

KANNUR INTERNATIONAL AIRPORT LIMITED

KIAL/CPE-IC/158/2018-19

REQUEST FOR PROPOSAL (RFP)

FOR

**Procurement, Design, Development, Testing, Implementation, Integration
and Operation & Maintenance of An Enterprise Software And Master
Integrator For Kannur International Airport Limited.**

October 2018

Table of Contents

1	Invitation for Proposal	4
2	Instruction to Bidders	5
3	e-tendering guidelines to bidders	9
4	Abbreviations	16
5	Introduction of Kannur International Airport Limited	17
6	Purpose	17
7	Cost of RFP	17
8	Transfer of RFP	17
9	Consortium	17
10	Completeness of Response	17
11	Proposal Preparation Costs	18
12	Bidder Inquiries	18
13	Amendment of RFP Document	18
14	Supplemental Information to the RFP	18
15	Kannur International Airport Limited's right to terminate the process	19
16	Earnest Money Deposit (EMD)	19
17	Authentication of Bid	19
18	Language of Bids	20
19	Bid Submission Format	20
20	Submission of Bids	20
21	Bid Validity Period	20
22	Bid Opening	20
23	Evaluation Process	20
24	Bid Evaluation Committee	20
25	Eligibility Criteria	20
26	Process of Evaluation	22
27	Financial Bid Evaluation	24
28	Performance Bank Guarantee (PBG)	24
29	Payment Terms and Schedule	25
30	Service Level Agreement (SLA) and Penalty during Operation and Maintenance	26
31	Penalty	26

32	Letter of Acceptance.....	27
33	Force Majeure.....	27
34	Non-Disclosure Agreement (NDA).....	27
35	Scope of Work.....	27
36	Primary Functions.....	27
37	System Integration Services.....	29
38	Implementation/Development Services.....	29
39	Training Services.....	30
40	Hardware Sizing Guidelines.....	30
41	Preparation of System Requirement Specification.....	37
42	Design & Development of an Enterprise Software cum Master Integrator with Appropriate Hardware and Review of Infrastructure Environment	38
43	Post Implementation Warranty and Support.....	51
44	Components.....	51
45	Annexure	58
46	Appendix 1 - Guidelines for Technical Proposal.....	58
47	Annexure 1 -Tender Document Fee & EMD Submission Compliance Statement.....	60
48	Annexure 2 -Technical Compliance Statement	61
49	Annexure 3- Self declaration by the bidder	62
50	Annexure 4 –Details of Responding Firm.....	64
51	Annexure 5- Format of Performance Bank Guarantee	65
52	Annexure 6 –Format of providing citations	67
53	Annexure 7-Non Disclosure Agreement	68
54	Annexure 8-Unconditional Acceptance Letter	74
55	Annexure 9 -Performance Bank Guarantee Format.....	76
56	Annexure 10-Undertaking for not been blacklisted.....	78
57	Annexure 11- Affidavit.....	79
58	Annexure 12- Power of Attorney.....	80
59	Annexure 13-Bill of Quantity.....	82

I. NOTICE INVITING e-TENDER

1.0 Invitation for Proposal

e-Tenders are invited by the Managing Director through e-Procurement (e-Tender), on behalf of the Kannur International Airport Limited, for Procurement, Design, Development, Testing, Implementation, Integration and Operation & Maintenance of Enterprise Software and to function as a Master Integrator for Kannur International Airport.

Name of Work	Procurement, Design, Development, Testing, Implementation, Integration and Operation & Maintenance of Enterprise Software and to function as a Master Integrator for Kannur International Airport.	
Tender Number	KIAL/CPE-IC/158/2018-19	
Estimated Cost	Rs 10 crores (approx.)	
Completion Period	6 Months from the date of issue of work order	
Bid Validity Period	120 days from the date of opening of Financial Bid	
Earnest Money Deposit / Bid Security	Rs.5,00,000/- (Rupees Five Lakh Only) to be submitted online.	
Cost of Tender Document	Rs. 15,000/- (Rupees Fifteen Thousand Only) inclusive of GST (to be submitted online)	
Document Download sale	Start Date : 16 October 2018	End Date:05 November 2018 upto 1700 hrs
Clarification	Start Date : 16 October 2018	End Date: 25 October 2018 upto 1400 hrs
Bid Submission	Start Date : 16 October 2018	End Date:05 November 2018 upto 1700 hrs
Pre-Qualification & Technical Bid Opening Date & Time	07 November 2018 At 1400 hrs	
Financial Bid Opening Date	Will be notified after the Technical Bid opening Process	
Last date for furnishing Performance Security to Kannur International	Within Thirty (30) days of the date of the Letter of	

Airport Limited (By successful bidders)	Acceptance/Letter of Award issued by Kannur International Airport Limited
Performance Security value (Performance Bank Guarantee)	10% of contract value/ Bid value of successful bidder
Performance Security validity period	60 (Sixty) months

Bidder/ Master Integrator are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Prospective bidders are advised to check the eligibility criteria before purchase of bid document. This RFP document is not transferable and name of purchaser and bidder who submits shall be the same.

Note: “Master Integrator” Shall means ” A large level system integration company who has end to end experience in implementing software solutions, Automating the process and integrating the required software and hardware in airports in India or Abroad as specified in 2.20.02- Eligibility Criteria”.

2.0 Instruction to Bidders

1 DEFINITION OF TERMS AND INTERPRETATIONS

Singular & Plural

Where the context so requires, words importing the singular only also include the plural and vice-versa.

- A) **AUTHORITY:** Authority shall mean the “KIAL BOARD”.
- B) **KIAL:** means the “Kannur International Airport Ltd”.
- C) **CLIENT/DEPARTMENT/BUYER:** Means “Kannur International Airport Limited” which invites tender through the Managing Director, on behalf of KIAL Board.

- D) "The Bidder/Tenderer/Vendor/Agency", means the individual/Sole proprietorship/ Partnership Firm/Company who participates in this tender and submits its bid.
- E) "The Supplier / Contractor" means the Individual / Sole proprietorship / Partnership Firm / Company taking up the work as defined under the Notice Inviting Tender".
- F) "The Works Order/ Purchase order/ Supply order/Award letter" means the order placed for the Procurement, Design, Development, Testing and Implementation and Integration of systems / works by the Buyer on the Contractor signed by the Buyer including all attachments and appendices there to and all documents incorporated by reference therein.
- G) "The Contract Price" means the price payable to the Contractor under the Works Order /Purchase Order for the full and proper performance of its contractual obligations.
- H) "Non-responsive Bid" means a bid, which is not submitted as per the instructions to the bidder or Earnest Money Deposit has not been attached or the required data has not been provided with the Bid or intentional errors have been committed in the Bid.
- I) CONSIGNEE: Consignee means where the stores are required by the purchaser on agreement/acceptance of tender to be dispatched by rail, road, air or steamer, the portion specified in the agreement/ acceptance of tender to whom these are to be delivered at the destination, were the stores are required by the agreement/ acceptance of tender to be delivered to a person as an interim consignee for the purpose of dispatch to another person such other person and in any other case, the person to whom the stores are required by the agreement/acceptance of tender to be delivered in the manner therein specified.
- J) CONTRACT: Contract means the documents containing invitation to tender, instructions to tenderer, agreement/acceptance of tender, particular, general and special conditions, specified technical specifications, mutually agreed terms and conditions in the acceptance of tender and includes a repeat order, which has been accepted or acted upon by the contractor.
- K) CODES: Codes shall mean applicable codes of the country of origin of equipment international codes applicable for product and applicable codes in India.

- L) **DELIVERY:** Delivery shall mean stores to be supplied in finished and completely ready for use condition. The delivery shall be deemed to take place on delivery of the stores in accordance with the terms of the contract after approval by the Engineer In Charge, to:
- i) The consignee at his premises or,
 - ii) Where so provided the interim consignee at his premises or,
 - iii) A carrier or other person named in the contract as an interim Consignee for the purpose of transmission to the consignee.
 - iv) The consignee at the destination station in case of contracts stipulating for delivery of stores at destination station.
- M) **COMPLETION :** Completion of work i.e. Procurement, Design, Development, Testing and Implementation and Integration of system as specified, their testing and all pre commissioning checks and commissioning the installation for safe operation of the equipment/ system and handing over the same to Kannur International Airport Limited.
- N) **MATERIAL/EQUIPMENTS:** Material means anything used by the manufacturer for fabrication of the stores and installation of the work.
- O) **PURCHASER:** Purchaser shall mean the owner that is KANNUR INTERNATIONAL AIRPORT LTD which term also includes its successors and permitted Assigns.
- P) **CONTRACTOR:** Contractor shall mean the individual or firm or company, undertaking the works and shall include the legal personal representatives of such individual or the persons composing such firms or company or the successor of such firm or company and the permitted assigns of such individual or firm or company. The words tenderer, supplier, bidder, company and firm shall also mean the contractor.
- Q) **ACCREDITED AGENT:** A person appointed by the prospective bidder/tenderer who will collect the correspondence and deliver the same (if required by the bidder). Appointment of accredited agent is sole responsibility of the tenderer.
- R) **ENGINEER-IN-CHARGE:** The Engineer-in-charge (E.I.C) mean the Engineering Officer appointed by the Accepting Authority/Managing Director or his duly

authorized representative who shall direct, supervise and be in charge of works for purpose of this contract.

- S) **ACDM-** Airport Collaborative Decision Making, a standardized method for managing airport operations.
- T) **WORK:** The expression 'Works' shall unless be something either in the subject or content repugnant to such construction, be construed and taken to mean the works or by virtue of the contract contracted to be executed whether temporary or permanent, and whether original, altered, substituted or additional.
- U) **SITE:** The site shall mean the building/ land or other place on, into or through which work is to be executed under the contract or any adjacent land, path or street through which work is to be executed under the contract or other place approved by the purchaser under the Contract.
- V) **TEST:** Test shall mean such test or tests as are prescribed by the purchaser or considered necessary by the Engineer In Charge or any agency acting under the directions of the Engineer In Charge. The tests shall mean the tests to be conducted at supplier's works and also at site by the purchaser, or his nominee, after the installation is completed.
- W) **PERFORMANCE OF WORK:** The work shall be performed at the place or places named in the contract or at such other place and places as may be approved by the purchaser.
- X) **STORES:** Stores means the goods specified in the schedule, which the Contractor has agreed to supply at any place approved by the purchaser under the Contract.
- Y) **WRITING:** 'Writing' shall, include any manuscript, type written or printed statement under/over signature or seal of either of the parties as the case may be.
- Z) **HANDING OVER** shall mean after completion of supply, installation, testing and commissioning of the goods/equipment by the supplier/contractor to the purchaser after satisfactory compliance of with all conditions for acceptance and taking over.

AA) **Government:** Shall mean Indian Government Authorities/ Government of Kerala as the case may be.

BB) **Force majeure** shall mean an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of States, the direct and indirect ties, national emergencies, civil commotions and strikes (only those which exceed a duration of ten continuous days).

CC) **GST : Goods and Services Tax**

- There are 3 taxes applicable under GST in India such as CGST, SGST & IGST.
- CGST: Collected by the Central Government on an intra-state sale
- SGST: Collected by the State Government on an intra-state sale
- IGST: Collected by the Central Government for inter-state sale

DD) **Cess:** The word cess means educational cess and higher educational cess etc.

I. “E-TENDERING GUIDELINES TO THE BIDDERS

A) **E- Tendering Process:**

- i E-Tendering is carried out through e-procurement System of National Informatics Centre via the Kerala State IT Mission is an open e- tender process with Multi Currency option and consists of 3 Covers as follows :

Cover-1: Fee Paid Details: Compliance statement (Annexure 1) duly filled confirming the online submission of the Tender Fee, Earnest Money Deposit (EMD) and Unconditional Acceptance Letter (Annexure 8)

Cover-2: Pre & Technical Bid: The Tenderer shall submit the Pre and Technical Bid-Qualification documents Compliance statement (Annexure 2) duly filled in, along with the scanned copies of the documents. Please refer Appendix 1 for guidelines for preparation of Technical Proposal.

- i Proposal Covering letter- Refer Annexure 3.
- ii A board resolution / Registered/ Non-revocable Power of Attorney(Annexure II) executed by the Bidder in favor of the bidder’s authorized representative to sign/ execute the proposal as a contract document and also execute all relevant agreements forming part of RFP
- iii Audited Annual Financial Statements and Annual Report and Certified statement from the current Statutory Auditors of the bidder.
- iv Copy of Work Order & Customer satisfaction certificate should be attached.
- v Client list as per Annexure 6.

