



COCHIN SPECIAL ECONOMIC ZONE AUTHORITY

Government of India,
Ministry of Commerce and Industry
CSEZ Administration Building
Cochin Special Economic Zone
Kakkanad – 682 037
Tele No. 0484-2413111.

REQUEST FOR PROPOSAL

For

**SELECTION OF AN AGENCY FOR PROVIDING OPERATION,
MAINTENANCE & MANAGEMENT CONSULTANCY (OMMC) SERVICES
OF ESTATE AND INTEGRATED WATER MANAGEMENT SYSTEM IN
COCHIN SPECIAL ECONOMIC ZONE (CSEZ)**

F. No. C-5/02/2021:CSEZA dated the 05th June2024

(Please check that all the 78 pages are intact in the document)

**COCHIN SPECIAL ECONOMIC ZONE AUTHORITY (CSEZA)
MINISTRY OF COMMERCE/GOVT. OF INDIA
CSEZ ADMINISTRATIVE BUILDING
KAKKANAD, KOCHI- 682037**

REQUEST FOR PROPOSAL (RFP) SELECTION OF AN AGENCY FOR PROVIDING OPERATION,
MAINTENANCE & MANAGEMENT CONSULTANCY (OMMC) SERVICES
OF ESTATE AND INTEGRATED WATER MANAGEMENT SYSTEM IN COCHIN SPECIAL ECONOMIC
ZONE (CSEZ)

Cochin Special Economic Zone Authority (“CSEZA”) under the Ministry of Commerce & Industry, Government of India, invites Request for Proposal from eligible, reputed and experienced Central or State Public Works Organisations/Public Sector Enterprises registered in India for providing Operation, Maintenance & Management Consultancy (OMMC) services of planning, design, DPR preparation, bid process assistance, supervision & monitoring services for operation & maintenance of Estate and Integrated Water Management System under its control. The applicant shall also be responsible for advising and providing services enhancing the services/functionality of the Estate and Integrated Water Management System that meets all relevant rules and regulations in force.

For overview of the scope, pre-qualification criteria, bidding terms and conditions and suggested response formats, please visit website <http://www.csezaauthority.in>.

Interested companies who meet the pre-qualification criteria may furnish their Request for Proposal with all necessary documents in a sealed cover along with a covering letter duly signed by their authorized signatory on or before 19.06.2024 by 15.00 hrs. at the following address:

Chairperson
Cochin Special Economic Zone Authority
CSEZ Administration Building
Cochin Special Economic Zone
Ministry of Commerce & Industry
Government of India
Kakkanad, Ernakulam – 682 037.

Disclaimer: This Invitation for RFP is not an agreement and is neither an offer nor invitation by CSEZA to the prospective Applicants or any other person. The purpose is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this Invitation for RFP. This Invitation for RFP includes statements, which reflect various assumptions and assessments arrived at in relation to the Consultancy that may not be accurate.

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SECTION - I

Abbreviations

- **CSEZ** : **Cochin Special Economic Zone**
- **CSEZA** : **Cochin Special Economic Zone Authority**
- **OMMC** : **Operation, Maintenance & Management Consultant**
- **CETP** : **Common Effluent Treatment Plant**
- **IWMS** : **Integrated Water Management System**
- **WTP** : **Water Treatment Plant**
- **SDF** : **Standard Design Factory**
- **GCC** : **General Conditions of Contract**
- **SCC** : **Special Conditions of Contract**
- **PWO** : **Public Works Organisation**
- **PSE** : **Public Sector Enterprises**

Definitions

- **Estate:** 103 acres of Land divided into Developed Plots with tarred Roads, Power, Water & Sewage lines; Factory Buildings, guest house owned by CSEZA.
- **Integrated Water Management System:** Comprises Facility (capacity of 2.25 million litres per day) to treat river water, an Effluent Treatment Plant for treating sewage and effluents let out from units (capacity 1.6 million litres per day) (including a RO plant of capacity 1MLD), incinerator and biogas plant.
- **Operation, Maintenance & Management Consultant (OMMC):** The agency/firm which shall provide all Operation, Maintenance & Management Consultancy Services, employing the required staff as specified in Clause 2.4 in this RFP and additional staff as may be required.
- **Operation, Maintenance & Management Consultancy Services:** involve in providing all technical assistance as mentioned in Clauses 2.1 and 2.2 ensuring compliance with Clause 2.3 of this RFP, but not limited to planning, design, DPR preparation, bid process assistance, supervision & monitoring services for construction, operation, maintenance & management of Estate and IWMS facilities, processes and systems under CSEZA. It also includes feasibility studies, project management, engineering services, architectural services, finance, accounting and taxation services, training and development, expert or strategic advice in connection

with the Estate and IWMS under CSEZA. Further, the agency shall engage specialized teams to handle extraordinary situations and shall undertake small works or supply of goods or other services which are incidental or consequential to the services. As part of the bid process assistance for the works, OMMC shall give all technical assistance to CSEZA, who shall invite tenders and engage contractors for undertaking the works connected with the regular operations, repairs, maintenance and management of Estate and IWMS of CSEZA.

- **“Works”** refer to any activity undertaken by the Contractors after the Technical sanction by the OMMC, for the operation, maintenance & management of IWMS and Estate of the existing and additional assets/structures/systems, sufficient in itself to fulfill an economic or technical function, involving construction, fabrication, repair, overhaul, renovation, decoration, installation, erection, excavation, dredging, and so on, which make use of a combination of one or more of engineering design, architectural design, material and technology, labour, machinery and equipment. Supply of some materials or certain services may be incidental or consequential to and part of such works. The term “Works” includes (i) civil works for the purposes of roads, buildings, irrigation systems, water supply, sewerage facilities and earthworks; and so on, and (ii) mechanical and electrical works involving fabrication, installation, erection, repair and maintenance of a mechanical or electrical nature relating to machinery and plants.

Project/Original Works means all new constructions, site preparation, additions and alterations to existing works.

- **O&M Works:** Operation and maintenance works/services or repair works of assets associated with Estate & IWMS carried out through Contractors by CSEZA and for which the OMMC services are required as per this RFP.
- **Contractors:** Persons/Firms hired by CSEZA through tender process for carrying out the O&M works of Estate & IWMS.
- **OMMC Fee/Contract amount:** The O&M fee/Contract amount is the amount per annum arrived at by both the successful bidder and Procuring entity after the negotiation stage, if any, referred to in this RFP.
- **Units:** Export firms inside CSEZ, who have taken land/buildings/part of buildings on lease from CSEZA.

- **Agreement:** The agreement signed by the successful bidder with CSEZA as per the format specified in **Annexure – B**.
- **Procuring Entity:** Cochin Special Economic Zone Authority.
- **Procurement Guidelines:** Guidelines applicable to Public Procurement under relevant context, a set of – i) Statutory Provisions (The Constitution of India; Indian Contract Act, 1872; Sales of Goods Act, 1930; and other laws as relevant to the context); ii) Rules & Regulations (General Financial Rules, 2017; Delegation of Financial Power Rules and any other regulation so declared by the Government); iii) Manuals of Policies and Procedures for Procurement (of Goods; Works; Consultancy/other services or any for other category) promulgated by the Ministry of Finance and iv) Procuring Entity’s Documents relevant to the context (Codes, Manuals and Standard/Model Bidding Documents).

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SECTION - II
NOTICE

Request for Proposal

No.C-5/2/2021:CSEZA dated 05.06.2024

Subject: Notice for calling Request for Proposal for selection of an agency for rendering Operation, Maintenance & Management Consultancy (OMMC) services of Estate and IWMS in CSEZ

Applications in prescribed proforma are invited by the Chairperson, Cochin Special Economic Zone Authority (CSEZA), Ministry of Commerce & Industry, Government of India from eligible, reputed and experienced Central or State Public Works Organizations/Public Sector Enterprises registered in India meeting the qualification and eligibility criteria for rendering Operation, Maintenance & Management Consultancy (OMMC) services for planning, design, DPR preparation, bid process assistance, supervision & monitoring services for construction, operation & maintenance (O&M Works) of Estate and IWMS in CSEZ, covering the Scope of services specified/detailed herein in this RFP.

1.	Name of work	Operation, Maintenance & Management Consultancy (OMMC) services of Estate and IWMS in CSEZ.
2.	Location	Cochin Special Economic Zone, Kakkanad, Kochi, Kerala
3.	Website for viewing tender/ Corrigendum/ Addendum	www.eprocure.gov.in ; www.csezauthority.in
4.	Website for procurement /downloading and uploading corrigendum/ Addendum	https://etenders.gov.in/eprocure/app
5.	Proposed period of engagement	Three years
6.	Pre-bid meeting	12.06.2024 at 15.00 hours.
7.	Last date & time for submission of Technical and Financial bid	19.06.2024 at 15.00 hours.
8.	Date, time and address for submission of EMD etc., as detailed in RFP	19.06.2024 upto 15.00 hours in the office of Chairman, Cochin SEZ Authority, CSEZ Administration Building, Kakkanad, Kochi - 682 037.
9.	Opening of qualification cum technical bid	19.06.2024 at 16.00 hours
10.	Opening of Financial bid	Will be communicated to eligible bidders
11.	EMD	Rs. 1,00,000/- (Rupees One Lakh Only)

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SECTION – III

1. Introduction

Cochin Special Economic Zone is a designated special enclave serving as an export hub for a diverse set of industries belonging to a variety of sectors like electronics, rubber goods, marine products and software services. The manufactured goods and IT/ITeS from CSEZ are exported, generating Foreign Exchange for the country. CSEZ functions under the administrative control of the Department of Commerce, Ministry of Commerce & Industry, New Delhi.

Cochin Special Economic Zone Authority is a body corporate created under Special Economic Zone Act, 2005. CSEZA (also called a Developer) owns the land in CSEZ and provides all essential infrastructure facilities to the export firms/industries inside the Zone. CSEZA distributes power and water required by the industries in the Zone. The infrastructure comprises a 110KV substation for distribution of power, a water treatment plant, an effluent treatment plant, incinerator and a biogas plant within the Zone. Trial run of a Reverse Osmosis plant is in progress. CSEZA owns several single storied standard design factories/buildings (SDF) and multi-storied standard design factories/buildings (MSDF) and provides common amenities to its clients in the 103 acres of land with a compound wall. The administrative building of CSEZ is located right across the industrial Estate on the other side of the seaport-airport road.

The basic objective of this RFP is to enable CSEZA to select potential agency which has the capabilities and resources for rendering Operation, Maintenance & Management Consultancy (OMMC) services for planning, design, DPR preparation, bid process assistance, supervision & monitoring services for construction, operation, maintenance & management of the facilities for distribution of uninterrupted potable water supply using the existing water treatment plant, treatment of effluents through effluent treatment plants and maintenance and upkeep of the zone premises/Estate in CSEZ. The applicant shall thus be responsible for enhancing the services/functionality of the above two verticals. The OMMC services in this RFP shall be for supervision/project management of O&M Works carried out by the Contractors.

The OMMC Services of IWMS facilities and Estate in CSEZ is a function requiring specialized high quality service and commitment of dedicated personnel, material and financial resources. This requires additional requirement/commitment/usage of the above internal resources. But the economy, speed and efficiency in undertaking the above function in CSEZ as well as the gaps in the in-house expertise of CSEZA are valid considerations while seeking the services of a potential agency exclusively dedicated to the rendering of OMMC services for IWMS & Estate. This emphasizes that the potential agency needs to have a rich experience in governmental projects and a sound knowledge of various statutes, manuals, codes, regulations, methods of book keeping, procedural/legal formalities of vetting/approvals applicable in government. **Hence, considering that the potential agency needs to function like an Engineering wing of CSEZA and also deploy knowledge and experience in government, RFP is invited from PWOs and PSEs.**

The successful bidder agency should enter into an agreement with CSEZA for rendering OMMC services for Estate and IWMS.

2. Scope of Work of OMMC :

The selected agency/firm shall render OMMC services for CSEZA in the works related to IWMS and Estate of CSEZ employing the required staff as specified in Clause 2.4. The selected agency/firm shall render technical assistance and financial advisory services to CSEZA for inviting tenders and engaging contractors for undertaking the works connected with the operations, repairs, maintenance and management of IWMS and Estate. They shall also supervise and ensure that the works carried out by such contractors is as per specifications and certify for payment after assessment of such works. Detailed listing of installations of IWMS and Estate is given in **Annexure - E**. The Consultancy firm must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain first-hand information on the assignment and on the local conditions, OMMC are encouraged to pay a visit to the Client before submitting a proposal and to attend a pre-bid meeting if one is specified so in the required format.

There are two categories of works in CSEZ: (1) Operation & Maintenance or Repair (O&M works); (2) Project/Original works. The OMMC is engaged in this RFP for the supervision/project management of the O&M works and shall be paid the OMMC Fee/contract amount. The OMMC shall provide CSEZA consultancy services like expert or strategic advice, feasibility studies, engineering services, architectural services, finance, accounting, taxation service and the OMMC shall also undertake small works or supply of goods or other services which are incidental or consequential to such services. The design of the Work, preparation of Estimates and the Detailed Project Reports (DPR) and Technical Sanction of the O&M works shall be done by the OMMC and shall also give all technical/engineering advice to CSEZA. CSEZA expects consultants to provide professional, objective and impartial advice and at all times hold CSEZA's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Consultants shall not engage in any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of the CSEZA.

- 2.1 The Scope of Work detailed below pertains to the functions/services to be undertaken/managed by the successful bidder particularly focusing on smooth functioning of systems in place and especially prepare estimates, DPR, give technical sanction and also supervise, monitor, assess, verify bills submitted by the contractors engaged by CSEZA and certify both the works carried out and bills submitted by contractors. This scope of work includes all the clauses relating to work in the General Conditions of Contract in Clause 5.
1. Render OMMC services for the Operation, maintenance & management connected with the components mentioned in ANNEXURE - E and shall particularly include (but not limited to):-
 - Preventive /Scheduled /Break down maintenance.
 - Maintaining reliable and uninterrupted water supply of prescribed quality, effluent treatment, and solid waste management system.
 - Suggesting the ways to avoid obsolescence and increasing the efficiency of equipments and life expectancy of buildings/structures owned by CSEZA including guest house and intake well pump house at Edachira.

2. Identifying errors/variations/deviations in the O&M works.
3. Preparation of drawings, designs and estimates for the O&M works.
4. Preparation of NIT document and rendering technical assistance and financial advisory services in e-tendering, tender evaluation & awarding of O&M work to the Contractors engaged by CSEZA.
5. Preparation of draft orders/agreements relating to purchase, work hire and hire purchase.
6. Render technical assistance and financial advisory services to CSEZA in the procurement of essential materials required for O&M works.
7. Quality assurance and quality control.
8. Monitoring of O&M work through site inspection.
9. Preparation of reporting documents.
10. Preparation of estimate to carry out repair of tools and render technical assistance and financial advisory services in carrying out repairs to equipments and requisition for materials required.
11. Preparation of various reports and returns on time as required by regulatory agencies, monitoring of power consumption, water consumption, effluent discharge and related subjects.
12. Assistance to CSEZA in expansions and modifications of the system in place.
13. Advising CSEZA and taking necessary steps for drawing water from Kadambayar or any other source and better Estate management.
14. Liaisoning with KSEB, Electrical inspectorate, KSPCB, CPCB, Central, State departments and municipal authorities and preparation & presentation of reports and its follow up and other related correspondences.
15. Ensure the preparation, technical soundness and correctness of all O&M works to be carried out in distribution line, effluent line, etc. in respect of IWMS and works related to Estate.
16. Render technical assistance and financial advisory services to CSEZA for procurement of materials/consumables/spares/accessories required for the upkeep and maintenance of WTP & CETP plants and distribution network and inventory management of such procured items.
17. Ensure maintenance of plant & tools, vehicles and other equipments.
18. Supervising maintenance/replacement/repair works.
19. Providing suggestions/comments on matters related to management of IWMS & Estate as well as Regulations/Orders issued on this behalf by any government department or agency.
20. Scrutinizing and compiling technical statements.
21. Arrange to survey and report scrap and other unserviceable items in time and its disposal.
22. Arrange remittance of all statutory payments.
23. In case of theft of CSEZA property, inform police as well as CSEZA and follow up the case.
24. In case of any accidents, follow the formalities as per relevant Act.

25. In case of damages to property, report to CSEZA and inform police (if required), prepare estimate and assess damages, prepare site mahazars duly witnessed and arrange for the realization of the amount.
26. Certifying Completion of Work with a brief note.
27. Verification and certification of bills of the Contractor for payment stating satisfactory completion of the work as per the design, drawing and specifications as provided in NIT. Once CSEZA has forwarded the Contractor's bills, the verified and certified bills shall be forwarded by the OMMC within 5 working days. In case of incomplete/defective bills, the OMMC shall seek clarification/return the bills to the Contractor and forward a copy to CSEZA. It is solely the responsibility of the OMMC to ensure that the works pertaining to the presented bills have been successfully completed as per the required standards by the Contractor and a certificate to that effect shall be attached with each such bill of the contractor.
28. Providing comments/suggestions/advice on all IWMS related matters as well as matters related to management of Estate as and when required including that on Regulations/Orders issued by KSERC, KSPCB, LSG or any other agency/Government body.
29. Advising CSEZA and taking necessary steps for sourcing of water.
30. Ensure compliance with KSPCB, CPCB norms or any government directions in the management of Estate and IWMS.
31. Planning, proposing, designing, implementing, supervising and rendering technical assistance and financial advisory services in tendering for new/improved software system as may be required for efficient monitoring of IWMS, enhancing collection efficiency, etc. taking into consideration audit angle or as desired by CSEZA.
32. Preparation and certification of reports for submission to any statutory/regulatory agencies and represent CSEZA before such authorities/agencies.
33. Actively monitor regulatory changes relevant to Estate & IWMS and apprise CSEZA on such matters and ensure compliance. It should also cover futuristic technological requirements.
34. Rendering technical assistance and financial advisory services in procurement, installation and commissioning of required components of new network, and maintenance thereof.
35. Monitoring of online monitoring system installed in CSEZ as per the directions of PCB and take corrective steps to maintain required parameters
36. Plan, propose, design, render technical assistance and financial advisory services in tendering and implementation, supervise and manage the IWMS system and assets under Estate complying rules and regulations issued by various statutory authorities.

2.1 Detailed Scope of Services necessitating supervision of OMMC

2.2.1 IWMS

1. Render OMMC services for the Operation & maintenance and management of works connected with -
 - Plant, incinerator, raw water line, water distribution and effluent network system in CSEZ.

