



COCHIN SPECIAL ECONOMIC ZONE AUTHORITY (CSEZA)

No.C-5/2/2021:CSEZA dated the 18th October 2021

EXPRESSION OF INTEREST

FOR

**SELECTION OF AN AGENCY FOR OPERATION,
MAINTENANCE, MANAGEMENT AND PROJECT
MANAGEMENT CONSULTANCY OF ESTATE AND
INTEGRATED WATER MANAGEMENT SYSTEM
WITHIN COCHIN SPECIAL ECONOMIC ZONE
(CSEZ)**

(Please check that all the **64** pages are intact in the document)

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

EXPRESSION OF INTEREST (EOI) FOR SELECTION OF AN AGENCY FOR OPERATION, MAINTENANCE, MANAGEMENT AND PROJECT MANAGEMENT CONSULTANCY OF ESTATE AND INTEGRATED WATER MANAGEMENT SYSTEM WITHIN COCHIN SPECIAL ECONOMIC ZONE

Cochin Special Economic Zone Authority (CSEZA) under the Ministry of Commerce & Industry, Government of India, invites Expression of Interest from eligible, reputed and experienced Central or State Public Works Organisations/ Public Sector Enterprises registered in India for selection of an agency for operation, maintenance, management and project management consultancy of Estate and Integrated Water Management System (IWMS) within CSEZ. The applicant shall also be responsible for enhancing the services/functionality of the Estate and IWMS meeting all relevant Acts, Rules and regulations in force.

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

Interested firms/companies who meet the pre-qualification criteria may furnish their EOI with all necessary documents in a sealed cover along with a covering letter duly signed by their authorized signatory on or before **26.11.2021 by 15.00 hours** at the following address:

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

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

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SECTION – I

ABBREVIATIONS

- CSEZ :Cochin Special Economic Zone
- CSEZA :Cochin Special Economic Zone Authority
- PMC cum O&M Agency : Operation, Maintenance & Management Agency
- PMC : Project Management Consultant
- CETP : Common Effluent Treatment Plant
- IWMS : Integrated Water Management System
- WTP : Water Treatment Plant
- SDF : Standard Design Factory
- GCC : General Conditions of Contract
- SCC : Special Conditions of Contract
- NIT : Notice Inviting Tender
- PWO : Public Works Organisation
- PSE : Public Sector Enterprises

DEFINITIONS

- **Estate:** 103 acres of Land divided into Developed Plots with tarred Roads, Power, Water & Sewage lines; Factory Buildings owned by CSEZA.
- **Integrated Water Management System:** Comprises Facility (capacity of 1.5 million litres per day) to treat river water, an Effluent Treatment Plant for treating sewage and effluents let out from units (capacity one million litres per day), incinerator and biogas plant.
- **PMC cum O&M Agency:** The agency/firm who shall supervise, oversee & manage the IWMS and Estate of CSEZA employing the required staff as specified in this EOI. The PMC cum O&M Agency shall invite tenders and engage contractors for undertaking the Works connected with the regular operations, repairs, maintenance & management of IWMS and Estate of CSEZ.
- **“Works”** refer to any activity undertaken for the Operation, Maintenance & Management of IWMS and Estate, sufficient in itself to fulfill an economic or technical function, involving construction, fabrication, repair, overhaul, renovation, decoration, installation, erection, excavation, dredging, and so on, which make use of a combination of one or more of engineering design, architectural design, material and technology, labour, machinery and equipment. Supply of some materials or certain services may be incidental or consequential to and part of such works. The term “Works” includes (i) civil works for the purposes of roads, buildings, irrigation systems, water supply, sewerage facilities and earthworks; and so on, and

(ii) mechanical and electrical works involving fabrication, installation, erection, repair and maintenance of a mechanical or electrical nature relating to machinery and plants.

Classification of works: Works are classified into three categories: (a) Original Works (b) Minor Works and (c) Repairs Works. "Original works" means all new constructions, site preparation, additions and alterations to existing works. It also includes special repairs to newly purchased or previously abandoned buildings or structures, including remodelling or replacement. "Minor works" mean works which add capital value to existing assets but do not create new assets. "Repair works" means works undertaken to maintain building and fixtures. Expenditure on Repair Work does not add to the value of the asset and only restores the functionality of the asset. Repair Work can be further categorized as (i) Annual repairs covering routine and yearly operation and maintenance work on buildings and services (ii) Special repairs, which are undertaken as and when required, covering major repairs to existing buildings or services. Some types of the Special repairs may qualify to be categorised as 'Original Work' as mentioned earlier. Works means works executed after the administrative approval and technical sanction by the Procuring Entity.

- **O&M Works:** Works carried out through Contractors by the PMC cum O&M Agency for operation, maintenance, management and project management consultancy of Estate and IWMS within CSEZ.
- **Contractors:** Contractors hired by the PMC cum O&M Agency through tender process for carrying out the O&M Works in IWMS and Estate for which separate payment will be provided by CSEZA as per actual tendered cost. The general scope of work and minimum manpower to be engaged is detailed in **Annexure - J**.
- **PMC Works:** Works where the PMC shall provide the Procuring Entity consultancy services like expert or strategic advice, feasibility studies, engineering services, architectural services, finance, accounting, taxation service and where the PMC shall undertake small works or supply of goods or other services which are incidental or consequential to such services. The design of the Works be done by the PMC and shall also give all technical/engineering advice to the Procuring Entity.
- **Project Management Consultant:** The agency/firm who is selected as PMC cum O&M Agency of CSEZA undertaking all Works of IWMS and Estate of CSEZ with the value of Works above Rs.10 Lakhs on the basis of payments as a % of the total project estimate.
- **O&M Fees:** Amount quoted by the successful bidder/Fixed remuneration against the Tender Value for providing Operation, Maintenance & Management services per year by employing core staff/manpower as specified in **Clause 6.4 & 7.3** of this EOI.

- **PMC Charges:** Charges payable to PMC cum O&M Agency as percentage of value of Works above Rs.10.00lakhs for consultancy, maintenance, supervision and management which shall also include design, supply, installation, testing and commissioning wherever applicable and as provided in Clause 5.13.
- **Units:** Export firms inside CSEZ, who have taken land/buildings/part of buildings on lease from CSEZA.
- **Agreement:** The agreement signed by the successful bidder with CSEZA as per the format specified in **Annexure D**.
- **Procuring Entity:** Cochin Special Economic Zone Authority.
- **Procurement Guidelines:** guidelines applicable to Public Procurement, consisting of under relevant context a set of – i) Statutory Provisions (The Constitution of India; Indian Contract Act, 1872; Sales of Goods Act, 1930; and other laws as relevant to the context); ii) Rules & Regulations (General Financial Rules, 2017; Delegation of Financial Power Rules and any other regulation so declared by the Government); iii) Manuals of Policies and Procedures for Procurement (of Goods; Works; Consultancy/other services or any for other category) promulgated by the Ministry of Finance and iv) Procuring Entity’s Documents relevant to the context (Codes, Manuals and Standard/Model Bidding Documents).

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SECTION – II**NOTICE****Expression of Interest**

No.C-5/2/2021:CSEZA dated 18.10.2021

Subject: **Notice for calling Expression of Interest for selection of an agency for operation, maintenance, management and project management consultancy of Estate and IWMS within CSEZ**

Applications in prescribed proforma are invited by the Chairperson, Cochin Special Economic Zone Authority (CSEZA), Ministry of Commerce & Industry, Government of India from eligible, reputed and experienced public sector enterprise/company registered in India meeting the qualification and eligibility criteria for rendering services of operation, maintenance, management and project management consultancy of Estate and IWMS within CSEZ, covering the Scope of Work specified/detailed herein in this EOI.

1.	Name of work	Operation, maintenance, management and project management consultancy of Estate and IWMS within CSEZ.
2.	Location	Cochin Special Economic Zone, Kakkanad, Kochi, Kerala
3.	Website for viewing tender/ Corrigendum/ Addendum	www.eprocure.gov.in ; www.csezauthority.in
4.	Website for procurement /downloading and uploading corrigendum/ Addendum	https://etenders.gov.in/eprocure/app
5.	Proposed period of engagement	Five years
6.	Pre-bid meeting	12-11-2021 at 15.00 hours.
7.	Last date & time for submission of Technical and Financial bid	26-11-2021 at 15.00 hours.
8.	Date, time and address for submission of EMD etc., as detailed in EOI	26-11-2021 upto 15.00 hours in the office of Chairman, Cochin SEZ Authority, CSEZ Administration Building, Kakkanad, Kochin – 682 037.
9.	Opening of qualification cum technical bid	26-11-2021 at 15.30 hours
10.	Opening of Financial bid	Will be intimated to eligible bidders
11.	EMD/Bid Security	Nil. The bidder shall submit Bid Security Declaration.

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SECTION - III

1. Introduction

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

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

The basic objective of this EOI is to enable CSEZA to shortlist and select potential agencies who have the capabilities and resources to function as an agency (1) for the operation, maintenance & management of the facilities for distribution of uninterrupted potable water supply using the existing water treatment plant, treatment of effluents through an effluent treatment plant and maintenance and upkeep of the zone premises/Estate (2) for carrying out Works related to the above.

The operation, maintenance and management of IWMS facilities and Estate in CSEZ is a function requiring specialized high quality service and commitment of dedicated personnel, material and financial resources. This requires additional requirement/commitment/usage of the above internal resources of CSEZA. But the economy, speed and efficiency in undertaking the above function in CSEZ as well as the gaps in the in-house expertise of CSEZA are valid considerations while seeking the services of a potential agency exclusively dedicated to the operation, maintenance and management of IWMS & Estate. Such an agency functionally should undertake services of operation, maintenance and management of all facilities, as if CSEZA's engineering would have done, if there was any. This emphasizes that the potential agency needs to have a rich experience in governmental projects and a sound knowledge of various statutes, manuals, codes, regulations, methods of book keeping, procedural/legal formalities of vetting/approvals applicable in government. Hence, considering that the potential agency needs to function like an owner's engineer of CSEZA and also deploy knowledge and experience in government, EOI is invited from PWOs and PSEs.

The successful bidder agency should enter into an agreement with CSEZA for operation, maintenance & management in Estate and IWMS.

2. Scope of Work of PMC cum O&M Agency:

The Scope of Work detailed below pertains to the functions/services to be undertaken by the successful bidder.

