



Tender No. KIAL/IT-01/2025

TENDER

FOR

SUPPLY, INSTALLATION, TESTING, CONFIGURING AND COMMISSIONING
OF SERVERS, STORAGE, DESKTOPS/LAPTOPS AND SOFTWARE AT
KANNUR INTERNATIONAL AIRPORT LIMITED

KANNUR INTERNATIONAL AIRPORT LIMITED
Kannur International Airport -PO
Mattannur, Kannur -670708
Kerala

TENDER COST: Rs 3000/- +18 % GST

March 2025

Tender Notice

KANNUR INTERNATIONAL AIRPORT LIMITED having its registered office at Kannur International Airport P.O, Mattannur, Kannur, Kerala-670708 invite Tender from agencies meeting the eligibility criteria of the tender for **“Supply, Installation, Testing, Configuring and Commissioning of Servers, Storage, Desktops/ Laptops, Software at Kannur International Airport Limited.”** Tender document will be available in website www.kannurairport.aero from 05 March 2025 to 21 March 2025. The cost of the tender document is Rs 3000/-+ 18% GST.

The due date for submission of Tender is up to 3 PM on March 25, 2025.

The Technical Bid will be opened on 25 March 2025 at 4:00 PM at the office of Kannur Airport in the presence of the Bidders or their duly authorized representative who choose to be present. The Financial Tender of those companies who meet the eligibility criteria and whose Technical Tenders have been found acceptable will only be opened at a later stage and the date will be intimated to the eligible bidders later.

(Sd/-)
Managing Director
Kannur International Airport Ltd

1. IMPORTANT DATES AND INFORMATION

Sl. No.	FAQ	Answer
1	Cost of Tender Document	Rs 3,000/- + 18% GST (non-refundable) in favour of Kannur International Airport Ltd through Demand Draft payable at Kannur.
2	EMD	Rs.50,000/- should be submitted in favour of Kannur International Airport Ltd through Demand Draft payable at Kannur, along with the tender.
3	Security Deposit	Security Deposit amounting to 10% of the total contract value should be deposited by the successful bidder through Demand Draft payable at Kannur.
4	Address of Owner	Kannur International Airport Limited Kannur International Airport -PO Mattannur, Kannur -670708 Kerala
5	Tender Document Delivery Mode	Physical
6	Last date and time of Submission	March 25, 2025 up to 3:00 PM
7	Date of opening Technical Bid	March 25, 2025 at 4:00 PM
8	Date of opening Financial Bids for technically qualified bidder	Will be intimated to shortlisted applicants through email.
9	Duration of contract	3 years.
10	Validity of Tender	120 days from the date of opening of tender
11	Total Number of pages of Tender Document	30 pages

2. GUIDELINES TO BIDDERS:

- a) Tender documents can be downloaded from the Website www.kannurairport.aero
The bids shall be submitted in physical mode only.
- b) The bidders shall submit their Technical bid and Financial Bid in sealed envelopes to Kannur International Airport before the mentioned deadline.
- c) **TENDER DOCUMENT FEES AND EARNEST MONEY DEPOSIT (EMD)**
The bidder shall pay, a tender document fee of **Rs. 3540/-** (inclusive of GST) and Earnest Money Deposit of **Rs 50,000/-**. The EMD is required to protect the purchaser against risk of Bidder's conduct, which would warrant the forfeiture of EMD.

3) CRITICAL DATES:

SL No.	EVENT	DATE and TIME	
1	Document Download Sale	Start Date: 5 March 2025 at 1100 hrs	End date: 21 March 2025 up to 1800 hrs
2	Clarification	Start Date: 6 March 2025 at 1100 hrs	End date: 21 March 2025 up to 1800 hrs
3	Bid Submission	Start Date: 24 March 2025 at 1000 hrs	End date: 25 March 2025 up to 1500 hrs
4	Pre-Qualification & Technical Bid Opening Date	25 March 2025 at 1600 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 website.

4) Clarification on Tenders:

a) All enquiries/clarifications in connection with this tender should be addressed to tenders@kannurairport.aero, through email. The Clarifications/queries shall be replied through email and published on website.

b) To assist in the examination, evaluation and comparison of Tenders, the Purchaser may, at its discretion, ask the Bidder for a clarification or additional documents. All responses to requests for clarification shall be through website/email mode only.

c) The Purchaser may, at its discretion, extend the deadline for the submission of Tender by amending the Tender Documents, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

5. Scope of Work:

1. Supply, Installation, Testing, Configuring and Commissioning of Servers, Storage, Desktops/ Laptops, Software at Kannur International Airport Limited: The selected vendor shall supply the computers, servers, storage, software and other peripherals along with necessary operating systems and drivers at Kannur Airport along with necessary licensed software as per the specification provided in Annexure-VII.
2. Installation of Computers, servers, storage, software and other peripherals: The vendor shall deliver the computers, servers, storage server and other peripherals at Kannur International Airport mentioned above and ensure successful installation and operation of the same along with related drivers.

