equalling 10% of the total contract value in form of B.G. from nationalized bank under Kolkata jurisdiction or D.D./Banker's cheque payable at Kolkata.
- v) The Earnest Money Deposit shall be forfeited
  - a) if a tenderer withdraws its offer during the period of tender validity.
  - b) If a tenderer submits false information or fabricated documents, and the same is detected during consideration of tender, his tender may not be considered and EMD may be forfeited. If it is detected after award of tender, the contract may be terminated and losses on this account would be recovered from the contractor. Punitive action including suspension and banning of business can also be taken against defaulting bidders.
  - c) In case of a successful tenderer, if the tenderer fails –
    - to sign the agreement

- to furnish the performance Security Deposit as mentioned in this document.

### 5.3 Format and Signing of the offer document :

- a) The offer / bid has to be entered online by the bidder using Digital Signature and Encryption. All other / supporting documents must be in indelible ink and should be signed by the person(s) duly authorised to sign on behalf of the tenderer. Such authorisation shall be indicated by written power-of-attorney. The name and position held by each signatory of the said documents must be typed or printed or sealed below the signature.
- b) The documents should contain no interlineations, erasers or over-writing except as necessary to correct the errors made by the tenderer in which case such corrections should be initialled by the person(s) signing the documents.
- c) Tender must be submitted for executing all works involved and any tender received for doing a portion of the work with responsibility for carrying out the remaining works by the Trustees' other contractors, will be liable for outright rejection.
- d) The tenderer are required to submit ON-LINE the following Bid Format / documents along with their offer:

SL	Descriptions
1	Covering Letter ----- Form A1
2	General information as per Schedule – Form A2
3	Profile of Tenderer - Form A3
4	Power of Attorney for signing of Application /Bid as per format May be added –Form A4
5	Earnest Money Deposit Covering Letter –Form A5
5	Financial Details - Form B1
6	Experience Details - Form B2
7	Profile of DBA & Administrator --- Form C1
8	Copy of Valid Trade License
9	Copy of PAN Card
10	Copy of GST Registration Certificate
11	Form of Affidavit -- Annexure A
12	Indemnity Bond --- Annexure B
13	Signed Pro-forma agreement with KoPT as per Schedule -- A
14	Acceptance of draft pro-forma of bank guarantee as per Schedule - B
15	Unpriced Price Bid (Bill of Quantities ) without quotation as per format
16	Self Declaration on Non Blacklisting

- e) The tenderer is required to unconditionally agree to the following condition online using his/her Digital Signature:

**“Has fully read and understood the entire Tender Document, GCC, and Addenda, if any, downloaded from KoPT Website / CPP Portal/ MSTC Portal under the instant e-tender and no other source, and will comply with the said document, GCC and Addenda.”**

Therefore, the bidder is not required to upload scanned copies of manually signed hard-copies of the tender document and its addenda as was earlier mandatory in case of manual tenders.

**5.4 RIGHTS OF KDS, KoPT:**

- (a) Order shall be placed as per requirement of KDS, KoPT.
- (b) Notwithstanding anything contained in this Tender Document, KDS, KoPT reserves the right to accept or reject any offer and to annul the tendering process and reject all offers at any time without any liability or any obligation for such acceptance, rejection or annulment without assigning any reason thereof.
- (c) KDS, KoPT reserves the right to reject / disqualify an offer, in case KDS, KoPT is satisfied that any bribe, commission, gift or advantage has been promised, offered or given by the Bidder himself or on behalf of the Bidder to any officer, employee or representative of KDS, KoPT or to any person on his or their behalf to secure the tender or to influence the process of examination, evaluation etc. of the tender.
- (d) KDS, KoPT also reserves the right to reject / disqualify an offer if it is observed that the Bidder or his representative has made false and misleading statement and/or have tried to influence KDS, KoPT in the process of examination, evaluation etc. of the tender.
- (e) KDS, KoPT reserves the right to postpone the deadline for submission of Bids through notice.

**5.5 UNSCHEDULED HOLIDAY / BUNDH:** In case of unscheduled Holiday / Bundh on the date of opening of tenders, the same will be opened on the next working day.

**5.6 ONE BIDDER - ONE BID CLAUSE:** One Bidder shall submit one Bid only in response to this tender.

**5.7 LANGUAGE OF BID:** The Bid and any notations or accompanying documentation must be in English Language only and dimensions / measurements, if any, shall have to be indicated in Metric System.

**5.8 NO AUTOMATIC CONSIDERATION:** Mere submission of tender will not mean that the particular offer will be automatically considered qualified and the said tender will be entertained. Such qualification will be examined at the time of evaluation of offers.

### 5.9 PRE-BID MEETING:

(a) A Pre-Bid meeting shall be held as per time schedule mentioned above. In case of offline meeting, it will be held at the Office of Joint Director (P&R), P&R Division, Finance Department, 6<sup>th</sup> Floor, 15, Strand Road, Kolkata Port Trust, Kolkata – 700001. The Bidders may participate in the same, if they so desire.

(b) The intending bidders are advised to formulate their queries relating to any aspect mentioned in the tender document or any clarification required well in advance and forward the same in writing or by e-mail to [jt.dir.pr@kolkataporttrust.gov.in](mailto:jt.dir.pr@kolkataporttrust.gov.in) in advance of the pre-bid meeting to Joint Director (P&R), P&R Division, Finance Department, 6<sup>th</sup> Floor, 15, Strand Road, Kolkata Port Trust, Kolkata – 700001 so that the same may be discussed / clarified in the Pre-Bid meeting. During the Pre-Bid meeting, the queries received in advance would be clarified first followed by those raised during the meeting.

(c) Modifications / amendments, if any, to the terms and conditions of the original tender, scope of the project etc. as decided in the pre-bid meeting which the intending bidder is to note for submitting their tender. The amendments / modifications / clarifications shall be hosted in the MSTC portal and also on KoPT website and the Central Public Procurement Portal in the form of an "Addendum" which shall become an integral part of the tender document for all purposes and shall be binding on the bidder.

(d) Attending the Pre-Bid meeting will be helpful for the intending bidder but is not mandatory.

**5.10 Due Diligence:** The tenderer shall examine carefully the General Conditions of Contract supplied herewith. He shall visit & inspect the site & the equipment and on his own responsibility, shall obtain all information which may be necessary for the purpose of his tender offer. No excuse of ignorance as to site conditions and local information will be accepted in the event of his not visiting the site/equipment. All costs, charges and expenses that may be incurred by the tenderer in connection with the preparation of his tender, shall be borne by him and the Trustees accept no liability whatsoever, in this regard.

### 5.11. Deviations from Terms and Conditions

No deviation of any terms and conditions as mentioned in the subject document would be accepted.

### 5.12. DECLARATION REGARDING BAN / DELISTING/ DEBARMENT:

Bidder must give a declaration to the effect that they have not been banned or de-listed or debarred by any Government or Quasi-Government Agency or PSU. If a bidder has been banned / de-listed / debarred by any Government or Quasi-Government Agency or a PSU, the details must be clearly stated along with the relevant documents, which the bidder is to enclose together with the Techno-Commercial Bid.

**5.13. ADDENDA / CORRIGENDA etc. :**

At any time prior to the due date for submission of tender, KDS, KoPT may, for any reason, whether at its own initiative or in response to queries / clarifications raised by the intending bidder(s) during pre-bid meeting or otherwise, modify the tender document by issuance of addenda / corrigenda to the bidders. The bidders are advised to note the details of addenda/corrigenda etc., as may be published on MSTC Portal (and also on KoPT's website and CPPP), prior to submission of bids.

**5.14. VALIDITY OF OFFER:**

- (a) The tender including Price Bid shall remain valid for acceptance for a period of 180 days from the actual date of opening of price of the tender.
- (b) Prior to expiry of the validity period as indicated in the original tender, KDS, KoPT may request bidders to extend the validity for a specified period and the tenderer will have the liberty to refuse such request without forfeiting his EMD.

**5.15. ADDRESS ETC. OF BIDDER:** The bidder shall furnish the address of his Head Office & Local Office(s) with respective telephone / mobile numbers, fax, email etc. along with reporting hierarchy.

**5.16 SUBSTITUTION OR WITHDRAWAL OF TENDER:**

- (a) The Bidder may substitute or withdraw its tender after submission before the due date and time of submission of the tender. However, no refund of any fee or return of the bids will be made in case of withdrawal.
- (b) No tender shall be substituted or withdrawn by the bidder after the due date and time of submission of tender or any extension thereof.
- (c) If the bidder withdraws its Bid during the interval between the specified date and time of submission of tender and expiration of the validity period of the tender including extension thereof, the Earnest Money Deposited (EMD) would be forfeited.
- (d) In the event of "SUBSTITUTION", only the substituted tender would be considered.

**5.17 Acceptance of offer:**

It is not obligatory on the part of the Trustees to accept the lowest offer. They reserve the right to accept a tender in full or in part and /or reject tender(s) without assigning any reason.

The tenderer has to execute the work in accordance with the General Conditions of Contract, Special Conditions of Contract, Scope of work and Bill of Quantities.

**5.18 Period of Acceptance**

The tenderer shall take over the job of 'Facility Management Services' for the areas as mentioned in the scope of work within **15 days** from the date of issuance of work order.