- Intake well pumping system, WTP, CETP, RO plant, incinerator, biogas plant system and other related installations inside and outside CSEZ.
 - All auxiliary equipments in the WTP (including intake well pump house), DG sets, CETP, RO plant, incinerator and biogas plant.
 - Existing and additional reservoirs and overhead tanks.
2. Design of new distribution network whenever required, render OMMC services in installation and commissioning of required components of new network, maintenance and management thereof.
 3. Monitoring of all flow meters, various pumps and pressure gauges, usage of chemicals quality of raw water, leakages in the network, monthly billing against usage of the system by the clients of CSEZA and ensure maintenance of mechanical parts of plants, pure water pumping main and distribution system, area lighting and the premises for smooth functioning of the system.
 4. Ensuring accuracy in water sale, Inflow of effluents and purchase of raw water.
 5. Proper records of chemicals/consumables/fuel received, used and balance materials available shall be maintained.
 6. Supervision of maintenance, support services and execution of annual maintenance contract, etc. in respect of equipments.
 7. Processing of various water supply related applications received from various categories of consumers of CSEZA.
 8. Monitoring of quality of water against specific standards/parameters shall be carried out and records shall be kept as per guidelines of CPHEEO Manual on water supply.
 9. Supervision on proper handling and administration of chemicals used in WTP and CETP and ensure proper maintenance of plant premises.
 10. Render technical assistance and financial advisory services in Tendering and ensuring supply of necessary qualified and experienced supervisory personnel and other required manpower to cover the scope of services as required.
 11. Liaisoning with KSPCB, CPCB or any other agency for smooth functioning of water distribution system and effluent network.
 12. Generation and serving of water cum effluent treatment consumption statements of consumers.
 13. Supervision of operation and maintenance of the RO based ZLD plant.
 14. Creation or modification of software for generating bills and reports with respect to IWMS.
 15. To jointly address the network requirements along with any other services required by the system and consumers.
 16. For providing uninterrupted and quality water supply to the consumer, the OMMC will coordinate and pursue with concerned authorities as well as other agencies /departments to enable the same and complete works on time.
 17. Similarly, for providing uninterrupted effluent network from the point of discharge from the consumer premises, the OMMC will coordinate and pursue with concerned authorities as well as other agencies / Departments to enable the same and complete project in time.
 18. The OMMC shall carry out periodical preventive visit to raw water intake well pump house, pipe line from Edachira to CSEZ, treated water and effluent discharge network site, pressure jetting vehicle, biogas plant, incinerator.
 19. Ensure that the periodic returns to the authorities concerned in connection with the operation of ETP are filed before scheduled time.

20. Ensure that the meters are functioning properly and there is no distribution loss in water beyond the permissible limit.
21. Monitoring various parameters of industrial effluents received in ETP and take necessary steps to avoid any damages to equipments and also monitoring and recording parameters of treated effluent.
22. Ensure that proper methods are followed in solid waste management.

2.2.2 ESTATE

The OMMC shall ensure the following –

1. Maintenance and management of general cleanliness of the Zone and CSEZ Administration building premises through Contractors.
2. Maintenance and management of arboriculture in the Zone and CSEZ Administration building premises. This includes maintenance of existing lawns/gardens, fruit plants as well as designing or modifying the areas in the Zone to maintain CSEZ as a Green Zone.
3. That buildings and installations owned by CSEZA are regularly inspected and reports are submitted to CSEZA for carrying out maintenance.
4. Maintenance and management of fire fighting system in the entire Zone.
5. Operation, maintenance and management of lifts in the buildings owned by CSEZA in the Zone and CSEZ Administration building premises.
6. Operation, maintenance & management of all Diesel Generation sets in multi-storied building and CSEZ administration building.
7. Maintenance and management of water lines, effluent/sewerage lines, overhead tanks, water sumps, septic tanks, etc. of all the buildings owned by CSEZA.
8. Inspection and reporting of modification work of various units functioning in the Zone as per the requirement.
9. Facilitating new allotments and undertaking measurements of vacant spaces as per the requirement and assisting CSEZ officials for the same.
10. Facilitating e-auction of vacant spaces inside CSEZ through MSTC portal or any other government portals.
11. Providing technical advice for efficient and better management of Estate including roads, storm water drains, fire hydrants and all related matters.
12. Maintenance and management of common area lighting in all buildings and Administration building owned by the CSEZ Authority.
13. Render technical and financial advisory services in maintenance, management and execution of annual maintenance contract in respect of lifts, fire fighting equipments or any other equipments or installations in the property owned by CSEZA.
14. Management of e-auctioning of scrap and other materials in CSEZA premises for disposal.
15. Supplying necessary qualified and experienced supervisory and skilled operating personnel and unskilled manpower to cover the normal scope of services.
16. Liaisoning with KSPCB, Electrical inspectorate, other State Government Departments, local authorities or any other service providers/agency for smooth functioning of matters related to Estate management.

17. Maintenance of a guest house owned by CSEZA.
18. Management of solid waste which is not specified elsewhere in this RFP.
19. To carry out periodical inspection visit to the installations/buildings owned by CSEZA.
20. Render all OMMC services for maintenance of industrial buildings, administrative building and other buildings owned by CSEZA through contractors.
21. That the units/entities inside the Zone are carrying out works as per the specifications approved by CSEZA.
22. Advise CSEZA on applications/requests received from units/entities for carrying out various works to their allotted premises.
23. Landscape design, planning and submission of development proposal to CSEZA.
24. Providing proper advice to CSEZA for maintenance of buildings and land from sustainable point of view.
25. That the drainage, sanitation and plumbing lines are properly functioning.
26. Maintenance of street lights.

2.3 Duties and Responsibilities of OMMC

The Scope of Work described in Clauses 2.1 & 2.2 above entailing supervision, monitoring and management should be carried out by the successful bidder with the following duties and responsibilities to ensure:

1. Timely and qualitative completion of Works using effective management practices.
2. Prevention of errors/variations/deviations in the Works.
3. Regular operation, maintenance & management and measures to enhance the life expectancy of equipments and buildings/structures owned by CSEZA inside the Zone and at Edachira and upkeep of the Zone.
4. Uninterrupted operation of the system through preventive/break down/scheduled maintenance.
5. Most efficient, effective and optimum usage of intake well pump house at Edachira for drawing raw water, water distribution system and sewerage network inside the Zone.
6. Maximum service to consumers with respect to water supply, effluent treatment, incineration and disposal of biodegradable waste.
7. Maintenance of proper records of operation and maintenance (Log book, registers, check list etc) as in practice wherever necessary and shall keep it ready for inspection by CSEZA.
8. The OMMC shall prepare reports or shall take steps to generate such reports through software as and when sought by CSEZA. The OMMC shall also prepare documents required for presentation within the time stipulated for it. For the preparation of document or reply to any agency related with the operation of IWMS or Estate management, they shall interact with CSEZA, Chartered Accountant appointed by CSEZA and any other agency.
9. Compliance of safety rules and regulations.

10. Maximum system availability. Manage and make the best use of all resources available.
11. Safeguarding the interest of CSEZA on all IWMS related matters as well as matters related to management of Estate.
12. That except in emergency situation, repairs (minor or major) shall be carried out only on prior written permission from the Procuring Entity. The OMMC shall also intimate the Procuring Entity, the nature of maintenance, approximate cost of materials and manpower. Ensure that advance intimation is given to units in advance regarding repair of the system.
13. Preparation of necessary documents and support for procurement and storage of materials/consumables/spares/accessories by adopting competitive bidding procedures.
14. That tools and plant, vehicles and other equipments related to Estate and IWMS are maintained in proper condition and render accounts.
15. That the work of contractors conforms to specifications, construction standards and statutory provisions.
16. That the materials/resources/services of the Contractor engaged are available 24 hours, 7 days a week.
17. That completion certificate and a brief note on the work executed are attached along with the final bill of repair/maintenance work after verification/certification of bills.
18. Necessary steps for safe working practices. Ensure that the supervisors are adhering to safety practices strictly.
19. That contractors follows the store accounting principles and any direction issued by the CSEZA from time to time. Account materials drawn from stores, issued, taken back / unused according to accounting procedures.
20. That all mandatory registers including asset and stock registers are maintained.
21. That safety devices are maintained at both plants and other installations.
22. That support is given to CSEZA for computerization which includes data collection & its updation.
23. Availability of computers, UPS, peripherals and stationary. Manage all computerized operations.
24. That in case of petitions especially regarding allegations against the staff under OMMC, conduct enquiry and report.
25. That personnel newly joining are familiarized with the layout and standard operating procedures. Provide and arrange for training to personnel as per requirement.
26. That the agency deploy additional staff wherever requires for effective implementation of the scope of work.
27. To take all possible measures for good public relation and customer satisfaction. The personnel of OMMC shall behave politely and courteously with all concerned and take steps to foster a customer friendly environment.
28. That proper measures are taken to maintain the premises of CSEZ, offices, plants, etc neat & clean as well as ensure good housekeeping.

29. That proper registers for connections and disconnections, compliant register etc. are maintained. Service connection and disconnection reports are submitted to the CSEZA within three working days.
30. That a handbook on equipments coming under the Estate and IWMS maintenance schedule of such equipments, problems that can arise to each equipment, possible causes of such problems and suggested resolution is kept at sites/ office of the agency and CSEZA within a period 30 days of award.
31. That a preventive maintenance schedule are prepared for a financial year and ensure that steps are taken for conducting maintenance as per schedule.
32. That all routine and breakdown maintenance are carried out by the sub contractors on time.
33. That sub contractors are employing qualified personnel for carrying out the work assigned to them, verify their attendance and report to CSEZA.
34. That all statutory reports/documents to various organizations are prepared and also ensure that CSEZA submits it within the stipulated time.
35. That required tools and equipments required in connection with operation and maintenance of Estate and IWMS are available for use.
36. That field visits are done regularly. Meter testing are done whenever necessary.
37. That the timelines specified in Annexure D on Performance Standards are achieved.
38. That water consumption and effluent treatment by all consumers are recorded properly and accurately.
39. That bills covered under IWMS are generated and distributed to consumers.
40. The consumption pattern of each consumer are monitored closely and analysed for further course of action, if any.
41. That licenses are renewed and fees are paid in respect of various statutory authorities.

2.4 Minimum key personnel to be engaged by the OMMC and essential qualification & experience required.

2.4.1 IWMS

Core Group - To supervise and monitor entire Operation, maintenance & management of IWMS services in coordination with CSEZA			
Designation	No. of personnel	Educational Qualification	Experience on eligible assignments
Senior Engineer	1	B Tech Degree in Civil/Mechanical Engineering from a recognized Institution/University	10 years post qualification experience out of which 2 years experience in operation & maintenance of Water Treatment Plant or Common Effluent Treatment Plant of minimum capacity of 0.5 MLD
Assistant Engineer (IWMS)	1	B Tech Degree in Civil/ Mechanical Engineering from a recognized Institution/University	5 years post qualification operational experience in an industrial plant.

Note for 2.4.1:

- a. The Senior Engineer shall be overall in charge of all matters related to IWMS in CSEZ including quality control. He shall be single point of contact person to interact with CSEZA on technical matters in IWMS. All correspondence with CSEZA and with consumers (if required) shall be done by the Senior Engineer in charge. He should take note of the day to day developments, including regulations, in construction in India and especially in the State of Kerala. He shall also represent CSEZA, if necessary, before the local authorities. He shall be responsible for preparation of tender documents, including Estimates, Detailed project Reports and Technical Sanction, for the works/projects/services in CSEZ for which the tenders shall be called by CSEZA.
- b. The above manpower list is only the minimum key personnel to be provided by the OMMC and OMMC shall ensure the incidental services connected with OMMC services, through additional manpower, without any extra cost to CSEZA.

2.4.2 ESTATE

Core Group - To supervise and monitor entire Operation, maintenance & management of Estate services in coordination with CSEZA			
Designation	No. of personnel	Educational Qualification	Experience on eligible assignments
Project Engineer	1	Degree in Civil Engineering from a recognized Institution/University	15 years' post qualification experience in execution, supervision or Operation & Maintenance of civil infrastructure projects with at least one project worth Rs.10.00 Crore or above (civil infrastructure projects means construction of multistoried buildings, road projects and of similar nature, excluding projects related to supply/treatment of water/effluent)
Assistant Engineer (Estate)	1	Degree/Diploma in Civil Engineering	Post qualification experience in project management /supervision/site inspection of civil construction works (5 years for Degree and 8 years for Diploma holder)
Safety Officer	1	Degree/Diploma in Industrial Safety/Fire Safety <i>Note: In case of officers who serve/served with Fire & Rescue department of Kerala government, 10+2 qualification with a Certificate in Fire & Rescue is enough.</i>	10 years post qualification experience at the level of a fire & rescue station officer (or above) with Fire & Rescue department of any government or fire safety/industrial safety officer (or above) in any established organization with more than 100 employees.

Note for 2.4.2:

- a) The Project Engineer shall be overall in charge of all matters related to Estate. He shall be the single point of contact to interact with CSEZA on technical matters in Estate. All correspondence with CSEZA and with consumers (if required) shall be done by the Project Engineer in charge. He should take note of the day to day developments, including regulations, in construction, pollution and waste disposal in India and especially in the State of Kerala. He shall also represent CSEZA, if necessary, before the Pollution Control Board and local authorities. He shall be responsible for preparation of tender documents, including Estimates, Detailed project Reports and Technical Sanction, for the works/projects/services in CSEZ for which the tenders shall be called by CSEZA.
- b) The services of Safety Officer shall be taken for all requests for modifications/alterations/additions to any existing building in the Zone or for new buildings. He shall look into overall safety of the SEZ area and shall ensure that the safety aspects in the Zone are in compliance with the provisions of Disaster Management Act and other similar Acts, Rules and Regulations.
- c) The above manpower list is only the minimum key personnel to be provided by the OMMC and OMMC is expected to ensure the incidental services through manpower, connected with OMMC services, without additional cost to CSEZA.

Note for 2.4.1 & 2.4.2:

- a) The Project Engineer shall be the chief of station (at CSEZ) of the OMMC.
- b) The signed and dated copies of certificates/documents to show the Qualification and Experience of each Key personnel shall be submitted for technical evaluation.
- c) The Experience of the Key personnel shall be certified by the Authorized officer of the Organisation where the personnel had worked during the relevant period.
- d) Before submitting the proposal, the applicant shall ensure that the key personnel to be engaged by the OMMC have the essential qualification & experience described above. If it is established that experts/key personnel were proposed in the bid without confirming their availability, the OMMC shall be disqualified.

3. Eligibility Criteria

- 3.1 Before submitting the proposal, the applicant shall ensure that the applicant meets the conditions of eligibility described below. Material deficiencies in providing the information requested or inadequacies in the criteria/documents may result in rejection of a Proposal.

Sl. No.	Eligibility criteria	Document to be submitted
3.1.1	Should be a Central or State Public Works Organization/Public Sector Enterprise registered in India	a) Certificate of incorporation b) Memorandum & Articles of Association c) DIN of all Directors
3.1.2	Should have turnover of at least Rupees two crore per annum for any three of the four Financial Years - 2019-20, 2020-21, 2021-22, and 2022-23	Certified balance sheet of the firm for the Financial Years - 2019-20, 2020-21, 2021-22, and 2022-23
3.1.3	Should have Net profit of at least Rs.50 lakhs for any three of the four Financial Years - 2019-20, 2020-21, 2021-22, and 2022-23	Certified Profit and Loss statement for the Financial Years - 2019-20, 2020-21, 2021-22, and 2022-23

3.1.4	Should have at least one year experience in Design/ Construction & Commissioning /Operation & Maintenance of major infrastructure projects such as irrigation/ Water Treatment/Effluent Treatment projects, roads, multi- storey building and should be capable to work as a PMC. In case of multi- storey building, any of the projects should have a value of at least Rupees Ten Crore or more	Completely filled up proforma in Forms 5 & 6 along with Experience Certificates/Client feedback certificates.
3.1.5	Should have minimum manpower/resources as detailed in Clause 2.4 in this document	Completely filled up proforma in Forms 3 & 4 along with Certificates to prove the qualifications and experience of the key personnel.

Note:

The successful bidding firm should also have bench strength for key positions coverage/readiness and sufficient candidates' pool as substitutes/replacements when the manpower recruited under Clause 2.4 goes on leave/have to be replaced. At any rate, if the manpower as agreed herein is absent/on leave, the firm shall propose for approval of CSEZA for deploying a competent candidate having the same qualification and experience as in Clause 2.4 in place of him/her if the leave/absence is beyond a period of 3 days.

3.2 Technical Proposal

While preparing the Technical Proposal, consultants must give particular attention to the following:

- (i) Before the bid submission, if a firm understands that it does not have all the expertise for the Assignment, it may obtain a full range of expertise by associating with individual consultant(s). But the availability of such consultants for the OMMC services shall be ensured by the bidder. It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relation with it. If it is established that key staff was offered in the proposal without confirming their availability, the bidder shall be disqualified.
- (ii) Proposed key professional staff must have the minimum experience indicated in 2.4. If permanent staff of the organization is proposed as key personnel, such staff should have a residuary service of at least six months after the commencement of service of the OMMC. If Consultants are hired, then a contract for such six months as stated above should be in place between the OMMC and the Consultant.
- (iii) Alternative key professional staff shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position.
- (iv) Reports to be issued by the consultants as part of this assignment shall be in English. It is desirable that the firm's personnel have a working knowledge of the official language of the State of Procuring Entity.
- (v) The Technical Proposal should provide information using the attached Standard Forms.

4. Selection/Evaluation Process:

Brief description of the selection process: A two stage selection process will be adopted in evaluating the proposals. In the first stage, a qualification cum technical evaluation will be carried out followed by a financial evaluation in the second stage.

4.1 Criteria for evaluation:

4.1.1 Qualification cum Technical Evaluation: The proposal will be evaluated on the basis of the applicant's eligibility as mentioned under Clause 3.1 above. Only those companies whose proposals meet the minimum eligibility under Clause 3.1 and having minimum key personnel with essential qualification and experience as per Clause 2.4 shall qualify for the second stage of the Bidding Process i.e. Financial Evaluation.

4.1.2 Evaluation of Financial proposals: The financial bids of all applicants who qualify in technical evaluation shall be opened and the lowest financial bid shall be determined.

4.2 A Committee constituted by Chairperson, CSEZA shall select the OMMC based on the criteria prescribed in Clause 3.1 and 2.4

4.3 **Conditions regarding Personnel:** The key personnel mentioned under **Clause 2.4** in this RFP shall have an interpersonal meeting with Chairperson, CSEZA. The bid of the successful bidder shall be confirmed only if the Chairperson, CSEZA is satisfied that the key personnel of the successful bidder have the required capacity and potential to deliver the services required under this RFP.

4.4 Letter of Acceptance

4.4.1 The OMMC whose offer has been accepted after negotiations, will be notified by the Procuring Entity prior to expiration of the validity of proposal by e-mail or through a letter (hereinafter called the "Letter of Acceptance"). After notifying the successful OMMC, the CSEZA will promptly notify other Consultants that they were unsuccessful and shall return the Financial Proposals of those consultants who did not pass the technical evaluation.