- 2.1. Execution of O&M works involving the following:
 - (a) Preventive maintenance/Scheduled maintenance/Break down maintenance.
 - (b) Maintaining uninterrupted water supply, effluent treatment, and disposal of biodegradable waste.
 - (c) Enhancing the life expectancy of equipments/buildings/structures owned by CSEZA inside the Zone and intake well pump house at Edachira by proper maintenance and management.
- 2.2. Identifying errors/variations/deviations in the O&M works.
- 2.3. Preparation of drawings, designs and estimates for the O&M works.
- 2.4. Preparation of NIT document (e-tendering also), Tender evaluation & awarding of O&M work.
- 2.5. Preparation of draft orders/agreements relating to purchase, work hire and hire purchase.
- 2.6. Procure essential materials required for O&M works only after confirmation from CSEZA.
- 2.7. Quality assurance and quality control.
- 2.8. Project monitoring through site inspection.
- 2.9. Preparation of reporting documents.
- 2.10. Arrange to prepare estimate to carry out repair of tools and carry out repairs to equipments and requisition for materials required.
- 2.11. Preparation of reports and monitoring of power consumption, water consumption, effluent discharge and related subjects.
- 2.12. Assistance to CSEZA in expansions and modifications of the system in place.
- 2.13. Advising CSEZA and taking necessary steps for drawing water from Kadambrayar or any other source and better Estate management.
- 2.14. Liaisoning with KSEB, Electrical inspectorate, KSPCB, CPCB, Central, State departments and municipal authorities and preparation & presentation of reports and its follow up and other related correspondences.
- 2.15. Ensure the preparation, technical soundness and correctness of all O&M works to be carried out in distribution line, effluent line, etc. in respect of IWMS and works related to Estate.
- 2.16. Procurement and Storage of materials/consumables/spares/accessories required for the upkeep and maintenance of WTP & CETP plants and distribution network.
- 2.17. Maintain tools and plant, vehicles and other equipments entrusted to the PMC cum O&M Agency.
- 2.18. Supervising maintenance/replacement/repair works.
- 2.19. Providing suggestions/comments on matters related to management of IWMS & Estate as well as Regulations/Orders issued on this behalf by any government agency.
- 2.20. Scrutinizing and compiling technical statements
- 2.21. Arrange to survey and report scarp and other unserviceable items in time and its disposal.
- 2.22. Arrange remittance of all statutory payments.
- 2.23. In case of theft of CSEZA property, inform police as well as CSEZA and follow up the case.
- 2.24. In case of any accidents, follow the formalities as per relevant Act.
- 2.25. In case of damages to property, report to CSEZA and inform police (if required), prepare estimate and assess damages, prepare site mahazars duly witnessed and arrange for the realization of the amount.
- 2.26. Issuing completion certificate and a brief note on the work.
- 2.27. Preparation, verification and certification of bills for payment stating satisfactory completion of the work as per the design, drawing and specifications as provided in NIT.

- 2.28. Providing comments/suggestions/advice on all IWMS related matters as well as matters related to management of Estate as and when required including that on Regulations/Orders issued by KSERC, KSPCB or any other agency.
- 2.29. Arrange final statement on materials and labour for O&M works.
- 2.30. Advising CSEZA and taking necessary steps for sourcing of water.
- 2.31. Ensure compliance with KSPCB, CPCB norms or any government directions in the management of Estate and IWMS.
- 2.32. Plan, propose, design, tender, implement, supervise and manage new/improved software system as may be required taking into consideration the requirement or as desired by CSEZA.
- 2.33. Functioning as PMC for Works with the same scope of work described for O&M Works in Clauses 2.2 – 2.32 applicable *mutatis mutandis*.

2A. Duties and Responsibilities of PMC cum O&M Agency

The Scope of Work in Clause 2 should be carried out by the successful bidder with the following duties and responsibilities:

1. Timely and qualitative completion of Works using effective management practices.
2. Taking every care for preventing errors/variations/deviations in the Works.
3. Regular operation, maintenance & management and measures to enhance the life expectancy of equipments and buildings/structures owned by CSEZA inside the Zone and at Edachira and upkeep of the Zone.
4. Ensure uninterrupted operation of the system through preventive/break down/scheduled maintenance.
5. Most efficient, effective and optimum usage of intake well pump house at Edachira for drawing raw water, water distribution system and sewerage network inside the Zone.
6. Maximum service to consumers w.r.t water supply, effluent treatment, incineration and disposal of biodegradable waste.
7. Maintenance of proper records of operation and maintenance (Log book, registers, check list etc) as in practice wherever necessary and shall keep it ready for inspection by CSEZA.
8. The PMC cum O&M Agency shall prepare reports or shall take steps to generate such reports through software as and when sought by CSEZA. The PMC cum O&M Agency shall also prepare documents required for presentation within the time stipulated for it. For the preparation of document, they shall interact with CSEZA, Chartered Accountant appointed by CSEZA and any other agency.
9. Compliance of safety rules and regulations.
10. Maximum system availability. Manage and make the best use of all resources available.
11. Safeguarding the interest of CSEZA on all IWMS related matters as well as matters related to management of Estate.
12. Except in emergency situation, repairs (minor or major) shall be carried out only on prior written permission from the Procuring Entity. The PMC cum O&M Agency shall also intimate the Procuring Entity, the nature of maintenance, approximate cost of materials and manpower. Ensure that advance intimation is given to units in advance regarding repair of the system.

13. Procurement and Storage of materials/consumables/spares/accessories shall be carried out by the PMC cum O&M Agency adopting competitive bidding procedures after approval from the Procuring Entity.
14. Maintain tools and plant, vehicles and other equipments entrusted to The PMC cum O&M Agency in proper condition and render accounts.
15. Ensure that the work of contractors conform to specifications, construction standards and statutory provisions.
16. Ensure that the materials/resources/services of the Contractor appointed with the consent of CSEZA are available 24 hours, 7 days a week.
17. Ensure that completion certificate and a brief note on the work executed are attached along with the final bill of repair/maintenance work.
18. Submit bills within a month's period after satisfactory completion of minor work.
19. Take necessary steps to ensure safe working practices. Ensure that the supervisors are adhering to safety practices strictly.
20. The PMC cum O&M Agency shall be bound by the store accounting principles and any direction issued by the CSEZA from time to time. Account materials drawn from stores, issued, taken back / unused according to accounting procedures.
21. Maintenance of all mandatory registers including asset and stock registers.
22. Ensure availability of safety devices at both the plants and other installations.
23. Manage and support all computerization activities including data collection & updating.
24. Ensure availability of computers, UPS, peripherals and stationary. Manage all computerized operations.
25. In case of petitions especially regarding allegations against the staff under PMC cum O&M Agency, conduct enquiry and report.
26. Ensure that personnel newly joining are familiarized with the layout and standard operating procedures. Provide and arrange for training to personnel as per requirement.
27. Take all possible measures to ensure good public relation and customer satisfaction. The personnel of PMC cum O&M Agency shall behave politely and courteously with all concerned and take steps to foster a customer friendly environment.
28. To take measures to maintain the premises of CSEZ, offices, plants, etc neat & clean as well as ensure good housekeeping.
29. Maintaining proper registers for connections and disconnections as well as to record compliant.

3. Eligibility Criteria

While submitting the proposal, the applicant shall ensure that the applicant meets the conditions of eligibility described below:

Sl. No.	Eligibility criteria	Document to be submitted
3.1	Should be a Central or State Public Works Organisation / Public Sector Enterprise registered in India	a) Certificate of incorporation b) Memorandum & Articles of Association c) DIN of all Directors d) Latest annual report
3.2	Turnover for last two years should be at least	Profit and Loss Account for 2018-19 and

	Rupees two Crore per annum	2019-20.
3.3	Should have minimum three years experience in operation, maintenance & management of Water Treatment Plant (WTP), Effluent Treatment Plants (CETP)	Experience Certificates/Client feedback certificates
	Should have minimum one year experience in maintenance of Estate/ Facility management	-do-
3.5	ISO certified companies will get due weightage as per Clause 4.1.1(5). Other international certifications will also be given the same weightage	Copy of the certificates

3.6 Should have minimum manpower/resources as detailed in Clauses **6.4 & 7.3** in this document. Should also have the bench strength for key positions coverage/readiness and sufficient internal candidates pool as substitutes/replacements when the regular manpower recruited under Clauses **6.4 & 7.3** goes on leave/have to be replaced. At any rate, if the regular manpower as agreed herein is absent/on leave, a competent internal candidate has to be deployed in place of him/her if the leave/absence is beyond a period of 3 days.

4. Selection/Evaluation Process:

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

4.1 Criteria for evaluation:

4.1.1 Qualification cum Technical proposals: The proposal will be evaluated on the basis of the experience of the applicant. Only those companies whose proposals score 75 marks or more out of 100 shall qualify for the second stage.

The scoring criteria to be used for evaluation shall be as follows:

Sl. No.	Scoring criteria		Marks	Maximum marks
1	Previous Performances			
1.1	Satisfactory completion of Design & implementation of WTP, CETP and biodegradable waste disposal system	One work	3	10
		Two works	6	
		More than two works	10	
1.2	Satisfactory completion of similar work – operation, maintenance & management of WTP and CETP	One work	3	10
		Two works	6	
		More than two works	10	
1.3	Satisfactory completion of design and implementation of multi-storeyed buildings and landscapes	One work	3	10
		Two works	6	
		More than two works	10	
1.4	Satisfactory completion of maintenance of Estate comprising buildings and surrounding facilities including landscapes	One work	3	10
		Two works	6	
		More than two works	10	
2	Capability	Availability of Experienced/Qualified	25	25

		Engineers/staff for design, engineering and implementation		
3	Turnover for last three years	Above Rs.2.00 crore and less than Rs.6.00 crore in each year	5	10
		Above Rs.6.00 crore each year	10	
4	Net profit	Has been achieving net profit for the past three consecutive years	5	5
5	Experience	Minimum of three years' experience in O&M of WTP & CETP and Estate/facility management	10	15
		More than six years' experience in O&M of WTP& CETP and Estate /facility management	15	
6	Certifications	For quality of work		5

4.1.2 Evaluation of Financial proposals: The financial bids of all applicants who score 75% or more marks in technical evaluation shall be opened and the lowest financial bid shall be determined.

4.2 A Committee constituted by Chairperson, CSEZA shall select the PMC cum O&M Agency based on the eligibility criteria prescribed in Clause 3 and scoring criteria prescribed in Clause 4.1.1 herein.

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

5. General Conditions of Contract (GCC)

The following clauses in GCC shall be binding on the PMC cum O&M Agency for all the Works.

5.1 Agreement

5.1.1 The selected firm/company will have to sign an agreement with CSEZA as per the format specified in Annexure D.

5.1.2 The agreement is non-exclusive in nature. The agreement shall not restrict CSEZA from contracting for identical or similar services with any other person/party.