**6.0 Special instruction for bidders**

### 6.1 Pre-Qualification criteria :

The invitation for tenders is open to reputed computer firms in India office with (having Service Centre in Kolkata) having previous performance records of providing 'facility management services' in the areas as mentioned in the scope of work and also fulfilling the following :

Experience of having successfully completed IT FMS including AMC of IT infrastructure works during last 7 years ending 31.03.2018, should be either of the following (work order with successful completion of FMS service to be submitted) :

- 6.2.1 3 similar completed works costing not less than the amount of 40% of estimated Contract Value for each
- 6.2.2 2 similar completed works costing not less than the amount of 50% of estimated Contract Value for each
- 6.2.3 1 similar completed work costing not less than the amount of 80% of estimated Contract Value

Here, similar work means work related to IT FMS including AMC of IT infrastructure by deploying necessary manpower including maintenance of hardware, system software and network.

6.2.4 The Average Turn Over of the firm per year during the last three financial years ending 31.03.2017 must be at least 30% of Estimated Contract value. Auditor's Certificate may be provided in this regard.

6.2.5 The Bidder should not be blacklisted by Central / State Government Ministry /Department PSU /Government Company

6.2.5 The company should be a ISO 9001:2015 or latest certified company.

6.2.6 The company should have at least 30 personnel in the field such as Hardware, Software, Networking etc. in their office at Kolkata (should be in the payroll of Kolkata office ). Necessary documents are to be submitted.

6.2.7 Experience of not less than 7 years in the field of providing IT Facility Management Services including hardware maintenance to large govt./ undertaking / similar organizations (with 500+ PCs, 15+ Servers, 200+ printers etc.) along with the list of organizations (clientele) where company is at present maintaining / giving support to similar type of installations in India.

### 6.3 Tender Documents :

The tender, complete in all respects, shall have to be submitted online by the bidder as part of the **Prequalification Bid** and **Techno-Commercial bid** containing the following:

- (a) Power of Attorney ( in non-judicial Stamp paper if applicable)



- (b) Profile of Bidder
- (c) Audited Annual Accounts for the last three completed financial years, supported by a Certificate from a Chartered Accountant, to show the Average Annual Financial Turnover considering the last three financial years ending on March 31, 2017.
- (d) Copy of PAN Card
- (e) Certified copy of up-to-date Profession Tax Payment Challan (PTPC), if applicable. If this is not applicable, the bidder must submit a declaration in this regard.
- (f) Copy of 'Employees State Insurance (ESI) Registration Certificate' OR an Affidavit (as per enclosed Format) affirmed before a First Class Judicial Magistrate in case the Bidder is not covered under ESI Act or exempted from it.
- (h) Copy of 'Provident Fund Registration Certificate'.
- (i) Copy of valid GSTN registration certificate.
- (j) Documentary evidence that the Bidder has an office in Kolkata for effective coordination with KDS, KoPT.
- (k) A self declaration that the Bidder has not been banned / de-listed / debarred by any Government or Quasi-Government Agency or PSU. If a bidder has been banned / de-listed / debarred by any Government or Quasi-Government Agency or a PSU, the details must be clearly stated along with the relevant documents, which the bidder is to enclose together with the Techno-Commercial Bid.
- (l) A declaration that no change (in words, specification etc.) have been made in the submitted tender document of KDS, KoPT

(6.4) Following documents to be submitted as part of **Technical Bid**

- (a) Details of the list of the Key Personnel of the Project team that will be placed for Service
- (b) Profiles of the Key Personnel
- (c) Submission of Integrity Pact as per format given in General Conditions
- (d) Bidder shall provide a detailed compliance of the specification of the proposed service. Any deviation from the specification shall result in rejection of bid.
- (e) An unpriced Price Bid without Price quotation should be submitted along with technical Bid.

Note: The Bidder shall be bound to produce the original of all the documents for which photocopies have been submitted, if /as demanded by KDS, KoPT, at any point of time.

## 6.5 Commercial / Price Bid:

- i) Price quoted by the tenderer shall remain fixed and no escalation would be allowed.
- ii) The tenderers shall quote on line , as per Bill of Quantity , a lump sum amount including all taxes, duties etc. but excluding GST which has to be shown separately as per BoQ format for the entire job for 3 years (year-wise price) of Facility Management Services AND for Annual Maintenance Cost.

**6.6 COVERING LETTER:** The intending Bidder shall submit the bid and a covering letter strictly as per Form-A1. Any deviation in the content of the covering letter as compared to Form A1 shall make the offer liable for rejection.

**6.7 INFORMATION REGARDING RATES QUOTED:** Values / Rates quoted should be in figures and words. In case, there is any difference between rates quoted in figures and in words, only the lower of the two rates, quoted in figures or in words shall be construed as correct and valid.

**6.8 QUOTATION AS PER BILL OF QUANTITY:** The bidder shall quote strictly as per the 'Scope of services ' separately in figures as well as in words with no counter conditions / deviations whatsoever. No alternative mode of offer shall be accepted. Conditional / Partial Price Bid is liable to be rejected outright.

- (a) The bid must be submitted online at MSTC portal as per time schedule mentioned above. No bid shall be accepted after this date/ time.
- (b) The Techno-commercial bid of the tender shall be opened online as per time schedule mentioned above at the Office of Joint Director (P&R), P&R Division, Finance Department, 6<sup>th</sup> Floor, 15, Strand Road, Kolkata Port Trust – 700001 and any bidder or his authorized representative, who wishes to be present at the time of the opening of the 'Techno-Commercial Bid', may do so, if desired.
- (c) KDS, KoPT may, at its sole discretion, extend the Submission / Opening due date(s) by issuing a 'Notice / Extension Notice' in the official website of KDS, KoPT.

**6.9 OPENING OF BID:** The Price Bid and Techno-Commercial bid will be opened on the same bid opening day shortly after the bid closing time. The L1 bidder, who qualifies techno-commercially will be awarded the said contract.

**6.10 CONTENT OF TECHNICAL-COMMERCIAL BID:** The 'Technical commercial Bid' shall- contain only the Techno-Commercial Part of this tender document duly filled in and signed using DSC, without price part as mentioned above.

**6.11 CONTENT OF PRICE BID:** The 'Price Bid' shall contain 'Bill of Quantity' duly entered online and signed using DSC. Any condition imposed in 'Price Bid' shall make the bid liable for outright rejection.

**6.12 BIDDER'S LIABILITY TO UNDERSTAND IN FULL:** The bidder shall be deemed to have carefully examined and fully understood the General Instructions to Bidders, the Special Conditions of the Contract, General Conditions of Contract, Scope of Work, Eligibility Criteria, Terms of Payment, Evaluation Criteria, etc.

**6.13 Acceptance of offer:**

It is not obligatory on the part of the Trustees to accept the lowest offer. They reserve the right to accept a tender in full or in part and /or reject tender(s) without assigning any reason.

The tenderer has to execute the work in accordance with the General Conditions of Contract, Special Conditions of Contract, Scope of work and Bill of Quantities.

## **7 Tax Clause GST or any Other Taxes:**

### **General Terms & Conditions**

- Service Provider to confirm that the GST amount charged in invoice is declared in its returns and payment of taxes is also made.
- The Supplier / Service Provider agrees to comply with all applicable GST laws, including GST acts, rules, regulations, procedures, circulars & instructions thereunder applicable in India from time to time and to ensure that such compliance is done within the time prescribed under such laws. Supplier / Service Provider should ensure accurate transaction details, as required by GST laws, are timely uploaded in GSTN. In case there is any mismatch between the details so uploaded in GSTN by Supplier / Service Provider and details available with Kolkata Port Trust, then payments to Supplier / Service Provider to the extent of GST relating to the invoice/s under mismatch may be retained from due payments till such time Kolkata Port Trust is not sure that accurate tax amount is finally reflected in the GSTN to KoPT's Account and is finally available to Kolkata Port Trust in terms of GST laws and that the credit of GST so taken by Kolkata Port Trust is not required to be reversed at a later date along with applicable interest.
- Kolkata Port Trust has the right to recover monetary loss including interest and penalty suffered by it due to any non-compliance of tax laws by the Supplier / Service Provider. Any loss of input tax credit to Kolkata Port Trust for the fault of supplier shall be recovered by Kolkata Port Trust by way of adjustment in the consideration payable.
- Supplementary invoice/debit note/credit note for price revisions to enable Kolkata Port Trust to claim tax benefit on the same shall be issued by you for a particular year before September of the succeeding Financial Year.
- The purchase order/work order shall be void, if at any point of time you are found to be a black listed dealer as per GSTN rating system and further no payment shall be entertained.
- The prices quoted shall be exclusive of any statutory levies and or other charges levied by any Central/State/Local Authorities which shall be paid extra at applicable rates at the time of supply of goods / services.

## **8. PERFORMANCE BANK GUARANTEE (PBG)/ SECURITY DEPOSIT (SD):**

**8.1** The successful bidder, at own expense, shall have to keep with KDS, KoPT a Security Deposit amounting to 10% of the Order Value (valid) for the entire period of contract plus three months in the form of Bank Guarantee as per Schedule-B within 30 days from the date of issuance of Order Letter. If the successful bidder fails to pay the Security Deposit as indicated above, the Security Deposit will be recovered from the bill of the successful bidder. The successful bidder may also deposit Security Deposit in the form of D.D./Banker's cheque equivalent to 10% of the total contract value in favour of 'KOLKATA PORT TRUST'.