4.5 Performance Guarantee:

4.5.1 The selected applicant will be required to furnish performance guarantee of five percent (5%) of the bid amount within seven days of issue of the Letter of Acceptance.

4.5.2 The selected applicant shall deliver to the Procuring Entity a performance Security in any of the forms given below for an amount equivalent to 5% (Five percent) of the Contract amount

- i) Banker's cheque/Demand draft,/Pay Order in favour of in favour of Cochin Special Economic Zone Authority payable at Ernakulam; or
- ii) A bank guarantee in the form given in appendix F ; or
- iii) Fixed deposit receipts (FDR) Pledged in the name of Cochin Special Economic Zone Authority, Ernakulam.

- 4.5.3 Performance Guarantee shall be provided to the Procuring Entity as mentioned in Clause 4.5.2 and shall be issued in an amount and form and type of instrument acceptable to the CSEZA. The Security deposit shall be valid until a date 180 days from the date of expiry of contract period.
- 4.5.4 The Performance Guarantee shall be furnished from any Nationalized Banks approved by Reserve Bank of India.

4.6 Award of Contract, Date of commencement of OMMC service and Signing of Agreement

- 4.6.1 A Letter of Award of Consultancy shall be issued to the L1 bidder within seven days from the submission of the performance guarantee, in duplicate, by CSEZA and he/they shall sign and return the duplicate copy of the same in acknowledgement thereof.
- 4.6.2 The OMMC shall commence the Assignment on the date and at the location specified in the Letter of Award of Consultancy.
- 4.6.3 The OMMC shall, within 7 days from the stipulated date of commencement of the work, sign the contract consisting of:-
- i. The notice inviting tender, all the documents including drawings, if any, forms the tender as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.
 - ii. Additional Conditions of Contract consisting of:
 - a) Various standard clauses with corrections up to the date stipulated in Additional Conditions of Contract along with annexures thereto.
 - b) Safety Code.
 - c) Model Rules for the protection of health, sanitary arrangements for workers employed.
 - d) Contractor's Labour Regulations.
 - e) List of Acts and omissions for which fines can be imposed.
 - f) MoRTH specifications, CPWD specifications, Indian standard (IS) specification with up to date corrections.
 - 1) No payment for the work done will be made unless contract/ agreement is signed by the contractor.

4.6 Miscellaneous: The selection process shall be governed by, and construed in accordance with, the laws of India and the Courts at Ernakulam shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the selection process.

5. General Conditions of Contract (GCC)

The following clauses in GCC shall be binding on the OMMC for all the OMMC services as per this RFP.

5.1 Agreement

- 5.1.1 The selected firm/company will have to sign an agreement with CSEZA as per the format specified in **Annexure - B**.
- 5.1.2 The agreement is non-exclusive in nature. The agreement shall not restrict CSEZA from contracting for identical or similar services with any other person/party.
- 5.1.3 Duration of agreement: The agreement shall initially be valid for a period of three years from the date of signing of contract, extendable by two years only on satisfactory performance and on mutual agreement subject to performance review as in Clause 5.1.4 and unless revoked earlier for whatever reasons as provided herein. If at any stage during the tenure of this agreement, it comes to the notice of CSEZA, directly or through some other complaint, that the OMMC had misrepresented the facts or submitted any false information or hidden any information, which could have affected the signing of this agreement with the OMMC, this agreement shall stand terminated immediately upon intimation to the OMMC. On completion of the tenure of the agreement, the OMMC shall hand over all the materials belonging to the Procuring Entity or to the Procuring Entity's representative and the OMMC shall remove all materials belonging to them including workforce from the site without any delay. However, the OMMC shall continue to discharge their responsibilities on the same terms and conditions till the next OMMC takes over.
- 5.1.4 Annual Performance Review: CSEZA shall constitute a Contract Monitoring Committee (CMC) for annual monitoring of the performance of the services rendered by the OMMC. CSEZA shall have the liberty to include experts from the Government/Private sector/Research institute or individual consultants in the CMC. The cost of such members, if any, shall be borne by CSEZA. CMC shall be responsible to: (1) oversee that the OMMC carries out the services as per the contract (2) assess the quality of the deliverables (3) accept/reject any part of services (4) levy appropriate liquidated damages or penalty if the services are not carried out as per the contract and if the quality of services is found inferior and for any such deficiency related to the completion of the services.

Notwithstanding the period of agreement mentioned in 5.1.3 above, if the services rendered by the OMMC are found to be thoroughly unsatisfactory after the annual review of performance (at the end of each calendar year) by the CMC, the latter shall have the authority to recommend to CSEZA the termination of the contract with the OMMC. The decision of CSEZA shall be binding on the OMMC in this regard.

- 5.1.5 The successful bidder, on acceptance of his tender by CSEZA, shall, commence OMMC Services as mentioned in the Letter of Award of Consultancy, sign an agreement as per Annexure – B in this RFP.
- 5.1.6 No payment shall be made unless agreement is signed by the OMMC.

5.2 Provisioning of Service:

- 5.2.1 Whenever OMMC proposes to source equipments from any new vendor in connection with IWMS or Estate matters of CSEZA, then the OMMC should ensure

that CSEZA receives letters of support from that OEM (Original equipment manufacturer) stating that their products / solution as proposed by them will be supported for at least next three years, extendable to seven years.

- 5.2.2 It shall be the responsibility of the OMMC to ensure that all the O&M Works are implemented based on latest CPWD Work Manual, SOP to CPWD Work Manual, GFR and CVC guidelines and any non-compliance will be the liability of the OMMC.
- 5.2.3 The office of the OMMC shall function six days in a week with the number of personnel stated in Clause 2.4 in this document. However, the said minimum personnel must be available in the office during holidays to handle emergency works/situations.

5.3 Maintenance support

- 5.3.1 The OMMC shall provide to CSEZA 24 hours, 7 days a week service by themselves. The OMMC shall be equipped to receive (and register) complaints directly from the consumers, which shall be attended by the OMMC without delay. For all emergency cases specifically in situations where critical equipment or part of network is down, the OMMC shall ensure that the consultation, assistance, advice and execution of work is done within least possible time period. In all other cases, the complaint must be attended not later than the time specified in the Performance Standards prescribed in **Annexure- D**.
- 5.3.2 The OMMC shall render all technical assistance and financial advisory services to CSEZA to source spares directly from the Original equipment manufacturer to address any equipment related problem.
- 5.3.3 The OMMC shall depute appropriate resources and manpower to monitor and manage the progress of the Works. The OMMC shall ensure that the minimum number of personnel of the OMMC stated in Clauses **2.4** in this document is present at the sites from 8 am to 6 pm on all six days a week.

The OMMC shall also ensure that the minimum number of personnel of the Contractors are present at the sites as per the prescribed schedule all days a week (including round the clock wherever required). Absence of the above personnel either found during the inspection by the authorized officers of the Procuring Entity or through any verifiable means with proof shall be considered a breach of the Contract by the OMMC with the Procuring Entity and liable for its termination.

- 5.3.4 Any sum of money due and payable to the OMMC shall be appropriated by CSEZA and the same may be set off against any claim of CSEZA for payment of a sum of money arising out of this Agreement or under any other Agreement/contract made by the OMMC with CSEZA.
- 5.3.5 The liability to insure the spares and tools, if any, in the possession of the OMMC will be that of the OMMC and the liability for any loss or damage due to any fire, burglary, theft, etc. will be that of the OMMC.
- 5.3.6 CSEZA reserves the right to engage the OMMC on mutual terms and conditions for various support systems as agreed between the parties for improving and providing support, either fully or partially such as:

- a) Single window interface for all its requirements for provisioning and operation.
- b) Fast provisioning of the services.
- c) Reliable quality services during operations.
- d) In case of issues, attending the same within reasonable period of time and with desired promptness.
- e) For providing improved services to customers.

5.4 Charges:

5.4.1 The OMMC shall have no powers/jurisdiction to raise any bill on account of any sum owed to CSEZA from its consumers or clients within CSEZ as fees/charges/claims for the services provided by CSEZA. The OMMC shall not represent itself as authorized agency of CSEZA on matters falling outside the ambit of this RFP.

5.4.2 Though any specific decision may be taken by CSEZA for a particular matter/case connected to any work, the OMMC shall have no right to treat such decision as precedence for all further matters/cases of similar nature. The OMMC shall have no authority/ power to extend such decision universally to all such similar matters/cases without prior specific authorization by CSEZA in writing.

5.5 Tasks to be undertaken by CSEZA: CSEZA shall –

5.5.1 Provide office space for the OMMC at reasonable rent of Rs. 3210/- per square meter per annum (revisable annually).

5.5.2 Facilitate entry pass to all staff and personnel of the OMMC or contractor of the agency.

5.5.3 Make essential correspondences with KSPCB, CPCB, consumers or any other offices on recommendation from the OMMC.

5.5.4 Ensure timely payment to the OMMC as specified elsewhere in this RFP.

5.6 OMMC's staff and their conduct, etc.

5.6.1 All employees shall be of Indian Nationality and the OMMC shall keep a record of temporary and permanent address of these employees. The OMMC shall ensure that no convicted or penalized persons are employed.

5.6.2 The OMMC shall ensure that regular salaries are paid to the staff and any discontent/non-co-operation from the side of the staff on account of non-receipt of salaries in time cannot be allowed.

5.6.3 The OMMC shall ensure that the personnel/employees deployed for Estate & IWMS works shall work efficiently and diligently. Further, it shall be ensured that these employees are not diverted to other work not related with O&M works. In case the authorized officer(s) of CSEZA, on inspection within CSEZ, arrive(s) at a conclusion

that the O&M works connected with Estate & IWMS is beneath satisfactory levels of performance for the reasons owed to the personnel/employee, the OMMC shall take immediate steps to redeploy/replace the existing personnel/employee as directed by such officer(s) of CSEZA.

5.7 Co-ordination with other government agencies: The OMMC shall co-ordinate with officials of KSPCB/Electrical Inspectorate/any other agency or local government authorities for all related works and give reports to CSEZA regarding all matters with respect to operation of WTP, CETP or any other facilities set up or owned by CSEZA.

5.8 Rules and Regulations: All the works, functions, services undertaken by the OMMC shall be governed by the SEZ Act, 2005, Rules amended from time to time and Instructions/Circulars thereunder and subject to CVC Guidelines, CPWD norms/manual/guidelines and General Financial Rules/Manual for procurement of Consultancy for the relevant period. The OMMC or the officials of the OMMC should have good knowledge of the provisions of Acts and rules governing environmental protection, , Labour Act like Minimum Wages Act, Kerala Municipal Building Rules, National Building Code, instructions/manuals of CPHEEO, etc in force and any other rules and regulations related to operation of facilities under Estate & IWMS of CSEZA. In all the work related to operation and management of facilities under Estate and IWMS and any allied activities, rules and regulations in force shall be strictly followed. Any violation of the said guidelines and directives and/or consequent action demand or liability shall be the risk and responsibility of the OMMC alone.

5.9 Lapses/Errors by the OMMC

5.9.1 If there is any adverse effect caused to the functioning of CSEZA/units in CSEZ or any damage/loss incurred to the assets or any claim against CSEZA on account of such damage/loss attributed/attributable to the lapses/errors in the functioning/performance of the OMMC, CSEZA without prejudice to other remedies available to it, shall be entitled to recover liquidated damages for breach of contract without any necessity to prove the same, a sum calculated on prorata basis.

5.9.2 CSEZA has all the right to engage an external agency, if necessary, to evaluate the services rendered by the OMMC. If any adverse effect/damage/loss attributed/attributable to the lapses/errors as abovementioned are identified, CSEZA shall have the right to recover the pro rata cost incurred for rectification of such lapses/errors or any reasonable liquidated damage/loss from the OMMC. The expenses incurred for such engagement of an external agency also shall be recovered from the OMMC.

5.9.3 CSEZA shall have the right to deduct appropriate amount from the contract amount as per this RFP to the OMMC in case the OMMC fails to render the scope of services specified in this RFP and if there is any lack, deficiency or non-compliance occurred on account of the improper activities.

5.10 Material cost and labour cost for O&M Works: In extraordinary situations the OMMC may have to execute small works or supply goods and services incidental/consequential to operation, maintenance and management of IWMS and Estate. In such situations, only the material cost shall be reimbursed provided the

materials are not in stock. Besides, labour charges shall not be reimbursed, if the work is within the scope of work of the contractor concerned. However, if the work is executed through specialized team, both labour charges and material costs shall be reimbursed, provided the materials are not in the stock of CSEZA. When the above mentioned expenses on materials incurred by the OMMC reaches a threshold of Rs. 50,000/-, an expenditure statement along with the bills may be submitted to CSEZA to keep effective check on utilization and reimbursement. CSEZA shall scrutinize the claim and only eligible amount shall be reimbursed.

5.11 Contract amount (as per this RFP):

5.11.1 The amount per annum arrived at by both the successful bidder and Procuring authority after the negotiation stage, if any, referred to in this RFP shall be the contract amount and it shall remain the same for the entire contract period.

5.11.2 The Contract amount in this RFP shall include:

- (i) All the costs associated with the services rendered by the OMMC. These shall normally cover remuneration for all the Personnel, all administrative expenses (telephone charges, printing of documents, photocopying expenses, local travel expenses, taxes etc.) and all incidental expenses related to the scope of services expected from the OMMC. The tender amount quoted by the successful bidder shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
- (ii) This contract amount is the OMMC fee for the supervision/project management of works with value below Rs.10.00 lakhs. In case the value of any work is above Rs. 10 Lakhs, payments as per Clause 5.12 hereunder shall be made to the OMMC.
- (iii) The contract amount as per this RFP shall take into account all expenses and tax liabilities. For the avoidance of doubt, it is clarified that the contract amount shall be **exclusive** of applicable GST with its Service Accounting Code (SAC), rate and amount. Further, all payments shall be subject to deduction of taxes at source as per applicable laws.
- (iv) The above is a lump sum contract and the successful bidder shall not be entitled to any additional payment (on account of Contract amount in this RFP), other than petty expenses as stated in Clause 5.10 and OMMC charges as stated in Clause 5.12.1. However, travel expenses outside Ernakulam District made with the approval of the Procuring Entity shall be reimbursed by the Procuring Entity by restricting it as given below:
 - a) Senior Engineer/Project Engineer – Travelling and Daily allowance shall be equivalent to Central Government officials having pay level of 9 in the pay matrix or the actual whichever is less.
 - b) Others - Travelling and Daily allowance shall be equivalent to Central Government officials having pay level of 6 in the pay matrix or the actual whichever is less.

(v) All payments shall be made in Indian Rupees.

5.12 Payment for work above Rs. 10 Lakhs

5.12.1 For works above Rs.10.00 lakhs, the OMMC shall be paid as per the following schedule.

- a. @6% of the executed value of work above Rs.10,00,000/- but less than Rs.50,00,000/-
- b. @5% of the executed value of work above Rs.50,00,000/- but less than Rs.1,00,00,000/-
- c. @4% of the executed value of work above Rs. 1,00,00,000/- but less than Rs.3,00,00,000/-
- d. @3% of the executed value of work above Rs. 3,00,00,000/-

5.12.2 For works above Rs.50,00,000/-, the OMMC shall deploy additional manpower for supervision without any extra cost on the Procuring Entity.

5.13 Original/Project Works (Additional infrastructure related work)

5.13.1 In the case of Project Works, a separate contract vide an agreement shall be executed by the OMMC with CSEZA for each of such Projects. Such Projects shall be construed as individual projects and additional supervisory personnel as warranted and specified in the separate agreements shall be engaged for such projects. The personnel deployed for the OMMC services as specified in Clause 2.4 in this document shall not double up (simultaneously utilized) for such Project Works. A different set of personnel not connected to the O&M Works shall be deployed for Project Works. It shall be the discretion of the Chairperson as to whether a work is a Project work or O&M/repair work.

5.13.2 In all such Project Works, the OMMC shall provide specialized PMC services, which shall include preparation of drawings, designs, estimates, DPR and tender documents and shall give Technical Sanction. The charges payable on account of such PMC services shall be at the rates in the agreement signed by the parties.

5.13.3 Notwithstanding anything stated here in this RFP, the terms and conditions governing the Project work to be undertaken by the OMMC shall be in accordance with a separate PMC agreement signed between CSEZA and the OMMC for each individual Original/Project Work. Provided, such agreement shall conform to the CVC guidelines, CPWD manual/guidelines and General Financial Rules/Manuals for procurement of Work & Consultancy as applicable.

5.13.4 The payment to the OMMC for Project Work shall be at the rate mentioned under Clause 5.12.1. In the case of entrusting part of assignments envisaged in the scope of PMC for Project Works, the selected PMC shall be eligible for 1.5% of the estimated cost of the project if the assignment includes investigation, planning, design, preparation of drawings, detailed estimates and DPR.

5.14 Notwithstanding anything stated here in this RFP, the Procurement Entity shall have the right to engage or hire any third party agency/individual as PMC for planning, design, DPR preparation, bid process assistance, supervision & monitoring services for Estate & IWMS in CSEZ for the works mentioned under Clause 5.12.1 and Project works under Clause 5.13 above, of any nature/amount/duration.

5.15 Compensation Clause: If the OMMC is engaged to execute any project/Original work based on a separate work order, the Procuring Entity shall be entitled to include a clause for liquidated damages as under:

“Should the OMMC fails to deliver its responsibilities within the period prescribed and agreed, CSEZA, without prejudice to other remedies available to it, shall be entitled to recover liquidated damages for breach of contract without any necessity to prove the same, a sum equivalent to 0.5% of the value of the work for each week of delay or part thereof for a period up to 10 (Ten) weeks, and thereafter at the rate of 0.7% of the value of the work for each week of delay or part thereof for next TEN weeks of delay. The OMMC acknowledge that the said amount represents reasonable compensation as it is difficult to prove the quantum of damages that will be suffered by the Procuring Entity. The total value of the liquidated damages as per above shall be limited to a maximum of 10%. i.e. Liquidated Damages shall be levied up to 20 weeks only. However, in case of delay due to reasons beyond the control of the OMMC, suitable extension of time shall be granted”.

5.16 Insufficient Manpower: The OMMC to ensure availability of the manpower as per the minimum manpower required to render OMMC services for the Operation & Maintenance efficiently. In case of resignation, absconding of the manpower from their duties, OMMC should bring the same in notice of the CSEZA within 4 days of incident and should arrange a suitable replacement within one week. The manpower deployment shall be 100% of the minimum manpower as defined at Clause 2.4.

5.17 Cyber Security: OMMC’s manpower shall not indulge in unauthorized access of the CSEZA’s PCs /Workstations. The operation and maintenance work undertaken by contractor during patrolling/ maintenance activities and drawings, specifications, diagrams, technical, operational & other information provided by CSEZA shall not be shared by OMMC with any Agency/ person other than that authorized by CSEZA.