3. **Ensure working condition:** The vendor must ensure that all the computers, servers, storage, software and other peripherals provided must be as per the specification mentioned in the tender document and in proper working condition.
4. **Comprehensive Maintenance of Desktops, servers, storages and other peripherals during Warranty period:** The vendor must maintain all the Desktops, servers, storages and Peripherals supplied through this order during the warranty period of three years*.
*May vary for some of the items.
5. **Technical Support:** Successful vendor shall provide technical support during the warranty period immediately on call basis. Complaint should be attended remotely and resolved within 15 minutes from the receipt of the complaint. Any hardware related issue should be resolved within 24 hours from receiving the complaint.
6. **Delivery Period:** All items should be supplied and installed within 60 days from the issuance of Purchase Order.
7. **Replacement of Parts:** The vendor must ensure rectification of the faulty Desktop, servers, storages, and other peripherals or providing replacement for the same as per uptime requirements mentioned in General Conditions of this document.
8. **Routine Inspection/maintenance:** Carryout routine inspection/preventive maintenance for all the supplied/specified items and associated systems during the AMC period of 3 years
9. **Upgradation/update**
The successful bidder shall guarantee the long-term availability of Upgraded versions of hardware / software including security, patch, or any other updates/licenses for successful working of the equipment/items during the contract period of 3 years.
10. Servers and storages should be installed and configured at site physically/virtually

6. **Eligibility Criteria for the bidder:**

The eligibility criteria for bidders are as follows:

- i. The bidder should have minimum 5 years of experience as on 31 January 2025 in the area of Hardware (servers and desktops) Supply and maintenance. The bidder must attach a copy of the work orders received in 2024 or early.
- ii. The bidder should have average annual turnover of Rs. 2 crore (Rupees Two Crores only) in last 2 financial years i.e. 2022-23 & 2023-24. The bidder must attach copy of audited Balance Sheet and Profit & Loss statement.
- iii. The bidder should have at least 20 Technical Staff as on 31 January, 2025 on its payroll. The certificate from bidder's HR department must be attached along with the list of employees.
- iv. The bidder should have successfully fulfilled at least 3 similar work orders in last three years. Submit Client Completion Certificate for these work orders indicating number of items supplied and total value of the order for each project.

- v. The bidder must have office/s in Kerala desirably in Kannur. The bidder must attach latest copy of either Telephone Bill/Electricity Bill/ Property Tax Bill etc. as proof of their office in Kerala.
- vi. Single Entity Bidding Only.
- vii. The Bidder shall be either System Integrator or authorized Dealer of the OEM. A signed Manufacturer Authorization Form to be submitted for eligibility.
- viii. Bidder should have PAN number and GST registration. Copy to be submitted along with the Bid.
- ix. Bidder should not have been blacklisted by any organization. An undertaking should be submitted by the agency in the letter head as per Annexure-VI.
- x. An Earnest money deposit of Rs 50,000/- (**Rupees fifty thousand only**) is to be submitted along with the tender document only in the Demand Draft in favour of “Kannur International Airport Limited”.

7. General Conditions

- 1. Fixed Price: Prices quoted by the bidder shall be fixed during the term 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.
- 2. The Tender should be submitted within the date and time as described in the tender document. Further, Kannur Airport would not be liable for any delay occurred in submission of the quotations. The onus lies on the bidder to ensure the submission within stipulated date and time.
- 3. A person signing the tender or any other document in respect of the contract on behalf of the contractor without disclosing his authority to do so shall be deemed to warrant that he has authority to bind the contractor. If it is discovered at any time that the person so signing had no authority to do so, KIAL may, without prejudice to any other right or remedy of the purchaser, cancel the contract and carry out the work at the risk and cost of the contractor

4. Tendering Process:

The bid document should be submitted physical in the following manner:

Cover-1: Cost of Tender Document and EMD as separate Demand Drafts, Bidder Details (Annexure-I), Unconditional Acceptance letter (Annexure-III), Pre-Bid Qualification Documents Compliance statement (Annexure-IV) duly filled in, along with the scanned copies of the necessary supporting documents. The Cover-1 should be superscribed as “Cover-1 Technical Bid”).

Cover-2: Financial Bid: The Bidder shall submit the Financial Bid strictly as per the attached format. The Cover-2 should be superscribed as “Cover-2 Financial Bid”).

Both these covers shall be sealed separately and kept in a single envelope. The envelope should be superscribed with “Tender for Supply, Installation, Testing, Configuring

and Commissioning of Servers, Storage, Desktops/ Laptops, Software at Kannur International Airport Limited Tender No KIAL/IT-01/2025". The envelope should be addressed to "Managing Director, Kannur International Airport, Kannur International Airport Post, Mattannur, Kannur-670708 Kerala. The bidder should write their name and address on the bottom left of the envelope. This sealed envelope should be dropped in the tender box kept at MD's office.

5. The Technical Bids will be opened on scheduled date and time at the office of Kannur Airport. If the said day happens to be a holiday day due to any reasons the Technical Bid will be opened in the next working day at the same time
6. After opening of technical bids and verifying the EMD amount, the technical bids shall be evaluated later on to ensure that, the bidders meet the eligibility criteria as specified in the tender document.
7. The Bidders technical bid (Pre-Bid & Technical Bid Qualification documents submitted in Cover-1) will be considered for technical evaluation, only if, the agency meets all the following conditions.
 1. Only those bids who has submitted Fee & EMD.
 2. Only those bids who has submitted unconditional acceptance letter exactly as per the format given in annexure-III.
8. The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, comparison of the bids and qualification of the bidders, Kannur Airport may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by Kannur Airport shall not be considered. Kannur Airport request for clarification and the response shall be through e-tender mail Id: tenders@kannurairport.aero only.
9. If a bidder does not provide clarifications of its bid by the date and time set by Kannur Airport, their bid may be rejected.
10. The financial bids (Cover-2) of those bidders whose technical bids have been satisfactorily evaluated and found responsive, will only be opened subsequently after due notice through email.
11. The successful bidder shall enter into a contract and the authorized signatory shall execute and sign the contract agreement in accordance with the terms and conditions contained in the tender document before commencement of service. (Cost of stamp paper will be borne by the bidder). The agreement will be valid till the assigned work gets fully executed, unless terminated in writing.
12. The quantities indicated are only indicative and may vary at the time of final order placed.
13. If the party does not execute the work as per the specification and/or within the stipulated time, the supplier would be treated as defaulter and would be liable to forfeit the EMD/Security Deposit and damages/losses caused and such parties shall not be considered for any future requirements of Kannur Airport. In such case, Kannur Airport will be free to award the work to next lowest parties as per mutual discussion.