**8.2** The Security Deposit shall be held by the "ENGINEER OF THE CONTRACT" (i.e. Joint Director (P&R)) as security for the performance of the successful bidder's obligation under the contract. The Security Deposit shall be refunded without interest after successful completion of the entire period of contract and as extended by KoPT plus three months subject to recovery of damage and / or loss incurred, if any, by KDS, KoPT due to default on the part of the successful bidder.

## **9 Transport and Permit:**

The successful bidder is also required to have their own transport for movement of their men and material inside/outside the port premises. No vehicle or manual assistance will be provided by Kolkata Port Trust.

However, **free permits** will be issued by Kolkata Port Trust to the officials of the firm engaged in the work inside docks and other areas and the contractor will submit their offer accordingly.

Contractor shall strictly abide by the Security norms including Information Security Regulations wherein employees of the contractor should not have access to any system without prior permission.

#### **10.0 DETERMINATION OF RESPONSIVENESS:**

Prior to evaluation of Techno-Commercial part of the tender, KDS, KoPT will determine whether each offer is responsive to the requirement of the Tender Document. An offer shall be considered responsive if the tender -

- (a) Is received by the due date and time including extension thereof, if any,
- (b) The bidder unconditionally accepts the tender document and GCC,
- (c) Is accompanied by the required Covering Letter,
- (d) Is accompanied by the required EMD , Tender Fee , Power of Attorney (if applicable),
- (e) Contains all documents, information, certificates, certification / authorization from OEM etc. as requested in this Tender Document,
- (f) Contains information/details in formats specified in this Tender Document,
- (g) Is accompanied by certificates of Chartered Accountant etc. as applicable,
- (h) Is consistent with respect to details submitted in the tender and supporting documents,
- (i) Has not proposed any deviation whatsoever as compared to the terms & conditions, scope of work etc. detailed in the Tender Document together with subsequent amendment(s) / modifications(s) thereof made through issuance of Addenda, if any.

#### **11.0 CLARIFICATION DURING EVALUATION PROCESS:**

To assist in the process of evaluation of Tender, KDS, KoPT may, at its sole discretion, ask any Bidder to provide additional documents/details, seek clarification in writing / email from any bidder regarding its offer. The request for providing such additional details/documents and/or clarification and the response shall be in writing / email. KDS, KoPT reserves the right to reject any offer which is non-responsive.

### **12. Acceptance /Rejection of Tenders :**

12.1 Kolkata Port Trust reserves the right to accept or reject any tender without assigning any reason.

The Jt. Director (P&R) reserves the right to accept or reject any tender and to annul the tendering process & reject all tenders at any time prior to award of contract, without incurring any liability to the tenderers or any obligation to inform the tenderers of the grounds for his action.

12.2 If, it is found that two or more persons who are connected with one another financially or as principal and agent or Master and Servant, have tendered separately under different names for the same contract, without disclosing their connection or it is found that the same person has submitted more than one tender for the same work under different names, tenders may be rejected or any contract entered into under such conditions shall be liable to be cancelled at any time during its performance.

12.3 The tenderer shall distinctly understand that –

- a) they will be strictly required to conform to the General Conditions of Contract as contained in each of its Clause and the plea of ‘Custom Prevailing’ will not in any case be admitted as an excuse on their part for infringing any of the conditions;
- b) they shall refrain from sending revised or amended quotations, after the closing date and time of the tender;
- c) his intention towards acceptance or non-acceptance of any of the terms and conditions stated herein, shall have to be clearly mentioned in the Pre-bid Meeting. Non-acceptance and/or non-compliance of any of the terms and conditions, after those are frozen in the Pre-bid meeting, shall make such tenders liable for outright rejection.

### **13. Extension in the Tenderer’s Performance :**

Delivery of the services / goods shall be made by the tenderer in accordance with the work schedule.

The tenderer may claim extension of time limits as set forth in the work schedule in case of –

- a) Changes ordered by the KoPT.
- b) Delay in providing any material, drawing or services which are to be provided by the KoPT.
- c) Force Majeure and
- d) Delay in performance of work caused by orders issued by the KoPT relevant to but not included in the contract

### **14. Termination for default :**

The KoPT 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 KoPT.

The contract may be terminated anytime within the currency period the contract by Kolkata Port Trust at its sole discretion, after giving 7 days’ Notice, for any of the following factors & for such cancellation, Kolkata Port Trust will under no circumstance be subject to any liability :-

- i) If the firm fails to carry out the work as per Service Level Agreement (SLA) without any valid reason acceptable to Kolkata Port Trust.
- ii) If the contractor fails to perform any other obligation(s) under the contract, and if the contractor in either of the above circumstances, does not cure its failure

within a period of ten (10) calendar days or such longer period as the KoPT may authorise in writing.

- iii) KoPT reserves the right to terminate a contract in case they are satisfied that any bribe, commission, gift or advantage has been given or promised or offered by or on behalf of the tenderers to any officer, employees or representatives of KoPT or to any person on his or their behalf in relation of the acceptance of the tender.

## **15. Resolution of Disputes :**

In the event of any dispute, question of difference arising during the contractual period or during any other time, as to any matter connected with or arising out of the contract, the decision of the Chairman, Kolkata Port Trust, shall be final.

If, however, the firm is dissatisfied with the decision of the Chairman, Kolkata Port Trust, the firm may, within 15 days after receiving notice of such decision, intimate the Chairman about their desire to get the matter referred to an Arbitrator. The Arbitrator may be nominated from the panel of Arbitrators maintained by Kolkata Port Trust within 30 days from the date of receipt of such communication from the firms' end and that reference shall be deemed to be a submission to the Arbitrator within the meaning of Arbitration & Conciliation Act, 1996 or any amendment thereof. The decision of the Arbitrator shall, however, be final and binding on both Kolkata Port Trust and the firm. The cost incurred for referring the matter to Arbitrator will be shared by both the parties equally.

## **16. Applicable Law**

The contract shall be governed by and interpreted in accordance with the laws of the land. Court case, if any arises out of the contract, shall be referred to the High Court at Kolkata.

## **17. Force Majeure**

In the event of the Contractor / Kolkata 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".

## **18. Workmen's Compensation :**

- 18.1 Workmen's Compensation Act should be followed by the tenderer for providing insurance coverage to their employees.
- 18.2 The tenderer is also required to have their own transport for movement of their men and material inside/outside the port premises. No vehicle or manual assistance will be

provided by Kolkata Port Trust.

## **19. Statutory Rules & Regulations :**

The tenderers/contractor will strictly adhere to all rules and regulations as laid down by the Govt. of India, State Government Authority, Local Authority, Statutory Bodies and Kolkata Port Trust in this connection. This will include minimum wage act as per rule/guideline of Govt. of India to be issued from time to time.

## **20. Indemnity :**

The tenderer shall indemnify KoPT during the various stages of execution of the contract, regarding damages or loss of or injury to or death of :

- Third parties
- KoPT's facilities and goods attributable to the tenderer

## **21. Acceptance Criteria :**

21.1 The tenderer shall provide all necessary instruments at his own cost for the purpose of inspection and testing.

21.2 All results of inspection and tests will be recorded for inspection and verification by KoPT. These reports shall form a part of the job completion documents.

21.3 Inspection and acceptance of the work shall not relieve the Contractor from any of his responsibilities under this contract.

## **22. Special Conditions of Tender**

### **22.1 Price Offer :**

The basic rate (including all taxes and duties excluding Govt. duties, GST & Educational cess) quoted in the tender shall hold good and shall be binding on the tenderer, not withstanding any increase in the prices of materials and labour or in the freights or levy of other charges whatsoever and the tenderer shall not be entitled to claim any increase over the rates quoted by him during the period of currency of the contract except taxes and duties as introduced / modified by Govt. from time to time.

### **22.2 Assets and Maintenance :**

**22.2.1 The approximate total No. of servers and PCs with peripherals like inkjet / laser jet printers, dot matrix printers, line matrix printers, UPS, modems, routers etc. are given in Annexure – IV & V. The list, however, is not exhaustive. Some additional equipment may be included.**

**The list of vendors / maintenance contractors are given in Annexure – VI.**

#### **22.2.2 Maintenance (AMC) :**

**The contractor for providing FMS to KoPT, will also provide AMC to all the equipment including networks under coverage with replacement of spare parts for**

all (including printer heads, ribbon masks, batteries of UPS, cables, patch cords etc., except printer ribbons, toners, cartridges etc.), *excluding* those under warranty coverage. Those equipment, which are presently under warranty, will come under AMC of the FMS provider immediately after expiry of the warranty period. A detailed list showing the present warranty period is furnished in Annexure-IV. Contact no. of the personnel engaged in AMC, like mobile nos. / office phone no. etc. should be made available to KoPT.

**22.2.3 Engineers/Helpdesk personnel to be deployed onsite should be on the direct rolls of the FM service provider and should not be out sourced.**

**22.2.4 The company should have capabilities to provide Remote Helpdesk Services (NOC).**

**22.2.5 The FM vendor should have a direct pool of sufficient number of engineers required to deliver support services on hardware, software etc. and in case of absence, should be able to provide immediate replacement. In case of non-availability of manpower, penalty would be imposed.**

**22.2.6 In case of poor maintenance or urgency where firm fails to deliver at KoPT's request, KoPT shall have the right to repair / replace the equipments. The cost would be borne by the firm.**

**22.2.7 The FMS vendor has to maintain a standby pool of the following new equipments at KoPT premises to replace the defective equipments immediately :**

i. PC	:	12
ii. laserjet printers	:	08
iii. deskjet / inkjet printers	:	08
iv. multifunction printers	:	5
v. dot matrix printer	:	8
vi. scanners	:	3
vii. 16 port / 8 port switches	:	5

other equipments as per requirement.