- vi Certificate from the current authorized signatory of the company with their domain expertise shall be furnished.
- vii Self-Undertaking that the bidder has not been debarred / blacklisted by any Govt. / Semi- Govt. organization for quality of services/ product and there are no legal issues/ order prohibiting/ restraining the bidder to participate in the bid process (Annexure 9).
- viii Affidavit as per Annexure 10 format.
- ix Technical Presentation
 - Understanding of Scope of Work
 - Solution Deployment Architecture
 - Approach, Methodology & Project Plan
 - Quality and Security Assurance Plan
 - Innovation & New Ideas
 - Project Experience
 - Training Plan
 - Adherence to SLA, Monitoring & Review Framework
 - Understanding of Industry Department Functions, Services and Processes
- x Signed and stamped copy of the RFP document along with its annexures/ corrigendum/ documents, etc
- xi Any other document to support the Bid.
- xii GST registration

Cover-3: Financial Bid: ** The Tenderer shall upload the duly filled Bill of Quantity in BOQ.xls file document.

****Note:** The blank price bid (BOQ.xls file) should be downloaded and saved on bidder`s computer without changing file-name otherwise bid will not get uploaded. The bidder should fill in the details in the same file and upload the same to the website.

- ii Fixed Price: Prices quoted by the Bidder shall be fixed during the bidder`s performance of the contract and not subject to variation on any account. A bid submitted with an adjustable / variable price quotation will be treated as non-responsive and rejected.
- iii Bidders have to submit their documents pertaining to the Pre-Qualification Criteria / Technical Criteria and Financial Quote, strictly online, in the website www.etenders.kerala.gov.in. No manual submission is allowed and manual bids shall not be accepted and considered under any circumstances.
- iv Submission of a Tender by a Tenderer implies that he has read this notice and all other contract documents and has made himself aware of the eligibility criteria, scope and specifications of the works to be done, local conditions, local material rates and other factors bearing on the execution of the works.

- v Notification of Award of contract will be made in writing to the successful Tenderer by the Accepting Authority or his representative. The contract will normally be awarded to the qualified and responsive Tenderer offering lowest evaluated bid in conformity with the requirements of the specifications and contract documents and the Accepting Authority shall be the sole judge in this regard. The Accepting Authority does not bind himself to accept the lowest or, any tender or to give any reason for his decision.
- vi A responsive tenderer is one who submits priced tender and accepts all terms and conditions of the specifications and contract documents.
- vii Pre & Technical Bid Qualification documents: The Pre-Bid & Technical Bid Qualification documents of the bidders who have submitted the Tender Fee and Earnest Money Deposit online and also submitted unconditional acceptance letter in fee cover as per the tender conditions will only be opened and evaluated.
- viii Pre Bid Meeting: The bidders may be called for a Pre-Bid meeting if required, prior to the bid opening.
- ix Financial Bid: Only the Financial Bid of the Bidders who have qualified in the Pre-Bid and Technical Bid as per the tender conditions and accepted by Kannur Airport will be opened on a later date, with prior notification.
- x Publishing of Corrigendum: All corrigendum shall be published on www.etenders.kerala.gov.in and shall not be available elsewhere.

B) GUIDELINES TO BIDDERS :

- i Tender documents can be down loaded from the Web site www.etenders.kerala.gov.in. The bids shall be submitted online through this portal.
- ii Bidders (Including Foreign Nationals) should have a Class II or above Digital Signature (DSC) to be procured at their own cost from any Registration Authorities under the Certifying Agency in India (details available on www.cca.gov.in). The Office of Controller of Certifying Authorities (CCA), issues Certificate only to Certifying Authorities(CA).CA issue Digital Signature Certificate to end-user. Bidders can approach any one of the five CAs for getting Digital Signature Certificate. The website addresses are given below:
 - www.safescrypt.com
 - www.idrbtca.org.in
 - www.tcs-ca.tcs.co.in
 - www.ncodesolutions.com
 - www.e-Mudhra.com
- iii Subsequently, bidders have to register (one time process) on the website www.etenders.kerala.gov.in. for participating in this tender. For any type of assistance, bidders may contact the e-procurement support desk of Kerala State IT Mission through email : etendershelp@kerala.gov.in with a copy to etenderenquiry@kannurairport.in

Telephone:0471-2577088 / 2577188 / 2577388

OR

0484-2336006 / 2325262

- iv The bidders shall submit their Technical bid and Financial bid online together on www.etenders.kerala.gov.in along with online payment of tender document fees and EMD. Finally click on “Freeze bid” link /icon to complete the submission process (which is necessary for the successful submission)

Note: In order to avoid any system related or other complications during submission bids in the last moment, all bidders are advised to upload their bids/ relevant documents at least 3 hours before the bid submission cut off time. In this regard request for extension of time received through any mode of communication due to failure of submission during last minute will not be entertained .

For detailed instructions on bid submission process, please visit www.etenders.kerala.gov.in. and click “Bidders Manual Kit” link on the Home page.

C) TENDER DOCUMENT FEES AND EARNEST MONEY DEPOSIT (EMD)

The bidder shall pay, a tender document fees of Rs. 15000 /- (Rupees Fifteen Thousand Only) including GST and Earnest Money Deposit of Bid security of Rs. 5,00,000/- (Rupees Five Lakh only). The Bid security/EMD is required to protect the tenderer against risk of Bidder`s conduct, which would warrant the forfeiture of security.

Online Payment modes: The tender document fees and EMD can be paid in the following manner through e-payment facility provided by the e-procurement system:

D) STATE BANK OF INDIA (SBI) INTERNET BANKING :

If a bidder has a SBI internet banking account, then, during the online bid submission process, bidder shall select SBI option and then select Internet banking option. The e-procurement system will re-direct the bidder to SBI`s Internet banking page where he can enter his internet banking credentials and transfer the tender document fee and EMD amount.

E) NATIONAL ELECTRONIC FUND TRANSFER (NEFT) / REAL TIME GROSS SETTLEMENT (RTGS):

- a If a bidder holds bank account in different bank, then, during the online bid submission process, bidder shall select NEFT / RTGS option. An online remittance form would be generated, which the bidder can use for transferring amount through NEFT / RTGS either by using internet banking of his bank or visiting nearest branch of his bank. After obtaining the successful transaction receipt no., the bidder has to update the same in e-procurement system for completing the process of bid submission. Bidder should only use the details given in the Remittance form for making a NEFT / RTGS payment otherwise payment would result in failure in e-procurement system.

- b Bidders are advised to exercise NEFT mode of payment option at least 48 hours and RTGS payment at least 24 hours prior to the last date and time of bid submission to avoid any payment issues.
- c The Bidder need to generate fresh NEFT / RTGS challan form for this tender for making the on line fee payment. Using Old challan forms pertaining to any of the earlier tenders / re-tenders for making the on line fee / EMD payment will not be accepted by the e-Procurement System and will result in rejection of bid.

F) NEFT / RTGS Payment Guidelines:

- a Bidder should ensure that the tender document fees and EMD are remitted as one single transaction.
- b Bidder should ensure that the tender document fees and EMD are remitted only to the account number given in the remittance form provided by the e-procurement system for that particular tender.
- c Only NEFT / RTGS remittance are allowed. Bidder must ensure that the banker does NEFT / RTGS transaction only (for above 2 lakhs payments as per RBI guidelines). No other payments modes are accepted.
- d Bidder should ensure that the amount being remitted is exactly the same as shown in the remittance form.
- e Bidders should ensure that the remittance confirmation (UTR number) received after NEFT / RTGS transfer should be updated as it is, in the e-procurement system for tracking the payment.
- f The remittance form provided by the e-procurement system shall be valid for that particular bidder and bid only and should not be re-used for any other tender or bid or by any other bidder.
- g Any transaction charges levied while using any of the above modes of online payment has to be borne by the bidder. The supplier / contractor's bid will be evaluated only if payment status against bidder is showing "Success" during bid opening.

III. CRITICAL DATES AND TIME:

Sl No	Event	Date and Time	
1.	Document Download sale	Start Date : 16 October 2018	End Date:05 November 2018 upto 1700 hrs
2.	Clarification	Start Date : 16 October 2018	End Date: 25 October 2018 upto 1400 hrs
3.	Bid Submission	Start Date : 16 October 2018	End Date:05 November 2018 upto 1700 hrs
4.	Pre-Qualification & Technical Bid Opening Date	07 November 2018 At 1400 hrs	
5.	Financial Bid Opening Date	Will be notified after the Technical Bid opening Process	

NOTE:

- i. Kannur Airport may at its discretion extend / change the schedule of any activity by intimating the bidders through a notification on the e-tender portal.
- ii. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.

IV. CLARIFICATION ON TENDERS:

- a. All enquiries/clarifications in connection with this tender should be addressed to the Managing Director, through clarifications in the e-Procurement system (Tender management). The Clarifications / queries shall be replied through the Clarification system of e-tender portal <http://www.etenders.kerala.gov.in>. Any Queries/letters received other than through e-portal will not be accepted or replied.
- b. To assist in the examination, evaluation and comparison of Tenders, the Purchaser may, at its discretion, ask the Tenderer for a clarification. All responses to requests for clarification shall be through the e-Procurement System only.
- c. The tenderer, at its discretion, extend the deadline for the submission of Tender by amending the Tender Documents in accordance with Clause 4 of this, in which case all rights and obligations of

the Purchaser and Tenderers previously subject to the deadline will thereafter be subject to the deadline as extended.

V. LATE TENDERS:

Any tender submitted by the Purchaser after the deadline for submission of Tenders will not be accepted in the e-Portal.

VI. MODIFICATION AND WITHDRAWAL OF TENDERS:

- a. No Tender shall be modified subsequent to the deadline for submission of Tenders.
- b. No Tender shall be withdrawn in the interval between the deadline for submission of Tenders and the expiration of the period of Tender validity specified.
- c. If the tenderer modifies the tender condition at any stage even after submitting the unconditional acceptance letter then the bid submitted by the tenderer are liable to be rejected and the EMD shall be forfeited.

MANAGING DIRECTOR

2.1 Abbreviations

AODB	Airport Operational Data Base
ACDM	Airport Collaborative Decision Making
BMS	Building Management System
BHS	Baggage Handling System
BRS	Baggage Reconciliation System
CCTV	Closed Circuit Tele Vision
CUSS	Common Use Self Service
CUTE	Common Use Terminal Systems
DFS	Duty Free Shop
EMD	Earnest Money Deposit
ERP	Enterprise Resource Planning
FIDS	Flight Information Display System
GIDS	Gate Information Display System
GH	Ground Handling
HTTP	Hypertext Transfer Protocol
HCIS	Hyper Converged Integrated System
MIS	Management Information System
NDA	Non-Disclosure Agreement
PA & EAMS	Public Announcement & Emergency Alert Management
POS	Point of Sale System
SBD	Self-Baggage Drop
SCP	Security Check Point
SRS	System Requirement Specifications
SLA	Service Level Agreement
UAT	User Acceptance Test
VGDS	Visual Guidance Docking System

2.2 Introduction of Kannur International Airport Limited

Kannur International Airport Limited (Kannur Airport) is a public limited company set up by the Government of Kerala in Kannur District. This Project is in progress and expected to be operational in December 2018.

2.3 Purpose

The purpose of this Request for Proposal (RFP) is to seek the services of a reputed IT Company/ Master Integrator, to Procure, Design, Develop, Test and Implement Enterprise Software for Kannur Airport and to provide support for a minimum period of 5 years, commencing from the date when the entire system goes “live” and free Post Implementation Warranty Support of 6 months. The supporting personnel from bidder will become the IT team of the organization for the first five years, except for one person, to be directly appointed by the Kannur International Airport Limited. This team can continue for further 2 year period, subject to mutually agreed terms and conditions. This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The detailed scope of work is provided in section 3 of this RFP document.

2.4 Cost of RFP

The cost of the document is Rs 15,000/- (Rupees Fifteen Thousand Only) and the same shall be paid online.

2.5 Transfer of RFP

The RFP document is not transferable to any other bidder. The bidder who purchases the document and submit shall be the same and only one tender document shall be sold to a single party either a firm or an individual.

2.6 Consortium

Consortium Bidding shall be allowed but restricted to 2 Partners. However, the prime bidder will hold the Sole responsibility of the contract and its execution as a single point of contact to Kannur Airport.