5.18 Insurance: Insurance policy as per Workmen Compensation Act shall be taken or ensured by the OMMC for its employed personnel or for the outsourced personnel employed by the contractor for the work, as applicable. The OMMC shall also be responsible for ensuring compliance with all the provisions under Workmen Compensation Act and shall furnish a copy of the insurance policy to CSEZA before commencement of work/service.

5.18.1 The OMMC at its cost shall arrange, secure and maintain all insurance as may be pertinent to the works/service and obligatory in terms of law against all perils and the responsibility to maintain adequate insurance coverage at all times during the period of contract shall be of the OMMC alone. The OMMC’s failure in this regard shall not relieve him of any of its contractual responsibilities and obligations.

5.18.2 The perils required to be covered under the insurance shall include all risks, but not limited to fire and allied risks, miscellaneous accidents, workmen compensation risks, loss or damage in transit, theft, pilferage, riot and strikes and malicious damages, civil commotions, weather conditions, accidents of all kinds etc. The OMMC shall be responsible for the safety and security of the employees of the OMMC throughout execution of the works/service.

5.18.3 In the event of there being any increase of workmen compensation insurance premium under any law or any additional or new liability under the Employees laws being imposed on the OMMC after the date of submission of the tender, the

additional expenditure incurred by the OMMC shall be borne by him and no claims shall be entertained by CSEZA on any account.

- 5.18.4 All costs on account of insurance liabilities covered under the contract will be on OMMC's account and will be included in Financial Bid.
- 5.18.5 In absence of valid Workmen compensation Insurance policy, compensation as decided by the Competent Authority shall be payable by the OMMC in case of any accidental death/injury. CSEZA shall not be liable for any such payments. In the event of failure on the part of the OMMC to deposit the compensation with the concerned authorities within the stipulated period, CSEZA shall take necessary action to deposit the same with the concerned authorities and shall recover/ adjust the amount deposited from the bills submitted by the OMMC anywhere in CSEZA.
- 5.18.6 The OMMC shall take adequate Group Insurance and Workmen Compensation as per Act applicable for the work/service for its deployed manpower during execution of contract. The expenditure incurred towards premium for such policies shall be borne by the OMMC without any additional cost to the CSEZA. It shall be obligatory on the part of the OMMC to provide a copy of group insurance/ Workmen Compensation policy for the manpower deployed before commencement of work to CSEZA. The above policies should be valid throughout the duration of the contract.
- 5.18.7 The OMMC shall ensure that all legal dues, including Employees Compensation against workmen Compensation Policy, is paid to the legal heir of the deceased/injured within the time frame and adhering to the provisions of Employee (Workmen) Compensation Act. If OMMC failed to deposit the Compensation amount along with interest, if any, to the concerned Compensation Commissioner, equivalent amount shall be with-held from running bills of OMMC and submitted the same to Commissionerate office without delay.

5.19 Erection All Risk (EAR) Policy/OMMC All Risk Policy: The policy should cover all physical loss or damage to the facility at site during storage, erection and commissioning covering all the perils as provided in the policy as a basic cover and the add on covers as mentioned at 5.20. The OMMC shall take the policy in the joint name of CSEZA and the OMMC. All these policies shall indicate CSEZA as the beneficiary. The policy shall be kept valid till the date of the Operational Acceptance of the project and the period of the coverage shall be determined with the approval of the Chairman of CSEZA.

5.20 The following add-on covers shall also be taken by the OMMC: Third Party Liability cover with cross Liability within Geographical limits of India as on ADD-on cover to the basic EAR cover: The third party liability add-on cover shall cover bodily injury or death suffered by third parties (including the CSEZA's personnel) and loss of or damage to property (including the CSEZAs' property and any parts of the Facilities which have been accepted by the CSEZA) occurring in connection with supply and installation of the Facilities. If during the execution of Contract, the CSEZA requests the OMMC to take any other add-on cover(s)/ supplementary cover(s) in aforesaid insurance, in such a case, the OMMC shall promptly take such add-on cover(s)/ supplementary cover(s) and the charges towards such premium for such add-on cover(s)/ supplementary cover(s) shall be reimbursed to the OMMC on submission documentary evidence of payment to the Insurance company. Therefore, charges towards premium for such add-on cover(s)/ supplementary cover(s) are not included in the Financial Bid.

5.21 Automobile Liability Insurance: The OMMC shall ensure that all the vehicles deployed by the OMMC (whether or not owned by them) in connection with the scope of work are duly insured as per Motor Vehicles Act. Further the OMMC may also take comprehensive policy (own damage plus third-party liability) of each individual vehicle deployed in the project on their own discretion in their own name to protect their own interest.

5.22 Liability for Accidents and Damages: OMMC shall be fully responsible for safe handling of the material/equipment. Any loss or damage during the above operations will be to the account of the OMMC. CSEZA shall have the right to deduct the amount or estimated damages on loss from the bills of the OMMC. If the damage/theft is caused to the CSEZA's asset/ property/office equipment/ Tools and Plants by the personnel employed by the OMMC, then the OMMC shall bear the cost of repair or replacement, as per direction of Chairman, CSEZA. Further in case of any mishap with the employed personnel during the contract period CSEZA will not be responsible for same.

The OMMC shall be responsible for any compensation whatsoever to its employed personnel in case of any omissions on the parts of its employed personnel and CSEZA shall not be held responsible for such omissions of workers.

5.23 Compliance with Labour Regulations: The OMMC shall comply with all labour related statutes viz. Contract Labour (Regulation & Abolition) Act 1970 (37 of 1970) with State Amendments along with The Contract Labour (Regulation & Abolition) Central Rules 1971; The Inter-State Migrant Workmen (Regulation of Employment and Conditions of Services) Act, 1979 (30 of 1979) along with The Inter-State Migrant Workmen (Regulations of Employment and Conditions of Services) Central Rules,1980, Employees Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act, 1936, Equal Remuneration Act, 1976, Child Labour (Regulation & Abolition) Act, 1986, National and Festival Holidays Act, 1974, Maternity Benefit Act 1961, Employees State Insurance Act 1948, Payment of Bonus Act, 1965 . The OMMC is bound to comply and ensure compliance with all the provisions of applicable labour laws even though not expressly mentioned herein.

CSEZA shall bear no liability whatsoever towards any violation by the OMMC in the above regard.

5.24 Social Accountability: The bidder shall stand committed to comply all requirements of Social Accountability Standards i.e., SA8000 (latest Standard available at www.sa-intl.org) and maintain the necessary records.

5.25 Safety: It is mandatory for the OMMC to observe during the execution of the works, requirements of Safety Rules which would generally include but not limited to following:

- a. Each employee shall be provided with initial indoctrination regarding safety by the OMMC, so as to enable him to conduct his work in a safe manner.

- b. No employee shall be given a new assignment of work unfamiliar to him without proper introduction as to the hazards incident thereto, both to himself and his fellow employees.
- c. Under no circumstances shall an employee hurry or take unnecessary chance when working under hazardous conditions.
- d. Employees must not leave naked fires unattended. Smoking shall not be permitted around fire prone areas and adequate firefighting equipment shall be provided at crucial location.
- e. Employees under the influence of any intoxicating beverage, even to the slightest degree shall not be permitted to remain at work.
- f. There shall be a suitable arrangement at every work site for rendering prompt and sufficient first aid to the injured.
- g. The staircases and passageways shall be adequately lighted.
- h. The employees when working around moving machinery, must not be permitted to wear loose garments. Safety shoes are recommended when working in shops or places where materials or tools are likely to fall. Only experienced workers shall be permitted to go behind guard rails or to clean around energized or moving equipment.
- i. The employees must use the standard protection equipment intended for each job.
- j. Each piece of equipment shall be inspected before and after it is used.
- k. Requirements of ventilation in underwater working to licensed and experienced divers, use of gum boots for working in slushy or in inundated conditions are essential requirements to be fulfilled.
- l. The OMMC has to provide sufficient quantity of Personal Protective Equipment (PPE)/ safety equipment conforming to Indian / International standards and provide this equipment to it's manpower at site as per the work requirement. The OMMC's Site In-charge has to ensure that all deployed manpower must use requisite Personal Protective Equipment / safety equipment at site.
- m. The OMMC shall submit relevant test certificates as per IS/IEC/ International standard as applicable to PPEs & T&Ps to the CSEZA before its usage.
- n. CSEZA may issue warning letter to Site In-charge of OMMC in violation of above norms.
- o. If the OMMC does not take adequate safety precautions and / or fails to comply with the safety rules as prescribed under the applicable law for the safety of the equipment and for the safety of personnel of the OMMC does not prevent hazardous conditions which causes injury to his own employees or the employees of the CSEZA or employees of other O&M Agencies or any other person who are at site or adjacent thereto or if the accident involves a manpower deployed by OMMC at work site or general public, then OMMC site In-charge shall report/inform the accident immediately to the CSEZA and to all the concerned Statutory Authorities i.e.
 - i) The officer In-charge of the nearest Police Station of the associated Police Station.
 - ii) Fire & Rescue Department
 - iii) District administration (District Magistrate/ Sub-Divisional Magistrate)
 - iv) The Regional Labour Commissioner
 - v) Commissioner of Employee Compensation (State) with which the person involved was registered as beneficiary, and
 - vi) Insurance company

The OMMC shall also inform the next of kin or other relative of the person involved in the accident. In case of an accident, the affected person(s) must be

administered first-aid and all efforts made to immediately shift to nearby Hospital or any other such place for medical treatment. It should be the responsibility of the OMMC to furnish all details in this regard to the CSEZA in writing. Failure to comply with requirement may entitle the CSEZA to withhold any dues or suspend the work or the services that is being carried out by the OMMC and recover the damages / costs arisen from such non-compliance by the OMMC. OMMC site In-charge shall ensure compliance of the same.

vii) In case of any accident (fatal/ non-fatal), the OMMC shall provide the required compensation to the affected person/family as per the Code/Act On Social Security and the Occupational Safety, Health & Working Conditions Code/Act. The OMMC's failure in this regard shall not relieve him of any of his contractual responsibilities & obligations and the CSEZA will not entertain any claim in this regard.

5.25.1 The OMMC shall follow and comply with all Safety Rules, relevant provisions of applicable laws pertaining to the safety of workmen, employees, plant and equipment as may be prescribed from time to time without any demur, protest or contest or reservations. In case of any discrepancy between statutory requirement and Safety Rules referred above, the latter shall be binding on the OMMC unless the statutory provisions are more stringent.

6. INSTRUCTIONS TO BIDDERS

6.1 Pre-Bid Meeting

1. Pre-Bid Meeting will be convened at the designated date as mentioned above at a time and place specified by CSEZA
2. A maximum of two representatives of each agency shall be allowed to participate on production of duly issued authority letter and identity documents.
3. During Pre-Bid Conference(s), the Bidders may seek clarifications and make suggestions for consideration of CSEZA.
4. The CSEZA shall endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.
5. All enquiries from the Bidders relating to this RFP notice document must be submitted to CSEZA before the deadline mentioned in this document in Form 7 – Request for clarification.
6. These queries should also be emailed at authority@csez.gov.in
7. Attending the pre-bid meeting is optional.

6.2 SUBMISSION OF APPLICATION/TENDER

6.2.1 RFP document can be downloaded from the web site <https://etenders.gov.in/eprocure/app>.

6.2.2 The Bidders must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain first-hand information on the assignment and on the local conditions, bidders are encouraged to pay a visit to the Client before submitting the proposal. Bidders' representative should contact the official named in the RFP document for their visit or to obtain additional information on the pre-bid meeting. Bidders should ensure that CSEZA official is informed well in

advance to make appropriate arrangements for the visit. All costs & expenses associated with submission of application shall be borne by the applicant and CSEZA shall have no liability in any manner in this regard or if it decides to terminate the process of short-listing for any reason whatsoever.

- 6.2.3 The bidder is expected to carefully examine all the instructions, guidelines, terms and condition and formats of the Request for Proposal (RFP). While submitting the Qualification cum technical proposal, the applicant shall ensure that the applicant meets the conditions of eligibility described in the RFP.
- 6.2.4 This document is meant to provide information only and upon the express undertaking that recipients shall use it only for the purposes set above. No representation or warranty, expressed or implied, is or shall be made as to the reliability or accuracy of any of the information contained herein, nor shall it create any liability or responsibility on CSEZA or any of its officers. It does not purport to be all inclusive of the information regarding the services to be provided or to be the basis of the contract. It shall not be assumed that there shall be no deviation or change in any of the information mentioned hereunder on roles and responsibilities of the service provider. While this document has been prepared in good faith, neither CSEZA, nor any of its officers make any representation or warranty or shall have any responsibility or liability whatsoever, in respect of any statements or omissions made herein. Any liability or responsibility is accordingly and expressly disclaimed by CSEZA and its officers, even if any loss, harm or damage is caused by any act or omission on the part of CSEZA or any of its officers, whether negligent or otherwise, in respect of the present tender document.
- 6.2.5 This document constitutes no form of commitment on the part of CSEZA. Furthermore, this document neither confers the right nor any expectation on any party whatsoever, to participate in the tender process. The bidder shall be responsible for all acts incurred or omissions made in connection with participation in this process. This tender does not bind CSEZA to award a contract or to engage in negotiations. However, the bidders' participation in this process may result in CSEZA selecting the bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations shall not, however signify a commitment by CSEZA to execute a contract or to continue the negotiations with that bidder. The CSEZA reserves its right to terminate such negotiations at any time without assigning any reason.
- 6.2.6 Failure to furnish all the necessary information as required by the Request for Proposal or submission of a proposal not substantially responsive to all the requirements of the Request for Proposal shall be at Bidder's own risk and will be liable for rejection.
- 6.2.7 CSEZA reserves the right to verify all statements, information and documents submitted by the applicant in response to the RFP. Failure of the CSEZA to undertake such verification shall not relieve the applicant of its obligations or liabilities hereunder nor will it affect any rights of CSEZA thereunder.

- 6.2.8 The proposal shall be signed by the Bidder or duly authorized person(s) on each page of the proposal in blue ink. The letter of authorization shall be indicated by written power of attorney and shall accompany the proposal.
- 6.2.9 In case the proposal is submitted in the template down loaded from official website, the applicant shall be responsible for its accuracy and correctness as per the version uploaded by CSEZA and shall ensure that there are no changes caused in the content of the downloaded document. In case of any discrepancy between the downloaded or photocopied version of the RFP and the original RFP issued by the CSEZA, the latter shall prevail.
- 6.2.10 In addition to the identification, the envelopes containing the Proposals shall mention the name and address of the Bidder to enable the proposal to be returned in case it is declared late pursuant and for mailing purposes.
- 6.2.11 Proposals received by facsimile shall be treated as defective, invalid and rejected.
- 6.2.12 Only detailed proposals complete in all respect and in the forms indicated shall be treated as valid.
- 6.2.13 No Bidder can modify, substitute, or withdraw the Proposal after its submission.
- 6.2.14 The right to suspend the short-listing process or part of the process to accept or reject any or all applications at any stage of the process and / or to modify the process or any part thereof at any time without assigning any reason therefore is reserved by CSEZA without any obligation or liability whatsoever.
- 6.2.15 The proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected Consultancy firm.
- 6.2.16 The bidder should submit their Proposal with Cover Letter in two separate envelopes marked as ENVELOPE-A and ENVELOPE-B.
- 6.2.17 COVER LETTER: - The cover letter must clearly mention the name, address, telephone and fax no., and email id of the authorized person who will serve as the primary point of contact for all communication. The person who is signing the cover letter and the proposal should have authorization.
- 6.2.18 ENVELOPE- A: - One Hard Copy of Technical Proposal, in original, with signature of authorized personnel and stamp/seal of the organization. The sealed envelope should be superscribed with the wordings **“Qualification- cum-Technical Proposal for selection of OMMC for Estate and Integrated Water Management System in CSEZ.”**
- 6.2.19 ENVELOPE- B: - One Hard Copy of Financial Proposal, in original with signature of authorized personnel and stamp/seal of the organization. The sealed envelope should be superscribed with the wordings **“Financial Proposal for selection of OMMC for Estate and Integrated Water Management System in CSEZ.”**

- 6.2.20 Each document in the two envelopes of A and B should be a complete document and should be bound as a volume separately. Each of the document should be page numbered and appropriately flagged and contain the list of contents with page numbers. Different copies must be bound separately. The deficiency in documentation may result in the rejection of the Proposal.
- 6.2.21 Both the Technical Bid cover (Envelope-A) and Price Bid cover (Envelope-B) shall then be put in a single outer cover and sealed appropriately. The outer cover shall be superscribed as **“Proposal for selection of OMMC for Estate and Integrated Water Management System in CSEZ.”** This cover shall also legibly bear RFP notice No., bidder’s address or ‘FROM’ address. This envelope shall be sent to the Chairman, Cochin Special Economic Zone Authority, CSEZ Administration Building, Kakkanad, Kochi – 682 037.
- 6.2.22 The Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated above. Any Proposal received after the closing time for submission of proposals shall be returned unopened. CSEZA does not take any responsibility for the delay and any explanation for the same.
- 6.2.23 The sealed cover should also clearly indicate the name, address, and telephone number of bidders to enable the proposal to be returned unopened in case it is declared "Late".
- 6.2.24 The soft copy of the Technical Proposal should be submitted, in the form of a USB flash Drive separate for each proposal and placed in appropriate envelope. The USB flash drive must be duly signed by the bidding Firm/Agency using a “Permanent Pen/Marker” and should bear the name of the Agency.
- 6.2.25 The bidder must ensure that the information furnished by him/her in respective Pen drives is identical to that submitted by him/her in the original paper document. In case of any discrepancy observed in the contents of the Pen Drives and original paper documents, the information furnished on original paper document will prevail over the soft copy.
- 6.2.26 The consultancy firm will bear all costs incurred in connection with the preparation and submission of the proposal and to bear any further pre-contract costs. CSEZA shall have no liability in any manner in this regard or if it decides to terminate the process of short-listing for any reason whatsoever.
- 6.2.27 The proposal should contain all the documentary evidences to substantiate the claim for pre-qualification criteria set in para 5.1 above i.e. Names, CVs and duration of association of personnel who will be engaged in the said work/activities (duly signed CVs must have name and nationality of staff, profession/designation of staff, proposed position in the team, whether employee of the firm or Firm/Agency, the number of years with the firm, key qualifications, academic background, experience and languages known).
- 6.2.28 Each team member who is not a full-time employee of the firm is required to give an undertaking that he/she is available to undertake the tasks allocated to him/her in

the technical proposal. Each CV should be **signed (by the authorised personnel)** confirming that the information given in the CV is correct.