### **23. Penalty Clause :**

The firm should provide 99.5% uptime for all infrastructure and components under FMS. Downtime above 0.5% of any component, asset and infrastructure would result in penalty from monthly bill on the following terms and conditions:

- i. Rs. 500.00 per machine per day for PCs and printers .
- ii. Rs. 1000.00 per server per day and Rs. 500.00 per PC attached to the server per day.
- iii. Rs. 500.00 per network point per day
- iv. Rs. 500.00 per switch ( Layer 2 & above ) per day
- v. Rs. 500.00 per other component per day

Downtime refers to inability of an user to use partly or fully on account of hardware / software (including virus related malwares) or network failure.



**24. Risk Purchase :**

Without prejudice to any of its legal rights, Kolkata Port Trust shall have the power to recover the said amount of damage as stated in Clause 34 above, from any money due or likely to become due to contractor. The payment or deduction of such compensation shall not relieve contractor from their obligation to complete the work or from any of other obligations/ liabilities under the contract and in case of failure, at the absolute discretion of Jt. Director (P&R), Kolkata Port Trust, the work may be ordered to be completed by some other agency at the risk & expense of the contractor, after issuance of a notice in writing of minimum, seven days by the Jt. Director (P&R), Kolkata Port Trust or his representative.

**25. Compliance of relevant Acts, Ordinances etc.**

The contractor shall be required to comply with all relevant acts and laws including the Minimum Wages Act, 1948, Employees' Liability Act, 1938, Industrial Dispute Act, 1947, Indian Contract Act, Workmen's Compensation Act, The Contract Labour (Regulation & Abolition) Act, 1970 etc. or statutory amendment and the modifications thereof or any other laws relating thereto and the rules made thereunder from time to time.

It will be the duty of the contractor to abide by all the provisions of the Acts, Ordinances Rules, Regulations, By-laws, procedures as are lawfully necessary in the execution of the works. Contractor will be fully responsible for any delay, damage, etc. and shall keep Kolkata Port Trust indemnified against all penalties and liabilities of any kind for non-compliance or infringement of any kind, for non-compliance or infringement of any such Act. Ordinance, Rules, Regulations, By-laws, procedures etc.

The aforesaid Regulations shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.

**26. Damage & loss to private property & injury to workmen**

The Contractor will at their own expenses, reinstate and make good upto the satisfaction of Kolkata Port Trust and pay compensation for any injury or loss or damage accrued to any property or rights whatsoever, including property and rights of Kolkata Port Trust or Agents or servants or employees of Kolkata Port Trust, the injury, loss or damage arising out of or in any way in connection with the execution or purported execution of the contract(s) and further, the Contractor will indemnify Kolkata Port Trust against all claims enforceable against Kolkata Port Trust or any Agents, servant or employees of Kolkata Port Trust or which would be so enforceable against Kolkata Port Trust where Kolkata Port Trust is a private person, in respect of any such injury including injury resulting to death, loss or damage to any person whomsoever or property including all claims which may arise under the Workmen's Compensation Act or otherwise

**27. Notification of the Award of Contract :**

The successful Tenderer is to be notified that their offer has been accepted and the basis on which, the tender has been accepted through 'Notification of the award of contract'. The 'Notification of the Award of Contract' will constitute the information of a contract until the contract has been effected pursuant to Clause 12 of "General Instructions to Tenderers".

## 28. **Facilities from KoPT :**

KoPT will provide the FMS vendor the following facilities :

- a) Necessary space free of cost for Helpdesk and Server-cum-Network Managers
- b) One telephone line of H. O. exchange – free of cost

## 29. **Qualification of DBA and Network Administrator :**

The preferable qualification and experience of the personnel to be served as DBA and Network cum Server Manager should be as under :

### **DBA :**

- i) Degree in Computer Sc. / MCA or equivalent
- ii) Oracle Certified Professional
- iii) Minimum 2 years hands on working experience in Database Administration in similar type of set up i.e Windows sever, UNIX and Linux.

### **Network-cum-Server Manager :**

- i) Degree in Computer Sc. / MCA or equivalent
- ii) MCSE / CCNA /CCNP certified

## 30. **Security System :**

FMS provider would strictly follow ISPS, Port Security, Data Security, Access Control , CERT-IN guidelines and other policies to ensure strict adherence. The antecedent of manpower to be provided would have to be verified through police for which all information have to be provided by the firm. The firm would issue I.D. cards to all its employees. Any change in officials have to be informed immediately. The firm has to abide by the rules & regulations communicated to it from time to time.

Any work reported under contract period but not completed would lead to extension of contract without any cost or will be done by KoPT at the risk and cost of the vendor.

Free permits will be issued by KoPT to the maintenance / service engineers of the firm for attending calls inside the Docks and other restricted areas. The price offer should be submitted accordingly.

## 31. **Payment Terms :**

- a) Payment will be made on monthly basis, after successful completion of the month during the contract / period as per Service Level Agreement (SLA)
- b) Payment will be made through ECS, Firms to provide information on Bank details.

## 32. **Bill of Quantities**

The tenderer must submit their offer according to the BOQ mentioned below for providing Facility Management Services and AMC in the following areas of activities such as Helpdesk management, server / system management, Network / Asset / Vendor Management etc. as mentioned in the scope of work

Year of FMS	Lump sum Cost for FMS (A)	GST rate for FMS (%) (B)	Lump sum Cost for AMC of hardware and Network, etc. (C)	GST rate for AMC (%) (D)
1 <sup>st</sup>				
2 <sup>nd</sup>				
3 <sup>rd</sup>				
Total				

Note: Evaluation will be based on sum of total lump sum Cost of FMS (column A) and AMC (column C) for the period of three years. Payment will be made after completion of the month on pro-rata basis for each year. Work order will be issued to the firm with sum of lowest total (column A+C above) i.e amount for the period of three years. Bidders are required to quote for all the above line items. Incomplete offer or partial offer will liable to be rejected. However, GST will be paid on actual as per Government notified rate.

### **33. Customer Satisfaction Survey**

- Customer satisfaction survey to be conducted as per the frequency defined by KoPT.

#### **33.1 MIS Reports**

##### **Service Description**

Standard reports will be generated and submitted to **KoPT** for review in each calendar month. The reports should have the following contents and analysis of data to take preventive actions:

- Date / time of call
- Description of problem
- Summary of action taken
- Date / time solved
- Outstanding problem report (scheduled or ad-hoc)

The above information will allow KoPT to analyze the statistics/problem trends and to seek recommendation from the vendor for areas of improvement.

**Service Assumption**

- Report formats and frequency will be discussed mutually.
- These are standard reports and any changes / amendments will be discussed in detail.

**Service Deliverables**

- Monthly reports on call statistics detail logs and management reports submitted on a timely basis.

The deliverable report shall be either on paper or on e-mail as per convenience. Either review or time stamped messages shall authenticate validity.

**Exclusions:**

The services offered by the vendor shall not include the following:

- The services do not include any application software development or customization or support.
- The proposal does not cover any specialized training. In the event of new users entering the system, an overview of services available shall be provided to the users.

**33.2 Infrastructure Request**

KoPT shall provide the following infrastructure / resources to the firm to provide efficient and speedy service.

- Seating arrangement for the Project Team.
- Telephone extensions for location co-ordination.
- Internet access for downloads for updates / patches etc.
- Pentium system to load Helpdesk Tools.
- Access to printer and stationery for reports, logs etc.
- Storage place with lock and key for media, manuals etc.
- Gate Pass / ID for authorized people for access to premises as per the requirements from time to time. However, issuance of permits would be subject to extant rules which may change from time to time. FMS officials are required to strictly follow Data Security and other policies.

**33.3 Support Window**

The standard window of operation at KoPT locations will be as follows, However, the timings can be fine-tuned as per KoPT's working hours / requirements: -

### **33.3.1 Locations & Number of support persons**

- The Facility Management Services shall cover all the locations of KoPT as mentioned under the scope of services. The scope should also have provision to cover services in new locations where KoPT proposes to open offices in the future.
- Helpdesk Facility needs to be provided at Head Office of Kolkata Port Trust The vendor shall provide dedicated support personnel at the above location as per the manpower and time schedule given below.

### **33.3.2 Hardware Maintenance Support (AMC)**

The vendor shall provide maintenance support including replacement of spare parts to all the hardware, network and communication equipment (as per the list enclosed) and as included from time to time. The firms may note that the replaced defective parts will be their property and they have to provide a minimum guarantee period of 6 months for the fresh replaced parts.