5.1.3 **Duration of agreement:** The agreement shall initially be valid for a period of **five years** from the date of signing of contract subject to performance review as in Clause 5.1.4 and unless as provided herein revoked earlier for whatever reasons. If at any stage during the tenure of this agreement, it comes to the notice of CSEZA, directly or through some other complaint, that the PMC cum O&M Agency had misrepresented the facts or submitted any false information or hidden any information, which could have affected the signing of this agreement with the PMC cum O&M Agency, this agreement shall stand terminated immediately upon intimation to the PMC cum O&M Agency. On completion of the tenure of the agreement, the PMC cum O&M Agency shall hand over all the materials belonging to the Procuring Entity or to the Procuring Entity's representative and the PMC cum O&M Agency shall remove all materials belonging to them including workforce from the site without any delay. However, the PMC cum O&M Agency shall continue to discharge their responsibilities on the same terms and conditions till the next PMC cum O&M Agency takes over.

5.1.4 Annual Performance Review: CSEZA shall constitute a Contract Monitoring Committee (CMC) for annual monitoring of the performance of the services rendered by the PMC cum O&M Agency. CSEZA shall have the liberty to include experts from the Government/Private sector/Research institute or individual consultants in the CMC. The cost of such members, if any, shall be borne by CSEZA. CMC shall be responsible to: (1) oversee that the PMC cum O&M Agency carries out the services as per the contract (2) assess the quality of the deliverables (3) accept/reject any part of services (4) levy appropriate liquidated damages or penalty if the services are not carried out as per the contract and if the quality of services is found inferior and for any such deficiency related to the completion of the services.

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

5.1.5 The successful bidder, on acceptance of his tender by CSEZA, shall, within 15 days from the stipulated date of start of the work, sign the agreement consisting of:- (i) EOI, all the documents including drawings, if any, forming the EOI as issued at the time of invitation of EOI and acceptance thereof together with any correspondence leading thereto. (ii) Standard C.P.W.D. Form as mentioned in Schedule 'F' consisting of: a) various standard clauses with corrections up to the date stipulated in Schedule 'F' along with annexures thereto. b) Safety Code. c) Model Rules for the protection of health, sanitary arrangements for workers employed by the PMC cum O&M Agency.

5.1.6 No payment for the work done shall be made unless agreement is signed by the PMC cum O&M Agency.

5.2 Provisioning of Service:

5.2.1 For completion of any project, CSEZA, at its discretion may provide any required resource free of cost.

5.2.2 Whenever PMC cum O&M Agency proposes to source equipments from any new vendor then the PMC cum O&M Agency should provide letters of support from that OEM (Original equipment manufacturer) stating that their products / solution as proposed by them will be supported for at least next three years, extendable to seven years.

5.2.3 It shall be the responsibility of the PMC cum O&M Agency that all the Works are implemented based on latest CPWD Work Manual, SOP to CPWD Work Manual, GFR and CVC guidelines and any non-compliance will be the liability of the PMC cum O&M Agency.

5.2.4 The office of the PMC cum O&M Agency shall function six days in a week with the number of personnel stated in Clauses **6.4 & 7.3** in this document. However, the minimum personnel must be available in the office during holidays to handle emergency works/situations.

5.3 Maintenance support

5.3.1 The PMC cum O&M Agency shall provide to CSEZA 24 hours, 7 days a week service by themselves. The PMC cum O&M Agency will be equipped to receive (and register) complaints directly from the consumers, which shall be attended by the PMC cum O&M Agency without delay. For all emergency cases specifically in situations where critical equipment or part of network is down, the PMC cum O&M Agency shall ensure that the consultation, assistance, advice and execution of work is done within least possible time period. In all other cases, the complaint must be attended not later than the time specified in the Performance Standards prescribed in **Annexure- H**.

- 5.3.2 The PMC cum O&M Agency shall source spares directly from the Original equipment manufacturer to address any equipment related problem within 12 hours in the same city and within shortest time for outstation site.
- 5.3.3 The PMC cum O&M Agency will depute appropriate resources and manpower to monitor and manage the progress of the Works
The PMC cum O&M Agency shall ensure that the minimum number of personnel of the PMC cum O&M Agency stated in Clauses **6.4 & 7.3** in this document is present at the sites from 8 am to 6 pm on all six days a week.
The PMC cum O&M Agency shall also ensure that the minimum number of personnel of the Contractors stated in **Annexure – J** in this document is present at the sites as per the prescribed schedule all days a week (including round the clock wherever required).
Absence of the above personnel either found during the inspection by the authorized officers of the Procuring Entity or through any verifiable means with proof shall be considered a breach of the Contract by the PMC cum O&M Agency with the Procuring Entity and liable for its termination.
- 5.3.4 Any sum of money due and payable to the PMC cum O&M Agency shall be appropriated by CSEZA and the same may be set off against any claim of CSEZA for payment of a sum of money arising out of this Agreement or under any other Agreement / contract made by the PMC cum O&M Agency with CSEZA.
- 5.3.5 The liability to insure the spares and tools, if any, in the possession of the PMC cum O&M Agency will be that of the PMC cum O&M Agency and the liability for any loss or damage due to any fire, burglary, theft, etc. will be that of the PMC cum O&M Agency.
- 5.3.6 CSEZA reserves the right to engage the PMC cum O&M Agency on mutual terms and conditions for various support systems as agreed between the parties for improving and providing support, either fully or partially such as:
- a) Single window interface for all its requirements for provisioning and operation.
 - b) Fast provisioning of the services.
 - c) Reliable quality services during operations.
 - d) In case of fault, attending the same within reasonable period of time and with desired promptness.
 - e) For providing improved services to customers.

5.4 Original Works (Additional infrastructure related work)

- 5.4.1 In the case of all the Original Works, a separate contract vide an agreement shall be executed by the PMC cum O&M Agency with CSEZA for each of such projects. Such projects shall be construed as individual projects and additional supervisory personnel as warranted and specified in the separate agreements shall be engaged for such projects. The personnel deployed for the PMC cum O&M Agency services as specified in Clauses **6.4, 7.3 & Annexure - J** in this document shall not double up (simultaneously utilized) for such Original Works. A different set of personnel not connected to the O&M Works shall be deployed for Original Works.
- 5.4.2 In all such Original Works, the PMC services shall include preparation of drawings, designs, estimate and tender documents and no separate charges shall be payable on account of PMC services on the above items.
- 5.4.3 Notwithstanding anything stated here in this EOI, the terms and conditions governing the PMC work to be undertaken by the PMC cum O&M Agency shall be in accordance with the PMC agreement signed between CSEZA and the PMC cum O&M Agency for each individual original Work.
Provided, such agreement shall conform to the CVC guidelines, CPWD manual/guidelines and General Financial Rules/Manuals for procurement of Work & Consultancy as applicable.

5.5 Charges:

- 5.5.1 The PMC cum O&M Agency shall have no powers/jurisdiction to raise any bill on account of any sum owed to CSEZA from its consumers or clients within CSEZ as fees/charges/claims for the services provided by CSEZA. The PMC cum O&M Agency shall not represent itself as authorized agency of CSEZA on matters falling outside the ambit of this EOI.
- 5.5.2 Though any specific decision may be taken by CSEZA for a particular matter/case connected to O&M Works/PMC, the PMC cum O&M Agency shall have no right to treat such decision as precedence for all further matters/cases of similar nature. The PMC cum O&M Agency shall have no authority/ power to extend such decision universally to all such similar matters/cases without prior specific authorization by CSEZA in writing.

5.6 Tasks to be undertaken by CSEZA: CSEZA shall –

- 5.6.1 Provide office space for the PMC cum O&M Agency at reasonable rent.
- 5.6.2 Grant Administrative approval on submission of estimates of works to be carried out once technical justification for the work to the satisfaction of CSEZA is given by the PMC cum O&M Agency.
- 5.6.3 Give administrative support for approved work.
- 5.6.4 Facilitate entry pass to all staff and personnel of The PMC cum O&M Agency or contractor of the agency.
- 5.6.5 Make essential correspondences with KSPCB, CPCB, consumers or any other offices on recommendation from the PMC cum O&M Agency.
- 5.6.6 Ensure timely payment to the PMC cum O&M Agency as specified elsewhere in this EOI.

5.7 Contractor's staff and their conduct, etc.

- 5.7.1 All employees shall be of Indian Nationality and the PMC cum O&M Agency shall keep a record of temporary and permanent address of these employees. The PMC cum O&M Agency shall ensure that no convicted or penalized persons are employed.
- 5.7.2 The PMC cum O&M Agency shall ensure that regular salaries are paid to the staff and any discontent/non-co-operation from the side of the staff on account of non-receipt of salaries in time cannot be allowed.

5.8 Co-ordination with other government agencies

The PMC cum O&M Agency shall co-ordinate with officials of KSEB/KSPCB/Electrical Inspectorate/any other agency or local government authorities for all related works and give reports to CSEZA regarding all matters with respect to operation of WTP, CETP or any other facilities set up in CSEZ.

- 5.9 Rules and Regulations:** All the works, functions, services undertaken by the PMC cum O&M Agency shall be governed by the SEZ Act, 2005, Rules and Instructions/Circulars thereunder and subject to CVC Guidelines, CPWD norms/manual/guidelines and General Financial Rules/Manual for procurement of Consultancy for the relevant period. The PMC cum O&M Agency or the officials of the PMC cum O&M Agency should have good knowledge of the provisions of solid waste disposal, Air and Water Pollution Acts, Minimum Wages Act, KMBR, NBC, etc.in force and any other rules and regulations related to Estate, WTP and CETP and any allied activities shall be strictly followed. Any violation of the said guidelines and directives and/or consequent action demand or liability shall be the risk and responsibility of the PMC cum O&M Agency alone.

5.10 Lapses/Errors by the PMC cum O&M Agency

- 5.10.1 If there is any adverse effect caused to the functioning of CSEZA/units in CSEZ or any damage/loss incurred to the assets or any claim against CSEZA on account of such damage/loss attributed/attributable to the lapses/errors in the functioning/performance of the PMC cum O&M Agency, CSEZA shall have the right to recover the pro rata cost or any reasonable liquidated damage/loss from the PMC cum O&M Agency.
- 5.10.2 CSEZA has all the right to engage an external agency, if necessary, to evaluate the work executed by the PMC cum O&M Agency. If any adverse effect/damage/loss attributed/attributable to the lapses/errors as abovementioned are identified, CSEZA shall have the right to recover the pro rata cost incurred for rectification of such lapses/errors or any reasonable liquidated damage/loss from the PMC cum O&M Agency. The expenses incurred for such engagement of an external agency also shall be recovered from the PMC cum O&M Agency.

5.11 Material cost and labour cost for O&M Works: Where the routine maintenance work are carried out by the PMC cum O&M Agency, only the material cost shall be reimbursed provided the materials are not in stock. Besides, labour charges shall not be reimbursed for any work carried out by the O&M Agency, if the same is within the scope of work of the contractor concerned.