2.7 Completeness of Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document and Existing Site conditions/facilities at Kannur Airport with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD. However, Kannur Airport Reserves the right/ Discretion of Accepting/ rejecting the proposal.

2.8 Proposal Preparation Costs

The bidder shall submit bid at its cost and, Kannur International Airport Limited shall not be held responsible for any cost incurred by the bidder. Submission of bid does not entitle the bidder to claim any cost and rights over Kannur International Airport Limited and Kannur International Airport Limited shall be at liberty to cancel any or all bids without giving any notice.

All materials submitted by the bidder shall be the absolute property of Kannur International Airport Limited and no copyright/patent etc. shall be entertained by Kannur International Airport Limited.

2.9 Bidder Inquiries

Bidder shall send their email queries as prescribed in to the contact at which the bids are to be submitted. The response to the queries will be published on <https://www.kannurairport.in>. No telephonic queries will be entertained, this response of Kannur International Airport Limited shall become integral part of RFP document.

2.10 Amendment of RFP Document

All the amendments made in the document would be published at www.etenders.kerala.gov.in and shall be a part of RFP.

The bidders are advised to visit the aforementioned website on regular basis for checking necessary updates. The Kannur International Airport Limited also reserves the rights to amend the dates mentioned in this RFP for bid process.

2.11 Supplemental Information to the RFP

If Kannur International Airport Limited deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

2.12 Kannur International Airport Limited's right to terminate the process

Kannur International Airport Limited may terminate the RFP process at any time and without assigning any reason. Kannur International Airport Limited reserves the right to amend/ edit / add/ delete any clause of this Bid document. However this will be informed through the website www.etenders.kerala.gov.in and will become part of Bid/ RFP.

2.13 Earnest Money Deposit (EMD)

- a) Earnest Money Deposit (EMD) of Rs.5,00,000/- shall be paid online as detailed in the E-tendering guidelines to the bidders.
- b) The EMD shall be denominated in Indian Rupees only. No interest will be payable to the Bidder on the amount of the EMD.
- c) Unsuccessful Bidder's EMD will be returned to the unsuccessful bidder. In case of successful bidder, EMD will be returned, without interest, only after the entire System goes "live" and 6 (Six) months of free maintenance period.
- d) The EMD may be forfeited
 - If a Bidder withdraws the bid or amends the bid in anyway or increases the quoted prices during the period of bid validity or its extended period, if any;
 - In case of a successful bidder, fails to sign the Contract or to furnish Performance Bank Guarantee within specified time i.e. 30 (Thirty) days from the date of issue of award of work in accordance with the format given in the RFP.
 - During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. The decision of the Kannur International Airport Limited regarding forfeiture of the Bid Security shall be final & binding upon bidders.
 - During the bid process, if any information is found false/ fraudulent then Kannur International Airport Limited shall reject the bid and if necessary initiate action.

2.14 Authentication of Bid

The bid documents signed (all pages) and submitted along with the bid. Authorized person of the bidder who signs the bid shall have a board resolution / Registered/ Non-revocable Power of Attorney executed by the bidder which shall be submitted with the Bid. All pages of the bid and its annexures, etc. shall be signed and stamped by the person or persons signing the bid. The person accountable for the bid shall be the employee of the bidder till the end of

contract period.

2.15 Language of Bids

This bid should be submitted in English language only. Any supporting document produced in language other than English shall be notarized.

2.16 Bid Submission Format

The entire proposal shall be submitted strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.

2.17 Submission of Bids

The bids submitted by the Bidder shall comprise of the following three covers:

- (a) Cover-I
- (b) Cover -II
- (c) Cover-III

2.18 Bid Validity Period

The validity of the bids submitted in time shall be till 120 days from the date of opening of the Financial Bid. No liability will be borne by Kannur International Airport Limited on the rejected bids for the cost in preparation of bids etc.

2.19 Bid Opening

Refer e-tendering guidelines.

2.20 Evaluation Process

2.20.1 Bid Evaluation Committee

- The Bid Evaluation Committee constituted by the Kannur International Airport Limited shall evaluate the bids.
- The Bid Evaluation Committee shall evaluate the Technical and Financial bids and submit its recommendation to Competent Authority whose decision shall be final

2.20.2 Eligibility Criteria

The bidder shall fulfil all of the following eligibility criteria:

Sl. No	Eligibility Criteria	Supporting Document to be furnished	Compliance Status (Yes/N
1	The Bidder should be registered under the Partnership Act or Companies Act, 2013, should have registered offices in India and should be in existence in India for at least the last 10 years as on date of submission of the bid.	Certificate of Incorporation/ Registration	
2	The bidder shall have minimum annual turnover of Rs.200 Crore (Globally) in each of the last five years for Software Development and System Integration Services	As a proof of financial turnover, copy of abridged Balance Sheet along with Profit & Loss account of the firm (bidder) for last five years ending 31 March 2018 should be submitted. A Certificate from Statutory Auditor / CA stating shall also be accepted as a proof of financial Turnover, net worth and profitability.	
3	Experience of having successfully completed similar works at International Airports in India or abroad, during the last 07 years from the date of issue of this tender. A similar work costing not less than 80% of Rs 10 crores (estimated cost put to tender) OR Two similar works costing not less than 50% of Rs 10 crores(the estimated cost put to tender) OR Three similar works costing not less than 40% of Rs 10 crores (estimated cost put to tender). Attach copy of Letter of Awards/PO along with successful completion certificate. "Similar works" shall mean Procurement, Design, Development, Testing and Implementation of an Enterprise Software and integration services.	Copy of Purchase Order from Client. Copy of certificate of completion of the projects done . Shall submit substantial completion certificate in case the contract is still live (A completion certificate shall be obtained from the client for the completion of development and testing of core enterprise modules)	

4	Bidder should have minimum 300 Full Time Application development professionals with necessary skillset as per the requirement of Master Integrator System on bidder's own payroll.	Certificate from the current authorized signatory of the company with their domain expertise shall be furnished	
5	Bidder or one of the Bidders in case of consortium, should possess CMMi Level 5 and any one of the below valid Certifications which are valid at the time of bid submission: <ul style="list-style-type: none"> • ISO 20000:2011/20000-1:2011 for IT Service Management • ISO 27001:2005 for Information Security Management System 	Copies of valid certificates in the name of bidder.	

Note:

The Bidder needs to submit the Eligibility Criteria form in Cover 2 mentioning the Compliance Status in respect of eligibility criteria in the above mentioned format along with the bid documents.

The Technical & Commercial proposals of only such bidders will be opened, who fulfil Eligibility Criteria as mentioned above.

2.20.3 Process of Evaluation

- i. Bidders who qualify on Cover 1 shall be considered for further Technical evaluation.
- ii. Bidder shall be evaluated as per eligibility criteria mentioned at 2.20.2. The bidders who fulfil all the eligibility criteria will qualify for further Technical Evaluation.
- iii. Bidders scoring 70 marks or above in technical evaluation will be considered to be eligible for financial evaluation (Refer section 2.20.3.1).
- iv. Amongst the bidders who are considered for financial evaluation, the bidder quoting the lowest will be preferably awarded the work at the discretion of Kannur International Airport Limited.
- v. The Bid Evaluation Committee reserves the right to accept or reject any or all bids without giving any reasons thereof.

2.20.3.1 Technical Eligibility Criteria

Each Proposal which qualifies in Cover 2 shall be scrutinized further and evaluated

accordingly to the following criteria and granted a score. If the score is 70 or above the bidder will qualify for further evaluation cover 3 financial bid. The proposal score less than 70 shall be disqualified and bidder will not be eligible for further evaluation.

Sr. No.	Evaluation Criteria	Points
A.	Relevant Experience	40
1.	The Bidder should have Designed, Developed, Tested and Commissioned and maintained Similar works of value 40% of the estimated cost of this tender in Airports	
	a. Number of Airports More Than 3	30
	b. Number of Airport 1-3	10
	c. No of Airports up to 1	5
B.	Company Profile	15
1.	The Bidder should be registered under the Partnership Act or Companies Act, 2013, should have registered offices in India and should be in existence in India for at least the last 5 years as on date of submission of the bid.	5
	a. More than 15 years	5
	b. 10 - 15 years	3
	c. 5 – 10 years	1
	d. Less than 5 years	0
2.	Bidder or one of the Bidder in case of consortium, should possess CMMi Level 5 and any one of the below valid Certifications which are valid at the time of bid submission: <ul style="list-style-type: none"> • ISO 20000:2011 for IT Service Management • ISO 27001:2005 for Information Security Management System 	5
	a. More than 10 Years	5
	b. 5-10 Years	3
	c. 3-5 years	1
	d. Less than 3 Years	0
3.	The bidder must have a minimum strength of 300 IT / software professionals / domain experts on their permanent rolls.	5
	a. More than 500	5
	b. 400 – 500	3
	c. 300- 400	1

C.	Proposed Team Leader	15
1.	Certification	5
	a. Information Technology Certifications	2.5
	b. Project Management Certifications	2.5
2.	Qualification	5
	a. Post Graduate Qualifications (MSc IT / M.Tech / MCA / M.E)	3.5
	b. Graduate Qualifications (BSc IT / B.Tech / BCA / B.E)	1.5
3.	Past Experience (quality & relevance of experience)	5
	a. 10 + years	2.5
	b. 5 - 10 years	1.5
	c. 0 - 5 years	1
D.	Technical Presentation	30
1.	Project Experience for the Previous Projects Done	7
2.	Understanding of Scope of Work	5
3.	Solution Deployment Architecture	2
4.	Approach, Methodology & Project Plan	2
5.	Quality and Security Assurance Plan	2
6.	Innovation & New Ideas	5
7.	Training Plan	1
8.	Adherence to SLA, Monitoring & Review Framework	2
9.	Understanding of Industry Department Functions, Services and Processes	1
II.	Exceptional Ability of the Developer	3
	Total	100

2.20.4 Financial Bid Evaluation

Kannur International Airport Limited shall evaluate Financial Proposals of eligible bidders. If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected. The final score will be calculated through Least Cost selection method.

- The technically qualified bidder with the lowest commercial value quoted shall be treated as the Successful bidder.
- In the event the financial quotes are 'tied', the bidder with the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

2.21 Performance Bank Guarantee (PBG)

- i. The Bidder shall at his own expense, deposit with Kannur International Airport Limited, within 30(Thirty days) of the date of issue of Letter of Award or prior to

signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized Bank acceptable to Kannur International Airport Limited, payable on demand, for the due performance and fulfilment of the contract by the bidder.

- ii. This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- iii. The Performance Bank Guarantee should be valid for the period of 60 months from the date of work order and should be in the format prescribed in the tender.
- iv. The Performance Bank Guarantee may be discharged/ returned by Kannur International Airport Limited upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- v. Kannur International Airport Limited shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
- vi. PBG submitted by bidder need to be revised/ extended, in case of delay/default on the part of agency as may be required by Kannur International Airport Limited.
- vii. PBG should be en cashable on demand; Bank should have no right to question the claim of Kannur International Airport Limited.

2.22 Payment Terms and Schedule

- i. 10% of the quoted amount shall be paid within 30 days of signing of the contract and upon submission of bank guarantee as per the clause 2.21
- ii. 20% of the quoted amount to be paid on Entire System going "Live" on training & certification.
- iii. 30% of the quoted amount to be paid after the completion post implementation support period of 6 months.
- iv. Remaining 40% out of quoted amount shall be paid in 10 Equal Half-yearly Installments (every six months) during 5 years of paid maintenance period.

Kannur International Airport Limited will release the payment within 30 working days of

submission of invoice subject to invoice and all supporting documents being in order.

2.23 Service Level Agreement (SLA) and Penalty during Operation and Maintenance

The Service Level Agreement (SLA) will stipulate 99.99% uptime of the Entire System. The penalty for not adhering to the SLA shall be as per table below:

Description	Uptime Percentage	Penalty
Highly Critical Modules	99.99	5000 for each .01 % point of downtime
Critical Modules	99.95	5000 for each .05 % point of downtime
Other Modules	99.90	5000 for each .10 % point of downtime

In case of lack of maintenance support for the contents of the entire system, a penalty of Rs 5,00,000 (Five Lakh) per day will be levied if the support & solution is not provided within 48 hours of the call being logged.