- 6.2.29 ENVELOPE-B i.e., Financial Proposal will be opened only for bidders who have been found qualified in meeting the minimum eligibility under Clause 3.1 and having minimum key personnel with essential qualification and experience as per Clause 2.4 as furnished in ENVELOPE-A.
- 6.2.30 **Conditional bids shall not be considered and shall be summarily rejected at the very first instance, without providing any recourse to the bidder**, in which event, the decision of CSEZA shall be final and binding.
- 6.2.31 A bidder shall, by responding to CSEZA under the present RFP, be deemed to have accepted all the terms and conditions of this document. The terms of engagement shall be in accordance with the contract to be entered with the successful bidder.
- 6.2.32 All entries/ details in the tender form shall be legible and filled clearly. **No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the Bid shall be summarily rejected.**
- 6.2.33 The credentials of the Agency/Firm would be checked based on the following information provided in ENVELOPE-A along with the prescribed documents:
1. Form 1: Letter Pro-forma
 2. Form 2: Minimum Eligibility
 3. Form 3: Team Composition
 4. Form 4: CV of team members.
 5. Form 5: List of projects implemented by the bidder organization.
 6. Form 6: Prior Experience
 7. Form 8: Undertaking for Key personnel
 8. Form 9: Format for understanding the assignment
 9. Authorisation letter executed by the Agency in favour of the duly Authorized Representative, certifying him/her as an authorized signatory for the purpose of this RFP.
 10. Certificate of incorporation
 11. Memorandum & Articles of Association
 12. DIN of all directors
 13. Latest annual report
 14. Balance sheet and Profit & Loss Account for 2019-20, 2020-21, 2021-22, and 2022-23
 15. Photocopy of PAN
 16. Copy of GST registration
 17. Copy of the certifications awarded for the quality of work in the relevant field, if any.
 18. Copies of certificates /documents proving educational qualifications and experience.
- 6.2.33 Financial Proposal: In preparing the Financial Proposal, the applicant is expected to take into account the requirements and conditions of the RFP documents. Applicants shall submit the financial proposal in **Form 10** clearly indicating the total cost of the assignment in both figures and words, in Indian Rupees, and signed by the Applicant. In the event of any difference between figures and words, the amount indicated in words shall be taken into account. In the event of a difference between the arithmetic total and the total shown in the Financial Proposal, the lower of the

two shall be taken into account. The envelope marked "Financial Proposal" shall contain the financial proposal in **Form 10**.

6.2.34 However, CSEZA in its sole/absolute discretion can apply whatever criteria deemed appropriate in determining the responsiveness of the Proposal submitted by the bidders.

6.2.35 The contract shall be awarded to the firm satisfying all the conditions as laid down under the eligibility criteria and submitting the lowest financial bid (inclusive of taxes), and the decision of CSEZA in respect thereto, shall be final and binding on all bidders. CSEZA shall issue the Letter of Award (LOA) to the successful bidder and communicate the same through Post/email as per details given by bidder.

6.2.36 Late Proposals:

- a) Proposals received by the CSEZA for this RFP after the specified time on the due date shall not be eligible for consideration and shall be summarily rejected.
- b) Any alteration / modification in the proposals received for this RFP or additional information or material supplied subsequent to the due date, unless the same has been expressly sought for by CSEZA, shall be disregarded.

6.3 Earnest Money Deposit (EMD):

6.3.1 The bidder has to give an EMD as specified in the RFP Notice. EMD shall be returned to unsuccessful bidders. In case of L-1 bidder, EMD shall be released on submission of Performance Guarantee. It is clarified that the EMD shall be forfeited if the action(s) of the bidder is in breach of any of the terms and conditions of this RFP. The opinion of the Competent Authority shall be final as to whether any action(s) of the bidder constitutes a breach of the terms and conditions of this RFP.

6.4. Period of Validity of Bid:

6.4.1 Bid shall remain valid for 90 days after the date of opening of Bids specified by CSEZA.

6.4.2 In exceptional circumstances, the CSEZA may request the bidder's consent for an extension to the period of bid validity. The request and the response thereto shall be made in writing. A bidder accepting the request and granting extension will not be permitted to modify his bid.

6.4.3 CSEZA is not bound to accept any RFP and reserve the right to accept or reject any RFP, and to annul the selection process and reject all RFPs at any time prior to the award of the selection without assigning any reason(s) whatever and without thereby incurring any liability towards the affected participant(s) on this ground.

6.5 Evaluation Process:

6.5.1 CSEZA shall open the Application at 1530 hours on the due date (21.11.2023), at the office of the Chairperson, Cochin Special Economic Zone Authority, Kakkanad and in the presence of the Applicants/bidders who choose to attend. The envelopes marked "Qualification cum technical Proposal" shall be opened first. The envelopes marked "Financial Proposal" shall be kept sealed for opening at a later date.

Prior to evaluation of proposals, CSEZA will determine whether each Proposal is responsive to the requirements of the RFP. An application shall be considered responsive only if:

- a) It is received in the specified format;
 - b) It is received by the due date including any extension thereof;
 - c) It is signed, sealed and marked as stipulated;
 - d) It contains all the information (complete in all respects) as requested in the RFP;
 - e) It does not contain any condition or qualification; and
 - f) It is not non-responsive in terms hereof.
- 6.5.2 CSEZA reserves the right to reject any application which is nonresponsive and no request for alteration, modification, substitution or withdrawal shall be entertained by CSEZA in respect of such applications.
- 6.5.3 CSEZA would subsequently examine and evaluate application in accordance with Clause 4.1.1 in this RFP.
- 6.5.4 After the qualification cum technical evaluation, CSEZA would prepare a list of prequalified Applicants/bidders for opening of their Financial Proposals and evaluating them in accordance with Clause 4.1.2 of this RFP. The opening of Financial Proposals shall be done in presence of Applicants/bidders who choose to be present. CSEZA will not entertain any query or clarification from Applicants/bidders who fail to qualify at any stage of Selection Process.
- 6.6 Clarifications:** To facilitate evaluation of Proposals, CSEZA may, at its sole discretion, seek clarifications from any Applicant/bidder regarding its Proposal. Such clarification(s) shall be provided within the time specified by the CSEZA for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing. If an Applicant/bidder does not provide clarifications sought above within the specified time, its application shall be liable to be rejected. In case the application is not rejected, the CSEZA may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding.
- 6.7 Proprietary data:** All documents and other information provided by CSEZA or submitted by an Applicant/bidder to CSEZA shall remain or become the property of CSEZA. Applicants/bidders are to treat all information as strictly confidential. CSEZA will not return any application/proposal or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the selected OMMC to CSEZA in relation to the assignment shall be the property of CSEZA.
- 6.8 Taxes and Duties:** The charges indicated for services to be performed under the contract shall be **exclusive** of all taxes and duties as applicable.

Secretary in Charge,
Cochin Special Economic Zone Authority
CSEZ Administration Building
Cochin Special Economic Zone
Kakkanad – 682 037
Tele No. 0484-2413111.

SECTION - IV

CHECKLIST OF DOCUMENTS TO BE SUBMITTED

Sl.	Document to be submitted	Document Submitted	
		Yes	No
1	Form 1: Letter Pro-forma		
2	Form 2: Minimum Eligibility		
3	Form 3: Team Composition		
4	Form 4: CV of team members		
5	Form 5: List of projects implemented by the bidder organization		
6	Form 6: Prior Experience		
7	Form 8: Undertaking for Key personnel		
8	Form 9: Format for understanding the project		
9	Authorisation letter executed by the Agency in favour of the duly Authorized Representative, certifying him/her as an authorized signatory for the purpose of this RFP.		
10	Certificate of incorporation		
11	Memorandum & Articles of Association		
12	DIN of all Directors		
13	Latest annual report		
14	Balance sheet and Profit & Loss Account for 2019-20, 2020-21, 2021-22 and 2022-23.		
15	Photocopy of PAN		
16	Copy of GST registration		
17	Copy of the certifications awarded for the quality of work in the relevant field, if any		
18	Copies of certificates /documents proving educational qualifications and experience.		
19	Financial proposal in Form 10 (in separate cover)		
20	EMD for Rs.1,00,000/- in the form of FDR/DD		

Signature of bidder

Form 1
LETTER PRO-FORMA

To,
The Chairman,
Cochin Special Economic Zone Authority (CSEZA)
Kakkanad, Kochi – 682037.

Sub: Proposal for selection of OMMC for Estate and Integrated Water Management System in CSEZ

Sir,

The undersigned Agency, having read and examined in detail all the RfP documents in respect of appointment of an Agency for CSEZA for the said assignment, do hereby express their interest to provide their Services as specified in the scope of work.

1. Correspondence Details

1	Name of the Agency	
2	Address of the Agency	
3	Name of the contact person to whom all references shall be made regarding this tender	
4	Designation of the person to whom all references shall be made regarding this tender	
5	Address of the person to whom all references shall be made regarding this tender	
6	Telephone (with STD code)	
7	Mobile No.	
8	E-Mail of the contact person	
9	Any other information considered necessary but not included above.	

2. Document forming part of Proposal

- Form 1: Letter Pro-forma
- Form 2: Minimum Eligibility
- Form 3: Team Composition
- Form 4: CV of team members.
- Form 5: List of projects implemented by the bidder organization.
- Form 6: Prior Experience

- Form 8: Undertaking for Key personnel
- Form 9: Format for understanding the assignment
- Authorisation letter executed by the Agency in favour of the duly Authorized Representative, certifying him/her as an authorized signatory for the purpose of this RFP.
- Certificate of incorporation
- Memorandum & Articles of Association
- DIN of all directors
- Latest annual report
- Balance sheet and Profit & Loss Account for 2019-20, 2020-21, 2021-22, and 2022-23.
- Photocopy of PAN
- Copy of GST registration
- Financial proposal in **Form 10**
- Copy of the certifications awarded for the quality of work in the relevant field, if any.
- Copies of certificates /documents proving educational qualifications and experience.
- EMD for Rs.1,00,000/- in the form of FDR/DD

3. We hereby declare that our Proposal is made in good faith and the information contained is true and correct to the best of our knowledge and belief. We also declare that this offer shall remain valid for a period of 90 (ninety) days from the due date or such further period as may be mutually agreed upon.

Thanking you,

Yours faithfully,

(Signature of the Officer)

Name :
 Designation :
 Seal :
 Date :
 Place :
 Business Address :

Witness:
 Signature
 Name
 Address
 Date

Agency:
 Signature
 Name
 Designation
 Company
 Date

Form 2
Minimum Eligibility

[Agency should not include the figures of the subcontractors for Form-2]

1.1	Name of Agency				
1.2	Whether a Central/State PSU				
1.3	Year of Registration/Incorporation in India*				
1.4	Number of Employees in India as on December 31, 2021				
		FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
1.5	Net Worth (INR Lakh) **				
1.6	Annual Turnover (INR Lakh) **				
1.7	Annual Profits (INR Lakh) **				
1.8	Organization's Experience: Minimum one year experience in Design / Construction & Commissioning Or O&M/ Supervision of O&M of Water Treatment Plant (WTP), Effluent Treatment Plants (CETP), major-irrigation projects	Yes/No			
1.9	Organization's Experience: Minimum one year experience in Design / Construction / Commissioning /O&M/Supervision of O&M of Multi-Storey Building of at least Rupees 10 Crore or more OR in Estate related matters	Yes/No			
1.10	Mention years of experience in Design/Construction & Commissioning or O&M of Water Treatment Plant (WTP), Effluent Treatment Plants (CETP)	Design			
		Erection & Commissioning			
		O&M			
		Supervision of O&M			
	Mention years of experience in Design/Construction & Commissioning in Civil Construction work and operation & management of Estate related matters	Works upto Rs. 10 Crore	Works above Rs. 10 Crore		
		Design			
		Erection & Commissioning			
		O&M			
		Supervision of O&M			
1.11	Description of the projects	[Details of the projects have to be filled in Form 5 & 6]			
1.12	Is the availability/expertise of team as per Clause 2.4	Yes/No [Details of the projects have to be filled in Form 3 & 4]			

* Enclose a copy of Registration document (including registration certificate)

**Enclose a copy of Audited Financial Statement as annexures with respect to information furnished in 1.5 to 1.7 in Form 2.

***Enclose copy of the self-attested supporting documents as annexures with respect to information to information furnished in 1.10 to 1.11 in Form 2.

**A brief write up of technical and managerial organization of the firm and general qualifications and number of key staff may be provided separately.

Witness:
Signature
Name
Address

Date

Employee:
Signature
Name
Designation
Organization
Date

Form 3

Team Composition

S. No.	Name of person	Role of the person	Year of relevant experience ¹	List of relevant projects ²	Signature ³
1		Project Engineer			
2		Assistant Engineer (Estate)			
3		Safety Officer			
4		Senior Engineer			
5		Assistant Engineer (IWMS)			

1. Year of relevant experience and same should also be depicted in the attached resume of the person.
2. List of projects related/relevant to this RFP and the same should be depicted in the attached CV of the person
3. Signature should be original and signed in ink by all team members and also attach self-attested copy of PAN card/Passport etc. for verification of signature. Bid will be rejected, if signatures are not valid/not signed in original.

Form 4

CVs of Proposed Team

[Provide CVs of the proposed team for undertaking the current assignment. The CVs to be included in the following format:]

NAME:

1. Proposed Position:
2. Name of Firm:
3. Date of Birth:
4. Nationality:
5. Educational qualification:

Name of Degree	Year	Name of Institution

6. Membership of Professional Associations, if any:
7. Other Training:
8. Countries of Work Experience:
9. Languages:

Language	Speak	Read	Write

10. Employment Record:

Firm	From – To Date	Designation / Role

11. Projects undertaken

Name	Role & Description	Duration (From-To)	Organization Name	Nature of the project/work

12. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature

Date

[Signature of team member with Day/Month/Year and countersigned by the authorized representative of the agency with full name, signature and designation].

Key information shall include number of years working for the firm/entity, and degree of responsibility held in various assignments during the previous years.

In the case of Safety Officer , they are expected to provide their nature of work experience.

*Copies of certificates /documents proving educational qualifications and experience shall be produced by the bidder. The Experience of the Key personnel shall be certified by the Authorized officer of the Organization where the personnel had worked during the relevant period.

Form 5

List of projects/assignments implemented by the bidder organization

Type of Project	List of Project
Design of major infrastructure projects such as irrigation/ Water treatment/ Effluent Treatment projects	1 -
	2 -
	3 -
Erection & Commissioning of major infrastructure projects such as irrigation/ Water Treatment/Effluent Treatment projects	1 -
	2 -
	3 -
O&M of major infrastructure projects such as irrigation/ Water Treatment/ Effluent Treatment projects	1 -
	2 -
	3 -
Supervision of O&M of major infrastructure projects such as irrigation/ Water Treatment/Effluent	1-
	2-
	3-
Design of multi-storey buildings of at least Rupees Ten Crore or more	1-
	2-
	3-
Execution of construction of multi-storey building projects of at least Rupees Ten Crore or more	1-
	2-
	3-
Operation & maintenance or supervision of operation & maintenance of estate including buildings and surrounding facilities of project value of at least Rupees Ten Crore or more	1-
	2-
	3-

Signature

Form 6

Prior Experience

[Using the format below, provide information on each assignment for which the Agency was legally contracted either individually as a corporate entity or as one of the major organization in a joint venture, for carrying out services similar to the ones requested in this RFP.]

A. Prior Experience in projects/assignments (preferably similar experience) with reference to Form 5

Name of project:	
Description and nature of the project/assignments :	
Value of the project:	
Capacity of the project:	
Location of the project:	
Duration of the project:	
Name of client along with contact details	
Start date (month/year) of the contract:	
Completion date (month/year) of the contract:	
No of personnel utilised for the project:	
Value of the services provided by your firm under the contract (in Rupees)	
Description of actual services provided by your staff as part of the project:	

Note:

Enclose copy of the self-attested supporting documents such as work order/completion certificates/client feedback certificates as annexures to this form with respect to information furnished above.

Use separate sheets for separate experience.

Name :

Signature:

Date:

Form 7
REQUEST FOR CLARIFICATION

Bidder's Request For Clarification			
Name of Organization submitting request		Name & position of person submitting request	Address of organization including
			Tel: Fax: E-mail:
Sl. No.	Bidding Document Reference	Content of RFP requiring clarification	Points of Clarification
1			
2			
3			

Form 8
Undertaking for Key Personnel

We,, hereby undertake that the minimum key personnel mentioned in our technical bid shall be available at the time of commencement of service. Further, we undertake that all the details and information mentioned in the CVs of the key personnel submitted by us are true and correct and we have cross verified the same. We shall be responsible for any incorrect or wrong information contained therein and shall comply with any action thereof initiated by CSEZA.

We hereby also agree and undertake to deploy only professionally qualified, eligible key personal for the said work and these employees shall not be diverted to any other work not related with O&M works. We shall deploy additional staff wherever required for effective implementation of the scope of work. We also have bench strength for key positions coverage/readiness and sufficient candidates' pool as substitutes/replacements when the personnel recruited under Clause 2.4 goes on leave/have to be replaced. At any rate, if the key personnel as agreed herein is absent/on leave, we will propose for approval of CSEZA for deploying a competent candidate(s) having the same qualification, experience and competence as mentioned in Clause 2.4 in place of him/her if the leave/absence is beyond a period of 3 days.

Yours faithfully,

Date:

Signature of the authorized representative :

Name of the agency :

Name and designation :

Form 9
Format for understanding the assignment

(on Bidder Letter Head)

To

The Chairman,
Cochin Special Economic Zone Authority,
CSEZ Administration Building,
Kakkanad, Kochi – 682 037.

Subject: Undertaking of the Site Visit for “Operation, Maintenance and Management of Estate and Integrated Water Management System in Cochin Special Economic Zone, Kakkanad”

Sir,

I/we hereby certify that I/we have examined & inspected the site and understood the proposal fully including the scope of works. I/ We are well aware about the proposal and existing utilities in Cochin SEZ, conditions prevailing at site and entire Estate and IWMS of CSEZA.

I / We hereby submit our BID considering above all facts gathered during site visit and each & every aspect have been considered in the quoted cost of the proposal.

Yours faithfully,

Signature of the authorized representative :

Name of the agency :

Name and designation :

Contact details (a) Communication address :

(b) E-mail IDs :

(b) Contact Nos :

Date:

Form 10
FINANCIAL PROPOSAL

(On Applicant's letter head)

(Date and Reference)

To,

The Chairman,
Cochin Special Economic Zone Authority,
CSEZ Administration Building,
Kakkanad, Kochi – 682 037.