Such expenses on materials incurred by the PMC cum O&M Agency during a month or when the expenses incurred reaches Rs.50,000/-, a monthly expenditure statement alongwith the bills may be submitted to CSEZA to keep effective check on utilization and reimbursement at the beginning of the subsequent month or when the expenses incurred crosses Rs.50,000/-. CSEZA shall scrutinize the claim and only eligible amount shall be reimbursed.

5.12 The O&M Fees: Lumpsum amount quoted by the successful bidder shall be firm for the first **730 days** from the date of Agreement. Further, O&M Fees for the third, fourth and fifth year shall be 8%, 12% and 16% respectively over and above lumpsum amount quoted by the successful bidder.

5.13 The O&M Fees shall include:

- (i) All the costs associated with the services rendered by the PMC cum O&M Agency. These shall normally cover remuneration for all the Personnel, all administrative expenses (telephone charges, printing of documents, photocopying expenses, local travel expenses, taxes etc.) and all minor work involving maintenance/modification work as detailed in the Scope of O&M Work in this EOI. Cost of manpower hired by contractors is excluded which will be paid separately based on actuals.
The O&M Fees quoted by the successful bidder shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
- (ii) The O&M Fees shall take into account all expenses and tax liabilities. For the avoidance of doubt, it is clarified that the O&M Fees shall be inclusive of applicable GST with its Service Accounting Code (SAC), rate and amount. Further, all payments shall be subject to deduction of taxes at source as per applicable laws.
- (iii) The above is a lumpsum contract and the successful bidder shall not be entitled to any additional payment whatsoever including reimbursement of expenses of whatsoever nature. However, travel expenses outside Ernakulam District made with the approval of the Procuring Entity shall be reimbursed by the Procuring Entity by restricting it as given below:
Senior Engineer – Travelling and Daily allowance shall be equivalent to Central Government officials having pay level of 9 in the pay matrix or the actual which ever is less.

Others - Travelling and Daily allowance shall be equivalent to Central Government officials having pay level of 6 in the pay matrix or the actual whichever is less.

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

5.14 PMC cum O&M Charges

- 5.14.1 PMC charges as a percentage of value of executed work shall not be payable where the value of the executed work is less than Rs.10,00,000/-.
- 5.14.2 PMC charges for implementing all Works involving Design, Supply, Installation, Testing and Commissioning (DSITC) of executed value above Rs.10,00,000/- but less than Rs.1,00,00,000/- shall be payable @7% of the total project cost.
- 5.14.3 PMC charges for implementing all Works involving Design, Supply, Installation, Testing and Commissioning (DSITC) of executed value above Rs.1,00,00,000/- but less than Rs.3,00,00,000/- shall be payable @6% of the total project cost.
- 5.14.4 PMC charges for implementing all Works involving Design, Supply, Installation, Testing and Commissioning (DSITC) of executed value above Rs.3,00,00,000/- shall be payable @5% of the total project cost.

5.15 Conditions regarding Personnel

The chief of station (at CSEZ) of the PMC cum O&M Agency shall be necessarily an officer at the level of a Superintending Engineer or of equivalent designation/grade. The qualifications/experience of the chief of station and the core group of personnel mentioned under **Clauses 6.4 and 7.3** below in this EOI shall be vetted by the Chairperson, CSEZA, followed by an interpersonal meeting individually with the chief of station and each personnel. The agreement with the successful bidder shall be signed and the contract with the PMC cum O&M Agency shall be confirmed only if CSEZA is satisfied that the chief of station and the personnel of the successful bidder/ proposed PMC cum O&M Agency has the required capacity and potential to deliver the services required under this EOI.

5.16 Compensation Clause

If the PMC cum O&M Agency is engaged to execute any project/Original work based on a separate work order, the Procuring Entity shall be entitled to include a clause for liquidated damages as under: Should the PMC cum O&M Agency fails to deliver its responsibilities within the period prescribed and agreed, the Procuring Entity, without prejudice to other remedies available to it, shall be entitled to recover liquidated damages for breach of contract without any necessity to prove the same, a sum equivalent to 0.5% of the value of the work for each week of delay or part thereof for a period up to 10 (Ten) weeks, and thereafter at the rate of 0.7% of the value of the delayed commissioning for each week of delay or part thereof for another TEN weeks of delay. The PMC cum O&M Agency acknowledge that the said amount represents reasonable compensation as it is difficult to prove the quantum of damages that will be suffered by the Procuring Entity. The total value of the liquidated damages as per above shall be limited to a maximum of 10%. i.e. Liquidated Damages shall be levied up to 20 weeks only. However, in case of delay due to reasons beyond the control of the PMC cum O&M Agency, suitable extension of time shall be granted

6. Special Conditions of the Contract - IWMS

6.1 Scope of O&M Work

6.1.1 Operation, maintenance and management of:

- plant, incinerator, raw water line, water distribution and effluent network system in CSEZ.

- Intake well pumping system, WTP, CETP, incinerator, biogas plant system and other related installations inside and outside CSEZ.
 - All auxiliary equipments in the WTP (including intake well pump house), DG sets, CETP, incinerator and biogas plant.
 - Existing and additional reservoirs and overhead tanks.
- 6.1.2 Design of new distribution network whenever required, procurement, installation and commissioning of required components of new network, maintenance and management thereof.
- 6.1.3 Monitoring of all flow meters, various pumps and pressure gauges, usage of chemicals quality of raw water, leakages in the network, monthly billing against usage of the system by the clients of CSEZA and maintenance of mechanical parts of plants , pure water pumping main and distribution system, area lighting and the premises for smooth functioning of the system.
- 6.1.6 Ensuring accuracy in water sale, Inflow of effluents and purchase of raw water.
- 6.1.7 Proper records of chemicals/consumables/fuel received, used and balance materials available shall be maintained.
- 6.1.8 Supervision of maintenance, support services and execution of annual maintenance contract, etc. in respect of equipments.
- 6.1.9 Processing of various water supply related applications received from various categories of consumers of CSEZA.
- 6.1.10 Monitoring of quality of water with specific standards/parameters shall be carried out and records shall be kept as per guidelines of CPHEEO Manual on water supply.
- 6.1.11 Supervision on proper handling and administration of chemicals used in WTP and CETP and proper maintenance of plant premises.
- 6.1.12. Supply of necessary qualified and experienced supervisory and skilled operating personnel and unskilled manpower to cover the normal scope of services as required. If any additional manpower is required by CSEZA on special situations, which shall be intimated in writing, the PMC cum O&M Agency shall supply the same as per the rates as quoted and finalized in the financial proposal.
- 6.1.14 Liaisoning with KSPCB, CPCB or any other agency for smooth functioning of water distribution system and effluent network.
- 6.1.15 Generation and serving of water cum effluent treatment consumption statements of consumers
- 6.1.16 Supervision of the RO based ZLD plant
- 6.1.17 Creation or modification of software for generating bills and reports with respect to IWMS.

6.2 Provisioning of Service

- 6.2.1 CSEZA and the PMC cum O&M Agency will jointly address the network requirements along with any other services required by the system and consumers.
- 6.2.2 For providing uninterrupted and quality water supply to the consumer, the PMC cum O&M Agency will coordinate and pursue with concerned CSEZ authorities as well as other agencies /departments to enable the same and complete project in time.
- 6.2.3 Similarly, for providing uninterrupted effluent network from the point of discharge from the consumer premises, the PMC cum O&M Agency will coordinate and pursue with concerned CSEZA authorities as well as other agencies / Departments to enable the same and complete project in time.

6.3 Maintenance support

The PMC cum O&M Agency shall carry out periodical preventive visit to raw water intake well pump house, pipe line from Edachira to CSEZ, treated water and effluent discharge network site, pressure jetting vehicle, biogas plant, incinerator.

6.4 MINIMUM PERSONNEL TO BE ENGAGED BY THE PMC CUM O&M AGENCY AND ESSENTIAL QUALIFICATION & EXPERIENCE REQUIRED.

Designation	No. of personnel	Educational Qualification	Experience on eligible assignments
<i>Core Group – To oversee and ensure entire O&M scope of services and coordination with CSEZA</i>			
Senior Engineer	1	Degree in Environmental Engineering Science/ Mechanical Engineering	15 years experience in Water Treatment Plant and Common Effluent Treatment Plant
Assistant Engineer	1	Degree in Mechanical Engineering	5 years experience in the field of maintenance, fabrication and quality control in a plant.

Note:

- a. The Senior Engineer shall be overall in charge of all matters related to IWMS in CSEZ. He shall be single point of contact person to interact with CSEZA on technical matters. All correspondence with CSEZA and with consumers (if required) shall be done by the Senior Engineer in charge.
- b. The Assistant Engineer shall do all the field supervision, Meter testing, verifying water/effluent connections of the consumers, providing new connections, disconnection of water, preparation of estimate, quality control, fabrication, etc.

7. SPECIAL CONDITIONS OF THE CONTRACT - ESTATE

7.1 Scope of Services

- 7.1.1 Maintenance and management of general cleanliness of the Zone and CSEZ Administration building premises through Contractors.
- 7.1.2 Maintenance and management of arboriculture in the Zone and CSEZ Administration building premises through sub-contracting. This includes maintenance of existing lawns/gardens, fruit plants as well as designing or modifying the areas in the Zone to maintain CSEZ as a Green Zone.
- 7.1.3 Regular inspection of buildings owned by CSEZA and reporting to CSEZA on the required maintenance to be carried out.

- 7.1.4 Maintenance and management of fire fighting system in the entire Zone.
- 7.1.5 Operation, maintenance and management of lifts in the buildings owned by CSEZA in the Zone and CSEZ Administration building premises.
- 7.1.6 Operation, maintenance & management of all DG sets in multi-storied building and CSEZ administration building.
- 7.1.7 Maintenance and management of common area lighting in the buildings owned by CSEZA.
- 7.1.8 Maintenance and management of water lines, effluent/sewerage lines, overhead tanks, water sumps, septic tanks, etc. of all the buildings owned by CSEZA.
- 7.1.9 Inspection and reporting of modification work of various units functioning in the Zone as per the requirement.
- 7.1.10 Facilitating new allotments and undertaking measurements of vacant spaces as per the requirement and assisting CSEZ officials for the same.
- 7.1.11 Facilitating e-auction of vacant spaces inside CSEZ through MSTC portal or any other government portals.
- 7.1.12 Providing technical advice for efficient and better management of Estate including roads, storm water drains, fire hydrants and all related matters.
- 7.1.13 Maintenance and management of common area lighting in multi-storied buildings and CSEZ Administration building premises.
- 7.1.14 Maintenance, management and execution of annual maintenance contract in respect of lifts, fire fighting equipments or any other equipments or installations in the property owned by CSEZA.
- 7.1.15 Management of e-auctioning of scrap and other materials in CSEZA premises for disposal.
- 7.1.16 Supplying necessary qualified and experienced supervisory and skilled operating personnel and unskilled manpower to cover the normal scope of services. If any additional manpower is required by CSEZA on special situations, which shall be intimated in writing, the PMC cum O&M Agency shall supply the same as per the rates as quoted and finalized in the financial proposal.
- 7.1.17 Liaisoning with KSPCB, Electrical inspectorate, other State Government Departments, local authorities or any other service providers/agency for smooth functioning of matters related to Estate management.
- 7.1.18 Maintenance of a guest house owned by CSEZA.