2.24 Penalty

- i In case of delay in Design, Development and going LIVE of Whole Package within 6 (Six) months of the issue of the work order, then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each day week of delay or part thereof. Any consecutive delay will attract 0.5% of the total contract per month subjected to maximum of 9 months period.
- ii A basic System with basic functions, designed incorporating the requirements mentioned in this RFP, must be presented before the Kannur International Airport Limited for review, within 45 days of issue of the work order. In case of delay, a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each day week of delay or part thereof
- iii Delay in excess of 4 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.
- iv In case, the selected bidder does not supply the ordered items/services for any reason, the bidder will be liable to pay the difference amount to the purchaser, over and above the performance guarantee, which indenter Kannur International Airport Limited has to pay to the next or other selected bidder for purpose of the said items.

2.25 Letter of Acceptance

The Bidder whose bid has been accepted shall be notified of the award by the Kannur International Airport Limited prior to the expiration of the period of validity of the proposal, by registered letter or by fax. The Bidder shall acknowledge in writing, the receipt of the Letter of Acceptance and shall send his acceptance to enter into the Contract within 15 (fifteen) days from the receipt of the Letter of Acceptance.

2.26 Force Majeure

The Bidder shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Bidder. Such events may include, but not be limited to, acts of Kannur International Airport Limited in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. If a Force Majeure situation arises, the Bidder shall promptly notify Kannur International Airport Limited in writing of such condition and the cause thereof. Unless otherwise directed by Kannur International Airport Limited in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

2.27 Non-Disclosure Agreement (NDA)

Successful bidder has to sign the Non- Disclosure Agreement (Annexure 7) with Kannur International Airport Limited.

3.0 Scope of Work

- (a) To have a single platform in which all the required applications can be integrated.
- (b) To fulfill primary & operational requirements which are critical for Airport Operation in the beginning including POS.
- (c) Complete networking of existing & proposed system including Wi-Fi internet connectivity.

3.1 Primary Functions

The following are the indicative primary functions that will be undertaken by the Bidder:-

1. Bidder to carry out a gap analysis with respect to the previous successful airport

implementation to identify all the IT related requirements as follows

- a. covering all office functions of Kannur International Airport Limited
 - b. covering all operational aspects of Kannur International Airport and associated facilities of airport.
2. Propose Kannur Airport in acquiring the required applications, software, hardware and licenses, including improvement in the website and mobile app etc. with cost.
 3. Development and deployment of Integration Software and services.
 4. Operation and Maintenance of entire IT unit.
 5. Provide Training to Kannur Airport.
 6. Preparation of IT security policy.
 7. Preparation of all the associated documents.
 8. Complete integration of the system monitoring(end of day % Efficiency Daily Report)
 9. Incorporation of Artificial Intelligence wherever applicable and to cater future advanced requirements.
 10. Measurement of Passenger Movement, Services and efficiency of Airport shall be captured.

Scope also includes the following:

- Applications related to airport operations, for example the airport Operational database(AODB)
- Applications related to Airport operations Command & Control related Systems
- Integration with Automated Fixed telecommunications Network and the Air Traffic Control messages for updation of the latest information for all inbound and outbound flights.
- Implementation of common Airport Operations Data Base
- The other AODB interfaces include the Flight Information Display System (FIDS), The visual Guidance & Docking System (VGDS), the building Management System(BMS), Baggage reconciliation Systems (BRS), the Baggage Handling System (BHS), the CUTE system and the CCTV system etc at the airport.
- Automatic allocation of resources based on pre assigned/custom rules
- Possible to integrate with ACDM in the future
- Integrating Parking Management system with the central platform

At any time during the RFP and during the term of Agreement to be entered into afterwards, Kannur International Airport Limited shall have the right and discretion to add or delete the scope, or suspend, partially or in full, the Scope of work mentioned in the RFP. In the event of any increase or decrease of the scope of work, Kannur International Airport Limited shall have the right to proportionately increase or decrease the price/charges/fee/consideration, in accordance with the proposal submitted.

If any works, services, functions or responsibilities not specifically described in this RFP, are an inherent, necessary or customary part of the services or are required for proper performance or provision of the services, they shall be deemed to be included within the scope of work to be delivered without any additional charge, as if such works, services, functions or responsibilities were specifically described in the RFP.

3.2 System Integration Services.

- a. Overall Program and Project Management.
- b. Design and Development of an enterprise software, hardware, integrating with third party applications within and outside of this bid. If the bidder suggest or bid an existing proven proprietary set of software packages, then instead of design and development, the bidder should be able to customize the product according to Kannur Airport's requirement.
- c. Propose suitable Hardware & Software along with required licenses, bill of materials for any enhancement in functionality for which the bidder shall prepare all the tendering activities such as preparation of tender document, schedule of quantities, Tender evaluation and recommendation for award of work.
- d. Acceptance and commissioning of the solution components such as the ERP Solution, Database and subsequent integration of the different applications, module and components of the solution.
- e. All stakeholders like customs, immigration, CISF, Cargo, GH etc should be monitored through system integration.
- f. ATC Calicut, Kochi may be integrated with ATC Kannur Airport.

3.3 Implementation/Development Services

The successful bidder will have to carry out independent study regarding all requirements. Following will be part of mandate of System Integrator.

- a. Conduct of System Study at Kannur Airport, Kannur
- b. Preparation of System Requirements Specifications (SRS).
- c. Preparation of the customization requirements for development of the Enterprise software and third party application software.

- d. Configuration of the Enterprise Software, third party application and required hardware to meet the process requirements.
- e. Development and deployment Interfaces between Enterprise Software and devices or any other third party equipment /measuring instruments.
- f. Configuration of required hardware platform, OS , Security Etc
- g. Development of user interfaces.
- h. Development of reports, forms, MIS and Dashboards.
- i. Formulation of test plans.
- j. Testing of the configured solution.
- k. Quality Assurance from respective OEMs.
- l. Validating hardware and network requirements.
- m. Handholding/Annual Maintenance Contract.
- n. Product updates, upgrades and application of patches to be provided as applicable.
- o. Any other relevant components help the system

3.4 Training Services

- a. User training to different user groups based on the nature of usage including stake holders of the airport like Airlines/ Customs/ Cargo/Immigration/CISF/GH Agencies/ Hose keeping and other user agencies.
- b. Training of power users.
- c. Training the technical team on configuration and customization.
- d. Post-Go-Live Support Services.
- e. Set up Help desk operations for call logging and tracking and resolutions.
- f. Onsite support to resolve post installation issues.
- g. Central support team to maintain the application in terms of performance monitoring, backing up service, etc.
- h. Provision of comprehensive documents for the above stages including training documents, User Manuals and Technical Literature.
- i. Effect up-gradation, amendments, modifications and enhancements in the application software as and when required by Kannur International Airport Limited
- j. Any other relevant services or documents

3.5 Hardware Sizing Guidelines

Following are the sizing guidelines should be followed by the incumbent vendor when they size and propose hardware for their solution.

3.5.1 Hyper-Converged Solution

- The bidder shall propose Hyper Converged Integrated System from vendors placed in the leader's quadrant in the Gartner Magic Quadrant report April 2018 or latest. (The bidder will submit the supporting documents for the proposed solution listed in Gartner Magic Report 2018.)
- The Proposed Hardware appliance should be in the Gartner Magic Quadrant for the x86 server.
- The Proposed HCI solution should have been deployed in at least one Infrastructure server from leading OEM at any industry as an Appliance.
- The Proposed HCI solution should have the Hardware and Software from the same vendor.

3.5.2 HARDWARE AND PERFORMANCE REQUIREMENTS

i. Hypervisor Support

Solution must be hypervisor agnostic and should support at least 2 hypervisors. Please specify supported and future hypervisors.

ii. Hardware Support

Solution must be deployed on at least one infrastructure server from any Industry leading OEM as an Appliance.

iii. Hyper-Converged Infrastructure

Proposed solution must be based on converged IT infrastructure platform that integrates storage, compute, networking, hypervisor, real-time deduplication, compression, and optimization along with powerful data management, data protection, and disaster recovery capabilities in a standard x86 server building block.

Hyper converged system should be configurable, scalable and highly available. It should be a simple solution stack that tightly integrates compute, storage, networking, virtualization resources and management into a single appliance. Hyper-converged system should be scale-out cluster with performance and capacity.

iv. Functionality

Proposed hardware must be capable to Deduplicate, Compress & Optimize ALL data inline, in real-time, across all storage tiers: All handled with fine data granularity of 8KB data

blocks. Software Defined Compute, Network, Storage and Management Layers (Software-only integration on third-party software is not permitted).

v. **Hardware Specifications**

Proposed hardware must come with the following minimum specifications. Any Specification better than following shall be acceptable.

- Support for Intel Sky Lake processor minimum 4116 Intel Xeon S-Kit & 5120 Intel Xeon-G Kit and above
- Every offered node shall be configured with SSD drives only using MLC SSDs of capacity higher than 1.6TB
- Every offered node shall be configured with minimum 256 GB of memory supporting up to 1536 GB.
- Bidder shall provide the min 10TB storage usable storage capacity for the hyper converged appliance (1 node). The overhead of Hardware Raid, Network RAID, Replication Factor, Compression, deduplication & data optimization shall not be considered for calculating the usable storage capacity.
- Appliance should be supplied with minimum 4 X 10 gig SFP+ ports and 4 X 1 gig ports per node. The number of 10 gig and 1 gig ports should be customizable based on the type of workload deployed. Provision for network ports should allow 10G SFP+ Network Adapter, 1 gig options.
- HCI nodes should be configured with all overheads w.r.t core/Memory/Storage being used for deduplication, compression and optimization apart from the available VM resources for core/memory/storage.
- The Hyper Converged Software platform and the underlying hardware should be preferably from the same OEM and not outsourced from any third party, either licensed or non-licensed.
- Power Management - Must be able to show the actual power usage of the nodes.
- Should be ROHS compliant.
- Warranty - Five (05) years 24 x 7, Onsite Comprehensive Warranty from OEM for the complete hyper converge solution bundle need to be offered.

vi. **Resiliency**

- Proposed solution must be able to support multiple points of failure with no loss of function or data.

- In the event of a Node failure, the VM should be able to seamlessly run on the other node during a single component failure (of any type) production services are not affected / degraded in anyway
- Each node should have dedicated non-shared dual-PSUs and should be able to sustain single power supply failure. Solution should not utilize micro-server architecture with shared PSUs and other components.
- Appliance should be offered with hot-plug and redundant power supplies & system fans. Redundant supply should be available, N+1. Each node should have a cooling subsystem consisting of redundant hot pluggable fans.
- Should have a Hardware RAID + RAIN architecture or a RF3 + Erasure Coding architecture in case of RAIN only. In the event of a Hard drive failure, appliance should not be affected and virtual machines should continue to run on the appliance. Drive replacement should be seamless to virtual machines hosted on the appliance. System Should be able to sustain at least 2 SSD Disk failure per physical node, and 1 HDD failure simultaneously in each node of cluster across all nodes in cluster.
- Must be able to sustain one node failure per cluster.
- Must be able to sustain at least 1 NIC port failure

3.5.3 SOFTWARE AND FUNCTIONALITY REQUIREMENTS

i. Common Features

- The proposed solution must be able to provide enhanced functionality by including the following available without compromise in function or performance in All Flash Nodes:
- Global dedupe, compression and optimization with minimum impact to production workloads and guaranteed CPU and RAM available to user applications
- VM-centric policy-based backup/recovery/DR
- WAN-optimized data protection for VM mobility
- Unlimited real time data Deduplication Function - licenses Included
- Unlimited real-time data Compression Function -licenses Included
- Unlimited capacity Backup Function- Included
- Should include licenses for multi-site deployments of atleast 3 sites

ii. Other Features

- Native convergence of compute, storage, network and virtualization.