### **33.4 Escalation Mechanism**

- The escalation will depend upon the criticality of the equipment / service defined by KoPT. Critical equipment escalation will have more importance and for peripherals like printer etc. the escalation will have lower importance.
- All hardware calls escalations need to be closed within a time frame of maximum 48 hours.
- The following will be the escalation levels followed by FMS firm to ensure support on technical issues arising out of the operations at KoPT's premises:

### **Internal Escalation Procedure**

<b>ESCALATIONS</b>	<b>AUTHORITY</b>	<b>CRITICAL CALLS RESOLUTION TIME</b>	<b>NON CRITICALCALLS RESOLUTION TIME</b>
<b>First Level</b>	Onsite support Engineers	1 Hr.	2 Hrs
<b>Second Level</b>	Team Leader	2 Hrs	4 Hrs
<b>Third Level</b>	Project Leader	4 Hrs	8 Hrs

### **External Escalation Procedure**

<b>Fourth Level</b>	Area Manager	8 Hrs	24 Hrs
<b>Fifth Level</b>	General Manager	24 Hrs	48 Hrs

## **34. Responsibilities and Personnel Profile**

### **34.1 Project Leader**

**Responsibilities**

- Single point of contact for all issues related to the contract and its execution.
- Responsible for successful execution of the SLA to the satisfaction of all sites.
- Performance management of entire IT operations and associated resources.
- Account management.
- To handle all major escalations and ensure their speedy resolution.
- Meeting the quantitative and qualitative measurements laid out by FMS firms
- Conducting periodic service audit reviews with KoPT IT Dept. officials locally as well as with other locations to refine/customize the processes to fulfill customer needs.
- Compilation of performance reports.
- Overall in-charge of the account.

**Skills**

- Degree or equivalent/ higher qualifications with approx. 3-4 yrs. of working experience.
- Project/ Resource Management skills with 1-2 yrs. experience in handling similar operations.
- Service Management expertise and ability to manage, improve service levels.
- People Management. Ability to lead/ motivate FMS Team.
- Technical ability to understand the issues related to day-to-day operations.
- Excellent communication, interpersonal and analytical skills.
- Ability to see things from a “business” perspective.

**34.2 FMS Support Engineers****Responsibilities**

- Responsible for resolution of calls reported by the users.
- Meeting the quantitative and qualitative measurements laid out by FMS firms for the successful completion of the Management Programme.
- Execution of the administrative operations.
- Smart Office Support to end-users (File handling/sharing, File Format Conversion, Scanning, Emailing, Fax, Use of Microsoft Outlook, Office Suite & Document management / File Tracking software)

**Qualification and Skills :**

- Graduate with exposure in similar operations.
- Customer Support Engineer with IT experience of 2 - 3 years.
- Report generation and interpretation skills.
- Outage escalation / good interaction / communication skills.

**34.3 Helpdesk Personnel Responsibilities**

- He / She will be the interface between KoPT users and FMS engineers.
- Responsible for call receipt / logging / screening and allocation.
- Escalate within and or to external agencies.
- Track calls to ensure that service levels are met.

- Smart Office Support to end-users (File handling/sharing, File Format Conversion, Scanning, Emailing, Fax, Use of Microsoft Outlook, Office Suite & Document management / File Tracking software)
- Assist in generation of relevant MIS reports.

### **Qualification and Skills :**

- Graduate with exposure in similar operations.
- Trained in Telephone Techniques and systems usage and processes.
- Good communication skill in English and Hindi and having interpersonal skills.

### **35. Employment Agreement**

Neither the Vendor nor KoPT will employ each other's staff performing duty at site either directly or indirectly till one year after completion of these services or termination of the contract. Neither company shall approach each other's personnel for employment either directly or through consultants.

### **36. Contract Kick-Off**

Prior to start of the Facility Management and AMC Services and on receipt of confirmed Purchase Order/ Letter of Intent, the vendor will carry out an FMS audit prior to Project takeover / implementation and submit a report to KoPT of current operations status. The Project implementation time shall not exceed 15 days.

### **37. Care of the Equipment**

KoPT will give the FMS Vendor full access to the equipment and will provide suitable working space to enable to provide Maintenance Services.

KoPT shall be responsible for providing proper site conditions, a standard power conditioning equipment and air-conditioning as per standard, wherever necessary.

The FMS Vendor shall take suitable care of the equipment at all KoPT locations. Any untoward incident like theft, misplacement of hardware such as printer head, printer cards, connectors etc. from the machines / printers should be brought to the notice of the authorities in writing immediately.

### **38. Liability and Indemnity**

KoPT shall have no liability whatsoever for any injury/death to vendor's employees, agents or representatives suffered while on KoPT premises or anywhere else and including, without limitation, any damages suffered which results from the malfunction of any equipment.

Any Intellectual Property made/designed/generated by KoPT shall remain the property of KoPT. The vendor would have no right to use them for their use..

**39. Onsite Manpower Deployment**

<b>Location</b>	<b>Onsite End-Point-Support Personnel Deployment Pattern</b>
Help Desk (Single point Contact)	1 in general Shift
<b><u>Head Office</u></b> Jetty building Vigilance BRO Rabindra Setu	1 in Night Shift, Morning and Afternoon. 3 in General Shift Total = 6
<b><u>Subhas Bhavan</u></b> HSD ,NSD & KPD, BujBuj CMM, HM(P)/HM(R), Noorpur CRO, ES / DOCK MASTER 51, CGR Road, EJC, Sagar Mechanical Workshop No.8 Hydraulic Model Labour Office (Taratala & others)	2 in 3 Shifts ( Morning, Afternoon & Night Shift )  3 in General Shift  Total = 9
Centenary Hospital Portland Park	1 in 3 Shift Total = 3
Grand Total = 19	

**Apart from above End-Point Support, following specialized services and support are to be provided on regular basis by prospective Vendor:**

- **Database Administration**
- **Network Administration and Management**
- **Server Administration and Management**
- **IT and Cyber Security Management**

- ❖ Although location specific onsite Team Leaders/Project Leader are earmarked, they might have to visit and attend to calls to any place (as described in areas under FMS coverage) as desired by Kolkata Port Trust.
- ❖ If situation demands for additional manpower, the FMS agency would provide such personnel from their common pool within 4 hours of reporting the call.



Personnel, depending on requirement, have to also visit Budge Budge, Sagar, Hugli Point at Nurpur, Haldia & Berhampore.

At Subhas Bhavan, Head Office & Centenary Hospital, 24 x7 x 365 days support would be required.

## Annexure – II

### **40. SERVICE LEVEL AGREEMENT (SLA)**

The firm should provide all services under the Facility Management Service (FMS) under the following conditions.

40.1 Manpower designated for a particular service should have requisite qualification and experience.

40.2 The immediate response should be done for the following activities:

- i. Call logging
- ii. Desktop Management
- iii. Printer & Other Accessories
- iv. Server Management
- v. Network Management
- vi. Vendor Management includes :
  - 1. Vendor call logging
  - 2. Pursuing vender & attending to call
  - 3. Fault Repair & uptime as per the agreement with the respective vendors.

vii. RDBMS Management maximum One day depending on the criticality of the failure.

40.3 The firm should provide 99.5% uptime for all infrastructure and components under FMS. Downtime above 0.5% of any component, asset and infrastructure would result in penalty from monthly bill as mentioned in clause 34 above.

40.4 The following are to be submitted by 7<sup>th</sup> of every month

- i. Submission of call analysis Report
- ii. Submission of user satisfaction report
- iii. Submission of Asset usage Report
- iv. Submission of Network usage Report
- v. Report on Data Security Policy Compliance Report
- vi. Report on E-mail Policy Compliance Report
- vii. Report on Vender Performance Report

- The reporting format may be changed/modified as per requirement of KDS
- You will maintain a call register and reports should have signature, time, date and comments of Kolkata Port Trust users.
- A monthly report on call Handled in the following format to be submitted by 2<sup>nd</sup> working day of every month

### Annexure - III

<u>MONTHLY REPORT ON CALL HANDLED</u>						
SL. NO.	User ID / NAME	NATURE OF PROBLEM	DT. & TIME OF CALL	<u>TIME OF ATTENDING</u>		DT. & TIME OF COMPLETI ON OF REPAIR
				BY FMS AGENCY	VENDOR	
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	<u>DEVIATION FROM SLA</u>					
	<u>REPORTING</u>			<u>UPTIME</u>		
	FMS AGENCY		VENDOR	DESIRED	ACTUAL	
(8)	(9)		(10)	(11)		(12)

- A log register is to be maintain on daily basis. This should clearly indicate the unattended calls and reasons thereof.
- Payment will be released only after receipt & security of these statements and as per payment terms and conditions.

P.S : THE ABOVE FORMAT MAY CHANGE AS PER MUTUAL AGREEMENT AND ADDITIONAL REPORTS MAY BE INTRODUCED FOR BETTER MONITORING.

i) Fibre optic network of 67 KM to be maintained.

ii) Wireless connectivity about 20 locations to be maintained including maintenance / replacement of the equipment.

KoPT H. O. , Subhas Bhavan, 28 KPD, Centenary Hospital, 13 KPD Gate, 6 KPD, Mooring Master's Office, Fairfield, Boat Registration Office, CRO-Ram Nagar, Rabindra Setu Office of CE, PF Office at Jetty building, EJC Office, 5/7 KPD, Budge Budge, Sagar Pilot Station, 11 NSD gate, HSD to EF/GRJ Office.