7.2 Estate Management:

- 7.2.1 The PMC cum O&M Agency shall carry out periodical inspection visit to the installations/buildings owned by CSEZA.
- 7.2.2 The PMC cum O&M Agency shall plan, design and execute maintenance of industrial buildings, administrative building and other buildings owned by CSEZA through contractors.

7.3 MINIMUM PERSONNEL TO BE ENGAGED BY THE PMC CUM O&M AGENCY AND ESSENTIAL QUALIFICATION & EXPERIENCE REQUIRED.

Designation	No. of personnel	Educational Qualification	Experience on eligible assignments
<i>Core Group – To oversee and ensure entire O&M scope of services and coordination with CSEZA</i>			
Senior Engineer	1	Degree in Civil Engineering	15 years' experience in civil infrastructure projects (such as construction of multistoried buildings, road projects, etc.)
Assistant Engineer/site-in-charge	1	Degree/Diploma in Civil Engineering	7 years experience in the field of supervision in civil construction and project management
Safety Officer (Part time)	1	Diploma in Fire Safety	Experience in the relevant field.
Accountant	1	Post graduate in commerce	5 years experience in accounting and knowledge in tally, MS-Excel, Word, etc. and good knowledge on government transactions.

Note:

- a) The Senior Engineer shall be overall in charge of all matters related to Estate. He shall be single point of contact person to interact with CSEZA on technical matters. All correspondence with CSEZA and with consumers (if required) shall be done by the Senior Engineer in charge.
- b) The Assistant Engineer/Site-in-charge shall do all the field supervision and assisting CSEZA officials for allotment, assessment of damages to CSEZA property at the time of a Unit's exit,, etc.
- c) The services of Safety Officer shall be taken for all requests for modifications/alterations/additions to any existing building in the Zone or for new buildings. He shall look into overall safety of the SEZ area and shall ensure that the safety aspects in the Zone are in compliance with the provisions of Disaster Management Act and other similar Acts, Rules and Regulations.
- d) Accountant shall be in charge of all accounting matters related to the IWMS and Estate related work. He/she shall handle all the work in compliance with General Financial Rules 2017, procurement guidelines, etc. issued by the Government of India.

8. INSTRUCTIONS TO BIDDERS

8.1 SUBMISSION OF APPLICATION

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

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

- 8.1.3 The intending bidder must read the terms and conditions of EOI carefully. While submitting the Qualification cum technical proposal, the applicant shall ensure that the applicant meets the conditions of eligibility described in the EOI.
- 8.1.4 Failure to comply with the requirements spelt out in EOI shall make the proposal liable to be rejected.
- 8.1.5 CSEZA reserves the right to verify all statements, information and documents submitted by the applicant in response to the EOI. Failure of the CSEZA to undertake such verification shall not relieve the applicant of its obligations or liabilities hereunder nor will it affect any rights of CSEZA thereunder.
- 8.1.6 The application shall be submitted by the applicant with each page of the submission signed in blue ink. In case the proposal is submitted in the template down loaded from official website, the applicant shall be responsible for its accuracy and correctness as per the version uploaded by CSEZA and shall ensure that there are no changes caused in the content of the downloaded document. In case of any discrepancy between the downloaded or photocopied version of the EOI and the original EOI issued by the CSEZA, the latter shall prevail.
- 8.1.7 The right to suspend the short-listing process or part of the process to accept or reject any or all applications at any stage of the process and / or to modify the process or any part thereof at any time without assigning any reason therefore is reserved by CSEZA without any obligation or liability whatsoever.
- 8.1.8 The application will be sealed in an outer envelope which will bear the address of CSEZA, EOI notice No., PMC cum O&M Agency name and the name and address of the applicant. It shall bear on top, the following :

“EOI-For selection of PMC cum O&M Agency for Estate & IWMS management

Do not open, except in presence of the Authorised person”; and addressed to:

Chairman, CSEZ Authority, CSEZ Administration Building, Cochin Special Economic Zone, Kakkanad-682 037.

If the envelope is not sealed and marked as instructed above, CSEZA assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted.

(i) The aforesaid outer envelope will contain two separate sealed envelopes, one clearly marked **‘Qualification-cum-Technical Proposal’** and the other clearly marked **‘Financial Proposal’**. The envelope marked “Qualification cum technical Proposal” shall contain the Application in the prescribed Forms listed below:

- a) Letter indicating the capacity and authority of individual signing the documents.
- b) Bid security declaration form (Annexure – A)
- c) Yearly turnover and audited balance sheet for last three years ending on the financial year 2019-20
- d) Satisfactory Performance Certificate from user agency as detailed in this Eoi.
- e) Letter of understanding the project
- f) Annexure – E
- g) Photocopy of PAN
- h) Copy of GST registration
- i) Experience certificate of core group of personnel to be deployed by the bidder

- j) A copy of the EOI & addendum/corrigendum signed, in the bottom of all pages, as a token of acceptance of all terms and conditions
- k) Any other documents supporting credibility, worth and experience of the organization.

(ii) The envelope marked "Financial Proposal" shall contain the financial proposal in the prescribed format at Annexure- F.

8.1.9 The Proposal shall be made in the Forms specified in this EOI. Any attachment to such Forms must be provided on separate sheets of paper and only information that is directly relevant should be provided. This may include photocopies of the relevant pages of printed documents.

8.1.10 **Financial Proposal:** Applicants shall submit the financial proposal in the Forms at Annexure-F clearly indicating the total cost of the assignment in both figures and words, in Indian Rupees, and signed by the Applicant. In the event of any difference between figures and words, the amount indicated in words shall be taken into account. In the event of a difference between the arithmetic total and the total shown in the Financial Proposal, the lower of the two shall be taken into account.

8.1.11 Submission of Proposal:

Interested firms may send their applications in the enclosed formats provided in the Annexures to reach on or before 15.00 hours on **26.11.2021** at the following address:

**Chairperson, Cochin Special Economic Zone Authority
CSEZ Administration Building, Cochin Special Economic Zone
Kakkanad – 682 037, Tele No. 0484-2413111**

8.1.12 Late Proposals:

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

8.2 Bid security/Earnest Money Deposit:

8.2.1 The bidder has to give a Bid Securing Declaration as per form Annexure – B.

8.3. Period of Validity of Bid:

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

8.3.2 In exceptional circumstances, the CSEZA may request the bidder's consent for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid securing declaration provided under Clause 8.3 shall also be suitably extended. A bidder accepting the request and granting extension will not be permitted to modify his bid.

8.3.3 CSEZA is not bound to accept any EOI and reserve the right to accept or reject any EOI, and to annul the selection process and reject all EOIs at any time prior to the award of the

selection without assigning any reason(s) whatever and without thereby incurring any liability towards the affected participant(s) on this ground.

8.4 Evaluation Process:

8.4.1 CSEZA shall open the Application at 1530 hours on the due date (26.11.2021), at the office of the Chairperson, Cochin Special Economic Zone Authority, Kakkanad and in the presence of the Applicants who choose to attend. The envelopes marked "Qualification cum technical Proposal" shall be opened first. The envelopes marked "Financial Proposal" shall be kept sealed for opening at a later date.

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

- a) it is received in the specified format;
- b) it is received by the due date including any extension thereof;
- c) it is signed, sealed and marked as stipulated;
- d) it contains all the information (complete in all respects) as requested in the EOI;
- e) it does not contain any condition or qualification; and
- f) it is not non-responsive in terms hereof.

8.4.2 CSEZA reserves the right to reject any application which is nonresponsive and no request for alteration, modification, substitution or withdrawal shall be entertained by CSEZA in respect of such applications.

8.4.3 CSEZA would subsequently examine and evaluate application in accordance with Clause 4.1.1 in this EOI.

8.4.4 After the qualification cum technical evaluation, CSEZA would prepare a list of prequalified Applicants for opening of their Financial Proposals and evaluating them in accordance with Clause 4.1.2 of this EOI. The opening of Financial Proposals shall be done in presence of Applicants who choose to be present. CSEZA will not entertain any query or clarification from Applicants who fail to qualify at any stage of Selection Process.

8.5 **Clarifications:** To facilitate evaluation of Proposals, CSEZA may, at its sole discretion, seek clarifications from any Applicant regarding its Proposal. Such clarification(s) shall be provided within the time specified by the CSEZA for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing. If an Applicant does not provide clarifications sought above within the specified time, its application shall be liable to be rejected. In case the application is not rejected, the CSEZA may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding.

8.6 **Award of Consultancy:** After selection, a Letter of Appointment (LOA) shall be issued, in duplicate, by CSEZA to the Selected Applicant and the Selected Applicant shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. The selected applicant will be required to furnish performance guarantee of three percent (3%) of the bid amount within seven days of issue of the award of consultancy.

8.7 **Proprietary data:** All documents and other information provided by CSEZA or submitted by an Applicant to CSEZA shall remain or become the property of CSEZA. Applicants are to treat all information as strictly confidential. CSEZA will not return any application/proposal or any information related thereto. All information collected, analysed, processed or in

whatever manner provided by the PMC cum O&M Agency to CSEZA in relation to the assignment shall be the property of CSEZA.

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

SECTION - IV
Annexure – A
CHECK LIST/Application form

	Particulars	General Information
1	Name of the company	
	Type of incorporation (Public Limited, Private Limited)	
2	Address of the registered office of the company & Registration No.	
3	Year incorporated	
4	Address for communication	
5	Contact person who is authorized to act for the organization	
6	Name	
7	Designation	
8	Phone No.	
9	Fax No.	
10	Mobile No.	
11	Email address	
12	Names and address of the promoters and directors of the company	
13	Any other information considered necessary but not included above.	