- Software to integrate Server and Storage inseparably, with the inability to breakup discrete functional components such as server and storage.
- Per VM snapshots and automatic replication across clustered nodes.
- Real time deduplication and compression.
- Automatic replication without replacement in the event of disk/node failure.
- Zero-overhead VM-granular cloning.
- VM-consistent recovery.
- Capability for user-driven, Recovery Point Objectives.
- Dynamic Scalability with Zero downtime.
- Storage Thin Provisioning.
- Seamless Scale-Out Architecture with zero downtime.
- Simplified, No-SAN Architecture.
- Simplified, No-LUN Architecture.
- Data Protection and Error Correction Method - Erasure coding or Equivalent
- Ability to support with latest technology upgrades in terms of processor and memory within the same cluster.
- Remote Replication and Disaster Recovery Site licensing to be included without additional cost.
- Automated remote alert diagnostic capability.

iii. Global Unified Management

- Proposed solution must be able to support the following Global Unified Management features
- VM-centric management through a single pane of glass via the virtualization manager.
- Performance monitoring software shall be quoted separately if hyper-converge management is not the integral part of VMware Vcenter.
- The ability for a single administrator to manage all aspects of the Hyper-convergence from within the Virtualization Manager for all sites
- Leverage existing investment of servers for hosting VMs and applications while taking advantage of the functionality of the solution
- Globally manage Backup Policies per Datastore or per VM

iv. Management

Central Management Web Interface to be capable of automation, analytics and API integration, regardless of solution size. Web Management interface to support integration with Microsoft Active Directory for User account management. Each node should support dedicated Gigabit remote management port. Hyper converged system should support easy to use interface to add full lifecycle management, VM provisioning and firmware updates in a single pane of glass providing a unified global experience. Must have real time Virtual KVM functionality and be able to perform a remote management. The management interface of Hyper Converged System should integrate with vCenter.

v. VM-Centricity and Mobility

- Proposed solution must be able to support the following VM-Centricity and Mobility feature
- Backups for specific VMs
- Ability to Move specific VMs between datacenters
- Cloning specific VMs
- VM-level backup instead of forcing protection at the datastore or protection domain level

vi. Data Protection

- Proposed solution must be able to support the following Data Protection
- Backup must be an independent copy of source Virtual Server and must allow restore of deleted or corrupted source Virtual Server features
- Backup functionality as a feature instead of a separate server / software license
- Backup to disk functionality as a feature instead of a separate license or appliance
- Replication across separate datacenter as a feature instead of a separate server / software license.
- Replication should support both Synchronous and Asynchronous based replication with license for entire capacity of array. Software for the same should be included by default. It should support both DC and DR synchronous and asynchronous replication for high availability over low latency TCP/IP B51networks.
- Replication across separate datacenters should be optimized with minimum additional overheads. Data should not need to be rehydrated before being transferred to target datacenter.

- The ability to carry simultaneous out bi-directional replication between two data centers
- The ability to define backup policy per data store, a group of VMs or specific VM
- Data Protection should have RPO of 10 minutes for local backups
- The ability to execute backup tasks during office hours without impacting to production workloads
- Data loss protection against single node failure in cluster
- The proposed solution must be able to provide backup reports for audit purpose
- Proposed solution must be able to support the following Data Recovery features
- Data recovery should be independent of source Virtual Server

vii. Data Recovery

- Proposed solution must be able to support the following Data Recovery features
- Data recovery should be independent of source Virtual Server
- Solution should provide a backup catalog to allow any Virtual Server to be recovered to any specific point-in-time
- Snapshot - Shall be offered with both Snapshot and clone license for the complete capacity supported by the system and shall not warrant any additional license for Snapshot and clone in future due to capacity growth. It shall support more than 256 snapshots for a given volume at Storage layer. It should also be capable of taking application aware snapshots for VMware and Windows.
- Data recovery process should be simple with an RTO in minutes
- Storage Licensing- Thin provisioning/ replication /snapshot /auto tiering/ backup license should be provided for the full capacity of the system. Storage performance monitoring software should be included. Future capacity growth shall not warrant any additional software license on the storage landscape

viii. Disaster Recovery

- Proposed solution must be able to support the following Disaster Recovery features
- The solution must provide a simple failover operation

- The solution must allow creation of a Runbook to automate recovery of Virtual Servers
- The solution must allow changing of IP address of recovered Virtual Servers to match target datacenter
- The solution should allow changing Virtual Server settings (example vCPU, vRAM, VM Switch) if required
- The solution must allow the option to test DR failover to separate network with no impact to production workloads
- The solution should have feature to assist in failback process to Primary datacenter.

The various components covered under this RFP are:

- Preparation of System Requirements Specifications (SRS).
 - Design & Development of an Enterprise Software with Appropriate Hardware and Review of Infrastructure Environment
 - Implementation, Training and Rollout
 - Post Implementation Warranty and Support
 - IT security Policy and safeguard against Hacking and other threats.
- The following component-wise activities have been identified:

3.6 Preparation of System Requirement Specification

Bidder to Study the Hardware and Software System related to the subject work and to prepare the most suitable requirement specification. Also bidder shall review the existing hardware and software available with Kannur International Airport Limited, a comprehensive list of which is appended herewith as Annexure and bidder shall recommend the necessary requirements/ for both hardware and Software for the complete and satisfactory working of whole system envisaged herewith for the smooth operation of Airport. To prepare the System Requirement Specification, contractor shall conduct system study at Kannur International Airport Site.

3.7 Design & Development of an Enterprise Software cum Master Integrator with Appropriate Hardware and Review of Infrastructure Environment

(In case of Proprietary software) Supply of an appropriate Enterprise Software solution and third party applications along with the required modules that caters to the requirements mentioned in this RFP document and has been successfully implemented in the Large Corporates/Airports. Enterprise Software solution and third party applications associated systems shall comprehensively fulfill Kannur International Airport Limited's business process requirements and objectives. The Solution should be capable to meet present requirements and future needs as described herein this document. The solution being provided must be relevant and complete with a suitable disaster recovery plan/ Business continuity Plan. Proposed solution should have verifiable Airport references which is a running system/real time. Suggest an appropriate hardware to run the solution in a high availability environment. Study and provide detailed infrastructure requirements for optimum performance.

Integration of all the packages mentioned here in this document. GUI development for each packages/ module to be integrated as per the Airport requirements.

It must focus on the required network (number of nodes, bandwidth, network availability requirements, VPN, intranet and internet, Network Management System (NMS), remote log on, security requirements, etc.); power (availability, stability, backup support, etc.); housing; air-conditioning and other facilities required.

All the web application should be SSL compatible and shall develop mobile view for the user to access it from mobile.

It is the responsibility of the bidder to provide a complete solution to Kannur International Airport Limited, clearly mentioning the various items, components, tools, risks involved, etc. Any shortfall or critical components not specified in this RFP which the bidder considers necessary for the solution to work smoothly and efficiently should be separately and clearly mentioned in the prebid meeting. Any bidder who fails to do so, if awarded the contract,

would without prejudice to Kannur International Airport Limited's legal rights, be responsible to procure and provide to Kannur International Airport Limited such tools, items, and components at its own cost.

1. Implementation, Training and Rollout

Devise an implementation approach / strategy that should be adopted after due consideration to project scope, applicable constraints and magnitude of business improvement goals. Bidder must provide detailed implementation methodology. Identify and formulate implementation procedures and controls for systems security, auditability, confidentiality, reliability, integrity, and business continuity. Prepare conceptual design and highlight parameters that will be configured in the Enterprise software & associated systems in accordance with Kannur International Airport's requirements. Provide integration solutions where enterprise software solutions and third party modules will be integrated with other applications to meet the office and operation requirement of Kannur Airport. Configure the Enterprise software based on approved conceptual design, parameters and integration areas. It should also include complete workflow for transaction approvals and escalation. Prepare reports that fulfill management and statutory reporting requirements. Convert and migrate historical and live data, efficiently and accurately.

Prepare the user community for change through appropriate knowledge transfer and end-user training. Prepare and execute a comprehensive training plan to train the trainers / power users and end users.

Gain acceptance for new systems by actively involving key users in driving the acceptance testing process and achieving cut-over to the new environment.

Ensure smooth and seamless transition to new systems without any disturbance to the ongoing operational activities of Kannur International Airport Limited. Provide a sufficient number of properly qualified solution experts for each specific area mentioned in the RFP. These should cover – as a minimum – experts having implementation experience in airport of size comparable to Kannur International Airport Limited in the areas of Human

Resources, Finance and Procurement and Logistics.

To address ERP implementation in the following areas:

A. Finance

- General Ledger
- Financial Analyzer
- Fixed Assets Management
- Cash Management
- Petty Cash Management
- Accounts Payable
- Revenue Accounting / Bank Accounting
- Accounts Receivable
- Insurance Management
- Leasing Management
- Budget and Cost Management
- Profitability Management
- Foreign Currency Management
- Taxation Management
- Treasury and Risk Management
- Cost Centre Accounting
- Product Costing
- Profitability Analysis(For each of business lines)
- MIS and Other Reports

B. Human Resources and Administration

- Employee Master Data
- HR Planning and Operations
- Recruitment/ Talent Hunting Management
- Qualifications Management
- HR Development
- Performance Management / Appraisal/ Review
- Compensation and Benefits Management
- Training and Development

- Administration Module
- Employee Number Generation and Authorization
- Employee Education and certification
- Time Management
- Healthcare Insurance and Management
- Travel Management
- Leave Management
- Payroll Processing
- Final Settlement Processing
- Personnel Insurance Management
- Security Management
- Organization Chart Management
- Staff Funds Management
- Self Service HR
- Staff Welfare Management
- MIS and Other Reports

C. Procurement and Inventory Control / Materials Management

- Material Planning
- Master Data/ Material Master
- Contracts and Procurement Management
- Vendor Management
- Inventory management
- Items Management
- Stores and Stock Keeping of individual department Management
- Inbound / Outbound Logistics Management
- MIS and Other Reports

I. Plant Maintenance

Equipment Distribution and Management in

- Civil
- Electrical

IT

- House keeping and cleaning equipment
- Fire vehicles
- Preventive maintenance
- Breakdown Maintenance and SLA Management
- MIS and Other Reports

2. Quality Management

- Quality Planning
- Quality Inspection
- Quality Certification
- Quality Control
- Material Defects Identification
- Reject/ Damaged Stock Management
- Warranty Replacement
- SLA Management
- AMC Replacement
- MIS and Other Reports

w. Project Systems Business Processes

- Project Planning
- Project Management
- Forecasting Future Projects
- Project Budgeting
- Project Monitoring and Review System
- MIS and Other Reports

x. Sales and Commercial

- Master Data
- Rent Management
- Land Management

- Space Management
 - Advertisement
 - Sale Items
 - Pricing
 - Billing
 - MIS and Other Reports
- y. Internal and External Mail Management System including Management of G suit.
- z. Workflow and Advance Document Management System
- aa. Prepaid Taxi Booking System/ Online Taxi management
- bb. Airport Terminal Management
- cc. Legal and share Management
- dd. Emergency
- ee. Airport Director Dashboard
- ff. Fire & Safety Management
- gg. Parking Management System
- hh. Existing & New Contract Management System
- ii. Alert System
- jj. Basis
- System Administration
 - Safety and Security
 - Login and Access control
 - User/ Role specific Authorization

O. Point of Sale System

Point of Sale (POS) processing enhances retail sales and E-commerce business processes. Unlike stand-alone POS solutions, each sales transaction immediately updates financial, accounting and customer records, providing a broader view of Kannur International Airport's overall sales activity and product stocking levels. POS systems will be implemented for every sale transaction terminal like, parking, retail shops, duty free shops, food & beverages and

any other retail transactions happening at Kannur International Airport Limited. The POS shall be will integrate with Kannur International Airport Limited's Finance system and the transactions of POS will be automatically updated into Finance System for further actions.

P. Safety Management System

An aviation safety management system is more than an MS Excel spreadsheet used to list reported issues. An aviation safety management system encompasses all four pillars (or components) of the safety management system requirements. Namely:

- Safety Policy
- Risk Management
- Safety Assurance
- Safety Promotion

The core features of the system would include:

- Data capturing of Hazard Identification by employees and incident reports submission with necessary pictures
- Each Unit will be able to complete Hazard logs for their respective unit
 - Allows employees to complete safety surveys when electronically distributed through systems
 - All the data records will be centralized and will be stored for min 5 years
 - System will store health information of all employees such as allergies etc.,
 - System will store various SMS information like Safety Bulletins, Newsletters etc.,
 - The system will generate various reports on time periods
 - The system will alert the Director of Operations and Duty Managers via email of information that has been inputted, and should be able to send message to hand held devices like mobiles or iPads
 - System will be capable of sending mass email notifications to all employees.
 - Shall Include an E- Learning module for various safety related training and ADP

Training including online tests and records.

Q. Airport Analytics Module

Airport Analytics will integrate all the sub systems and the Major scope of the Airport Analytics module is as follows:

- Application developed as Role Based approach which helps user to navigate data as per his responsibilities in organization
- Shall deliver just desired information to right user at right time.
- Information shall contextualize with who is looking at it, at what time and what is the purpose.
- Shall provide quick view of individual performance and identifies root cause with few clicks, it also intuitively navigates the way user thinks
- Shall enable the thought process like ‘What’ ‘Where’ ‘Why’ ‘When’
- Application experience is like navigating a website with high performance UI and ease of use being the key

As part of this module, various Dashboards, Reports and Analytics will be implemented to help executive team to understand the business better and take necessary action in improving the business and operations.