Sir,

Subject: Selection of OMMC for Estate and IWMS in CSEZ

1. I/We, _____ (Applicant's name) herewith enclose the Financial Proposal with reference to the RFP document dated I/we have examined the RFP document in detail and understood the contents, and hereby submit our bid for the work mentioned in the RFP. The bid is unconditional and unqualified.
2. I/We acknowledge that CSEZA will be relying on the information provided in the bid and the documents accompanying the Bid for selection of the OMMC and we certify that all information provided in the bid are true and correct; nothing has been omitted which renders such information misleading.
3. The bid price has been quoted by me/us after taking into consideration all the terms and conditions stated in the NIT, draft agreement, our own estimates of costs and after a careful assessment of the site and all own the conditions that may affect the project cost and implementation of the project.
4. In the event of my/our being declared as the selected bidder, I/We agree to enter into an Agreement in accordance with the draft that has been provided to me/us prior to the bid due date. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
5. I/We shall keep this offer as specified in the RFP.
6. I/We hereby submit our bid and offer a bid price of Rs..... per annum, excluding Goods and Services Tax (Rupees in words) for undertaking the aforesaid work in accordance with the bidding documents and the agreement.
7. I agree that this offer shall remain valid for a period of 90 (ninety) days from the due date or such further period as may be mutually agreed upon.

Yours faithfully,

(Signature, name and designation of the Applicant)

Note: The Financial Proposal is to be submitted strictly as per forms given in the RFP.

Encl: Annexure I

Note:

1. While arriving at the lump sum amount, the applicant/bidder may consider staff cost of core group of personnel as mentioned at Clause 2.4 of the bid document and short term consultants required for successful execution of the work explained in this RFP. Further, the financial proposal inter alia shall include salary and other allowances of the core group of personnel, support service cost, contingency cost and logistic cost. Bidder may refer Chapter – 4 of the Manual for Procurement of Consultants and other Services 2012 issued by the Department of Expenditure, Ministry of Finance for further clarification.
2. No further discussions/representation regarding non-inclusion of any of the factors stated above shall be entertained after submission of the bid documents and award of the consultancy.

SUMMARY OF COSTS

No.	Description	Amount (Rs.)
1	Staff Cost for Key personnel	
2	Staff Cost of supporting personnel	
3	Logistical Support	
4	Office Supplies, Utilities and Communication	
5	Miscellaneous/Overhead expenses including PROFIT ELEMENT	
	TOTAL COST	

BREAKDOWN OF COSTS(RS)

I. REMUNERATION FOR STAFF

Sl No.	Position	Name	Emoluments* (Rs.) per month	Amount per annum (Rs.)
	Key professional staff			
1.				
2.				
3.				
4.				
5.				
6.				
	TOTAL			

II. Miscellaneous/Overhead expenses with split up

Sl No.	Miscellaneous Costs	Expenses (Rs.)
1.	Office Supplies, Utilities and Communication	
2.	Office Furniture and Equipment	
3.	Reports and Document Printing	
4.	Surveys	
5.	Miscellaneous (Mention probable items such as support services, contingencies and PROFIT ELEMENT)	

*Provide the breakup of the rates to show the basic salary, social costs and overhead.

Letter of Acceptance (Clause 4.4.1)
(letter head paper of the Procuring Entity)

_____ [date]

To: _____
[name and address of the Consultant]

Dear Sirs,

This is to notify you that your proposal dated..... ***for Providing Operation, Maintenance & Management Consultancy (OMMC) services of planning, design, DPR preparation, bid process assistance, supervision & monitoring services for operation & maintenance of Estate and Integrated Water Management System in Cochin Special Economic Zone (CSEZ)*** for the Contract Value of Rupees.....(.....) [amount in words and figures] is hereby accepted by CSEZA.

You are hereby requested to furnish Performance Guarantee in the form detailed in Clause 4.5 of the RFP for an amount of Rs. within 7 days of the receipt of this Letter of Acceptance. The Letter of Award of Consultancy shall be issued within 7 days after the receipt of the Performance Guarantee.

Yours faithfully,

Chairman
CSEZ Authority

Letter of Award of Consultancy (Clause 4.6.1)
(letter head paper of the Procuring Entity)

_____ [date]

To: _____
[name and address of the Consultant]

Sub: **Operation, Maintenance & Management Consultancy (OMMC) services**
Ref: Letter of Acceptance dated; PG No. dated

Dear Sirs,

Please refer to your Letter No. dated This is to inform that you are awarded the Consultancy for providing Operation, Maintenance & Management Consultancy (OMMC) services for operation & maintenance of Estate and Integrated Water Management System in Cochin Special Economic Zone (CSEZ).

You are hereby requested to commence the services on or beforeand sign the contract as specified in Clause 4.6.2 and Clause 4.6.2 respectively.

Yours faithfully,

Chairman
CSEZ Authority

Annexure- A
PROFORMA FOR PERFORMANCE BANK GUARANTEE

To
Cochin Special Economic Zone Authority

In consideration of the CSEZA having agreed to sign an agreement with M/s. to (hereinafter called 'OMMC) for operation, maintenance, management and Operation, Maintenance & Management Consultancy for IWMS & Estate in CSEZ (hereinafter called 'the O&M Service') to CSEZA as per the agreement No. (hereinafter called 'the said agreement') on the terms and conditions contained in the said agreement, which inter-alia provides for production of a Bank Guarantee to the extent of Rs. (in words) for the service by way of security for the due observance and performance of the terms and conditions of the said agreement. We (*indicate the name and address and other particulars of the Bank*) (hereinafter referred to as 'the Bank') at the request of OMMC hereby irrevocably and unconditionally guarantee to CSEZA that the OMMC shall render all necessary and efficient services which may be required to be rendered by OMMC in connection with and/or for the performance of the said OMMC and further guarantees that the service which shall be provided by OMMC under the said agreement, shall be actually performed in accordance with terms & conditions of OMMC to the satisfaction of the CSEZA.

2. We, the Bank, hereby undertake to pay CSEZA an amount not exceeding Rs.(Rupeesonly) against any loss or damage caused to or suffered or would be caused to or suffered by CSEZA by reason of any breach by the said OMMC of any of the terms and conditions contained in the said agreement including failure to extend the validity of this guarantee or to give a fresh guarantee in lieu of the existing one.

3. We, the Bank, hereby, in pursuance of the terms of the said agreement, absolutely, irrevocably and unconditionally guarantee as primary obligor and not merely as surety the payment of an amount of Rs..... (RupeesOnly) to the CSEZA to secure due and faithful performance by OMMC of all his/their obligations under the said agreement.

4. We, the Bank, hereby also undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the CSEZA stating that the amount claimed is due by way of loss or damage caused or would be caused to or suffered by the CSEZA by reason of breach by the said OMMC of any of the terms or conditions contained in the said agreement or by reason of OMMC 's failure to perform any of its obligations under the said agreement."

5. We, the Bank, hereby agree that the decision of the CSEZA as to whether OMMC has failed to or neglected to perform or discharge his duties and obligations as aforesaid and/or whether the service is free from deficiencies and defects and is in accordance with or not of the terms & conditions of the said agreement and as to the amount payable to the CSEZA by the Bank hereunder shall be final and binding on the Bank.

6. WE, THE BANK, DO HEREBY DECLARE AND AGREE that:

- a. the Guarantee herein contained shall remain in full force and effect for a period of three and half years from the date hereof and that it shall continue to be enforceable till all the dues of the CSEZA and by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till CSEZA satisfies that the terms and conditions of the said agreement have been fully and properly carried out by the said OMMC and accordingly discharged this guarantee.
- b. The CSEZA shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance of any obligations by the said OMMC from time to time or to postpone for any time or from time to time any of the powers exercisable by the CSEZA against the said OMMC and to forbear or to enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation or extension being granted to the said OMMC or forbearance act or omission on the part of the CSEZA or any indulgence by the CSEZA to the said OMMC or to give such matter or thing whatsoever which under the law relating to sureties would but for this provision, have effect of so relieving us.
- c. Any claim which we have against OMMC shall be subject and subordinate to the prior payment and performance in full of all the obligations of us hereunder and we will not without prior written consent of the CSEZA exercise any legal right or remedy of any kind in respect of any such payment or performance so long as the obligations of us hereunder remains owing and outstanding.
- d. This Guarantee shall be irrevocable and the obligations of us herein shall not be conditional of any prior notice by us or by OMMC.

7. We, the BANK, undertake not to revoke this Guarantee during its currency except with the previous consent of the CSEZA in writing.

8. Notwithstanding anything contained above, our liability, under the Guarantee shall be restricted to Rs. and our Guarantee shall remain in force until ... Year from the date hereof. Unless a demand or claim under this Guarantee is made on us in writing within this date i.e. all your rights under the Guarantee shall be forfeited and we shall be released and discharged from all liabilities there under.

DateDay..... For (Name of Bank)

In the presence of Witnesses:

Signature	Signature
Name	Name
Occupation	Occupation
Address	Address
Place	Place
Date	Date

Annexure - B
AGREEMENT PROFORMA

(To be furnished on Rs.200/- stamp paper)

To be executed on non-judicial stamp worth Rs.200/- and continuation sheets on ledger papers and two copies on ordinary paper to be submitted neatly type-written sheets on one side of the paper in single line spacing.

AGREEMENT

This **Agreement** is made on this day of 2024

BETWEEN

Cochin Special Economic Zone Authority (CSEZA), under the Ministry of Commerce & Industry, Government of India, having its office at Kakkanad, Kochi, Kerala – 682 037, represented by its Ex-officio Chairperson,, S/o....., aged years residing at(hereinafter referred to as the ‘CSEZA’ or ‘Procuring Entity’ which expression shall, unless repugnant to the context or meaning thereof, includes its successors and assigns) of one part

AND

M/s....., a company incorporated under the Indian companies Act, 1956, having its registered office at represented by (designation), agedyears, S/o..... residing at (hereinafter referred to as ‘OMMC ’ which expression shall, unless repugnant to the context or meaning thereof, includes its successors, administrators, liquidators and assigns or legal representatives) of the Other Part.

WHEREAS the CSEZA/Procuring Entity and the OMMC shall be individually referred to as “the party” and collectively as “the parties”.

WHEREAS the Procuring Entity invited RFP for selection of an agency for “Operation, Maintenance & Management Consultancy (OMMC) services of Estate & Integrated Water Management System in CSEZ” for a period of three years vide RFP Notice No. C-5/2/2021:CSEZA dated 05-06-2024 (hereinafter called “the RFP”) and the OMMC submitted a bid for the same giving rates/amounts accepting the terms and conditions of the RFP document.

AND WHEREAS the said bid submitted by the OMMC, after negotiations based on Clause 4.3 of the RFP has been accepted by the Procuring Entity vide Letter of Acceptance No..... dated issued to the OMMC while accepting their offer.

NOW THIS AGREEMENT WITNESSETH and the parties hereby agree as follows:

1. The bid submitted by the OMMC for the scope of services/work specified in the RFP at the rates/amounts specified in consideration of all the terms and conditions in the RFP is accepted.
2. It shall be valid for a period of three years from the date of signing unless revoked earlier. Further extensions may be considered as per the provisions of RFP.
3. The OMMC agrees to abide by and fulfill all the terms and provisions of all the general and special conditions of contract mentioned in the RFP, in default thereof, to forfeit and pay to the Procuring Entity, the sum of money mentioned in the said conditions.
4. It is mutually agreed that the RFP in its entirety along with all annexures, forms, schedules, exhibits, supplements, appendices and any other attachment(s) shall form part of this agreement. Apart from the offer, the following shall also form part of the agreement.

MEMORANDUM

- a. General description of work: Operation, Maintenance & Management Consultancy of Estate & IWMS system in Cochin Special Economic Zone (CSEZ) for a period of three years
Accepted contract amount: Rs.....
- b. Performance security: Rs..... (Furnished as BG No. dated From (bank),Br.)
- c. Security (EMBG): Rs..... (DD /BG No..... dated from (bank)
- d. Commencement of service: as specified in the Letter of Award of Consultancy

Contract period: From to
- e. Schedule: sheets

5. **RESTRICTIONS ON TRANSFER AGREEMENT:**

The OMMC shall not assign or transfer its right in any manner whatsoever under this agreement to a third party or enter into any agreement for sub-contracting and/or partnership relating to any subject matter of the agreement to any third party either in whole or in any part i.e. no sub-contracting/partnership/third party shall be created without the prior written consent of the Procuring Entity.

6. **APPROVAL OF PRELIMINARY PROJECT REPORT/ROUGH COST ESTIMATE & DETAILED PROJECT REPORT (DPR)/PRELIMINARY ESTIMATE:**

The OMMC and the Procuring Entity shall follow the procedure mentioned in the Standard Operating Procedure mentioned in the RFP. The OMMC agrees that the responsibility for the technical feasibility and financial feasibility of the project

work is with the OMMC. The Procuring Entity shall not be responsible for any inadequacy, defect or irregularity found in the project work due to design flaws, incorrect estimates and time overrun/cost escalation of the project. The OMMC shall be responsible to ensure that the detailed Civil, Structural Design & Drawings for the project work and the design loads are as per the Indian Standard Codes and shall ensure the use of standard materials and items whenever required. All drawings prepared by the OMMC for the execution of the temporary or permanent Works, are subject to prior approval by the Procuring Entity before their use. The Procuring Entity's approval shall not alter the OMMC's responsibility for the design of the Works. This agreement shall be subject to all the applicable clauses in Chapter 2 of the Manual of Procurement of Works, 2019 and Clause E- Project Management, Cost and Time Control as given in Annexure 8 of the above Manual. Further, in case a revised estimate is required administrative approval from the Procuring Entity shall be necessarily obtained in writing.

7. PERFORMANCE BANK GUARANTEE:

The selected OMMC shall submit a Performance Bank Guarantee (PBG) of value of 5% of contract amount as per this RFP. PBG should be submitted before signing the agreement, for ensuring full compliance with agreement conditions. The initial PBG shall be valid for at least 180 days from the date of completion of all contractual obligations (including the Defect Liability period) this agreement (effective date) and shall be renewed from time to time till the expiry of agreement, subject to the conditions in Clauses 5.1.3 and 5.1.4, and till all outstanding dues to the Procuring Entity, if any, have been fully paid and its claims are satisfied or discharged and also discharge all responsibilities as applicable. Without prejudice to its rights and any other remedy, the Procuring Entity may encash PBG in case of any breach of terms and conditions of this agreement or in case of any damage/loss suffered by the Procuring Entity due to failure of service on the part of the OMMC.

The OMMC is expected to fully adhere to all the provisions of terms of reference and shall be fully responsible for successful implementation of the Work in accordance with the provisions of the works contract agreement and other schedules agreed between the Procuring Entity and the Contractors. Any failure of OMMC in notifying the Procuring Entity and Contractor on non compliance with the agreement between the Procuring Entity and the Contractor and other schedules by the Contractor, non adherence to the provisions of terms of reference and non adherence to the time schedule prescribed under terms of reference amounts to non performance of the OMMC. In such a condition, the Procuring Entity has the right to encash the performance security and terminate the contract as per this RFP.

8. EXECUTION OF WORK:

- 8.1 The Procuring Entity shall provide all relevant available documents related to work for facilitating supervision of works by OMMC. The OMMC shall deploy competent Architectural and Engineering personnel commensurate with size and nature of the work for efficient execution of works.

- 8.2 The OMMC shall obtain necessary Statutory Approvals/Permission/ Clearances/ Certificates from the concerned Local Bodies & Statutory Authorities like District Authorities, Municipal Corporation, Local Self Government Institutions, Town Planning Board, Electricity Board/ Fire Department, State/ Central Pollution Control Boards, State/Central Environmental Authorities, Forest and Wild-life authorities etc, if any, required before the start of the Project or during/after execution of the Project & before commissioning/handing it over to the Procuring Entity. The OMMC shall be responsible and liable to pay any penalty imposed raised by the above authorities due to non compliance with the above. The OMMC shall be liable to compensate the Procuring Entity for any loss/damage caused by the actions taken by any authority/office/department affecting/stopping the works/project due to noncompliance with any of the statutes, rules or regulations in force.
- The OMMC shall ensure payment of all taxes, duties, fees and other impositions as may be levied under the applicable law to be paid by the Contractor or the Procuring Entity. The OMMC shall be responsible to ensure that any tax burden/deduction/benefit shall be incurred or availed with respect to the Project by the OMMC or the Contractor. No claim shall lie against the Procuring Entity with regard to the above tax/duties/fees/impositions of any kind related to the Project.
- 8.3 The OMMC shall permit the Procuring Entity to inspect or monitor the works, either by the latter itself or through a Third party as and when the latter desires for assessing actual progress and quality of construction and any other aspects. The Procuring Entity or any third party engaged by him shall have the right to inspect the Project for conformity with the clauses of this agreement. The OMMC shall ensure testing of the individual equipment and the complete system after installation at site. For the purpose of taking over the goods/system supplied, an acceptance test shall be carried out by the Procuring Entity at the destination site. The installation or commissioning shall not be deemed to have been completed unless all the goods and systems are accepted by the Procuring Entity. In the event of failure of any of Project parts at the time of testing, the OMMC shall be liable to ensure that the defects are cured at the earliest, in any case not later than seven days, beyond which, the OMMC shall be liable to adequately compensate the Procuring Entity, the assessment/quantification of which shall be done by an accredited agency appointed by the Procuring Entity.
- 8.4 The Procuring Entity shall provide security clearance and ensure free access for OMMC staff/ Employees and their workers. OMMC shall provide necessary support in this process.
- 8.5 The OMMC shall ensure that adequate men and material are made available by the Contractors.
- 8.6 The OMMC shall ensure that the Contractor(s) implement required Health, Safety & Environmental (HSE) practices at the work sites and they also comply with all statutory obligations related to workmen deployed at the work site.
- 8.7 As soon as the work is allocated, the OMMC shall prepare and submit to the Procuring Entity an Integrated Programme Chart for the execution of work showing clearly all activities from the start of work till completion with details of manpower and other input information required for the fulfillment of the timelines given therein. The OMMC will provide the Procuring Entity, all the relevant details of the former's Project Team, both on-site and off-site, associated with execution of the work. The Integrated Programme Chart should, inter-alia,

include descriptive note explaining sequence of the various activities, milestones etc. This will form Base Line Programme and the subsequent progress of the work shall be reviewed with reference to this during the periodic Progress Review Meeting as preferred by the Procuring Entity. Any increase in time period from the Base Line Value shall be construed as Time Overrun.