14. The hike in price will only be considered to the extent of the rates increased in terms of Govt. levies/taxes declared and/or implemented by Central/State Governments/local municipality (applicable if any) during the currency of the contract. The same will however be considered, only if the party produces the authentic documents.
15. Repeat Order: Kannur Airport reserves the right to place the repeat order, with same terms and conditions as per the first order.
16. The quoted amount shall be inclusive of packing, transportation, loading and un-loading charges to delivery at Kannur International Airport.
17. The rate shall be exclusive of applicable GST.
18. The competent authority reserves the right to accept or reject any or all tenders in full or part without assigning any reasons thereof.
19. Change(s) in any of the terms and conditions by bidder stipulated in the tender shall not be acceptable to Kannur Airport.
20. In case of any dispute arising in relation to interpretation of any of the terms and conditions of the contract in tender in part/full, the decision of Managing Director, Kannur Airport shall be final and binding to all.
21. The competent authority reserves the right to terminate the contract at any point of time during the currency of the contract, if any of the above terms and conditions is found to have been violated.
22. Conditional acceptance would not be considered as an acceptance.
23. The party has to offer rates for all items. Bid with rates not offered for all items shall be liable for rejection.
24. No corrections/alterations are possible once bid is submitted.
25. The bidder shall always comply all security regulations of Kannur airport and statutory agencies in effect from time to time at Kannur Airport for carrying out the work at Kannur airport premises.
26. The successful bidder shall keep sufficient spares and repairing equipment to provide prompt services for the system installed at Kannur Airport.
27. Adequate coverage of Insurance shall be the responsibility of the successful bidder, who shall provide coverage for all items, against transit risks, incidental to acquisition, transport, and delivery of equipment up to the destination.
28. In case of damage or loss in transit up to destination it shall be the responsibility of the successful bidder to initiate and pursue the claim with insurance company.
29. Terms of payment:

- i. Payment will be made to the bidder on successful Supply, Installation, Testing, Configuring and Commissioning of Servers, Storage, Desktops/ Laptops, Software at Kannur International Airport Limited as per the specification, terms and conditions of this tender.
 - ii. Document Required for Payment: -
 - a) Original signed invoice
 - b) Item list
 - c) Certificate of Kannur Airport's authorized officer stating that items are received in good condition at site.
 - d) The Bidder shall furnish the details of their Account in the specific format, for making the E- Payment.
 - e) The bidder shall submit copy of satisfactory completion certificate duly signed by Kannur Airport.
 - f) The bidder shall submit Warranty/ Guarantee card of OEM duly signed and sealed along with items
 - g) The bidder shall submit undertaking for making the items make good/repair/replace during the Warranty/ Guarantee period in their letterhead duly signed and sealed along with items.
30. The bidder shall guarantee availability of service Warranty for the Items for a period of 3 years from the certified date of completion of the work. The bidder shall submit an undertaking for Warranty for the Items for a period of 3 year as per Annexure-VIII.
- i.e. The warranty period will be 3 years from the certified date of completion of work. The bidder is responsible to make good/repair/replace any defects noticed during the period.
31. No price escalation will be accepted under any circumstances on the quoted price.
32. All disputes arising out of this work shall be referred to the Managing Director, KIAL who will be the sole arbitrator and his decision shall be final and binding on both sides.
33. Items should be new and genuine: Repaired / refurbished items will not be accepted. The items should be supplied as per terms and conditions and no part supplies will be accepted. Failure to abide by regulations will result in blacklisting of company by KIAL.
34. The bidder shall submit product catalogue for verification of complete technical specification. If the technical specification in the product catalogue is variant from technical specification specified in the tender, the data specified in the technical specification shall prevail.

If the successful bidder fails to execute the work as per the Terms and Conditions of the agreement executed, a penalty at the rate of maximum 10% of total contract value shall be levied on the contractor, which shall be recovered from the security deposit or from the payment to be made to the contractor and the contract may be terminated at the risk and cost of the contractor.

35. DELAY COMPENSATION FOR DELAY.

- i) The work shall throughout the stipulated period of contract be proceeded with all due diligence. A time schedule as indicated in the activity chart to be got accepted by the Head (IT). The contractor shall comply with the said time schedule.
- i) In the event of the bidder failing to comply with this condition he shall be liable to pay a compensation as amount equal to **0.5% (Zero point five percent)** for every week or such amounts decided by competent Authority (whose decision in writing shall be final) on the contract amount of the whole work or quantum of work that remains uncompleted provided always that the entire amount of compensation to be paid under the provisions of this Para shall not exceed **10% (TEN percent)** of the contract amount.
- ii) The amount of compensation for delay and waiver of compensation for delay in case of justified reasons shall be decided at the discretion of Accepting Authority and the same shall be final and binding on the contractor. Time taken by KIAL and local statutory authorities for approval of configurations, drawings, design, estimate etc, force majeure reasons and any other reasons beyond control of the contractor shall be considered as justified reasons. The amount of compensation may be adjusted or set off against any sum payable to the contractor under this or any other contract with KIAL.