To help these factors, the following minimum dashboards should be provided tentatively. Bidder shall design the dashboard taking inputs from Kannur International Airport Limited and shall submit to Kannur International Airport Limited for approval prior to development.

1. Airside Productivity Analysis

- Gives Total Insight into Airline Productivity
- Aircraft Parking Space Productivity Index
- Boarding Bridge efficiencies, Flight Productivity
- Runway Productivity

2. Terminal Productivity Analysis

- Check- in
- CUTE/ CUPPS, Cuss
- Baggage Handling, BRS

- Passenger movement
- Security
- Customs/ Immigration
- Terminal space Productivity Index
- Commercial Analysis like Retail, DFS (Product and sector wise), F&B analysis, other leased space productivity like ATM's, Banks, Forex and Advertising.

3. Growth Drivers Periodic Review

- Provides insight into factors responsible for growth of an area
- Helps track growth and trends over previous periods
- Allows management to take the appropriate decisions regarding expansion, hiring etc.

4. Revenue Stream Analytics

- Airline, Passenger, Concessionaires, Retail, DFS, Car Park etc.
- Helps track revenue growth and trends over previous periods
- Helps management to make key data based decisions for future budgeting, allocations
- Allows one to understand profitability within different hierarchies of the organization.

5. Infrastructure & Maintenance Analytics

- Tracks the performance of Infrastructure from costs and maintenance perspective
- Helps track growth and trends over previous periods
- Helps management to clearly analyze future requirements in terms of growth and utilization
- Tracks the performance of help desk calls and maintenance response times

6. Planning and Forecast Review Analytics

- Helps the Airport planning department for slot management by having real effective data on the utilization of the airport from different areas

- Helps track growth and trends over previous periods. Helps analyze Airport performance based on summer and winter schedules in correlation to Aircraft movements, volume trend and passenger movements

7. Special Management Reports

- AOP Vs Actual Reports from Revenues (Aeronautical, Non Aeronautical) to Airline and Passenger Productivity, Cost & Profits Analysis
- Score cards based on best practices and benchmarks
- Management would be able to analyse specific issues for example concerning Revenues drill downs to the lowest possible grains, thus identifying the under lying causes from Airlines to Commercial areas.
- Ready-to-use reports covering all core business areas
- Easy to create and customize reports for immediate decision support.
- Flexible distribution of analysis by browser, e-mail, PDF documents and mobile devices.
- Individualized plug and play analyzer for power users.

8. Airport Operations

By means of this module, Airport enables the automation of different elements, which can be used during an operation, such as gates, aircraft parking position, baggage carousels or check-in desks. Programming can be incorporated into the system from the airlines or air navigation authorities through courier IATA standards. The systems allows introduction and management of flights that do not proceed from seasonal schedule, such as not scheduled flights, military flights, corporative flights or training.

Software is able to realize planning adjustments according to day to day incidents, such as cancellations, delays, diversions or rerouting. This information can also proceed from IATA messages, which is automatically incorporated into the system. It should be the source of information which is later provided to

other airport information systems, such as FIDS (Flight Information Display System), SCP (Security Check Point), CUTE (Common Use Terminal Equipment), BHS (Baggage Handling System) , VDGS (Visual Docking Guidance System), Public Announcement & Emergency Alert Management System , Building Management System (BMS) and so on. Using this module, one will be able to generate scenarios or simulations (whatif-analysis), whose goal is to anticipate the availability of the resources in the airport: new operations, scheduling changes or jobs in airport infrastructure which affect to resources.

9. **Airport management software:** Integrated with other airport systems such as

1. FIDS (Flight Information Display System), GIDS (Gate Information Display System)
2. SCP (Security Check Point)
3. CUTE (Common Use Terminal Equipment)/CUPPS, CUSS, Baggage Reconciliation Systems, Self-Baggage Drop System
4. BHS (Baggage Handling System)
5. VDGS (Visual Docking Guidance System)
6. PA & EAMS (Public Announcement & Emergency Alert Management System)
7. AODB
8. Building Management System (BMS)
9. ATC (Air Traffic Control)

Airport management system should help users to automate the different items assignment during an operation (gates, aircraft parking position, baggage carousels, check-in, etc.). This automation shall be carried out by defining each airport parameters according to the airline, aircraft model and operation source, and shall be added to the airlines system or air navigation entities through IATA messaging standards.

This airport management software shall allow users to enter and manage flights

not included in the scheduling season: i.e., unplanned airline flights, military flights, air ambulances, corporate flights or training flights.

This airport management software shall also be able to handle the operation additional data, including items such as passengers, equipment usage times, fuel refuelling, etc. in the subsequent billing process.

The implementation areas are indicative only. The detailed list of areas of Implementation will be finalized mutually after the completion of study of requirement.

10. Airport Base: Billing Module

Billing module allows the definition of rates adapted to each airport requirements, including the ability to set specific prices for airlines based on trade agreements. This billing module shall collect all operations information from AODB, (number of passengers, parking time, etc.) and any other concept defined in airport fares whose consumption has been registered in AODB. According to this information, we can generate individual (per transaction) or bulk invoices. A wizard guides users through the billing process, determining conditions as dates, flight types, etc.

11. Resources Management System Module

It shall help users to manage airport resources in a flexible and comfortable way. This environment shall allow resources assignment with a simple drag and drop process.

It should be capable of handling the following features. Other applicable features are:

- Resources occupancy blocking
- Slot Allocation and management
- Aircraft ground movement Creation
- Historical mode view
- Automatic resources allocation using the rules defined in AODB
- Combined view of gates and parking positions for both resources planning
- IATA Messaging access
- Operation schedule modification
- Airlines Monitoring & Co-ordination

12. Ground Handling Management Application

This module shall give the information about the following areas

- Ramp services
- Luggage handling (passengers and cargo)
- Cleaning
- Boarding and dis embankments of passengers

This Module Shall Manage all airport handling services using a single solution

- Speeds up the invoicing of the services provided to airlines
- Reduces administration costs automating processes
- Increases Company incomes, and also customers and passengers satisfaction
- Improves our services quality
- Reduces dramatically costs, according to the material & human resources optimization
- Calculates all required resources according to forecasted operations
- Controls all services in each operation
- Helps to easily create rates with a lot of alternatives
- Generates invoices with no need of duplicating information

13. Security Service Module

- Security resource allocation
- Resource Status
- Incident Status

- Security Equipment/ Device Management

3.8 Post Implementation Warranty and Support

Provide a team of certified experts to be stationed at Kannur International Airport Limited for post implementation support for a minimum period of 6 months at free of cost to ensure optimum and seamless operations of systems and processes. Also Bidder shall handhold with Kannur International Airport Limited for a period of three years at payable basis after the completion of free post implementation support. Bidder should have local physical presence of the people required and it should be indicated before signing the contract. Specify a detailed support program and mechanism. Contractor must provide at least three years post implementation warranty for software and hardware. Contractor must provide at least seven years post implementation software and hardware support out of which first 5 year will be part of the project and next 2 year will be AMC. The Contractor has to ensure that all software and hardware supplied are free from defects / bugs / flaws / security holes, etc. Warranty periods for hardware / software should be clearly mentioned. Any discrepancies, mismatches and resource constraints experienced during the support period which were not specified in the Proposal will be responsibility of the Contractor.

3.8.1 Components

The project shall be implemented within a period of maximum 6 (Six) months or earlier and it shall be followed by Maintenance phase of 5years from the date the Entire System goes “live”. The broad components of the project are as follows:

- 3.8.1 Design and development of Entire System maximum 6 (Six) months
- 3.8.2 Post Implementation Support for a period of Six Months at free of cost
- 3.8.3 Operation and Maintenance as Kannur International Airport Limited’s IT Team- 5 years after the whole System is live
- 3.8.4 Training to Kannur International Airport Limited staff- As per Airport requirement

3.9.0 Design and Development of System

3.9.1 Planning

Within 15 days from work order issued, the selected agency shall submit a detail project plan including the following:

3.9.1.1 Project Organization and Management Plan

3.9.1.2 Design and Development plan

3.9.1.3 Pre-commissioning, Operational and User Acceptance Testing Plan

3.9.1.4 Delivery and Installation Plan

3.9.1.5 Training Plan

3.9.1.6 Risk Management Plan

3.9.1.7 Operations and management plan

3.9.1.8 Task, Time, and Resource Schedules

3.9.1.9 Technical Support Plan

Within 45 days from work order issued, the selected agency shall present a sample UI before Kannur International Airport Limited, designed incorporating the requirements mentioned in this RFP however not limited to these only. Kannur International Airport Limited will mention additional specific requirements (if any) after this presentation.

3.9.2 Inspection and Testing

The inspection of installation of services shall be carried out to check whether the services are in conformity with the mentioned in the tender. The bidder will test all operations and accomplish all adjustments (tuning) necessary for successful and continuous operation of the systems to the satisfaction of Kannur International Airport Limited.

The project will be treated as “complete” only if:

- User Acceptance Testing (UAT) is completed
- Handover to the Airport is completed
- Final Source code along with Security Audit Certificate of the project along with detailed documentation.

3.9.3 Operational Acceptance

Successful completion of the contract will be gauged through a series of formal acceptance tests performed on all aspects of the system/sub systems:

- Bidder must host the services from its own testing server in development and testing phase
- The integration (if any) should be completed before the official launch of the application
- In the phase where the Entire System goes “Live”, Bidder will have to manage and roll out a beta stage where the system will be made available and restricted only to selected staff of Kannur International Airport Limited, and conduct user acceptance testing of the System based on test cases developed by the Bidder in consultation with Kannur International Airport Limited and validated by Kannur International Airport Limited. Based on the test results, required changes will be carried out and tested. Post this, Kannur International Airport Limited’s ERP cum Master Integrator will be officially launched and operational acceptance will be complete.

The Successful bidder must agree to above criteria for complete system acceptance and further agrees that:

- It will provide without additional charge to Kannur International Airport Limited and in a timely manner, all additional services and products not identified and accounted within the proposal as may be necessary to correct all problems which are preventing acceptance
- In order to accept the system, Kannur International Airport Limited must be satisfied that all of the work has been completed and delivered to Kannur International Airport Limited’s complete satisfaction and that all aspects of the system perform acceptably. The functional/logical acceptance of the system will only be certified when the proposed system is installed and configured according to the design and that all the detailed procedures of operating them have been carried out by the Bidder in the presence of Kannur International Airport Limited’s staff.

3.9.4 Operations and Maintenance

The Successful bidder shall maintain and support the supplied software (ERP) for a period of 5 years after the successful operational acceptance. The first six months of maintenance should be included free with all application maintenance activities and the remaining period will be paid maintenance. The Operation and Maintenance will consist of;

- Resolution of errors/bugs (if any), software updates, changes in the software that may be necessary due to legal/statutory changes etc.
- Providing all software updates and patches released by the OEM (Original Equipment Manufacturer), update and patch management, resolution of any issues/problems with the software etc.
- Deploy adequate facilities management personnel to maintain the software system cum Master Integrator as per the service level requirements
- Periodically update and insert static pages/contents as per Kannur International Airport Limited's directives
- Successful bidder shall provide a dedicated project manager during the period of the contract that should be present for discussions, important meetings and should act as one point contact for Kannur International Airport Limited.
- Resources for maintenance of Entire System

No extra cost shall be remunerated by Kannur International Airport Limited on account of such maintenance activities mentioned herein above.

3.9.5 Documentation

The project team shall provide the following documentations in hard as well as soft copies:

A document which contains source level changes during the deployment as well as in operation.

- | | |
|---------|--|
| 3.9.5.1 | Detail Project Plan |
| 3.9.5.2 | Fortnightly progress reports |
| 3.9.5.3 | System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements |
| 3.9.5.4 | Complete Source Code with required documentation. |
| 3.9.5.5 | Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan) |
| 3.9.5.6 | Training Manuals and literature |
| 3.9.5.7 | Systems Administration Manuals |

3.9.5.8	CMS Tool Manuals
3.9.5.9	User manuals
3.9.5.10	Installation Manuals
3.9.5.11	Operational Manuals
3.9.5.12	Maintenance Manuals
3.9.5.13	Security policy and procedure for Portal including Password security, logical access security, operating system security, data classification, and application security and data backups.