#### **41.0 Tentative List of equipments to be maintained under FMS including AMC and warranty :**

**41.1 Total no. of PCs -- approx. 850 + ( with Windows Vista, 7, 8.0/8.1,10 ) along with 850+UPS ( .65 kva, .5 kva, 1 kva – all line interactive. )**

Total no. of DMPs	--	“	<b>100+</b>
Total no. of Inkjet / DeskJet printers	--		<b>170+</b>
Total no. of Laser printers	--	“	<b>250+</b>
Total no. of Scanners	--	“	<b>50 +</b>
Total no. of Multifunction printers--		“	<b>30+</b>
Total no. of HP Plotters	--	“	<b>05+</b>
Total no. of Laptops	--	“	<b>100+</b>
Total no. of VXL make Thin Clients	--	“	<b>100+</b>
Total no. of Media Converters ( MRO-Tek /vxl )	---	“	<b>50+</b>

41.2 Total no. of on-line 1 KVA UPS -- **25**  
 Total no. of on-line 5 KVA UPS -- **02**  
 Total no. of on-line 6 KVA UPS -- **03**

41.3 **Total no. of unmanaged 8-port / 5-port switches -- approx. 50**

<b>CORE SWITCH</b>	--	<b>3</b>
<b>EDGE SWITCH</b>	--	<b>105</b>
<b>Webcams</b>	--	<b>4</b>
<b>Maipu router (801E)</b>	--	<b>2</b>
<b>Video Conferencing Unit</b>	--	<b>5 nos. Polycom make ( HDX 700 series )</b>
<b>Cyberoam UTM boxes</b>	--	<b>2 nos. (CR 750ia )</b>

In addition external CD writers, routers, modems, switches, hubs, , fibre optic network, UTP network would also come under the FMS.

The following equipments will be under warranty:

287 Desktops with Monitors  
 287 UPS  
 61 Thin-Clients  
 57 DMP  
 02 VC Unit

List of Servers with Locations							
Subhas Bhavan							
Sl. No.	Asset Type	Server Name	Model No.	OS	CPU	HDD	RAM
1	SERVER	CMM SERVER	Vmware esxi guest	Windows Server 2008		120 GB	4 GB
2	SERVER	PERMIT SERVER	IBM X3850M2	Windows Server 2003	Intel Xeon™E7320	( 146X4 ) GB	8 GB
3	SERVER	POMS DATABASE SERVER	IBM X3850M2	RHEL 4.7	Intel Xeon™E7320	( 146X4 ) GB	16 GB
4	SERVER	POMS APPLICATION SERVER	DELL POWEREDGE R 430	CENTOS 7	Intel Xeon CPU E5-2620 v3 @2.40	( 300X3 ) GB	48 GB
5	SERVER	FINANCE DATAGUARD	DELL POWEREDGE R 430	VMWARE ESXi 6/RHEL 4.7	Intel Xeon CPU E5-2620 v3 @2.40	( 300X3 ) GB	32 GB
6	SERVER	HSD SERVER	Vmware esxi guest	Windows Server 2008		80 GB	2 GB
7	DESKTOP	Antivirus update	HP 7380	Windows Server 2008	Intel Core™ 2 Duo 2.2 GHZ	2 TB	3 GB
8	DESKTOP	TRAFFIC SERVER	DESKTOP/ASSEMBLE	Windows Server	Intel Pentium Dual core 2.9 GHZ	500 GB	4 GB

				2003			
9	DESKTOP	AD Secondary Server	HP 260-p025il	Windows Server 2012	Intel Core™ i5-6400T 2.2 GHz	1 TB	4 GB
10	DESKTOP	POMS/PCS SERVER	DESKTOP/ASSEMBLE	WIN 7	Intel Pentium(R) CPU 2.8 GHz	500 GB	4 GB
11	DESKTOP	POMS/EDI SERVER	DESKTOP/ASSEMBLE	WIN 7	Intel Pentium(R) CPU 2.8 GHz	500 GB	4 GB
12	SERVER	NMS SERVER	DELL POWEREDGE T20	CENTOS 6	Intel Xeon® CPU E3-1225 v3 @ 3.20GHz	1 TB	8 GB
13	DESKTOP	DHCP Server SB.WDS	Dell	Windows Server 2012	Intel Core™ i3-4160 3.60 GHz	500 GB	4 GB
14	DESKTOP	PERMIT SERVER Old Database	DESKTOP/ASSEMBLE	Windows Server 2003	Intel Core™ 2 Duo 2.66 GHz	500 GB	4 GB
<b>Head Office</b>							
<b>Sl. No.</b>	<b>Asset Type</b>	<b>Server Name</b>	<b>Model No.</b>	<b>OS</b>	<b>CPU</b>	<b>HDD</b>	<b>RAM</b>
1	SERVER	KDS TEST SERVER	IBM X3850M2	RHEL 4.7	Intel Xeon™E7320	( 146X4 ) GB	8 GB
2	DESKTOP	PRIMARY MAIL SERVER	HP 6200	RHEL 4.7	Intel Core™ i3-2100 3.10 GHz	500 GB	2 GB
3	SERVER	FIN & NONFIN DATABASE SERVER	IBM X3850M2	RHEL 4.7	Intel Xeon™E7320	( 146X4 ) GB	8 GB
4	SERVER	FIN & NONFIN APPLICATION SERVER	IBM X3850M2	Windows Server 2003	Intel Xeon™E7320	( 146X4 ) GB	8 GB
5	SERVER	POMS DATAGUARD	DELL POWEREDGE R 430	RHEL 4.7	Intel Xeon CPU E5-2620 v3 @2.40	( 300X3 ) GB	32 GB
6	SERVER	POMS Online Server	IBM X3850M2	RHEL 4.7	Intel Xeon™E7320	( 146X4 ) GB	16 GB
7	SERVER	GIS SERVER	HP PROLIANT ML570 G4	Windows	Intel Xeon™ 2.6 GHz	( 146X4, 72x3 ) GB	4 GB

				Server 2003			
8	DESKTOP	QUICK/Seqrite HEAL ANTIVIRUS SERVER	HP PRO 3330	Windows Server 2012	Intel Core™ i5- 6400T 2.2 GHz	512 GB	8 GB
9	SERVER	AD SERVER	IBM X3850M2	Windows Server 2012	Intel Xeon™ E7320	( 146X4 ) GB	8 GB
10	DESKTOP	PROXY SERVER	HP 6200	RHEL 5.5	Intel Core™ i3-2100 3.10 GHz	500 GB	6 GB
11	DESKTOP	TALLY SERVER	HP 2480	Windows Server 2003	Intel Core™ 2 Duo 2.8 GHZ	160 GB	4 GB
12	DESKTOP	Libsys server	HP 6200	RHEL 5.2	Intel Core™ i3-2100 3.10 GHz	500 GB	2 GB
13	DESKTOP	Pensioners Online Certificate	HP 2280	Windows Server 2003	Intel Pentium(R) CPU 2.8 GHz	160 GB	1 GB
14	DESKTOP	FINANCE DATABASE TEST SERVER	HP 2280	Windows Server 2003	Intel Pentium(R) CPU 2.8 GHz	160 GB	1 GB
15	DESKTOP	BRO SERVER	HP 7400	Windows Server 2003	Intel Core™ 2 Duo 2.66 GHz	160 GB	1 GB
16	DESKTOP	VIGILANCE SERVER	HP 7380	Windows Server 2003	Intel Pentium(R) 4, 3 GHz	160 GB	1 GB
17	DESKTOP	FTP SERVER	HP 2280	RHEL 5.5	Intel Pentium(R) CPU 2.8 GHz	160 GB	2 GB

18	DESKTOP SERVER	DHCP Server HO/WDS	Dell	Windows Server 2012 R2	Intel Core™ i3-4160 3.60 GHz	500 GB	4 GB
19	Estste Desktop Server	estate	HP Pavilion 510-p052il	Centos 6.7	Intel Core™ i5-6400T 2.2 GHz	1 TB	8 GB
20	WSUS Server	WSUS	HP Pavilion 510-p052il	Windows Server 2012	Intel Core™ i5-6400T 2.2 GHz	1 TB	8 GB
21	KoPT Intranet Server		Vmware esxi guest	Centos 5.8		100 GB	4 GB
<b>HOSPITAL</b>							
<b>Sl. No.</b>	<b>Asset Type</b>	<b>Server Name</b>	<b>Model No.</b>	<b>OS</b>	<b>CPU</b>	<b>HDD</b>	<b>RAM</b>
1	SERVER	HMS APPLICATION & DATABASE SERVER	IBM X3850M2	Windows Server 2003	Intel Xeon™ E7320	( 146X4 ) GB	8 GB
2	DESKTOP	QH REPOSITORY SERVER	HP 2480	Windows Server 2003	Intel Core™ 2 Duo 2.8 GHZ	160 GB	2 GB



**Annexure – VI****List of existing Vendors:**

- i. M/s Netcom
- ii. M/s Embee
- iii. M/s Dell.
- iv. M/s Techniche Consulting Services.
- v. Railtel
- vi. BSNL
- vii. Vodafone
- viii. NIC
- ix. MSTC



TENDER NO. : PLG/CS/FMS/1022

DT. : 26/04/2018

**[DOCUMENT TO BE DOWNLOADED, FILLED IN UNDER BIDDER'S  
LETTERHEAD, SIGNED, SCANNED AND UPLOADED]**

**Covering Letter**

**Form A1**

Ref. No.....

Date:

The Joint Director (P & R),  
Planning and Research  
Kolkata Port Trust,

15, Strand Road,  
Kolkata – 700 001

Dear Sir,

1. We, .....(Name of Tenderer) ha  
Tender Document and understood its contents, Here by submit our Tender  
for..... (NIT No.  
KoPT/KDS/Mech/SE-I /ADV/.....  
Dated..... and confirm that we unconditionally accept all the terms and conditions of the same  
including the Addendum (if issued).