36. EXTENSION OF TIME:

- a) This work is urgent and hence the completion period as per contract shall be adhered to strictly. However, in case of extraordinary situations which may delay the completion of the project, the contractor shall apply for extension in time.
- b) If the contractor desires an extension of time for completion of the work on the ground of having been unavoidably hindered in its execution or on any other ground, he shall apply in writing to the Head (IT) of the Kannur International Airport within 7 days of the date of hindrance on account of which he desires such extension as aforesaid.
- c) The Head (IT) shall, if in his opinion (which shall be final) is satisfied that the grounds shown are reasonable, shall authorize such extension of time, which is necessary or proper, with approval of competent Authority.
- d) The supplier may claim extension of time over and above the mentioned completion time in case of changes of goods ordered by the purchaser or delay due to any drawings, services which are to be provided by the purchaser.
- e) KIAL may extend the delivery period without Liquidated Damages if the reasons given by the supplier are found justified. Otherwise, delivery period will be extended with levy of Liquidated Damages.
- f) KIAL reserves the right to cancel the order wholly or in part without any liability to pay cancellation charges and forfeit the EMD and or encash the performance Bank Guarantee in full absolutely, in case of delay in supplies.
- g) In the event of rejection of non-conforming goods, the successful tenderer shall be allowed to replace the non-conformities within the specified time. If the

contractor fails to do so within the specified time the purchaser shall have the right to invoke the performance guarantee.

37. FORCE MAJEURE:

KIAL may grant an extension of time for the completion of the work in case the timely completion of the work is delayed by force majeure beyond the contractor's control, subject to what is stated in the following sub-paragraphs and to the procedures detailed there in being followed. Force majeure is defined as 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, pandemic and strikes (only those which exceed a duration of ten continuous days). The Supplier's right to an extension of the time limit for completion of the work in above mentioned cases is subject to the following procedures: -

- a. That within 10 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the Supplier informs the KIAL in writing that the Supplier considers himself entitled to an extension of the time limit.
- b. That the Supplier produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.
- c. That the Supplier proves that the said conditions have actually interfered with the carrying out the contract.
- d. That the Supplier proves that the delay occurred is not due to his own action or lack of action.
- e. Apart from the extension of the time limit, force majeure does not entitle the supplier to any compensation of damage or loss suffered.

38. COMPLETION CERTIFICATE:

Within ten days of successful completion of the work, the contractor shall give notice of such completion to the Head (IT) and within ten days of the receipt of such notice the Head (IT) shall inspect the work and, if there is no defect in the work, shall issue a certificate of completion. Otherwise issue a provisional certificate of completion indicating: -

- a. Defects to be rectified by the contractor and/or
- b. Items for which payment will be made at reduced rates.

No certificate of completion provisional or otherwise, shall be issued, nor shall the work be considered to be complete until the contractor shall have removed from the premises on which the work shall be executed all surplus materials and waste. If the contractor shall fail to comply with the requirements of this clause as to removal of surplus materials and waste on or before the date fixed for the completion of the work, the Head (IT) may at the expense of the contractor remove such surplus materials & rubbish, etc. and dispose of the same as he thinks fit, and the contractor shall have no claim in respect of any such surplus materials as aforesaid except for any sum actually realized by the sale thereof.

39. PAYMENT OF ROYALTIES:

If pursuant to or under any law, such notification or order, any royalties, fee or the like becomes payable by the contractor but not paid to the Governments/Local Authority in respect of any materials used by the contractor in the works, then in such a case it shall be lawful for the Authority and it will have right and be entitled to recover the amount paid in the circumstances as aforesaid, from the dues of the contractor.

40. DEATH OF CONTRACTOR:

Without prejudice to any of the right or remedies under this contract, If the contractor dies, the Head (IT) on behalf of the Managing Director shall have the option of terminating the contract without compensation to the heir of contractor.

41. INDEMNITY:

The contractor shall indemnify purchaser against any claims or for payment of any royalty, license fee or any other expenses in respect of or for making use of patents or designs or labour disputes/claims with respect of which he according to the terms of the contract, is to be treated as an agent of the Purchaser for the purpose of making use of the patent or trade mark for fulfilment of the contract.

“If an action is brought against the Purchaser for infringements of any patent or registered trademarks or misappropriates any trade secret, the Contractor shall defend any action taken against the Purchaser at the contractor’s expense and pay the damages and cost awarded against the purchaser/Contractor and Purchaser shall fully cooperate with Contractor without any Financial and any other liability to KIAL.”

42. SETTLEMENT OF DISPUTES:

Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specifications, design, drawings and instruction here-in before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or things whatsoever, in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the work or the execution or failure to execute the same whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter:

For any dispute arising out of this Contract/ agreement, only the Courts in Kannur shall have jurisdiction to entertain such a dispute. Arbitration clause is not applicable

43. PATENTS, SUCCESSFUL BIDDER’S LIABILITY & COMPLIANCE OF REGULATIONS

Successful bidder shall protect and fully indemnify the KIAL from any claims for infringement of patent, copyright, trademark, license violation or the like.

The Successful bidder shall also protect and fully indemnify KIAL from any claims from successful bidders, Workmen, employees, their heirs, defendants, respondents from any person(s) or bodies/ companies etc. for any act of commission or omission while executing the order.

The successful bidder shall be responsible for compliance with all requirements under the laws and indemnify completely KIAL from any claims/penalties arising out of any infringements.

44. EMPLOYEMENT OF TECHNICAL STAFF AND EMPLOYEES:

The contractor shall arrange necessary skilled technical assistants on the site and on call/remotely as and when required. Preferably a resident engineer can be placed at Kannur airport

45. Authority of Person Signing the Contract on behalf of the Contractor.

A person signing the tender or any other document in respect of the Contract on behalf of the Contractor without disclosing his authority to do so shall be deemed to warrant that he has authority to bind the Contractor.