- 8.8 The OMMC shall be responsible for providing Physical Progress Reports to Procuring Entity for reviewing the progress of the work vis-a vis Base Line Programme. The OMMC shall take all necessary remedial actions, after taking into account the Procuring Entity's observations made in respect of quality and progress of the work during the periodic Project Review Meetings. The OMMC shall ensure timely completion of work as per mutually agreed time-schedule/ milestones and within agreed Cost and shall work as per Standard Operating Procedure specified in **Annexure - C**.
- 8.9 The OMMC shall also be responsible for providing to the Procuring Entity Financial Progress Reports of the project and up to date Expenditure incurred on the work on monthly basis along with Certificate of Utilization of Fund against Fund earlier released to the Contractor by the Procuring Entity. This report shall be exclusive of routine work related to O&M works.
- 8.10 The OMMC shall be responsible for total monitoring and supervision of all works, including day-to-day supervision of works, maintenance of all project records and ensuring execution of the works as per prescribed guidelines, Codes, etc. and also in accordance with relevant and extant provisions of the General Financial Rules (GFR).
- 8.11 The OMMC shall ensure that the contractor shall take all reasonable steps to protect the environment on and off the Site and to avoid damage or nuisance to persons or to property of the public or others resulting from pollution, noise or other causes arising as a consequence of his methods of operation. The OMMC shall ensure that the contractor and his sub-contractors shall abide at all times by all existing enactments on environmental protection and rules made there under, regulations, notifications and bye-laws of the State or Central Government, or local authorities and any other law, bye-law, regulations that may be passed or notification that may be issued in this respect in future by the State or Central Government or the local authority.
- 8.12 The terms 'project' or 'work' used in this clause refers to the O&M works undertaken under this agreement

9. WORK MANAGEMENT, COST AND TIME CONTROL:

- 9.1 The OMMC shall implement a system of 'Project Team Concept' with dedicated group of Engineers under single and unified command for implementation of projects from concept to completion. The OMMC shall be obliged to adopt all measures for the successful completion of the works within Approved Cost and agreed Time period.
- 9.2 The OMMC shall be responsible for rendering all OMMC services for the work from concept and design till commissioning with effectiveness and efficiency. They shall get the work completed within the period mentioned in the corresponding tender document and the Integrated Programme Chart. They shall ensure that the desired/ proportionate pace of progress and completion of work is achieved progressively vis-à-vis approved plans & specifications and as per the terms and conditions of this agreement and mutually agreed milestones and timelines and

approved cost. The OMMC shall ensure due diligence and take all required proactive remedial measures making time as the essence of this agreement. Any extension of time shall be done only after the written approval from the Procuring Entity, in the absence of which any departure from the approved timeline of the project shall entail adequate compensation to the Procuring Entity. The OMMC shall assist CSEZA to recover liquidated damages from Contractors/agencies. The absence of such steps or procedures shall not exonerate the OMMC from the above mentioned liability to the Procuring Entity. The liquidated damages recovered from the contractors for delay, if any, shall be credited to the Procuring Entity in the project accounts.

- 9.3 The approved initial work cost & timeline should not exceed during the execution of the work except for reasons like revised specifications or extra work over approved estimate carried out only at the request of the Procuring Entity. In case of either increase in earlier approved cost or timeline, detailed reasons and justifications, based on verifiable facts and figures, shall have to be provided by the OMMC along with comprehensive proposals for revision in earlier approved work cost & timeline. This shall be intensively examined by the Procuring Entity in consultation with the OMMC. If it is convinced that this does not constitute a cost/time overrun, then the Procuring Entity shall accord approval for the above. Otherwise, the OMMC shall be held liable for cost/time overrun as stated in Clause 10 below. The decision of the Procuring Entity shall be final in this regard. No additional expenditure over and above the earlier approved work cost shall be incurred by the OMMC without prior approval of the Procuring Entity. Upward revisions in either cost or timeline should be an exception rather than a rule and for achieving this objective, all required efforts shall be made by the OMMC.
- 9.4 At any time, it appears to the Procuring Entity that the actual progress of the work does not conform to the approved programme referred above and intimated to the OMMC by the Procuring Entity, detailed reasons and justifications for such delays shall have to be provided by the OMMC before the Procuring Entity re-schedules the programme.. If the Procuring Entity comes to a conclusion that the above is due to the fault of the OMMC, the OMMC shall be held liable for the above as per Clause 10 below.

10. PENALTY CLAUSE

- 10.1 If the intended completion date as per the Integrated Programme Chart or as agreed by the OMMC, is breached due to the delay owed to the error/omission/mistake from the part of the OMMC, then, without prejudice to any other right or remedy available under the law to the Procuring Entity on account of such breach, the Procuring Entity shall be entitled to impose a penalty on the OMMC a sum equivalent to 0.5% of the value of the work for each week of delay or part thereof for a period up to 10 weeks, and thereafter at the rate of 0.7% of the value of the delayed commissioning for each week of delay or part thereof for another 10 weeks of delay, subject to a maximum of 10% of the Contract Value. The OMMC acknowledges that the said amount represents reasonable compensation as it is difficult to prove the quantum of damages that is suffered by the Procuring Entity. However, in case of delay due to reasons beyond the control of the OMMC, suitable extension of time, in writing, shall be granted.
- 10.2 Non-adherence to Service Level Agreement (SLA), which the Procuring Entity has committed to consumer/client: In case the Procuring Entity is required to pay to

consumer/client on account of non-adherence to SLA and it is found that this is due to the fault/failure on the part of OMMC, the Procuring Entity shall have the right to deduct an amount at actuals from the outstanding payments due from the Procuring Entity to the OMMC's or the latter's PBG/security deposit.

- 10.3 Without prejudice to its rights and any other remedy, the Procuring Entity may encash Performance Bank Guarantee, by not less than thirty days' written notice of the same, after the occurrence of any of the events specified in paragraphs below:
- a. any loss/damage suffered by the Procuring Entity due to failure of service on the part of the OMMC;
 - b. If the OMMC does not remedy a failure in the performance of its obligations under this agreement, within thirty days of receipt after being notified or within such further period as the Procuring Entity may have subsequently approved in writing;
 - c. If the OMMC becomes insolvent or bankrupt;
 - d. If the OMMC, in the judgment of the Procuring Entity has engaged in corrupt or fraudulent practices in competing for or in executing this agreement. For the purpose of this clause: "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in the agreement execution. "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of an agreement to the detriment of the Procuring Entity, and includes collusive practice involving the OMMC.
 - e. If the OMMC does not extend all reasonable facilities or does not endeavour to remove the breach/violations (or the cause) of every type when regular monitoring or an inquiry (on complaints) by the Procuring Entity reveals a breach/non-fulfillment of the terms and conditions of this agreement by the OMMC.
 - f. any breach of terms and conditions of this agreement by the OMMC or if the Procuring Entity, after arriving at a conclusion that the OMMC has performed contrary to the terms and conditions of this agreement, decides to terminate this agreement.
- 10.4 If the OMMC makes lapses in providing OMMC services/technical assistance for tendering beyond the period/date specified by the Procuring Entity, a penalty of Rs. 10,000 per day shall be levied on the OMMC.

11. ERROR/VARIATION/DEVIATION:

In case any error/variation/deviation happens/detected in the Estimates prepared/Work executed in CSEZ due to reasons owed to the OMMC and if such error/variation/deviation is found by the Procuring Entity to be the result of negligence or lack of due diligence on the part of the OMMC, then the Procuring Entity shall have the right to quantify the consequential damages thereof either by the officers of CSEZ/ through an independent person or agency. The said damages shall be recovered from the OMMC or set off from the payments due from the Procuring Entity to them. However, the above shall be subject to the justifications for such error/variation/deviation to the satisfaction of the Procuring Entity.

The Procuring Entity shall have powers to monitor the OMMCs performance and initiate action / penalize for non-compliance with the ToR, wrong/incomplete specification in the bid documents, improper estimate,

improper / poor progress monitoring, not informing in advance about necessary actions to be taken by the Procuring Entity, etc

In any case, Variations shall not be beyond 10% above or below the contract amount of the Work. The OMMC will be subjected to penal action if variations are found to be greater than the set bench mark

12. CONFIDENTIALITY OF INFORMATION & INTELLECTUAL PROPERTY:

- 12.1 Subject to conditions contained in this Agreement, the OMMC shall take all necessary steps to safeguard the privacy and confidentiality of any information about the Procuring Entity and its consumers from whom it has acquired such information by virtue of the service provided and shall use its best endeavors to secure that:
- (a) No person acting on behalf of the OMMC or the OMMC itself divulges or uses any such information except as may be necessary in the course of operation, maintenance and management of the Estate and IWMS.
 - (b) No person seeks or obtains such information other than is necessary, for the purpose of commissioning of any project in relation to Estate and IWMS. Provided, the above para shall not apply where the Procuring Entity has consented in writing to such information being divulged or used and such information is divulged or used in accordance with the terms of that consent; or the information is already open to the public.
 - (c) The OMMC itself and any person(s) acting on its behalf observe confidentiality of the Procuring Entity/consumer information.
 - (d) The OMMC, prior to commencement of this agreement, confirms in writing to the Procuring Entity that the OMMC has taken all necessary steps to ensure that it and its employees shall observe confidentiality of customer information.
- 12.2 This clause of Confidentiality shall survive the termination or expiry of this Agreement.
- 12.3 Intellectual Property: The intellectual property rights of any solution/software offered to and implemented by the Procuring Entity and all documents, raw data, research, processes, technology, film, artwork, engravings, dies, paper tapes, magnetic media, programs, designs and inventions (collectively referred to as the "information") conceived of, collected, completed or produced in the course of performance of the contract by the OMMC, for the Procuring Entity or provided to the OMMC by the Procuring Entity shall be the exclusive property of the Procuring Entity and shall be kept confidential.
- 12.4 The OMMC, including all personnel shall not disclose, divulge, share, discuss, lend, license or sell to any third party any information, data, databases, documents, software, proprietary information, taxpayer information or technical material supplied to or by the Procuring Entity in the performance of the Agreement.
- 12.5 The OMMC shall not retain any information related to this agreement, in any medium, and shall return all copies. All materials prepared at the request of and for the Procuring Entity shall remain the property of the Procuring Entity except with the written consent.

12.6 Neither party will use the other party's name nor marks, refer to or identify the other party in any advertising or publicity releases or promotional or marketing correspondence to others without such other party's written approval.

13. INDEMNIFICATION

13.1 The OMMC agrees to protect, defend, indemnify and hold harmless the Procuring Entity and its employees, officers, agents or representatives from and against any and all liabilities, damages, fines, penalties and costs (including legal costs and disbursements) arising from or relating to:

- a) Any breach of any statute, regulation, direction, orders or standards from any governmental body, agency or regulator applicable to such party;
- b) Any breach of the terms and conditions in this agreement by the OMMC
- c) Any claim of any infringement of any intellectual property right or any other right of any third party or of law by the OMMC;

13.2 The OMMC shall be fully responsible for the employment and payment of wages to its employees and shall fully comply with all laws, rules, regulations, notifications, directions orders etc. of the Govt. whether Central, State, Local or Municipal relating to such employment, payment of wages etc. and all others matter connected therewith and hereby indemnifies and agrees to continue indemnifying the Procuring Entity in this regard.

13.3 The employees of the OMMC shall have no right for employment either with the Procuring Entity during the pendency of the agreement or after, or with OMMC. The personnel employed by the OMMC shall at all times be its employees and all statutory dues to and obligations and liabilities in respect of such employees shall be promptly paid and discharged by them. Notwithstanding their responsibility to comply with any directions or instructions given by the Procuring Entity, the personnel employed by the OMMC, will not, for any purposes whatsoever, be treated or deemed to be employees of Procuring Entity or have any claim or right whatsoever for employment with the Procuring Entity and the Procuring Entity will have no obligations or liabilities whatsoever in relation to any of them or in respect of anything done or omitted to be done by any of them.

13.4 The above indemnification clause shall survive the termination or expiry of this Agreement.

14. DISPUTES WITH CONTRACTORS, ENQUIRIES AND QUERIES

14.1 The OMMC shall be responsible for observing due diligence and adopting all possible measures at various stages of work execution so as to avoid Arbitration/ Litigation and other hindrances and the work is completed within optimum cost and time in a hassle free environment.

14.2 The OMMC shall be responsible for redressing and complying with the observations of CTE/ CVC, Auditors, Statutory Authorities, Local Bodies, Municipal Corporation etc. pertaining to the work under intimation to the Procuring Entity. Providing all work related information promptly to the Procuring Entity for replying to Parliament Questions, queries from various Constitutional & Statutory Authorities.

- 14.3 The OMMC shall ensure that the Project shall be in compliance with the (1) terms and conditions mentioned in the agreement signed by CSEZA with the Contractor and (2) contents of the Documents considered as part of the said agreement. Also, in the event of any damage, loss or deficiency arising out of the breach of the above (1) or (2) by the parties therein, it shall be the responsibility and liability of the OMMC to render technical assistance and financial advice for proportionate recovery and compensation to the Procuring Entity for such damage, loss or deficiency.

15. PAYMENTS

The OMMC shall be paid 1/12th of the Contract amount (as per this RFP) on monthly basis.

- 15.1 The OMMC shall submit the bills of previous month at the beginning of subsequent month and payment will be made within 30 (thirty) days of receipt by the Procuring Entity of duly completed bills with necessary particulars. All the applicable taxes and duties will be deducted from the bills. The above payment against the bills shall be without prejudice to the Scope of Work/duty of the OMMC to provide uninterrupted services to the Procuring Entity.
- 15.2 All payments under this Agreement shall be made to the account of the OMMC as may be notified to the Procuring Entity by the OMMC.
- 15.3 The OMMC shall render technical and financial advice to the Procuring Entity about any excess expenditure likely to be incurred over and above the approved Projected Cost and also about possibility of time overruns, as soon as it comes to the knowledge along with reasons and justifications thereof for necessary approvals from the Procuring Entity before continuing/ incurring the extra/additional expenditure.
- 15.4 The OMMC shall be responsible for certifying Bills of the Contractors/ Agencies and make available Final Statement of Accounts in Standard Format to the Procuring Entity and give CSEZA assistance in getting copies of Final Bills for all Contract Packages and other expenditure incurred related to work after the completion of the work. In addition, should 'Procuring Entity' ask for any other details OMMC regarding Utilization of Fund at any stage, detailed estimates, technical sanctions, award of works, running bills etc., the same shall be provided by OMMC readily.
- 15.5 The OMMC shall intimate the Procuring Entity about any excess expenditure likely to be incurred over and above the approved projected cost and also about possibility of time overruns, as soon as it comes to the knowledge along with reasons and justifications thereof, if any, before continuing/ incurring the extra/additional expenditure. The Procuring Entity shall have the discretion to grant/deny such approvals.

16 COMPLETION & HANDING OVER OF COMPLETED WORK AND FACILITIES

- 16.1 The OMMC shall obtain all certificates & clearances for completed work and facilities before handing over the same to the Procuring Entity for putting them to

functional use. The payment of the final bill to the OMMC shall be subject to this clause.

- 16.2 The OMMC shall ensure the handing over to the Procuring Entity or its authorized representative completed work including all services and facilities constructed in accordance with the approved plans, specifications fulfilling all techno-functional requirements agreed with 'Procuring Entity' along with inventory, as built-drawings, maintenance manual/ Standard Operating Procedure (SOP) for Equipments and Plants, all clearances /Certificates from Statutory Authorities, Local Bodies etc.
- 16.3 On completion of the work, the OMMC shall certify the Project Completion Report (PCR) submitted by the Contractor and shall ensure that it duly brings out the final project completion cost, total time period taken to complete the work and also completed project components as against the approved cost, time and project components. The OMMC shall ensure that the PCR is submitted along with final project accounts to the 'Procuring Entity' within one month of settlement of final bills of the contractors/ other agencies deployed on the work. The OMMC shall handover all the software, hardware licenses, codes, passwords of any computer system if any which is operated in connection with the Project at the time of completion of the same. The OMMC shall ensure that the Contractor submits 3 Sets of the final as-built/as-commissioned/approved drawings and also manual of operation and maintenance at the time of handing over of the assets to the Procuring Entity.
- 16.4 The OMMC shall carry out Final Inspection of the Project together with the Contractor and the representatives of the Procuring Entity and prepare and Shall ensure the issuance of the Defects Liability Certificate and the Final Payment Certificate.

17 LIABILITY:

Except as provided in this agreement, herein before, the procuring entity shall not be liable to the OMMC by virtue of termination of this agreement for any reason whatsoever for any loss or profit or on account for any expenditure, investment, leases, capital improvements or any other commitments made by the other party in connection with their business made in reliance upon or by virtue of this agreement.

18 SUSPENSION, REVOCATION OR TERMINATION OF AGREEMENT

- 18.1 The Procuring Entity reserves the right to suspend the operation of this agreement, at any time, due to change in its own license conditions or upon directions from the competent government authorities. In such a situation, the Procuring Entity shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, the suspension of the agreement will not be a cause or ground for extension of the period of the agreement and suspension period will be taken as period spent. During this period, no charges shall be payable by the Procuring Entity.
- 18.2 The Procuring Entity may, without prejudice to any other remedy available for the breach of any conditions of agreement, by a written notice of three months issued to the OMMC at its registered office, terminate / or suspend this agreement under any of the following circumstances:
1. The OMMC failing to perform any obligation(s) under the agreement.

2. The OMMC failing to ensure rectification, within the time prescribed, any defect as may be pointed out by the Procuring Entity.
 3. Non-adherence to undertakings which the Procuring Entity has committed to consumer/clients.
 4. The OMMC going into liquidation or ordered to be wound up by competent authority.
 5. any loss/damage suffered by the Procuring Entity due to failure of service on the part of the OMMC.
 6. If the OMMC, in the judgment of the Procuring Entity has engaged in corrupt or fraudulent practices in competing for or in executing this agreement. For the purpose of this clause: "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in the agreement execution. "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of an agreement to the detriment of the Procuring Entity, and includes collusive practice involving the OMMC.
- 18.3 Either party may terminate the agreement, by giving notice of at least three months in advance. The effective date of surrender of agreement will be three months counted from the date of receipt of such notice by the other party or the authority that signed the agreement on behalf of other party.
- 18.4 If the OMMC is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to the Procuring Entity in writing. In that case, the written notice period can be reduced by the Procuring Entity as deemed fit under the circumstances. The Procuring Entity may also either decide to issue a termination notice or to continue the agreement by suitably modifying the conditions, as it feels fit under the circumstances.
- 18.5 It shall be the responsibility of the OMMC to maintain the agreed quality of service, even during the period when the notice for surrender/termination of agreement is pending and if the quality of performance is not maintained, during the said notice period, it shall be treated as material breach liable for termination at the risk and consequence of OMMC and Performance Bank Guarantee shall be forfeited, without any further notice.
- 18.6 Whenever breach of non-fulfillment of agreement conditions may come to the notice of the Procuring Entity through complaints or as a result of the regular monitoring, wherever considered appropriate the Procuring Entity may conduct an inquiry either suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the OMMC or not. The OMMC shall extend all reasonable facilities and shall endeavour to remove the hindrance of every type upon such inquiry and in the event of not doing so, the agreement between the parties shall be terminated and Performance Bank Guarantee shall be forfeited, without any further notice.