2. All information and proofs provided in the Tender including Addendum and in the Appendices are true and correct and all documents accompanying such tender are true copies of their respective originals.

3. We shall make available to Kolkata Port Trust (hereinafter referred to as KoPT) any additional information it may find necessary or require to supplement or authenticate the Tender.

4. We, ..... (Name of Tenderer) hereby undertake that we will abide by the decisions of KoPT in the matter of examination, evaluation and selection of Successful Tenderer and shall refrain from challenging or questioning any decision taken by KoPT in this regard. We further acknowledge the right of KoPT to reject our tender without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

5. We also certify the following:

(a) We have not been debarred by the Central/State Govt. or any entity controlled by them or any other legal authority from participating in any Tender/Contract/Agreement of whatever kind.

(b) We have also not been expelled from any project or contract nor have had any contract terminated for breach in the last 3 years ending on the date of opening of the techno commercial part of the tender.

6. We declare that:

(a) We have examined and have no reservations to the Tender Document, including the Addendum, if any, issued by KoPT thereon.

(b) We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt, fraudulent or coercive practices to influence the evaluation process of the tender.

7. We understand that KoPT reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time without any liability or any obligation for such acceptance, rejection or annulment without assigning any reason thereof.

Yours faithfully,

Signature of Tenderer.....

Name: .....

Designation: .....

Date: .....

Seal of the tenderer.....

TENDER NO. : PLG/CS/FMS/1022

DT. : 26/04/2018

**[DOCUMENT TO BE DOWNLOADED, FILLED IN UNDER BIDDER'S  
LETTERHEAD, SIGNED, SCANNED AND UPLOADED]**

**Form A2**

NIT No.

NIT for

## GENERAL INFORMATION

Company Name : \_\_\_\_\_

Head Office Address : \_\_\_\_\_  
\_\_\_\_\_

FAX No. : \_\_\_\_\_ Telephone No. \_\_\_\_\_

Regional Office Address : \_\_\_\_\_

FAX No. : \_\_\_\_\_ Telephone No. \_\_\_\_\_

Local Office Address : \_\_\_\_\_

FAX No. : \_\_\_\_\_ Telephone No. \_\_\_\_\_

Country and Year Incorporated \*

Main Lines of Business :

1. \_\_\_\_\_ Since \_\_\_\_\_
2. \_\_\_\_\_ Since \_\_\_\_\_
3. \_\_\_\_\_ Since \_\_\_\_\_

Organisation chart showing structure of company including names and position of Directors, General Managers and other key Personnel and total number of qualified key technical personnel in Company's current employment for execution of this project are enclosed.

Signature and Seal of the Tenderer.

TENDER NO. : PLG/CS/FMS/1022

DT. : 26/04/2018

**[DOCUMENT TO BE DOWNLOADED, FILLED IN UNDER BIDDER'S  
LETTERHEAD, SIGNED, SCANNED AND UPLOADED]**

**Profile of Tenderer / FORM –A3**

This is to confirm that we agree to abide by all the terms and conditions of this NIT No. KoPT/ KDS/EDP/ .../ADV/..... dated ...04.2018, those mentioned in the “General Conditions of Contract” enclosed with this Tender Document as well as decisions taken in the pre-bid techno-commercial conference, if any. We also agree to extend the technical support / service of the system beyond 3 years as mentioned in tender if required and requested by KOPT. Our relevant particulars are furnished hereunder:

<b>Particulars</b>	<b>To be filled in by the Tenderer or to be mentioned as “none ”</b>
Name of the Tenderer	
Name of the owner(s) of the Tenderer	
Full postal address of the Tenderer including Police Station	
Telephone No. of the Tenderer	
Fax No. of the Tenderer	
E-mail ID of the Tenderer	
Name of the contact person of the Tenderer	
Mobile/land line Telephone No. of the contact person of the Tenderer.	
Name of the partners/directors/ members, as applicable, in this particular contract	
Name of their authorized representative(s) who would handle the contract on their behalf.	

Date .....

Signature of the Tenderer

Form A.4: Power of Attorney for signing of Application/ Bid

Know all men by these presents, We..... (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./ Ms. (name), ..... son/daughter/wife of ..... and presently residing at ....., who is presently employed with us and holding the position of ..... , as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for Request for Proposal and submission of our response for the implementation of RFID based Port Access Control system initiated by the KoPT, including but not limited to signing and submission of all applications, bids and other documents and writings, participate in Pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our response for the said Project and/ or upon award thereof to us and/or till the entering into Agreement with the KoPT.

AND, we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE NAMED  
PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS .....DAY OF .....,  
2017

For .....  
(Signature, name, designation and address)

Witnesses:

1.

(Notarised)

2.

Accepted

.....

(Signature)

(Name, Title and Address of the Attorney)

Notes:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

Also, wherever required, the Respondent should submit for verification the extract of the charter documents and documents such as a resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Respondent



**TENDER NO. : PLG/CS/FMS/1022**

**DT. : 26/04/2018**

**Form A.5 : Earnest Money Deposit (EMD) Covering Letter**  
**(Company letter head)**

[Date]

To

The Joint Director (P & R)

Kolkata Dock System

15 Strand Road, 6<sup>th</sup> Floor,

Kolkata – 700001

Dear Sir,

**Sub: EMD/Bid Security – Implementation of RFID based Port Access Control System**

The following are the details of the Earnest Money Deposit as requested in the Tender document for providing the facility management services.

Sl. No		Details	Details
1.	EMD in the form of		
2.	In favor of		
3.	Amount		
4.	Date		
5.	Name of the Bank		
6	Valid Up to		

Yours faithfully,

Designated Contact Person

Designation

Company Seal

**DOCUMENT TO BE DOWNLOADED, FILLED IN UNDER BIDDER'S  
LETTERHEAD, SIGNED, SCANNED AND UPLOADED]**

**TENDER NO. : PLG/CS/FMS/1022**

**DT. : 26/04/2018**

**Form –B1**

NIT No.

Experience Record

Client List: Supply, delivery and installation of similar products:

1. Name of the Client and Address
2. Contact Telephone No / Fax No
3. Details of Software Service executed by bidder
4. Contract Value
5. Contract Start Date
6. Contract Completion Date

Information need to be supported by certificates from end customers

Signature of the Tenderer -----

### Form B.2 : Financial Details of the Organization

Financial Information			
	FY 2014-15	FY 2015-16	FY 2016-17
Revenue (in INR crores)			
Profit Before Tax (in INR crores)			
Revenue from IT services and system integration services (in INR crores)			
Net Worth			
Other Relevant Information			
<p><b>Mandatory Supporting Documents:</b></p> <p>a. Auditor Certified financial statements for the last three financial years ending 31<sup>st</sup> March 2017; 2014-15, 2015-16 and 2016-17 (<b>Please include only the sections on P&amp;L, revenue and the assets, not the entire balance sheet.</b>)</p> <p>b. Unaudited financial statements certified by the Company auditor for the latest year (2016-17) (in case the auditor certified statement for 2016-17 is not available)</p> <p>c. Certification by the company auditors supporting the revenue break-up for IT Services and System Integration Services</p>			

TENDER NO. : PLG/CS/FMS/1022

Schedule 'A'  
DT. : 26/04/2018

## THE BOARD OF TRUSTEES FOR THE PORT OF KOLKATA

## FORM OF AGREEMENT

Agreement made this day of \_\_\_\_\_ 2017 between the Board of Trustees for the Port of Kolkata, a body corporate constituted by the Major Port Trusts Act, 1963 (hereinafter called 'Trustees' which expression shall, unless excluded by or repugnant to the context, be deemed to include their successors in office) of one part and \_\_\_\_\_ (hereinafter called the 'the Contractor' which expression shall unless excluded by or repugnant to the context, be deemed to include its heirs, executors, administrators, representatives and assignees or successors in office) of the other part.

Whereas the Trustees are desirous that certain work should be undertaken as indicated in the tender document and have accepted the Tender submitted by the Contractor for the execution of such works. Now this Agreement witnesseth as follows :

1. In the Agreement, words and expressions shall have the same meanings as are respectively assigned to them in "General Instructions to Tenderers" hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz.,
  - a) The said NIT document and the acceptance of the same
  - b) The General Instructions to the offerers
  - c) Special Conditions of Contract
  - d) Rate Schedule
  - e) All correspondence by which the contract is added, amended, varied or modified in any way, by mutual consent.
3. In consideration of the payments to be made by the Trustees to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Trustees to execute the work in conformity in all respects with the provisions of the contract.
4. The Trustees hereby covenant to pay the Contractor in consideration of such execution at the contract prices at the time and in the manner prescribed by the contract.

In witness whereof the parties hereto have caused their respective common seals to be hereunto affixed (or hereunto set their respective hands and seals) the day and year first above mentioned.

Common Seal of the Board

The Board of Trustees for of Trustees for the Port of the Port of Kolkata.  
Kolkata was hereunto affixed in the presence of.

Name.....

Address.....

\_\_\_\_\_

Jt. Director(P&R)

.....

Signed, Sealed and delivered  
at Kolkata in the presence of

Name.....

\_\_\_\_\_

Address.....

Contractor

.....