Tender signed by the Indian Agent / Representative shall not be considered and shall be rejected, if it is discovered at any time that the person so signing had no authority to do so, the Purchaser may, without prejudice to any other right or remedy of the purchaser, cancel the contract and carry out the work at the risk and cost of contractor and hold the firm which purchased the tender liable to the Purchaser for all costs and damages arising from the cancellation of the Contract including any loss, which the Purchaser may sustain on account of such purchase.

46. Training for KIAL employees

The successful bidder shall impart training on system usage for KIAL staff or their nominated persons. The all required document (training handout notes) including deployment of training expert and supply of technical and training manual are in the scope of successful bidder

47. Integration/Installation support

Contractor should provide necessary support at their end during the installation/integration of applications (like Digi Yatra) in the equipment provided by the contractor

48. Service Report

A service report has to be submitted by the firm's technician /service engineer to Kannur Airport after rectifying the fault (if any) during the contract period. A record to be maintained by the firm for such breakdowns attended by the firm and to get signed by Kannur Airport officer.

49. Penalty clause for Server Maintenance:

The contractor shall maintain the system/servers with an uptime of 99.9% per month. If the server uptime falls below 99.9% in any given month, a penalty of Rs. 1,000 per hour of downtime beyond the allowed limit will be imposed.

- a) The contractor must respond to maintenance requests within 15 minutes.
- b) The contractor must rectify any downtime issues within 4 hours of notification.
- c) If the contractor fails to respond within the specified time, a penalty of Rs. 500 per hour of delay will be imposed.
- d) Exclusions:
Scheduled maintenance windows agreed upon by both parties are excluded from the uptime calculation
- e) Downtime caused by natural disasters or force majeure events is also excluded.

BIDDER DETAILS

Sl. No.	Particulars	To be filled in by the bidder
1	Name of the Agency	
2	Details of Tender Fee	
	(i) Amount	Rs 3540/-
	(ii) Demand Draft No.:	
	(iii) Date	
	(iv) Issued Bank	
3	Details of EMD	Rs 50000/-
	(i) Amount	
	(ii) Demand Draft No.:	
	(iii) Date	
	(iv) Issued Bank	
4	Date of Registration of the agency	
5	Detailed office address of the Agency with Office Telephone Number, Mobile Number, E Mail Address, and name of the contact person	
6	Company's Kerala Office Address (if the company is not head quartered in Kerala)	
7	PAN/TAN Number (copy also to be enclosed)	
8	GST Number (Copy also to be enclosed)	
9	Whether the firm is blacklisted by any organisation or any criminal case is registered against the firm or its owner/partner anywhere in India. (An undertaking is as per Annexure VI to attached in this regard)	

10	Length of experience in the field of Hardware Supply and Maintenance.	
11	Experience in dealing with Govt./other organisations. (Indicate the names of the organisations and attach copies of experience certificates/work completion certificates issued by those organisations)	
12	Whether Unconditional Acceptance Letter (as per Annexure- III), duly signed, in token of acceptance of the terms and conditions, is attached?	
13	Whether agency profile is attached?	
14	Documentary proof to support the claim that the Bidder shall be either OEM or authorized dealer of the OEM (Manufacturer Authorization Form to be submitted). Dealer shall submit the Copy of the authorized dealership certificate issued by the OEM.	
<p>Signature of the authorized Person Full Name: Seal:</p>		
<p>Date:</p> <p>Place</p>		

Financial Tender Format (BOQ)

Sl. No	Item Description	Qty	Unit Rate Rs. (excl. GST)	Total Amount in Rs. (excl. GST)
1.	SITC including necessary configuration of server with the specification mentioned in Annexure VII including all necessary accessories with 3yr Support (3 Year Onsite Warranty)	01		
2	SITC including necessary configuration of storage server with the specification mentioned in Annexure VII including all necessary accessories with 3yr Support (3 Year Onsite Warranty)	01		
3	SITC including necessary configuration of Desktop computer (Pre-installed Windows Operating system 11 pro included) with the specification mentioned in Annexure VII including all necessary accessories with 3yr Support (3 Year Onsite Warranty)	10		
4	SITC including necessary configuration of Apple MacBook Air-Laptop with the specification mentioned in Annexure VII including all necessary accessories with 3yr Support (3 Year Onsite Warranty)	4		
5	Ms Office (Home & Business) 2024 with standalone license PC or Mac	10		
6	Autocad LT 2025 commercial new single user Annual subscription	2		
Total Amount Rs.				
Rupees: (.....)				

*Quantity may get revised according to the requirements.

ACCEPTANCE LETTER

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

To

The Managing Director,
Kannur International Airport limited (KIAL),
Mattannur, Kannur District
KERALA STATE – 670702

SUB:- Acceptance of Terms & Conditions of Tender

Name of work: Supply, Installation, Testing, Configuring and Commissioning of Servers, Storage, Desktops/ Laptops, Software at Kannur International Airport Limited

Tender No: KIAL/IT-01/2025

Dear Sir,

1. The tender document for the works mentioned above have been sold to me/us by KIAL and I / we hereby certify that I / we have read the entire terms and conditions of the tender document available in the website www.kannurairport.aero which shall form part of the contract agreement and I/ we shall abide by the conditions /clauses contained therein.
2. I / We hereby unconditionally accept the tender conditions of KIAL's tender document in its entirety for the above works and in case we have put forth any conditions same may be treated as withdrawn.
3. After unconditionally accepting the tender conditions in its entirety, it is not permissible to put any remarks/conditions (except unconditional rebate on price, if any). In case the provision of the tender is found violated after opening the tender submitted, I agree that the tender shall be liable to be rejected.
4. That, I have not paid and will not pay any bribe to any officer of KIAL for awarding this contract at any stage during its execution or at the time of payment of bills. "That, if any officer of KIAL asks for bribe/ gratification, I will immediately report it to the appropriate authority in KIAL".
5. Conditions of contract for supply, installation, testing, configuring and commissioning of computers, servers, storage, software and peripherals at Kannur international airport limited, have been read by me and same is acceptable unconditionally.