3.9.6 Copyright

Any software, hardware, data, awards, certificates, patent, etc. shall be absolute property of Kannur International Airport Limited. The Successful bidder will transfer to Kannur International Airport Limited all Intellectual Property Rights in the Software developed. The bidder shall relinquish to Kannur International Airport Limited source code of the developed ERP System within Five (5) days from the date of acceptance of the system. The source code supplied to the Kannur International Airport Limited shall at all times be a complete, accurate, and up-to-date copy corresponding exactly to the current production release of the software.

3.9.7 Place of Performance

The Successful bidder shall perform a majority of the work at its own facility. The bidder shall be required to meet at the Kannur International Airport Limited's facility once per week (day and time to be determined) for a weekly status meeting. Additionally, all project reviews will be held at the Kannur International Airport Limited's facility and attended by the bidder. Kannur International Airport Limited shall provide and arrange for meeting spaces within its facility for all required bidder meetings. Once the project reaches the training phase, all training shall be conducted at the Kannur International Airport Limited's facility. A free space shall be allotted within the premise of the airport.

3.9.8 Warranty support

Bidder shall provide comprehensive and on-site warranty for Three and Half years from go live for the infrastructure deployed on the project. Bidder need to have OEM support for these components and documentation in this regard need to be submitted

to Kannur International Airport Limited on annual basis.

Bidder shall provide the comprehensive & onsite manufacturer's warranty in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the RFP. Bidder must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period.

Bidder shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP.

Bidder is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the RFP. During the warranty period Bidder shall replace or augment or procure higher-level new equipment or additional licenses/hardware at no additional cost to the Kannur International Airport Limited in case the procured hardware or software is not enough or is undersized to meet the service levels and the project requirements.

During the warranty period Bidder shall maintain the systems and repair/replace at the installed site, at no charge to Kannur International Airport Limited, all defective components that are brought to the Bidder's notice.

The Bidder shall carry out Preventive Maintenance (PM) of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. The PM should be carried out at least once in six months as per checklist and for components agreed with Kannur International Airport Limited

The Bidder shall carry out Corrective Maintenance for maintenance/troubleshooting of supplied hardware/software and support infrastructure problem including network (active/passive) equipment, security and rectification of the same. The Bidder shall also maintain complete documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems in centralized repository, accessible to Bidder team as well.

Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.

The Bidder shall ensure that the warranty complies with the agreed technical standards, security requirements, operating procedures, and recovery procedures.

Bidder shall have to stock and provide adequate onsite and offsite spare parts and

spare component to ensure that the uptime commitment as per SLA is met.

Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).

The Bidder shall introduce a comprehensive Assets Management process & appropriate tool to manage the entire lifecycle of every component of

3.9.9 Service Levels Installation and Deployment

S. No.	Milestone	Timelines T = Date of work order
1	Preparation of SRS –study report	T1 = T + 20
2	System Design and Development	T2 = T1 + 90
3	Training, UAT and System going Live	T4 = T3 + 40
4	Security/Application & Safety Audit	T3 = T2 + 10
5	Rollout and Signoff	T5 = T4 + 20

Guidelines for Technical Proposal

Technical Proposal should comprise of the following:

- 1) A covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. Do not, otherwise, edit the content of the proposal cover letter.
- 2) The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as supplemental to the required response.
- 3) Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Kannur International Airport Limited will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
- 4) The bidder is expected to provide deliverables for the proposed solution as part of technical proposal without price quote. The deliverables as given in the technical solution should be in consonance with the financial proposal. Any deviations in the final deliverables between technical and financial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal. Kannur International Airport Limited reserves the right to take appropriate action in this regard.
- 5) The bidder must address the following in their project implementation strategy:
 - a) A detailed Project schedule and milestone chart.
 - b) Approach and Methodology of design, development and management of the ERP System
 - c) Project Management tools proposed to be used for project.
 - d) Bidder's plan to address the key challenges of the project.
- 6) The technical proposal should address the following at the minimum:
 - a) The proposal should have information specific to Kannur International Airport Limited's System
 - b) Describe how the functional requirements will be translated into technical implementations, that is, it should map with the Functional Requirements Specifications.
 - c) Propose how availability, performance rates for the system will be

measured and maintained

- d) Project Management Plan including:
- i. Team composition and Tasks assigned
 - ii. Implementation Methodology and Plan to include
 - Key implementation objectives, key deliverables and an implementation schedule for the same
 - Roll-out Plan
 - Indication of Time Frame
 - Acceptance Testing Plan
 - Escalation Process during implementation
 - iii. Hosting Plan
 - iv. Quality and Security Assurance Plan
 - v. Training Plan
 - vi. Hand holding, Operation and Maintenance Plan
 - vii. Licensing details of software
 - viii. Responsibility Matrix
 - ix. Post Implementation Plan
 - Manpower Deployment to support operation and maintenance of Entire System
 - Exit Plan

Annexure 1

Tender Document Fee & EMD Submission: Compliance Statement

(This compliance statement duly filled, along with scanned copies of the documents to be submitted in Cover-I)

Sl No:	Documents	"Yes" for Complied " No" for not complied
01	Online submission of tender document fee: (Rs 15000 /-)	
02	Online submission of EMD (Earnest Money Deposit : (Rs 5,00,000 /-)	

Annexure-2

Technical Compliance Statement

(This compliance statement duly filled, along with scanned copies of the documents to be submitted in Cover 2)

Sl No.	List of Documents	“Yes” for Complied “No” for not complied
1	Brief profile of the Company: Scanned copies of Brochure etc / to be submitted duly signed and sealed.	
2	Certificate of Incorporation/Registration Certificate.	
3	Permanent Account Number (PAN)	
4	GST Registration Number	
5	Audited Financial Statement (Balance sheet and Profit and Loss Account) for the previous five Financial Years i.e. (FY 2017-18, FY 2016-17, FY 2015-16 FY 2014-15 and FY 2013-14), duly certificate by the Chartered Accountant.	
6	Certificate from the current authorized signatory of the company with their domain expertise shall be furnished	
7	Copies of work orders and Client completion certificate	
8	Satisfactory completion certificate from client for organizing and completing the works stating the cost and actual date of completion.	
9	Work order/acceptance letter from client for executing the works	
10	Client list as per Annexure 6	
11	Self-declaration by the bidder in the letter head duly signed and sealed as per Annexure 3 format	
12	Unconditional Acceptance Letter as per Annexure 8 format	
13	Undertaking for not been blacklisted as per Annexure 10 format	
14	Affidavit as per Annexure 11 format	
15	Power of Attorney as per Annexure 12 format	
16	Duly Signed and sealed copy of Tender documents	

Annexure-3

Covering letter with the Proposal in response to RFP Notice

(To be submitted on the Letterhead of the bidder)

{Place}

{Date}

To,

The Managing

Director,

Kannur International Airport

Limited,

Parvathy, T.C.36/1,

Chacha, N.H. Bypass,

Thiruvananthapuram - 695 024.

Ref: RFP Notification no: KIAL/CPE-I/C/158/2018-19

Subject: Submission of proposal in response to the RFP for “Procurement, Design, Development, Testing, Implementation and Operation & Maintenance of Enterprise Software and Master Integrator for Kannur International Airport Limited.

Dear Sir,

1. Having examined the RFP document, I/we, the undersigned, herewith submit our proposal in response to your RFP Notification no KIAL/CPE-I/C/158/2018-19 for “Procurement, Design, Development, Testing, Implementation and Operation & Maintenance of an Enterprise Software and Master Integrator for Kannur International Airport Limited.” in full conformity with the said RFP document.
2. I/We have read the provisions of the RFP document and confirm that these are acceptable to us. I/We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. I/We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 120 days from the date of opening of financial proposals.

4. I/We hereby declare that I/we am/are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and I/we am/are not under a declaration of ineligibility for corrupt or fraudulent practices.
5. I/We hereby declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
6. I/We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to my/our disqualification.
7. I/We understand you are not bound to shortlist / accept any or all proposal you receive.
8. I/We hereby declare that information provided by me/us in respect of the eligibility criteria mentioned at clause 2.20.2 is correct as per our record.

Our correspondence details with regards to this proposal are:

Sr. No	Information	Details
1	Name of responding firm:	
2	Address of responding firm:	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
4	Telephone no. of contact person:	
5	Mobile no. of contact person:	
6	Fax no. of contact person:	
7	E-mail address of contact person:	

I/We am/are enclosing details of my/our company in the format as given in Annexure-4.

I/We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Sincerely

[FIRM'S NAME]

Name Title Signature

Date

Stamp of the Signatory

Annexure-4

Details of responding firm [In support of 2.20.2]

Sr. No.	Particulars	Details to be Furnished
1	Details of Responding Firm	
	Name	
	Address	
	Telephone	Fax
	Email	Website
2	Information about Responding Firm	
	Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc)	
	Details of Registration (Ref eg., ROC Ref #)	Date
		Ref #
	Number of professionals (on the rolls of the firm) providing managed services (excluding temporary staff)	
	Locations and addresses of offices (in India and overseas)	
	Certificates (Please attach copy) as required in the Eligibility and Technical Evaluation Criteria	

Format of Performance Bank Guarantee

Whereas ----- (hereinafter called 'the Respondent') has submitted its proposal dated ----- in response to the RFP notice with file no:

For "Procurement, Design, Development, Testing, Implementation and Operation & Maintenance of an Enterprise Software and Master Integrator for Kannur International Airport Limited" (hereinafter called "the Proposal") to Kannur International Airport Limited.

KNOW ALL by these presents that WE ----- of -----

----- Having our registered office at -----

----- (hereinafter called "the Bank") are bound to the Kannur International Airport Limited (hereinafter called "the Kannur Airport") in the sum of ----- for which payment well and truly to be made to the said Kannur Airport, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this ----- day of ----- 20XX.

THE CONDITIONS of this obligation are:

- This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the Respondent
- The performance bank guarantee shall be valid till the end of 28 (Twenty Eight) days after the expiration of contract period with Kannur Airport.
- The Performance Bank Guarantee may be discharged/ returned by the Kannur Airport upon being satisfied that there has been due performance of the obligations of the Respondent under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- In the event of the Bidder being unable to service the contract for whatever reason, Kannur Airport would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Kannur Airport under the Contract in the matter, the proceeds of the PBG shall be payable to the Kannur Airport as compensation for any loss resulting from the Respondent's failure to complete its obligations under the Contract. Kannur Airport shall notify the

Respondent in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Respondent is in default

- Kannur Airport shall also be entitled to make recoveries from the Respondent's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement
- We undertake to pay to the Kannur Airport up to the above amount upon receipt of its first written demand, without the Kannur Airport having to substantiate its demand, provided that in its demand the Kannur Airport will specify that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions
- In event of any recovery by the Kannur Airport from the amount of PBG, we undertake that full amount of the PBG shall remain enforce till the end of the period of validity of PBG as specified herein below.
- This guarantee will remain in force up to and including 28 (Twenty Eight) days after the expiry of period of contract, and any demand in respect thereof should reach the Bank not later than the above date. Any amendment in this context will be mutually acceptable by Kannur Airport/ Bank/ Bidder

Dated the _____ day of _____ 20__

Signature

Bank Rubber Stamp

(Name) & (Official

Address) Date

Format of providing citations

Sr. No	Item	Guidelines	Attachment Ref. No for details
1	Name of the Project		
2	Date of Work order		
3	Client Details	Name: Contact person's Name & No.	
4	Scope of Work	Provide Scope of Work: Highlight Key Result Areas expected and achieved	
5	Contract Value	Provide particulars on Contract value assigned to each major phase and milestone	
6	Complete Project Duration	Provide particulars on the total time taken on completion of the project including time details on various activities	

Non-Disclosure Agreement

This Non-Disclosure Agreement ("Non-Disc") is made and entered into _____ day of ____ month _____ year (effective _____ date) by

Whereas, Kannur Airport and Company have entered into an Agreement ("Agreement") _____ effective _____ for _____; and

Whereas, each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party, ("CONFIDENTIAL INFORMATION").

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

1. **Definitions.** As used herein:

(a) The term "Confidential Information" shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/users/persons/customers data, products and/or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media, and including all proprietary information, customer & prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, commercial or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to the disclosing party's data, computer database, products and/or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Airport's Information including citizen/users/persons/customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information.

(b) The term, "Airport" shall include the officers, employees, agents,

consultants, contractors and representatives of Kannur Airport.