Signature of bidder

CHECKLIST OF DOCUMENTS TO BE SUBMITTED

Sl. No.	Document to be submitted	Document Submitted	
		Yes	No
1	Letter indicating the capacity and authority of individual signing the documents.		
2	Bid security declaration form (Annexure – A)		
3	Certificate of incorporation		
4	Memorandum & Articles of Association		
5	DIN of all Directors		
6	Latest annual report		
7	Balance sheet and Profit & Loss Account for 2017-18, 2018-19 and 2019-20.		
8	Photocopy of PAN		
9	Copy of GST registration		
10	Experience Certificates/Client feedback certificates of the organization		
11	Experience Certificates of the core group of personnel to be deployed by the bidder		
12	Letter of understanding the project		
13	Annexure – E		
14	Copy of the certificates		
15	A copy of the EOI & addendum/corrigendum signed, in the bottom of all pages, as a token of acceptance of all terms and conditions		
16	Financial proposal in Annexure – F (in separate cover)		

Signature of bidder

Annexure-B
Bid Security Declaration in lieu of EMD

Date: _____

Tender No. _____

To

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

I/We, the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/unilaterally modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

Annexure- C
PROFORMA FOR PERFORMANCE BANK GUARANTEE

To
Cochin Special Economic Zone Authority

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

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

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

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

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

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

(a) the Guarantee herein contained shall remain in full force and effect for a period of three and half years from the date hereof and that it shall continue to be enforceable till all the dues of the CSEZA and by virtue of the said agreement have been fully paid and its claims satisfied or

discharged or till CSEZA satisfies that the terms and conditions of the said agreement have been fully and properly carried out by the said PMC cum O&M Agency and accordingly discharged this guarantee.

(b) The CSEZA shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance of any obligations by the said PMC cum O&M Agency from time to time or to postpone for any time or from time to time any of the powers exercisable by the CSEZA against the said PMC cum O&M Agency and to forbear or to enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation or extension being granted to the said PMC cum O&M Agency or forbearance act or omission on the part of the CSEZA or any indulgence by the CSEZA to the said PMC cum O&M Agency or to give such matter or thing whatsoever which under the law relating to sureties would but for this provision, have effect of so relieving us.

(c) Any claim which we have against PMC cum O&M Agency shall be subject and subordinate to the prior payment and performance in full of all the obligations of us hereunder and we will not without prior written consent of the CSEZA exercise any legal right or remedy of any kind in respect of any such payment or performance so long as the obligations of us hereunder remains owing and outstanding.

(d) This Guarantee shall be irrevocable and the obligations of us herein shall not be conditional of any prior notice by us or by PMC cum O&M Agency.

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

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

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

In the presence of Witnesses:

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

Annexure – D
AGREEMENT PROFORMA

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

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

AGREEMENT

This **Agreement** is made on this day of 2021

BETWEEN

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

AND

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

WHEREAS the CSEZA/Procuring Entity and the PMC cum O&M Agency shall be individually referred to as “the party” and collectively as “the parties”.

WHEREAS the Procuring Entity invited EOI for selection of an agency for “operation, maintenance & management and Project Management consultancy of IWMS & Estate in CSEZ” for a period of five years vide EOI Notice No. C-5/2/2021:CSEZA dated 18-10.2021 and the PMC cum O&M Agency submitted a bid for the same giving rates/amounts accepting the terms and conditions of the EOI document.

AND WHEREAS the said bid submitted by the PMC cum O&M Agency has been accepted by the Procuring Entity vide Letter of Acceptance No..... dated issued to the PMC cum O&M Agency while accepting their offer.

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

1. The bid submitted by the PMC cum O&M Agency for the scope of services/work specified in the EOI at the rates/amounts specified in consideration of all the terms and conditions in the EOI is accepted.
2. It shall be valid for a period of five years from the date of signing unless revoked earlier. Further extensions may be considered as per the provisions of EOI.
3. The PMC cum O&M Agency agrees to abide by and fulfill all the terms and provisions of all the general and special conditions of contract mentioned in the EOI, in default thereof, to forfeit and pay to the Procuring Entity, the sum of money mentioned in the said conditions.

4. It is mutually agreed that the offer in its entirety shall form part of this agreement. Apart from the offer, the following shall also form part of the agreement.
- a) M/s..... letter No. dated enclosing the offer, requisite details for satisfying the minimum qualification criteria. **(Attachment – I)**
 - b) CSEZA’s Letter of Acceptance No..... dated **(Attachment – II)**
 - c) Acceptance of Letter of Acceptance by M/s..... letter No. **(Attachment – III)**

MEMORANDUM

- a. General description of work: Operation, maintenance & management and Project Management Consultancy of Estate and IWMS in Cochin Special Economic Zone (CSEZ) for a period of five years
- b. Accepted contract amount: Rs.....
- c. Performance security: Rs..... (Furnished as BG No. dated From (bank),Br.)
- d. Security (EMBG): Rs..... (DD /BG No..... dated from (bank)
- e. Commencement of service: within 15 days from the date of issue of LOA
- f. Contract period: From to
- g. Schedule: sheets

5. RESTRICTIONS ON TRANSFER AGREEMENT:

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

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

The PMC cum O&M Agency and the Procuring Entity shall follow the procedure mentioned in the Standard Operating Procedure mentioned in the EOI. The PMC cum O&M Agency agrees that the responsibility for the technical feasibility and financial feasibility of the project is with the PMC cum O&M Agency. The Procuring Entity shall not be responsible for any inadequacy, defect or irregularity found in the project due to design flaws, incorrect estimates and time overrun/cost escalation of the project. The PMC cum O&M Agency shall be responsible to ensure that the detailed Civil, Structural Design & Drawings for the Project and the design loads are as per the Indian Standard Codes and shall ensure the use of standard materials and items whenever required. This agreement shall be subject to all the applicable clauses in Chapter 2 of the Manual of Procurement of Works, 2019 and Clause E- Project Management, Cost and Time Control as given in Annexure 8 of the above Manual. Further, in case a revised estimate is required administrative approval from the Procuring Entity shall be necessarily obtained in writing.

7. PERFORMANCE BANK GUARANTEE:

The selected PMC cum O&M Agency shall submit a Performance Bank Guarantee (PBG) of value of 3% of contract amount. PBG should be submitted before signing the agreement, for ensuring full compliance with agreement conditions. The initial PBG shall be valid for at least five and half years from the date of signing of this agreement (effective date) and shall be renewed from time to time till the expiry of agreement and till all outstanding dues to the Procuring Entity, if any, have been fully paid and its claims are satisfied or discharged and also discharge all responsibilities as applicable. The validity of the PBG shall be six months

more than the agreement duration. Without prejudice to its rights and any other remedy, the Procuring Entity may en-cash PBG in case of any breach of terms and conditions of this agreement or in case of any damage/loss suffered by the Procuring Entity due to failure of service on the part of the PMC cum O&M Agency.

8. EXECUTION OF WORK:

- 8.1 The Procuring Entity shall provide all relevant available documents related to work for facilitating execution of works by PMC cum O&M Agency. The PMC cum O&M Agency shall deploy competent Architectural and Engineering personnel commensurate with size and nature of the work for efficient execution of works.
- 8.2 The PMC cum O&M Agency shall obtain necessary Statutory Approvals/Permission/Clearances/ Certificates from the concerned Local Bodies & Statutory Authorities like District Authorities, Municipal Corporation, Local Self Government Institutions, Town Planning Board, Electricity Board/ Fire Department, State/ Central Pollution Control Boards, State/Central Environmental Authorities, Forest and Wild-life authorities etc, if any, required before the start of the Project or during/after execution of the Project & before commissioning/handing it over to the Procuring Entity. The PMC cum O&M Agency shall be responsible and liable to pay any penalty imposed raised by the above authorities due to non compliance with the above. The PMC cum O&M Agency shall be liable to compensate the Procuring Entity for any loss/damage caused by the actions taken by any authority/office/department affecting/stopping the works/project due to noncompliance with any of the statutes, rules or regulations in force.
The PMC cum O&M Agency shall ensure payment of all taxes, duties, fees and other impositions as may be levied under the applicable law to be paid by the Contractor or the PMC cum O&M Agency. The PMC cum O&M Agency shall be responsible to ensure that any tax burden/deduction/benefit shall be incurred or availed with respect to the Project by the PMC cum O&M Agency or the Contractor. No claim shall lie against the Procuring Entity with regard to the above tax/duties/fees/impositions of any kind related to the Project.
- 8.3 The Works shall not be awarded by PMC cum O&M Agency to Contractors till all statutory approvals/ certificates/ permissions required for taking up the work, are in place.
- 8.4 The Procuring Entity shall make the work site available free from encumbrances to PMC cum O&M Agency and the PMC cum O&M Agency shall provide necessary support in this process.
- 8.5 The PMC cum O&M Agency shall permit the Procuring Entity to inspect or monitor the works, either by the latter itself or through a Third party as and when the latter desires for assessing actual progress and quality of construction and any other aspects. The Procuring Entity or any third party engaged by him shall have the right to inspect the Project for conformity with the clauses of this agreement. The PMC cum O&M Agency shall ensure testing of the individual equipment and the complete system after installation at site. For the purpose of taking over the goods/system supplied, an acceptance test shall be carried out by the Procuring Entity at the destination site. The installation or commissioning shall not be deemed to have been completed unless all the goods and systems are accepted by the Procuring Entity. In the event of failure of any of Project parts at the time of testing, the PMC cum O&M Agency shall be liable to remedy the defects at the earliest, in any case not later than seven days, beyond which, the PMC cum O&M Agency shall be liable to adequately compensate the Procuring Entity, the assessment/quantification of which shall be done by an accredited agency appointed by the Procuring Entity.
- 8.6 The Procuring Entity shall provide security clearance and ensure free access for PMC cum O&M Agency staff/ Employees and their workers. PMC cum O&M Agency shall provide necessary support in this process.
- 8.7 The PMC cum O&M Agency shall ensure adequate availability of men and material by their Contractors.
- 8.8 The PMC cum O&M Agency shall ensure that the Contractor(s) implement required Health, Safety & Environmental (HSE) practices at the work sites and they also comply with all statutory obligations related to workmen deployed at the work site. The PMC cum O&M Agency will act as Principal Employer in respect of all statutory obligations related to