Yours faithfully,

AUTHORIZED SIGNATURE :
NAME OF THE SIGNATORY :
NAME & ADDRESS OF THE TENDERER :
OFFICIAL SEAL & Date :

TENDER COST & EMD SUBMISSION: Compliance Statement

(This Compliance statement duly filled, along with the scanned copies of the documents to be submitted in Cover-1: Fee)

SL No	DOCUMENTS	DD# , Date and Issued Bank
01	Tender Cost / Fee : Rs 3540/- (Rupees Three thousand five hundred forty only)	
02	EMD (Earnest Money Deposit) : Rs. 50,000/- (Rupees Fifty Thousand only)	

AUTHORIZED SIGNATURE :

NAME OF THE SIGNATORY :

NAME & ADDRESS OF THE BIDDER :

OFFICIAL SEAL & Date :

Pre-Bid Qualification Documents: Compliance Statement

(Scanned copy of this Compliance statement duly filled, along with the copies of the documents to be submitted in Cover-2)

SL No	DOCUMENTS	“YES “for Complied “NO” for not Complied	Page No
01	Duly filled and signed Bidder Details (Annexure I)		
02	Self-attested copy of Certificates of Incorporation/ Partnership Deeds or any other valid document issued by the respective Registrar of firms/companies. In case of Proprietorship firm, Self-declaration or self-certificate supported by PAN in the proprietor’s name would suffice		
03	Copy of PAN card & Proof of GST Registration		
04	Experience Certificates from minimum 3 Organisations		
05	Attested copy of relevant documents showing that the firm has minimum three years’ experience in providing similar services. (the Name & address of the Clients need to be enclosed)		
06	Undertaking for not having been Black Listed (Annexure-VI)		
07	Signed unconditional acceptance letter (as per Annexure III)		
08	Signed Compliance Statement regarding Tender Cost and EMD (as per Annexure IV)		
09	Signed Certificate of Undertaking for Warranty (as per Annexure VIII)		

AUTHORIZED SIGNATURE :

NAME OF THE SIGNATORY :

NAME & ADDRESS OF THE BIDDER :

OFFICIAL SEAL & DATE :

*Note: Ambiguous statements & incomplete supporting documents for vital tender requirements may attract the risk of rejection without further reference.

UNDERTAKING FOR NOT BEEN BLACKLISTED

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

Sub: **Supply, Installation, Testing, Configuring and Commissioning of Servers, Storage, Desktops/ Laptops, Software at Kannur International Airport Limited**

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 Organization or any Indian State/Central Governments Departments or Public Sector undertaking of India

Date:

Signature of bidder with seal

TECHNICAL SPECIFICATION1. Rack server

Item	Description of Requirement	Compliance Yes/No	Variations if any
Chassis	1U Rack Mountable		
CPU	2xAMD EPYC 7313 3.0GHz 16-core or higher		
Memory	6x32GB DDR4 RAM with 32 DIMM Slot. Or higher		
Memory Protection	Advanced ECC with multi-bit error protection, Online spare, mirrored memory, and fast fault tolerance		
HDD Bays	Minimum 8 SFF Bays , scalable upto 24 SFF Bays or higher.		
Hard disk drive	3x1.2TB SAS 10K RPM HDD or higher		
Controller	"Server should have the below controllers, must support Mixed Mode which combines RAID and HBA mode operation simultaneously: PCIe 4.0 based x8 RAID controller with 4GB Flash backed write cache, supporting RAID 0, 1, 10, 5, 6, 50, 60 with 16 SAS/SATA/NVME lanes supporting up to 16 direct-connected storage devices (SAS/SATA/NVMe). Controller must support 6G SATA, 6G/12G/24G SAS, Gen 3/Gen4 NVMe. Storage controller should support Secure encryption/data at rest Encryption."		
Networking features	4x 1Gb Ports .10Gb 2-port SFP+ OCP3 Adapter+ 2 compatible transivers		
Interfaces	Micro SD slot – 1, USB Port: Minimum 3 nos. USB 3.2 Gen 1 or better		
Power Supply	Should support hot plug redundant low halogen power supplies with minimum 94% efficiency		
Fans	Redundant hot-plug system fans		
System Security	UEFI Secure Boot and Secure Start support Security feature to ensure servers do not execute compromised firmware code FIPS 140-2 validation Support for Commercial National Security Algorithms (CNSA) Common Criteria certification Configurable for PCI DSS compliance Advanced Encryption Standard (AES) and Triple Data Encryption Standard (3DES) on browser Tamper-free updates - components digitally signed and verified Secure Recovery - recover critical firmware to known good state on detection of compromised		