(c) The term, “Company” shall include the directors, officers, employees, agents, consultants, contractors and representatives of Company, including its applicable affiliates and subsidiary companies.

Protection of Confidential Information. With respect to any Confidential Information disclosed to it or to which it has access, Company affirms that it shall:

- (a) Use the Confidential Information as necessary only in connection with Project and in accordance with the terms and conditions contained herein;
- (b) Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information than the parties take to protect the confidentiality of its own proprietary and confidential information and that of its clients;
- (c) Not to make or retain copy of any commercial or marketing plans, citizen/users/persons/customers database, Proposals developed by or originating from Airport or any of the prospective clients of Airport except as necessary, under prior written intimation from Airport, in connection with the Project, and ensure that any such copy is immediately returned to Airport even without express demand from Airport to do so;
- (d) Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the other party; and
- (e) Return to the other party, or destroy, at Airport’s discretion, any and all Confidential Information disclosed in a printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately upon the earlier to occur of (i) expiration or termination of either party’s engagement in the Project, or (ii) the request of the other party therefore.
- (f) Not to discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between Airport and Company or the nature of services to be provided by the Company to the Airport.

3. **Onus.** Company shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions.
4. **Exceptions.** These restrictions as enumerated in section 1 of this Agreement shall not apply to any Confidential Information:
 - (a) Which is independently developed by Company or lawfully received from another source free of restriction and without breach of this Agreement; or
 - (b) After it has become generally available to the public without breach of this Agreement by Company; or
 - (c) Which at the time of disclosure to Company was known to such party free of restriction and evidenced by documentation in such party's possession; or
 - (d) Which Airport agrees in writing is free of such restrictions.
 - (e) Which is received from a third party not subject to the obligation of confidentiality with respect to such Information;
5. **Remedies.** Company acknowledges that (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Airport; (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and (c) injury sustained by Airport may be impossible to calculate and remedy fully. Therefore, Company acknowledges that in the event of such a breach, Airport shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition Company shall indemnify Airport of the actual and liquidated damages which may be demanded by Airport. Moreover, Airport shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by Company.
6. **Need to Know.** Company shall restrict disclosure of such Confidential Information to its employees and/or consultants with a need to know (and advise such employees of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of the disclosing party.

7. **Intellectual Property Rights Protection.** No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.
8. **No Conflict.** The parties represent and warrant that the performance of its obligations hereunder do not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.
9. **Authority.** The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.
10. **Dispute Resolution.** If any difference or dispute arises between the Airport and the Company in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred to the Managing Director, Kannur Airport. If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within fourteen (14) days after receipt. If that Party fails to respond within fourteen (14) days, or the dispute cannot be amicably settled within fourteen (14) days following the response of that Party, the dispute may be referred to by either Party to the Court of Law for which the jurisdiction of the Court shall be at Thiruvananthapuram.
11. **Governing Law.** This Agreement shall be interpreted in accordance with and governed by the substantive and procedural laws of India and the parties hereby consent to the exclusive jurisdiction of Courts and/or Forums situated at Thiruvananthapuram, Kerala, India only.
12. **Entire Agreement.** This Agreement constitutes the entire understanding and agreement of the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and understandings among the parties with respect to the subject matter hereof.
13. **Amendments.** No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.

14. **Binding Agreement.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
15. **Severability.** It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.
16. **Waiver.** If either party should waive any breach of any provision of this Agreement, it shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.
17. **Survival.** Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement.
18. **Non-solicitation.** During the term of this Agreement and thereafter for a further period of two (2) years Company shall not solicit or attempt to solicit Airport's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct operations/business similar to Airport with any employee and/or consultant of the Airport who has knowledge of the Confidential Information, without the prior written consent of Airport. This section will survive irrespective of the fact whether there exists a commercial relationship between Company and Airport.
19. **Term.** Subject to aforesaid section 17, this Agreement shall remain valid up to 48 (Forty Eight) months from the "effective date".

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this Agreement to make it effective from the date and year first written above.

For Airport,

For Company

Name:

Name:

Title:

Title:

WITNESSES:

- 1.
- 2.

WITNESSES:

- 1.
- 2.

Unconditional Acceptance Letter

ACCEPTANCE LETTER

Managing Director
Kannur International Airport,
Kerala – 695 024

ACCEPTANCE OF TERMS AND CONDITIONS OF TENDER

Name of work: Procurement, Design, Development, Testing, Implementation, Integration and Operation & Maintenance of Enterprise Software and Master Integrator for Kannur International Airport Limited.

Tender no:

Dear Sir,

1. The tender documents for the works mentioned above have been sold to me/us by Kannur International Airport Ltd and I/we hereby certify that I/we have inspected the site and read the entire terms and conditions of the tender documents made available in the website www.etenders.kerala.gov.in, which shall form part of the contract agreement and I/We shall abide by the conditions/clauses contained therein.
2. I/We hereby unconditionally accepts the tender conditions of KANNUR INTERNATIONAL AIRPORT LIMITED's tender documents in its entirety for the above works and in case we have put forth any conditions same may be treated as withdrawn.
3. The contents of Tender of the Tender Documents have been noted wherein it is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to submit any additional document or put any remark(s)/ conditions(s) (except unconditional rebate on quoted rates if any) in/ along with the Tender Document and the same has been followed in the present case. In case, this provisions of the tender if found violated after opening of tender, I/We agree that the tender shall be rejected and KANNUR INTERNATIONAL AIRPORT LIMITED shall without prejudice to any other right or remedy be at liberty to forfeit the 10% of earnest money.
4. That, I/We declare that I/We have not paid and will not pay any bribe to any officer of KANNUR INTERNATIONAL AIRPORT LIMITED for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of KANNUR INTERNATIONAL AIRPORT LIMITED asks for bribe/gratification, I will immediately report it to the Appropriate Authority in KANNUR INTERNATIONAL AIRPORT LIMITED'.

5. The required earnest money as specified in for this work has also been submitted and is attached herewith.

Yours faithfully,

AUTHORIZED SIGNATURE

NAME OF THE SIGNATORY :

NAME & ADDRESS OF THE TENDERER :

OFFICIAL SEAL & DATE :

Performance Bank Guarantee Format

PROFORMA BANK GUARANTEE FOR CONTRACT PERFORMANCE
(To be stamped in accordance with Stamp Act)
(The non-judicial stamp paper (Rs. 500/-), should be in the name of issuing Bank)

To,

The Managing Director
Kannur International Airport Limited
Mattannur, Kannur District
Kerala State - 670 702

Dear Sir,

In Consideration of the Managing Director, Kannur International Airport Ltd., having offered to accept the terms and conditions of the proposed agreement between Kannur International Airport Limited, Mattannur, Kannur District, Kerala State - 670 702 and[here in after called "the said contractor(s)"] for the works.....[here-in-after called "the said agreement"] vide order No. Dated, having agreed to production of irrevocable Bank Guarantee for Rs.....Rupees.....) as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement. We, (Name of Bank).....having its branch office athereby undertake to pay to the Managing Director, Kannur International Airport Limited and amount not exceeding Rs.....(Rupees.....) on demand by Kannur International Airport Limited.

1. We,(Name of Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a Demand from Kannur International Airport Limited stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....(Rupees.....).
2. We, the said bank further undertake to pay to the Managing Director, Kannur International Airport Limited any money so demanded any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal.
3. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment. We,(Name of Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of Kannur International Airport Limited under or by virtue of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee.
4. We,.....(Name of Bank) further agree with Kannur International Airport Limited that Kannur International Airport Limited shall have the fullest liberty without our consent and without effecting

in any manner our obligations hereunder to vary any of terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by Kannur International Airport Limited against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relived from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, act or omission on the part of Kannur International Airport Limited or any indulgence by the Kannur International Airport Limited to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect so relieving us. except with the guarantee shall not be discharged due to the change in the constitution of the Bank or the contractor(s).

5. We,.....(Name of Bank) hereby undertake not to revoke this guarantee the previous consent of Kannur International Airport Limited in writing.
6. This guarantee shall be valid up tounless extended on demand by Kannur International Airport Limited. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs.....(Rupees.....) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the(day) of(Month).....(Year)

For.....(Name of Bank)

Undertaking for not been Blacklisted

UNDERTAKING FOR NOT BEEN BLACKLISTED

(duly filled in the letter head of the tenderer, scanned copy to be submitted in Cover-2)

We do hereby undertake that our firm or its partners or Directors have not been blacklisted or any case is pending or any complaint regarding irregularities is pending, in India or abroad, by any Global International body like World Bank/International Monetary Fund/World Health Organization etc. or any Indian State/Central Governments Departments or Public Sector undertaking of India

Date:

Signature of tenderer with seal

AFFIDAVIT

(To be submitted on non-judicial stamp paper (Rs.500/-),
scanned copy to be submitted in Cover-2 :Technical Bid)

1. The undersigned do hereby certify that all the statements made in the attachments are true and correct.
2. The undersigned hereby authorizes and requests any Bank person, Firm or Corporation to furnish pertinent information deemed necessary and requested by Kannur International Airport Limited.
3. The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of Kannur International Airport Limited.
4. The undersigned also hereby certifies that neither our firms/companies have abandoned any work in India nor any contract awarded to us for such work has been rescinded in the past five years.
5. The undersigned also hereby authorizes Kannur International Airport Limited and their authorized representative to conduct any enquiries or investigation to verify the statements, documents and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical capability. This will also serve as authorization to Kannur International Airport Limited representative to contact in person or otherwise, any individual or authorized representative of any institution referred to in the supporting information and obtain such information as may be required by him to verify statements and information provided in this application, or with regard to the resources, experience and competence of the Applicant.
6. The undersigned understands that furnishing of false information could result in disqualification.
(signed by Authorized signatory of the bidder)

.....
.....
Title of Officer

Name of bidder

.....

Date

Encl: Requisite Power of Attorney

Power of Attorney

Power of Attorney for signing of Tender documents

(duly filled, scanned copy to be submitted in Cover-2 :Technical Bid)

Know all men by these presents, We _____ (name of the Principal/firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./ Ms. (name), _____ son/daughter/wife of _____ and presently residing at _____, who is presently employed with us holding the position of _____, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for " : Procurement, Design, Development, Testing, Implementation, Integration and Operation & Maintenance of Enterprise Software and Master Integrator for Kannur International Airport Limited" for proposed Kannur International Airport, Kerala, India under the Kannur International Airport Limited (the "Authority") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in Pre-Applications and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said Project and/ or upon award thereof to us and/or till the entering into of the Agreement with the Authority. AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____ 20...

For _____ (Signature, name, designation and address)\

Witnesses:1.

2.

(Notarized) Accepted _____ (Signature)
(Name, Title and Address of the Attorney)

Notes:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- *Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.*
- *For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Applicants from countries that have signed the Hague Legislation Convention 1961 are not required to be legalised by the Indian Embassy if it carries a conforming Appostille certificate.*

Bill of Quantity

Validate

Print

Help

[Item Rate BoQ](#)

Tender Inviting Authority:

Name of Work: Procurement, Design, Development, Testing, Implementation, Integration and Operation & Maintenance of an Enterprise Software and Master Integrator for Kannur International Airport Limited.

Contract No: KIAL/CPE-I/C/158/2018-19

Name of the Bidder/ Bidding Firm/ Company :						
PRICE SCHEDULE						
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)						
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Basic Rate	Total Amount	TOTAL In Words
1	2	4	5	13	53	55
1.0	Procurement, Design, Development, Testing, Implementation of an Enterprise Software and Master Integrator with all the required packages for Kannur International Airport Limited.	1	Job		0.00	INR Zero Only
2.0	Operation and Maintenance of the entire system for a period of 5 Years	5	Years		0.00	INR Zero Only
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words						INR Zero Only

Guidelines for Financial Proposal

1. Unless expressly indicated, bidder shall not include any technical information regarding the services in the financial proposal.
2. Prices shall be quoted entirely in Indian Rupees.
3. No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The contract price shall be the only payment payable to the bidder for completion of the contractual obligations by the Bidder under the Contract, subject to the terms of payment specified in the contract. The price quoted would be inclusive of all taxes, duties, and charges and levies as applicable. Prices quoted shall be inclusive of supply at site, installation and commissioning. No extra payment on any account shall be admissible.

The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

Note: Payment shall be made as the clause Payment Terms and Schedule 2.22

Module wise and Bill of materials wise break up should be attached along with this bid.