- workmen deployed at the site in execution of the work. The Procuring Entity shall not be held liable for any shortfall in the above.
- 8.9 As soon as the work is allocated, the PMC cum O&M Agency shall prepare and submit to the Procuring Entity an Integrated Programme Chart for the execution of work showing clearly all activities from the start of work till completion with details of manpower and other input information required for the fulfillment of the timelines given therein. The PMC cum O&M Agency will provide the Procuring Entity, all the relevant details of the former's Project Team, both on-site and off-site, associated with execution of the work. The Integrated Programme Chart should, inter-alia, include descriptive note explaining sequence of the various activities, milestones etc. This will form Base Line Programme and the subsequent progress of the work shall be reviewed with reference to this during the periodic Progress Review Meeting as preferred by the Procuring Entity. Any increase in time period from the Base Line Value shall be construed as Time Overrun.
- 8.10 The PMC cum O&M Agency shall be responsible for providing Physical Progress Reports to Procuring Entity for reviewing the progress of the work vis-a vis Base Line Programme. The PMC cum O&M Agency shall take all necessary remedial actions, after taking into account the Procuring Entity's observations made in respect of quality and progress of the work during the periodic Project Review Meetings. The PMC cum O&M Agency shall ensure timely completion of work as per mutually agreed time-schedule/ milestones and within agreed Cost and shall work as per Standard Operating Procedure specified in **Annexure – G**.
- 8.11 The PMC cum O&M Agency shall also be responsible for providing to the Procuring Entity Financial Progress Reports of the project and up to date Expenditure incurred on the work on monthly basis along with Certificate of Utilization of Fund against Fund earlier released to the PMC cum O&M Agency by the Procuring Entity. This report shall be exclusive of routine work related to O&M works.
- 8.12 The PMC cum O&M Agency shall be responsible for total maintenance and management of all works, including day-to-day supervision of works, maintenance of all project records and executing the works as per prescribed guidelines, Codes, etc. and also in accordance with relevant and extant provisions of the General Financial Rules (GFR).
- 9. WORK MANAGEMENT, COST AND TIME CONTROL:**
- 9.1 The PMC cum O&M Agency shall implement a system of 'Project Team Concept' with dedicated group of Engineers under single and unified command for implementation of projects from concept to completion. The PMC cum O&M Agency shall be obliged to adopt all measures for the successful completion of the works within Approved Cost and agreed Time period.
- 9.2 The PMC cum O&M Agency shall be responsible for managing the work from concept and design till commissioning with effectiveness and efficiency. They shall get the work completed within the period mentioned in the corresponding tender document and the Integrated Programme Chart. They shall ensure that the desired/ proportionate pace of progress and completion of work is achieved progressively vis-à-vis approved plans & specifications and as per the terms and conditions of this agreement and mutually agreed milestones and timelines and approved cost. The PMC cum O&M Agency shall ensure due diligence and take all required pro-active remedial measures including provision of stringent and elaborate enforceable Clauses in their agreement with Contractors to this effect and also making time as the essence of this agreement. Any extension of time shall be done only after the written approval from the Procuring Entity, in the absence of which any departure from the approved timeline of the project shall entail adequate compensation to the Procuring Entity. The PMC cum O&M Agency shall also ensure clauses in their agreement/contract and established procedure with the Contractors to recover liquidated damages from their Contractors/agencies. The absence of such clauses or procedures shall not exonerate the PMC cum O&M Agency from the above mentioned liability to the Procuring Entity. The liquidated damages recovered from the contractors for delay, if any, shall be credited to the Procuring Entity in the project accounts.
- 9.3 The approved initial work cost & timeline should not exceed during the execution of the work except for reasons like revised specifications or extra work over approved estimate

carried out only at the request of the Procuring Entity. In case of either increase in earlier approved cost or timeline, detailed reasons and justifications, based on verifiable facts and figures, shall have to be provided by the PMC cum O&M Agency along with comprehensive proposals for revision in earlier approved work cost & timeline. This shall be intensively examined by the Procuring Entity in consultation with the PMC cum O&M Agency. If it is convinced that this does not constitute a cost/time overrun, then the Procuring Entity shall accord approval for the above. Otherwise, the PMC cum O&M Agency shall be held liable for cost/time overrun as stated in Clause 10 below. The decision of the Procuring Entity shall be final in this regard. No additional expenditure over and above the earlier approved work cost shall be incurred by the PMC cum O&M Agency without prior approval of the Procuring Entity. Upward revisions in either cost or timeline should be an exception rather than a rule and for achieving this objective, all required efforts shall be made by the PMC cum O&M Agency.

- 9.4 At any time, it appears to the Procuring Entity that the actual progress of the work does not conform to the approved programme referred above and intimated to the PMC cum O&M Agency by the Procuring Entity, detailed reasons and justifications for such delays shall have to be provided by the PMC cum O&M Agency before the Procuring Entity re-schedules the programme.. If the Procuring Entity comes to a conclusion that the above is due to the fault of the PMC cum O&M Agency, the PMC cum O&M Agency shall be held liable for the above as per Clause 10 below.

10. COMPENSATION CLAUSE

- 10.1 If the intended completion date as per the Integrated Programme Chart or as agreed by the PMC cum O&M Agency, is breached due to the delay owed to the error/omission/mistake from the part of the Contractor or the PMC cum O&M Agency, then, without prejudice to any other right or remedy available under the law to the Procuring Entity on account of such breach, the Procuring Entity shall be entitled to recover or the PMC cum O&M Agency shall be liable to pay to the Procuring Entity /ensure recovery from the Contractor as compensation/ Liquidated damages a sum equivalent to 0.5% of the value of the work for each week of delay or part thereof for a period up to 10 weeks, and thereafter at the rate of 0.7% of the value of the delayed commissioning for each week of delay or part thereof for another 10 weeks of delay, subject to a maximum of 10% of the Contract Value. The PMC cum O&M Agency acknowledges that the said amount represents reasonable compensation as it is difficult to prove the quantum of damages that is suffered by the Procuring Entity. However, in case of delay due to reasons beyond the control of the PMC cum O&M Agency, suitable extension of time, in writing, shall be granted.
- 10.2 Non-adherence to Service Level Agreement (SLA), which the Procuring Entity has committed to consumer/client: In case the Procuring Entity is required to pay to consumer/client on account of non-adherence to SLA and it is found that this is due to the fault/failure on the part of PMC cum O&M Agency, the Procuring Entity shall have the right to deduct an amount at actuals from the outstanding payments due from the Procuring Entity to the PMC cum O&M Agency's or the latter's PBG/security deposit.
- 10.3 Without prejudice to its rights and any other remedy, the Procuring Entity may en-cash Performance Bank Guarantee, by not less than thirty days' written notice of the same, after the occurrence of any of the events specified in paragraphs below:
- (a) any loss/damage suffered by the Procuring Entity due to failure of service on the part of the PMC cum O&M Agency.
 - (b) If the PMC cum O&M Agency does not remedy a failure in the performance of its obligations under this agreement, within thirty days of receipt after being notified or within such further period as the Procuring Entity may have subsequently approved in writing;
 - (c) If the PMC cum O&M Agency becomes insolvent or bankrupt;
 - (d) If the PMC cum O&M Agency, in the judgment of the Procuring Entity has engaged in corrupt or fraudulent practices in competing for or in executing this agreement. For the purpose of this clause: "corrupt practice" means the offering, giving, receiving or

soliciting of anything of value to influence the action of a public official in the selection process or in the agreement execution. "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of an agreement to the detriment of the Procuring Entity, and includes collusive practice involving the PMC cum O&M Agency.

- (e) If the PMC cum O&M Agency does not extend all reasonable facilities or does not endeavour to remove the breach/violations (or the cause) of every type when regular monitoring or an inquiry (on complaints) by the Procuring Entity reveals a breach/non-fulfillment of the terms and conditions of this agreement by the PMC cum O&M Agency.
- (f) any breach of terms and conditions of this agreement by the PMC cum O&M Agency or if the Procuring Entity, after arriving at a conclusion that the PMC cum O&M Agency has performed contrary to the terms and conditions of this agreement, decides to terminate this agreement.

11. ERROR/VARIATION/DEVIATION:

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

12. CONFIDENTIALITY OF INFORMATION & INTELLECTUAL PROPERTY:

12.1 Subject to conditions contained in this Agreement, the PMC cum O&M Agency shall take all necessary steps to safeguard the privacy and confidentiality of any information about the Procuring Entity and its consumers from whom it has acquired such information by virtue of the service provided and shall use its best endeavors to secure that:

- (a) No person acting on behalf of the PMC cum O&M Agency or the PMC cum O&M Agency itself divulges or uses any such information except as may be necessary in the course of operation, maintenance and management of the Estate and IWMS.
- (b) No person seeks or obtains such information other than is necessary, for the purpose of commissioning of any project in relation to Estate and IWMS.

Provided, the above para shall not apply where the Procuring Entity has consented in writing to such information being divulged or used and such information is divulged or used in accordance with the terms of that consent; or the information is already open to the public.

- (c) The PMC cum O&M Agency itself and any person(s) acting on its behalf observe confidentiality of the Procuring Entity/consumer information.
- (d) The PMC cum O&M Agency, prior to commencement of this agreement, confirms in writing to the Procuring Entity that the PMC cum O&M Agency has taken all necessary steps to ensure that it and its employees shall observe confidentiality of customer information.

12.2 This clause of Confidentiality shall survive the termination or expiry of this Agreement.

12.3 Intellectual Property: The intellectual property rights of any solution/software offered to and implemented by the Procuring Entity and all documents, raw data, research, processes, technology, film, artwork, engravings, dies, paper tapes, magnetic media, programs, designs and inventions (collectively referred to as the "information") conceived of, collected, completed or produced in the course of performance of the contract by the PMC cum O&M Agency, for the Procuring Entity or provided to the PMC cum O&M Agency by the Procuring Entity shall be the exclusive property of the Procuring Entity and shall be kept confidential.

- 12.4 The PMC cum O&M Agency, including all personnel shall not disclose, divulge, share, discuss, lend, license or sell to any third party any information, data, databases, documents, software, proprietary information, taxpayer information or technical material supplied to or by the Procuring Entity in the performance of the Agreement.
- 12.5 The PMC cum O&M Agency shall not retain any information related to this agreement, in any medium, and shall return all copies. All materials prepared at the request of and for the Procuring Entity shall remain the property of the Procuring Entity except with the written consent.
- 12.6 Neither party will use the other party's name nor marks, refer to or identify the other party in any advertising or publicity releases or promotional or marketing correspondence to others without such other party's written approval.

13. INDEMNIFICATION

- 13.1 The PMC cum O&M Agency agrees to protect, defend, indemnify and hold harmless the Procuring Entity and its employees, officers, agents or representatives from and against any and all liabilities, damages, fines, penalties and costs (including legal costs and disbursements) arising from or relating to:
- a) Any breach of any statute, regulation, direction, orders or standards from any governmental body, agency or regulator applicable to such party;
 - b) Any breach of the terms and conditions in this agreement by the PMC cum O&M Agency or the Contractor
 - c) Any claim of any infringement of any intellectual property right or any other right of any third party or of law by the PMC cum O&M Agency;
- 13.2 The PMC cum O&M Agency shall be fully responsible for the employment and payment of wages to its employees and shall fully comply with all laws, rules, regulations, notifications, directions orders etc. of the Govt. whether Central, State, Local or Municipal relating to such employment, payment of wages etc. and all others matter connected therewith and hereby indemnifies and agrees to continue indemnifying the Procuring Entity in this regard.
- 13.3 The employees of the PMC cum O&M Agency or the Contractor shall have no right for employment either with the Procuring Entity during the pendency of the agreement or after, or with PMC cum O&M Agency. The personnel employed by the PMC cum O&M Agency or the Contractor shall at all times be their employees and all statutory dues to and obligations and liabilities in respect of such employees shall be promptly paid and discharged by them. Notwithstanding their responsibility to comply with any directions or instructions given by the Procuring Entity, the personnel employed by the PMC cum O&M Agency or the Contractor, will not, for any purposes whatsoever, be treated or deemed to be employees of Procuring Entity or have any claim or right whatsoever for employment with the Procuring Entity and the Procuring Entity will have no obligations or liabilities whatsoever in relation to any of them or in respect of anything done or omitted to be done by any of them. The PMC cum O&M Agency shall include appropriate clauses in this regard, in their agreement with Contractor.
- 13.4 The above indemnification clause shall survive the termination or expiry of this Agreement.