	<p>firmware</p> <p>Ability to rollback firmware</p> <p>Secure erase of NAND/User data</p> <p>TPM (Trusted Platform Module) 1.2</p> <p>TPM (Trusted Platform Module) 2.0</p> <p>Chassis Intrusion detection</p>		
Operating Systems and Virtualization Software Support	<p>Microsoft Windows Server</p> <p>Red Hat Enterprise Linux (RHEL)</p> <p>SUSE Linux Enterprise Server (SLES)</p> <p>VMware</p>		
GPU support	System should support NVIDIA's latest computational accelerators and graphics accelerators.		
Secure encryption	System should support Encryption of the data (Data at rest) on both the internal storage and cache module of the array controllers using encryption keys. Should support local key management for single server and remote key management for central management for enterprise-wide data encryption deployment.		
Warranty	Server Warranty includes 3-Year Parts, 3-Year Labor, 3-Year Onsite support		
Provisioning	<p>1. Should support tool to provision server using RESTful API to discover and deploy servers at scale</p> <p>2, Provision one to many servers using own scripts to discover and deploy with Scripting Tool (STK) for Windows and Linux or Scripting Tools for Windows PowerShell</p>		
Firmware security	<p>1. For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable</p> <p>2. Should maintain repository for firmware and drivers recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware</p>		
Cloud Enabled Monitoring and Analytics	<p>1. Offered servers shall have cloud enabled monitoring and analytics engine for proactive management.</p> <p>2. Cloud Enabled Monitoring and analytics engine shall have capability to provide following:</p> <p>a. Providing Firmware upgrade and patch upgrade recommendations proactively.</p> <p>b. Providing power and support entitlement status.</p> <p>c. Recommendations to eliminate performance bottlenecks and critical events, based on Analytics engine having capability of proactive</p>		

	recommendation for arresting the issues / problems.		
Monitoring, Analytics, and Performance	Should have continuous, proactive health monitoring and recording of required system parameters as well as diagnostic telemetry data on a 24x7 basis.		
	Should have monitoring & analytics feature for the offered server/chassis along with its sub-components to predict, prevent, and auto-resolve problems and by providing automating case creation and log file submission for the problems that can't be auto resolved.		
	Should help simplify the infrastructure management plan by predicting capacity, performance and bandwidth needs.		

2. Storage server

Sr. Number	Parameter	Functionality	Compliance Yes/No	Variations if any
1	Operating System & Clustering Support	<p>1. The storage array should support industry-leading Operating System platforms including: Windows 2016 / 2019 / 2022, VMware and Linux.</p> <p>2. Offered Storage Shall support all above operating systems in Clustering.</p>		
2	Capacity & Scalability	<p>1. The Storage Array shall be offered with 144TB, Usable Capacity using less than 16 TB Drives</p> <p>2. For effective power saving, Storage sub system shall be supplied with 2.5" Small form factor SFF drives however storage subsystem shall also support LFF drives with the addition of required disk enclosures.</p> <p>3. Storage shall be scalable to minimum of 240 number of SAS SFF drives.</p>		
3	Front-end Ports & Back-end Ports	<p>1. Offered Storage system shall be supplied with 10 * Gbps base T 2 ports per controller</p> <p>2. Offered storage system shall support 12G SAS Back-end connectivity.</p>		

4	Architecture	The storage array should support dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability		
5	No Single point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.		
6	Disk Drive Support	1. Storage system shall support Enterprise SAS spinning drives, SSD and and near line SAS / 7.2K RPM drives. 2. Offered storage array shall also have support for FIPS 140-2 validating self-encrypted drives.		
7	Cache	1. Offered Storage Array shall be given with Minimum of 12GB cache per controller in a single unit. 2. Cache shall be backed up in case of power failure for indefinite time either using batteries or capacitors or any other equivalent technology. 3. Offered Storage shall also have optional support for Flash cache using SSD / Flash drives. Offered storage shall support at-least 8TB Flash Cache. 4. Offered Flash cache shall be tuned for random read operations and shall remain activated even at less than 70% of random average read workload.		
8	Raid Support	1. Offered Storage Subsystem shall support Raid 1, 10, 5 and Raid 6 2. All Raid Sets shall support thin provisioning. Vendor shall offer the license of thin provisioning for complete supported capacity of the array. 3. Thin provisioning shall be supported with offered Flash Cache.		

		4. Raid processing shall be offloaded to a dedicated ASIC instead of CPU. In case vendor is not supporting it then vendor shall ensure that additional 12GB cache per controller is configured to offset the raid processing workload.		
9	Point in time and clone copy	1. Offered Storage array shall be configured with array-based Snapshot and clone functionality and shall be configured for minimum of 512 snapshot licenses. 2. Offered Storage array shall support at-least 512 point in time copies (Snapshots) and 128 volume / Clone copies		
10	Replication	1. Offered storage subsystem shall support storage-based replication to DR location. License for maximum supported capacity of the array shall be offered. 2. Offered storage subsystem shall support replication to multiple storage array of the same family in fan-out mode. At least 1:4 mode shall be supported.		
11	Virtualization and Thin provisioning	1. Offered storage shall be offered and configured with virtualization capability so that a given volume can be striped across all spindles of given drive type within a given disk pool. Disk pool shall support all listed raid sets of Raid 1, Raid 10, Raid 5 and Raid 6. 2. Offered Storage shall be offered and configured with Thin Provisioning capability.		
12	Data Tiering	Offered Storage shall also be configured for Sub-Lun Data tiering in real time fashion across different type of drives within a given pool like SSD, SAS, NL-SAS etc. License shall be configured for maximum		

		supported capacity of the array.		
13	Global and dedicated Hot Spare	1. Offered Storage Array shall support Global hot Spare for offered Disk drives. 2. At least 2 Global hot spare drive shall be configured for every 30 drives. 3. Offered storage array shall have the support for distributed hot spare		
14	Logical Volume & Performance	1. Storage Subsystem shall support minimum of 512 Logical Units. Storage Array shall also support creation of more than 120TB volume at controller level. 2. Offered Storage shall have inbuilt performance management software. Configuration Dashboard shall show overall IOPS and MB/sec performance.		
15	Load Balancing & Muti-path	1. Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system.		
16	Performance	Offered storage shall have listed benchmark for performance of more than 250,000 in Raid 5 using appropriate drives at 8k block size. Vendor shall provide documentary proof for it.		
17	Array Integration	Offered storage array shall have plug-in for VMware VCenter, Microsoft System center as well as vStorage APIs (VAAI) for array integration.		