**TENDER NO. : PLG/CS/FMS/1022**

**Schedule ' B'**  
**DT. : 26/04/2018**

Draft Proforma of Bank Guarantee to be issued by the Kolkata Branch of any nationalised Bank of India on Non-Judicial Stamp Paper worth at least Rs. 100/-, in connection with the NIT

To,  
The Board of Trustees  
for the Port of Kolkata.

BANK GUARANTEE NO.....DATE.....

Name of Issuing Bank.....

Name of Branch.....

Address.....

In consideration of the Board of Trustees of the Port of Kolkata, a body corporate - duly constituted under the Major Port Trust Act, 1963 (Act 38 of 1963), having agreed to hand over the work order to Shri/ Messrs ....., a Proprietary/Partnership/Limited/Registered Company, having its Registered Office at..... (hereinafter referred to a "The Contractor") for thorough repair, under the terms and conditions of the contract made between the Trustees and the Contractor, for " ....." in terms of the Work Order No..... dated.....(hereinafter referred to as "the said contract"), for the due fulfilment by the contractor of all the terms and conditions contained in the said contract, on submission of a Bank Guarantee for Rs..... (Rupees.....), we,..... Branch, Kolkata, do, on the advice of the contractor, hereby undertake to indemnify and keep indemnified the Trustees to the extent of the said sum of Rs.....(Rupees.....).

We,.....Branch, Kolkata, further agree that if a written demand is made by the Trustees through any of its officials for honouring the Bank Guarantee constituted by these presents, We,.....Branch, Kolkata, shall have no right do decline to cash the same for any reason whatsoever and shall cash the same and pay the sum so demanded to the Trustees within a week from the date of such demand by an A/c. Payee Banker's Cheque drawn in favour of "Kolkata Port Trust", without any demur. Even if there be any dispute between the contractor and the Trustees, this would be no ground for us,..... (Name of Bank), ..... Branch, Kolkata, to decline to honour the Bank Guarantee in the manner aforesaid. The very fact that We,.....Branch, Kolkata, decline or fail or neglect to honour the Bank Guarantee in the manner aforesaid shall constitute sufficient reason for the Trustees to enforce the Bank Guarantee unconditionally without any reference, whatsoever, to the contractor.

2. We,..... Branch, Kolkata, further agree that a mere demand by the Trustees at anytime and in the manner aforesaid, is sufficient for us,..... Branch, Kolkata, to pay the amount covered by this Bank Guarantee in full and in the manner aforesaid and within the time aforesaid without reference to the contractor and no protest by the contractor, made either

directly or indirectly or through Court, can be valid ground for us,..... Branch, Kolkata, to decline or fail or neglect to make payment to the Trustees in the manner and within the time aforesaid.

3. We,.....Branch, Kolkata, further agree that the Bank Guarantee herein contained shall remain in full force and effect, during the period that is taken for the due performance of the said contract by the contractor and that it shall continue to be enforceable till all the dues of the Trustees under and/or by virtue of the terms and conditions of the said contract have been fully paid and its claim satisfied and/or discharged in full and/or till the Trustees certify that the terms and conditions of the said contract have been fully and properly observed/fulfilled by the contractor and accordingly, the Trustees have discharged the Bank Guarantee, subject however, that this guarantee shall remain valid upto and inclusive of .....day of .....20..... and subject all so that the provision that the Trustees shall have no right to demand payment against this guarantee after the expiry of 6 (six) calendar months from the expiry of the aforesaid validity period upto.....or any extension thereof made by us,.....Branch,Kolkata, in further extending the said validity period of this Bank Guarantee on Non-Judicial Stamp Paper of appropriate value, as required/determined by the Trustees, only on a written request by the Trustees to the contractor for such extension of validity of this Bank Guarantee.

4. We,.....Branch,Kolkata, further agree that, without our consent and without affecting in any manner our obligations hereunder, the Trustees shall have the fullest liberty to vary from time to time any of the terms and conditions of the said contact to extend the time for full performance of the said contract including fulfilling all obligations under the said contract or to extend the time for full performance of the said contract including fulfilling all obligations under the said contract by the contractor or to postpone for any time or from time to time any of the powers exercisable by the Trustees against the contractor and to forbear or enforce any of terms and conditions relating to the said contract and We,.....Branch, Kolkata, shall not be relieved from our liability by reason of any such variation or extension being granted to the contractor or for any forbearance, act or commission on the part of the Trustees or any indulgence by the Trustees to the contractor or by any such matter or thing of whatsoever nature, which under the law relating to sureties would, but for this provision, have effect of so relieving us,.....Branch, Kolkata.

5. We,.....Branch, Kolkata, lastly undertake not to revoke this Bank Guarantee during its currency except with the previous consent of the Trustees in writing.

SIGNATURE.....  
NAME.....  
DESIGNATION.....  
(Duly constituted attorney for and on behalf of)

BANK.....  
BRANCH.....  
KOLKATA.....

(Official seal of the Bank)

**FORMAT OF AFFIDAVIT  
On the Rupees Ten Non – Judicial Stamp Paper**

**BEFOR THE 1<sup>ST</sup> CLASS JUDICIAL MAGISTRATE AT-----**

**AFFIDAVIT**

I ----- son of ----- aged about -----  
-----Years , by faith ----- , by occupation -----, residing at-----  
-----

do hereby solemnly affirm and declare as follows:-

1. That I am the proprietor/Partner of ----- having office at ----  
-----and carrying on business on the said name and style.

(In case the above Deponent is an enlisted Contractor at Kolkata Port Trust,  
the same should be mentioned in affidavit.)

2. THAT my aforesaid Firm is exempted from E.S.I. Act and the said Firm has no  
valid E.S.I Registration.
3. THAT the present affidavit is to be files before the Kolkata Port Trust as per the  
clause no ----- of Tender no-----issued by Kolkata  
Port Trust in respect of the work (the name of the work is to be mentioned)  
That the statements made above are all true to be the best of my knowledge  
and belief.

DEPONENT

Identified by me

**ANNEXURE B**(FORMAT OF INDEMNITY BOND)  
**On the Rupees Fifty Non – Judicial Stamp Paper****INDEMNITY BOND**

By THIS BOND I, Shri/Smt-----, son of Shri/Smt-----  
----- Residing at \_\_\_\_\_  
----- by occupation -----the Partner/Proprietor/Director\_\_\_\_\_having  
office at \_\_\_\_\_ am a tenderer under -  
\_\_\_\_\_ Department, Kolkata Port Trust(A statutory body under MPT  
Act, 1963).

- 2 WHEREAS , the said Kolkata Port Trust asked the every tenderer, who is not covered under E.S.I Act or exempted to furnish an Indemnity Bond in favour of \_\_\_\_\_ Department, Kolkata Port Trust against all damages and accident to the Labourer Tenderer/contractor.
- 3 NOW THIS BOND OF INDEMNITY WITHNESSTH THAT the Tenderer/contractor named herein above shall indemnify the Kolkata Port Trust AGAINST ALL DAMAGES AND ACCIDENT OCCURRING TO THE Labourers of the Tenderer/contractor as demanded by the Kolkata Port Trust and which shall be legal and /or claimed by the Kolkata Port Trust during the execution of the work stated in the NIT No----- of -----
- 4 AND the contractor hereunder agree to indemnity and at all times keep indemnified the Kolkata Port Trust and its administrator and representative And also all such possible claim or demand for damages and accidents.

In WITNESS WHEREOF I-----, the Partner/Proprietor/Director-----  
Hereto set and seal this the----- Day of-----  
In the year----- at-----

**Sureties**

Signature of the Indemnifier

1 Signature  
Name:-  
Address

2 Signature  
Name:-  
Address

**3 Witness**

Signature  
Name:-



TENDER NO. : PLG/CS/FMS/1022

DT. : 26/04/2018

\*\*\*\*\* Bidders are requested to check the Check-list given below while Submitting their offer by  $\surd$  mark or the reason where not applicable.

Sl. No	Document/Proof	(Yes/No)	Reference Document Tag / Remarks
1	Has fully read and understood the entire Tender Document including GCC and Addenda (if any) downloaded from under the instant tender and no other source		
2	Documentary evidence that the Bidder has an office in Kolkata for effective coordination with KDS, KoPT.		
3	Profile of Key Personnel of FMS team		
4	Schedule "A" / General Information		
5	Schedule "B" / EMD		
6	SUPPORT OFFICE IN KOLKATA		
7	<b>Profile of Tenderer / FORM –A3</b>		
8	Experience Record FORM –B1		
9	Schedule "F" / Work Order / experience of the firm of similar type of works.		
10	Schedule "G" / All terms & conditions as per the Tender Document.		
11	Copy of Trade License		
12	Copy of GST Registration Certificate		
13	Copy of PAN Card		
14	Certified copy of up-to-date Profession Tax Payment Challan (PTPC), if applicable.		
15	Power of Attorney /ANNEXURE--A Affidavit of necessary documents in judicial stamp paper		
16	ANNEXURE—B/ Indemnity BOND		
17	Audited Annual Accounts for the last three completed financial years, supported by a Certificate from a Chartered Accountant, to show the Average Annual Financial Turnover considering the last three financial years ending on March 31, 2017		
18	Copy of Provident fund Reg. No. Under EPF( if any)		
19	ESI Reg. No. ( if any)		
20	Quoted Product Specification in details with make and model		
21	Price BID as per Format		
22	DECLARATION REGARDING BAN / DELISTING/ DEBARMENT		
23	A declaration that no change (in words, specification etc.) have been made in the submitted tender document of KDS, KoPT.		