19 ACTIONS PURSUANT TO TERMINATION OF AGREEMENT:

Notwithstanding any other rights and remedies provided elsewhere in the agreement, upon termination of this agreement:

- a) The OMMC shall not represent the Procuring Entity in any of its dealings.
- b) The OMMC shall not intentionally or otherwise commit any act(s) as would keep a third party to believe that it is still the Procuring Entity's OMMC.

- c) The expiration or termination of the Agreement for any reason whatsoever shall not affect any obligation of either Party having accrued under the Agreement prior to the expiration or termination of the Agreement and such expiration or termination shall be without prejudice to any liabilities of either Party to the other Party existing at the date of expiration or termination of the Agreement.

20 DISPUTE SETTLEMENT

20.1 In case bidder is a CPSE:

In the event of any dispute or difference relating to the interpretation and application of the provisions of this agreement between the parties shall be taken up by either party for resolution through AMRD as mentioned in Department of Legal Affairs OM No. 334774/DoLA/AMRD/2019 dated 31-03-2020.

20.2 In case of others:

20.2.1 In the event of any question, dispute or difference arising under this agreement or in connection there-with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to the sole arbitration by a person appointed by the Chairperson, CSEZA. The arbitration will be in accordance with the Arbitration and Conciliation Act 1996.

20.2.2 The award of the arbitrator shall be final and binding on both the parties to the agreement. In the event of such an arbitrator to whom the matter is originally referred, vacating his office or being unable to act for any reason whatsoever, the Chairperson, CSEZA shall appoint another person to act as an arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

20.2.3 The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause. The venue of the arbitration proceeding shall be at Ernakulam or such other places as the arbitrator may decide. Courts at Ernakulam shall have exclusive jurisdiction with respect to any matter arising out of or in relation to such arbitration proceedings.

20.2.4 In the event of any question, dispute or difference arising between the Contractor and the OMMC, the same shall be referred to the sole arbitration by a person appointed by the Chairperson, CSEZA. The arbitration will be in accordance with the Arbitration and Conciliation Act 1996. The award of the arbitrator shall be final and binding on both the parties (the Contractor and the OMMC). In the event of such an arbitrator to whom the matter is originally referred, vacating his office or being unable to act for any reason whatsoever, the Chairperson, CSEZA shall appoint another person to act as an arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

20.2.5 The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause. The venue of the arbitration proceeding shall be at Ernakulam or such other places as the arbitrator may decide. Courts at

Ernakulam shall have exclusive jurisdiction with respect to any matter arising out of or in relation to such arbitration proceedings.

21 DEFECT LIABILITY/ WARRANTY/ GUARANTEE:

- 21.1 The defect liability period in respect of work executed under this agreement where the OMMC services are employed will be five years. The OMMC shall supervise and shall be liable for rectifying any design, manufacturing, supply, and installation defects during the defect liability period. OMMC shall also be responsible and liable to rectify and cure any defect of the Project that may arise during the defect liability period. If such above rectification is not done by the OMMC, the Procuring Entity shall have the right to rectify the defect during the defect liability period and recover the expenses/cost incurred in such instance, along with compensation, if any.
- 21.2 The OMMC shall ensure that the goods supplied for the Project shall be fully insured by the Contractor against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery. The OMMC shall also ensure that full technical particulars, catalogue etc. complete with all the certificates from recognized test house and other data if any is to be submitted to the Procuring Entity.

22 FORCE MAJEURE

The failure of a Party to fulfill any of its obligations under this agreement shall not be considered to be a breach of, or default under this agreement, insofar as such inability arises from an event of Force Majeure (an event which is beyond the reasonable control of a party(s) including wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc.), provided that the party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other party as soon as possible about the occurrence of such an event. For the purposes of this agreement, in the event of Force Majeure the responsibilities, liabilities and rights of the parties herein would be modified to the extent of Force Majeure.

23 MISCELLANEOUS

- 23.1 The OMMC shall sign a separate agreement (distinct and different from this agreement) for the execution of work of any nature/amount/duration, if the Procuring Entity is of the opinion that such an agreement is required to be signed. The discretion of the Procuring Entity shall be final in this regard. This clause shall override any other clause in this agreement.
- 23.2 The clauses in this agreement shall operate without prejudice to the right of the Procuring Entity to engage or hire any third party agency/individual to execute the work of any nature/amount/duration.
- 23.3 In carrying out its duties and obligations hereunder, the OMMC and the personnel employed by it, shall comply with such instructions and directions as may be issued by the Procuring Entity and its concerned officers from time to time,

provided that, no such instructions or directions shall be contrary to any of the provisions herein contained, unless both parties have agreed thereto and provided further that, no such instructions or directions shall absolve the OMMC from any liabilities otherwise incurred by it hereunder.

- 23.4 The parties agree that a variation in the contract amount (through an amendment to this agreement) shall be made if there are additions/deletions/changes (in designation and qualifications) of the core staff/manpower required to be deployed by the OMMC during the contract period as specified in 6.4 of the RFP. Additions or reductions in manpower or replacement of a personnel in one area of expertise with another one may be done at the discretion of the Procuring Entity, depending upon the changes in the scope of work during the contract period. Variation in contract amounts in case of above additions/reduction/replacement shall be worked between the parties based on similar remunerations paid to an employee of similar designation/qualification in any PSE comparable to the successful bidder.
- 23.5 Relationship: Each party understands that it is an independently owned entity and this Agreement does not make it, its employees, associates or agents as employees, agents or legal representatives of the other party for any purpose whatsoever. Neither party has express or implied right or authority to assume or to undertake any obligation in respect of or on behalf of or in the name of the Other Party or to bind the Other Party in any manner. In case, any party, its employees, associates or agents hold out as employees, agents, or legal representatives of the other party, the former party shall forthwith upon demand make good any/all loss, cost, damage including consequential loss, suffered by the other party on this account. However, on a written consent from the Procuring Entity, the OMMC may represent the Procuring Entity.
- 23.6 The OMMC shall organize and carry out the supervision of the construction and other allied works of the project to ensure successful implementation of the Project and shall act as the authorized representative of the Procuring Entity and shall ensure proper quality of the Project. The OMMC shall prepare the bills of quantities, certify the bills of contractor and facilitate timely payment to the contractor. The OMMC shall act as the authorized representatives of the Procuring Entity for the supervision of supply, erection, testing, trial run and commissioning of all equipment required for the Project.
- 23.7 Individual and joint responsibilities of the Parties shall be as per clauses mentioned above.
- 23.8 No amendment in Terms & Conditions of the Agreement shall be valid and effective unless it is in writing and duly signed by authorized representatives of the Procuring Entity and OMMC. Each party shall give due consideration to any proposal for amendment/ modification made by other party with proper justifications thereof.
- 23.9 Provisions in Manuals or Codes followed by OMMC shall stand modified to the extent of the stipulations made in this Agreement for execution of works by OMMC.
- 23.10 All communication/correspondences pertaining to this contract shall be in English language. This agreement and all questions arising there from shall be interpreted and governed in accordance with the applicable laws in India. The contractual rights and obligations covered under this agreement shall not be assigned by either party without obtaining in advance the written consent of the other party hereto.

- 23.11 This agreement shall be subject to changes in policies of Government of India/Kerala or any of the statutes related to the Project.
- 23.12 This agreement constitutes the entire document and all previous correspondence, record notes and other documents shall stand superseded by the terms and conditions of this agreement. However, it is specifically understood that the previous correspondence, record notes and other documents shall be relevant for the limited purpose of any interpretation or applicability of any of the terms in this agreement in case of any dispute.
- 23.13 The OMMC shall depute and make always available a permanent employee in the rolls (as a liaison officer) for any transaction / communication / negotiation (verbal or written) with the Procuring Entity. No contract/temporary staff or consultants shall be appointed / authorized as a liaison officer for the above purpose.

IN WITNESS WHEREOF ON BEHALF OF THE OMMC, and on behalf of CSEZA, the ex-officio Chairperson has set his/her hand and seal and common seal of the Authority has been hereunto affixed the day and year first written above.

On behalf of the OMMC

Signed, sealed and delivered by
Shri.....
(Common seal of M/s.....)

Signed and affixed seal of individual firm and common seal in the presence of :

- 1) Signature with address:
- 2) Signature with address:

On behalf of Cochin Special Economic Zone Authority

Signed, sealed and delivered
Signed and affixed seal of individual firm and common seal of CSEZA in the presence of :

- 1) Signature with address:
- 2) Signature with address:

ANNEXURE – C
STANDARD OPERATING PROCEDURE

1. **Perspective planning for works:** The OMMC shall prepare a perspective plan for undertaking different types of works that can be carried out in a year and shall submit to the Procuring Entity for consideration and approval.
2. **Preparation of preliminary project report (PPR) or rough cost estimate:** The OMMC shall prepare a preliminary project report (PPR) or Rough Cost Estimate (RCE) based on the land, site details, functional and other special requirements, features and broad specifications, layout plans, etc. with technical details/documents mentioned below and shall submit it to the Procuring Entity. Based on PPR or RCE, the Procuring Entity shall grant in principle approval indicating approval of the concept and scope of the project at the rough cost assessed.

The preliminary project report shall provide the following details:

- i) Background of the work/project justifying the need for the work;
 - ii) Details of scope of the work;
 - iii) Exclusions (if any) – This will cover part of the work, which is not included in this particular work estimate;
 - iv) Availability of auxiliary services – like roads, power, water, solid & liquid waste disposal system, etc.
 - v) Reference to concept plans/preliminary drawings, if any and their acceptance – This shall indicate the details of concept plans/preliminary drawings prepared and their approval by the requisitioning authority;
 - vi) The preliminary project report shall also contain alternative technological options.
 - vii) Rough Cost Estimate: The rough cost estimate shall be prepared on the basis of prevailing Plinth Area Rates (or any other reliable basis) without preparation of drawings to enable the Procuring Entity to accord in principle approval;
 - viii) If relevant, cost benefit analysis of the work, including evaluation of options for cost sharing/ recovery (user charges) for infrastructure/services. Principles of Life Cycle Cost may also be considered, to the extent feasible;
 - ix) Any other relevant documents.
3. **Acceptance of necessity and issue of in-principle approval:** The Procuring Entity shall approve the work considering the necessity of the work and its scope on the basis of PPR or Rough Cost Estimate.
 4. **Preparation of Detailed Project Report (DPR)/Preliminary Estimates (PE):** On receipt of in-principle approval of the work, the OMMC shall finalize the Detailed Project Report giving reference to the documents mentioned below.
 - i) Reference to concept plan/preliminary drawings and their acceptance – This shall indicate the details of concept plan/preliminary drawings prepared and their approval by the requisitioning authority;
 - ii) Details of scope of the project indicating clearly the list of Engineering Services (Mechanical/ Electrical/ Plumbing) as well as Operation and Maintenance included or not included in the DPR/PE;
 - iii) Preliminary estimated cost – This will also include the expected escalation for the period of completion of the project and also charges to be paid to the OMMC. Cash flow projection should show stage-wise requirement. While designing the projects etc, if and to the extent possible, principles of Life Cycle Cost may also be considered.
 - iv) Time of the completion – This will consist of two parts, one for pre- construction activity till award of the work and the other one for the execution;
 - v) List of Approval of Statutory Bodies required;
 - vi) Systems to be adopted for project monitoring;
 - vii) Works accounting system;

- viii) Quality assurance system/ mechanism;
- ix) Bidding Systems - Single, two parts, pre-qualification, Post- qualification.

Proper field surveys and investigations of ground conditions are critical in preparation of a reliable DPR. Providing scientifically valid data to bidders will depend on the quality of the investigations done by the OMMC. Therefore, **the OMMC should have a qualified team of engineers with experience for carrying out DPR studies.** The OMMC should offer technology options at the early stage of preparation of the DPR, so that a cost efficient choice may be made using principles of Life Cycle Costing. In case the deviations between actual ground situation and the situation recorded in such DPR results in significant cost and time over-runs, the OMMC, while doing valuation of variations must bring to the Procuring Entity's notice the reach-wise differences and the Procuring Entity may consider taking stringent action against the Agency who has prepared such DPRs, including **debarment from future consultancy contracts**, after following due procedure.

Non - DSR Items shall be incorporated in the Detailed Estimates only when these are not either readily available in DSR. Detailed reasons and justifications for including Non-DSR Items shall have to be furnished by the OMMC.

For repair works, which cannot be considered as original work, preparation of DPR and PE may be dispensed with, since repair work does not need detailed designing. Sanction may be accorded by the Procuring Entity based on PPR itself.

- 5. **Administrative Approval, Technical sanction and Expenditure Sanction (A/A and E/S):** Administrative approval (A/A) and expenditure sanction (A/A and E/S) will be accorded to the execution of work by the Procuring Entity. The Technical sanction shall be accorded by the OMMC.
- 6. **Reference documents used in preparation of estimates:** The OMMC should be able to specify the reference documents relied on for the preparation of estimates and during execution of work.

Procedure for execution of works

The broad procedure to be followed for execution of works shall be as under:-

- (i) The procedures and the principles underlying the financial and accounting rules prescribed for similar works carried out by the Central Public Works Department (CPWD) shall be followed.
- (ii) Preparation of detailed design and estimates shall precede any sanction for works;
- (iii) No work shall be undertaken before issue of administrative approval and expenditure sanction by the Procuring Entity on the basis of estimates framed, except in emergency cases as figured out in the RFP.
- (iv) Technical assistance for tender to be called for works based on the value of work as specified in the relevant manuals.
- (v) Execution of contract agreement within seven days of the commencement of OMMC services
- (vi) Final payment of OMMC charges of work shall be made only on the Personal Certificate of the Officer-in-Charge of execution of the work in the format given below:
"I, executing officer of (*Name of the work*), am personally satisfied that the work has been executed as per the specifications laid down in the Contract Agreement and the workmanship is up to the standards followed in the industry."
- (vii) All the maintenance works should be completed at the shortest span of time.

ANNEXURE - D
PERFORMANCE STANDARDS

Normal timeline in execution of work or OMMC services shall be as follows except in special circumstances:

Sl. No.	Item of work	Timeline/Periodicity
	IWMS	
1	Meter reading of water supplied and effluent discharged within the Zone	1 day (first working day of the month)
2	New water connection to a Unit (on receipt of application in complete form)	1 day
3	Interruption in water supply to the units	1 day
4	Interruption in effluent network	1 day
5	Pump/ motor / DG set and other equipments repair/replacement	1 day
6	Attending complaints	1 day
7	Periodical visit to pump house Edachira and pumping lines	Weekly
8	DG set at Edachira – test run	Fortnightly
9	Stock verification – Chemicals	Monthly
10	Meter testing (water supply and effluent) - consumers	Annually
11	Inspection of various valves and pipe lines	Quarterly
12	Checking screen chambers and outlet of centrifuge	Quarterly
13	Performance tests, which include determination of discharge and efficiency of pump and motor	Half yearly
14	DG set at Edachira – Maintenance	Annually
15	Painting of corrosive parts	Annually
16	Cleaning of tanks/sumps at WTP and SDFs and Admn building	Annually
17	De-sludging in collection tank	Annually
18	Water audit	Annually
19	Stock verification – Assets	Annually – 31 st March
20	Renewal of licenses/permits (CETP and pressure jetting vehicle)	Before expiry
	Estate	
1	Lift repair	1 day
2	MSDF Common area lighting repair	1 day
3	Watering of plants	Daily
4	Collection of biodegradable waste from Unit/other offices	Daily
5	Collection of non-biodegradable waste from Unit/other offices	Weekly
6	Cleaning of solar panels	Weekly
7	DG sets in MSDFs & Admn. Building – test run	Fortnightly
8	SDF cleaning (stair case, common areas, etc)	Monthly
9	MSDF Common area (Electrical)	Monthly
10	Pruning of plants	Monthly
11	Lifts inspection and maintenance	Quarterly
12	Weeding out wild bush	Quarterly
13	Ducts cleaning	Half yearly
14	Roof tops and sunshade cleaning	Half yearly
15	Manuring of plants	Half yearly
16	DG sets – maintenance	Annually
17	Pruning of trees	Annually
18	Lift – licenses renewal	Before expiry
19	Refilling of fire extinguishers	Before expiry
20	Renewal of agreements	Before expiry

Note: The above list is not exhaustive in nature.

ANNEXURE – E
Detailed listing and description of the IWMS and Estate

Estate

Cochin Special Economic Zone is spread over 105 acres of land which comprises of the industrial area and administration building premises. The industrial area covers security gate cum office developed plots, tarred roads, power, water, sewage and communication lines, storm water drains, etc. Nine single storeyed Standard Design Factory (SDF) buildings, four multi-storeyed SDFs, one warehouse-cum-office building, one two storeyed building and a warehouse are owned by the Authority. Another multi-storeyed building is under construction and is nearing completion. In most of the other plots, industrial units have constructed buildings by themselves. All built-up area and plots are given on lease to the entrepreneurs. The total built-up area owned by CSEZ is 87232sq.mtr. and plots admeasuring 183108 sq. mtr. CSEZ has a common fire hydrant system and have sumps and necessary fire hydrant system in multi-storeyed building. Work of a new crèche is under progress and a gym/wellness club has been constructed in the Estate. A three storeyed building using prefabricated glass fibre reinforced gypsum panel, building used by ESI and a canteen are the other buildings in the industrial area. A weigh bridge has also been installed in the Zone to facilitate the units.

Street Lighting System

Comprising of 172 Nos., 100W, LED type Street light fittings installed on 8 M height street light posts.

IWMS

The Zone has its own integrated water management system which consists of a pumping station at Edachira, Water treatment plant, Common effluent treatment plant, incinerator and a biogas plant in CSEZ.

Raw water is drawn from the Kadamprayar river and pumped from a pump house built at Edachira to CSEZ through pipelines laid by CSEZ. It is then treated in the WTP, having a capacity of 2.25 million litres per day, set up in CSEZ and supplied to units and other utilities in the Zone.

A common effluent treatment plant with a capacity of 1.8MLD treats effluents discharged from Units in the Zone as per PCB guidelines. There are three intermediate sumps to collect and pump the effluents to the CETP. A pressure jet vehicle forms part of the CETP to keep the drains free from clogging.

For the solid waste disposal, an incinerator is operated using LPG. CSEZ also boasts about a biogas plant for composting bio-degradable waste generated in the Zone.

Work of a new Zero Liquid Discharge plant functioning under reverse osmosis technology is under progress and nearing completion.

DG Sets

Total: 8 nos.

- 1 No 125 KVA in Admin Building
- 1 No 100 KVA in SDF 16
- 1 No 125 KVA in Warehouse
- 1 No 125 KVA in Edachira
- 2 Nos. 500 kVA for new SDF 3 Building.

Note: Bidders shall visit site and familiarize themselves with the existing infrastructure of Estate and Integrated Water Management System to understand the nature and scope of work.