3. Desktop Computer: (with Pre-installed OS)

Item	Description of Requirement
Form Factor	Small form factor
Chassis	Tool-less Chassis (Tool-less Hard Drive, Memory & Optical drive Removal)
Chipset	Commercial Class Intel® Q670 Chipset
Processor	3.0 GHz base frequency Up to 4.6 GHz max. turbo frequency 18 MB cache, 6 cores, 12 thread vPro Enabled

Memory	8 GB DDR4-3200 Memory expandability up to 64 GB with 2 DIMM Slots
Storage	512 GB PCIe NVMe SSD
Graphics	Intel® UHD Graphics 770
Audio	Integrated audio controller with internal speaker of at least 2W
Operating System	Microsoft Windows 11 Professional
Networking	Integrated Intel® Gigabit ethernet Intel® Wi-Fi 6E AX211 802.11ax 2x2 with Bluetooth® M.2 Combo
Ports	Video: 1 Display Port 1.4 ,1 HDMI 1.4 , 1 VGA USB:4 USB 2.0, 3 USB 3.2 Gen 1, 3 USB 3.2 Gen 2 & at least 1 USB type C
Slots	1 PCI Express v4.0 x1 1 PCI Express v4.0 x16 2 M.2 2 SATA Port
Bays	1 Internal, 1 External Bay
Keyboard	USB Wired Keyboard; (Same OEM as desktop)
Mouse	USB Optical Wired Mouse; (Same OEM as desktop)
Power Supply	180 W with 92% efficiency or better
Volume	8 L
Security	Hardware based endpoint security controller TPM 2.0 Intrusion Sensor Support for chassis cable lock devices Drive lock option for HDD to secure Data Integrated protection from malware that lurks on malicious websites Integrated real-time detection and prevention of zero-day threats and advanced persistent threat (APT) attacks for Windows applications
Manageability	Out of band Management independent of the operating system state and power state of PC Integrated utility to enables hardware level testing outside the operating system & Drivers should be available on OEM Website for download
Certifications	Microsoft Windows 11 FCC,CE, RoHS, UL, EPEAT, Energy Star, TCO, MIL STD 810H ISO 9001,14001,20001,27001 for OEM
Display	21.5" with Minimum resolution of 1920X1080, with VGA/HDMI, Display Ports, TCO 8.0 Certified (Same OEM as desktop)
Warranty	3 Years onsite

4. Apple MacBook Air -Laptop

- Apple M3 chip with 8-core CPU, 10-core GPU, 16-core Neural Engine
- 16GB unified memory
- 512GB SSD storage
- Mac OS Sonoma
- 34.46 cm (13.6") Liquid Retina display with True Tone²
- 1080p FaceTime HD camera
- Wifi 6 (802.11ax), Bluetooth v5.3
- MagSafe 3 charging port
- Two Thunderbolt / USB 4 ports

- 35W Dual USB-C Port Power Adapter
 - Backlit Magic Keyboard with Touch ID - US English
 - Built-in Apps: App Store, Books, Calendar, Contacts, FaceTime, Find My, Freeform, GarageBand, Home, iMovie, Keynote, Mail, Maps, Messages, Music, Notes, Numbers, Pages, Photo Booth, Photos, Podcasts, Preview, QuickTime Player, Reminders, Safari, Shortcuts, Siri, Stocks, Time Machine, TV, Voice Memos 3 Year On site Warranty
5. MS Office-Office 2024 (Home & Business) stand alone
Validity: standalone for 1 pc or mac
Shall include word, excel, power point
 6. Autocad LT 2025 software commercial new single user 1 year subscription

Certificate of Undertaking for Warranty
(duly filled copy to be submitted in Cover-1)

To
The Managing Director,
Kannur International Airport limited (KIAL),
Kannur International Airport P O
Mattannur, Kannur District 670708
KERALA

SUB:- Certificate of Satisfactory Repair/Service during the 3 years Warrantee period

NAME OF WORK: Supply, Installation, Testing, Configuring and Commissioning of Servers, Storage, Desktops/ Laptops, Software at Kannur International Airport Limited

Tender No: KIAL/TDR/IT-01/2025 dated 5 March 2025.

- a. With reference to the Items and accessories being supplied / quoted to you, we hereby undertake that all the components / parts / assembly / software used shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate /second hand components /parts / assembly / software are being used or shall be used. It is also confirmed that the items are being supplied/quoted as per the technical specifications (or higher) mentioned in Annexure VIII and Annexure IX of tender document.
- b. We hereby undertake to provide warranty either through OEM or directly as per the requirement of the 3 years warrantee period from the certified date of completion of the work.
- c. If during the specified period the stores supplied found to be defective, the same shall be Replaced/Repaired immediately with serviceable store by us at the site at our risk and cost and abide by the decision of your office.
- d. In case of any failure, Kannur Airport has full right to adjust the Security Deposit in lieu of Repairing charges.

Yours faithfully,

AUTHORIZED SIGNATURE :
NAME OF THE SIGNATORY :
NAME & ADDRESS OF THE BIDDER :
OFFICIAL SEAL & DATE :