14. DISPUTES WITH CONTRACTORS, ENQUIRIES AND QUERIES

- 14.1 The PMC cum O&M Agency shall be responsible for observing due diligence and adopting all possible measures at various stages of work execution so as to avoid Arbitration/ Litigation and other hindrances and the work is completed within optimum cost and time in a hassle free environment.
- 14.2 The PMC cum O&M Agency shall be responsible for redressing and complying with the observations of CTE/ CVC, Auditors, Statutory Authorities, Local Bodies, Municipal Corporation etc. pertaining to the work under intimation to the Procuring Entity. Providing all work related information promptly to the Procuring Entity for replying to Parliament Questions, queries from various Constitutional & Statutory Authorities.

- 14.3 The PMC cum O&M Agency shall award the work and enter into an agreement with Contractor/agency. The PMC cum O&M Agency shall ensure that the Project shall be in compliance with the (1) terms and conditions mentioned in the agreement signed by the PMC cum O&M Agency with the Contractor and (2) contents of the Documents considered as part of the said agreement. In the event of a conflict between the clauses in the agreement with Contractor/agency and those in this agreement, the clauses in this agreement shall override the clauses of the former. Also, in the event of any damage, loss or deficiency arising out of the breach of the above (1) or (2) by the parties therein, it shall be the responsibility and liability of the PMC cum O&M Agency to make proportionate recovery and compensation to the Procuring Entity for such damage, loss or deficiency.

15. PAYMENTS

- 15.1 The PMC cum O&M Agency shall submit the bills of previous month at the beginning of subsequent month and payment will be made within 30 (thirty) days of receipt by the Procuring Entity of duly completed bills with necessary particulars. All the applicable taxes and duties will be deducted from the bills. The above payment against the bills shall be without prejudice to the Scope of Work/duty of the PMC cum O&M Agency to provide uninterrupted services to the Procuring Entity.
- 15.2 All payments under this Agreement shall be made to the account of the PMC cum O&M Agency as may be notified to the Procuring Entity by the PMC cum O&M Agency.
- 15.3 The PMC cum O&M Agency shall make arrangement for the payment to contractors/firms/agencies who had carried out the work for the Procuring Entity within 30 days from the date of receipt of payments from the Procuring Entity.
- 15.5 The PMC cum O&M Agency shall intimate the Procuring Entity about any excess expenditure likely to be incurred over and above the approved Projected Cost and also about possibility of time overruns, as soon as it comes to the knowledge along with reasons and justifications thereof for necessary approvals from the Procuring Entity before continuing/ incurring the extra/ additional expenditure.
- 15.6 The PMC cum O&M Agency shall be responsible for certifying and making payment of Bills of the Contractors/ Agencies engaged by them and make available Final Statement of Accounts in Standard Format to the Procuring Entity and also provide copies of Final Bills for all Contract Packages and other expenditure incurred related to work after the completion of the work. In addition, should 'Procuring Entity' ask for any other details PMC cum O&M Agency regarding Utilization of Fund at any stage, detailed estimates, technical sanctions, award of works, running bills etc., the same shall be provided by PMC cum O&M Agency readily.
- 15.7 The PMC cum O&M Agency shall intimate the Procuring Entity about any excess expenditure likely to be incurred over and above the approved projected cost and also about possibility of time overruns, as soon as it comes to the knowledge along with reasons and justifications thereof for necessary approvals from the Procuring Entity before continuing/ incurring the extra/ additional expenditure. The Procuring Entity shall have the discretion to grant/deny such approvals.
- 15.8 The payment of the final bill submitted by the PMC cum O&M Agency shall be made only after the return of the unspent balance amount (or outstanding advance) by the PMC cum O&M Agency to the Procuring Entity.

16. COMPLETION & HANDING OVER OF COMPLETED WORK AND FACILITIES

- 16.1 The PMC cum O&M Agency shall obtain all certificates & clearances for completed work and facilities before handing over the same to the Procuring Entity for putting them to functional use. The payment of the final bill to the PMC cum O&M Agency shall be subject to this clause.
- 16.2 The PMC cum O&M Agency shall hand over to the Procuring Entity or its authorized representative completed work including all services and facilities constructed in accordance with the approved plans, specifications fulfilling all techno-functional requirements agreed with 'Procuring Entity' along with inventory, as built-drawings, maintenance manual/

Standard Operating Procedure (SOP) for Equipments and Plants, all clearances /Certificates from Statutory Authorities, Local Bodies etc.

- 16.3 On completion of the work, a Project Completion Report (PCR) shall be submitted by PMC cum O&M Agency duly bringing out the final project completion cost, total time period taken to complete the work and also completed project components as against the approved cost, time and project components. The PCR shall be submitted along with final project accounts to the 'Procuring Entity' within one month of settlement of final bills of the contractors/ other agencies deployed on the work by PMC cum O&M Agency. The PMC cum O&M Agency shall handover all the software, hardware licenses, codes, passwords of any computer system if any which is operated in connection with the Project at the time of completion of the same. The PMC cum O&M Agency shall submit 3 Sets of the final as-built/as-commissioned/approved drawings and also manual of operation and maintenance at the time of handing over of the assets to the Procuring Entity.
- 16.4 The PMC cum O&M Agency shall carry out Final Inspection of the Project together with the Contractor and the representatives of the Procuring Entity and prepare and issue the Defects Liability Certificate and the Final Payment Certificate.

17 LIABILITY:

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

18 SUSPENSION, REVOCATION OR TERMINATION OF AGREEMENT

- 18.1 The Procuring Entity reserves the right to suspend the operation of this agreement, at any time, due to change in its own license conditions or upon directions from the competent government authorities. In such a situation, the Procuring Entity shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, the suspension of the agreement will not be a cause or ground for extension of the period of the agreement and suspension period will be taken as period spent. During this period, no charges shall be payable by the Procuring Entity.
- 18.2 The Procuring Entity may, without prejudice to any other remedy available for the breach of any conditions of agreement, by a written notice of three months issued to the PMC cum O&M Agency at its registered office, terminate / or suspend this agreement under any of the following circumstances:
1. The PMC cum O&M Agency failing to perform any obligation(s) under the agreement.
 2. The PMC cum O&M Agency failing to rectify, within the time prescribed, any defect as may be pointed out by the Procuring Entity.
 3. Non-adherence to undertakings which the Procuring Entity has committed to consumer/clients.
 4. The PMC cum O&M Agency going into liquidation or ordered to be wound up by competent authority.
 5. any loss/damage suffered by the Procuring Entity due to failure of service on the part of the PMC cum O&M Agency.
 6. If the PMC cum O&M Agency, in the judgment of the Procuring Entity has engaged in corrupt or fraudulent practices in competing for or in executing this agreement. For the purpose of this clause: "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in the agreement execution. "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of an agreement to the detriment of the Procuring Entity, and includes collusive practice involving the PMC cum O&M Agency.

- 18.3 Either party may terminate the agreement, by giving notice of at least three months in advance. The effective date of surrender of agreement will be three months counted from the date of receipt of such notice by the other party or the authority that signed the agreement on behalf of other party.
- 18.4 If the PMC cum O&M Agency is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to the Procuring Entity in writing. In that case, the written notice period can be reduced by the Procuring Entity as deemed fit under the circumstances. The Procuring Entity may also either decide to issue a termination notice or to continue the agreement by suitably modifying the conditions, as it feels fit under the circumstances.
- 18.5 It shall be the responsibility of the PMC cum O&M Agency to maintain the agreed quality of service, even during the period when the notice for surrender/termination of agreement is pending and if the quality of performance is not maintained, during the said notice period, it shall be treated as material breach liable for termination at the risk and consequence of PMC cum O&M Agency and Performance Bank Guarantee shall be forfeited, without any further notice.
- 18.6 Whenever breach of non-fulfillment of agreement conditions may come to the notice of the Procuring Entity through complaints or as a result of the regular monitoring, wherever considered appropriate the Procuring Entity may conduct an inquiry either suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the PMC cum O&M Agency or not. The PMC cum O&M Agency shall extend all reasonable facilities and shall endeavour to remove the hindrance of every type upon such inquiry and in the event of not doing so, the agreement between the parties shall be terminated and Performance Bank Guarantee shall be forfeited, without any further notice.

19 ACTIONS PURSUANT TO TERMINATION OF AGREEMENT:

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

- a) The PMC cum O&M Agency shall not represent the Procuring Entity in any of its dealings.
- b) The PMC cum O&M Agency shall not intentionally or otherwise commit any act(s) as would keep a third party to believe that it is still the Procuring Entity's PMC cum O&M Agency.
- c) The expiration or termination of the Agreement for any reason whatsoever shall not affect any obligation of either Party having accrued under the Agreement prior to the expiration or termination of the Agreement and such expiration or termination shall be without prejudice to any liabilities of either Party to the other Party existing at the date of expiration or termination of the Agreement.

20 DISPUTE SETTLEMENT

20.1 In case bidder is a CPSE:

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

20.2 In case of others:

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

20.2.2 The award of the arbitrator shall be final and binding on both the parties to the agreement. In the event of such an arbitrator to whom the matter is originally referred, vacating his

office or being unable to act for any reason whatsoever, the Chairperson, CSEZA shall appoint another person to act as an arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

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

21 DEFECT LIABILITY/ WARRANTY/ GUARANTEE:

- 21.1 The PMC cum O&M Agency shall ensure that the contract between them and the Contractor contain clauses regarding defect liability/ warrant/ guarantee on the structural and other components and overall workmanship of the project and these shall be warranted against any manufacturing/design/Installation defects for two years from the date of commissioning of the project or as prescribed in the GFR/manual of Procurement of Works, 2019/Govt. Orders/Notifications). The mechanical structures, electrical systems used in the Project shall be warranted for their optimum output. All equipment and accessories of the Project shall generally comply with relevant ISO specifications of latest issue. The PMC cum O&M Agency shall supervise and shall be liable for rectifying any design, manufacturing, supply, and installation defects during the defect liability period.

Notwithstanding any existence or non-existence of any such clauses/ contract between the PMC cum O&M Agency and the Contractor to ensure the latter's responsibilities and obligations during the defect liability period, the PMC cum O&M Agency shall be responsible and liable to rectify and cure any defect of the Project that may arise during the defect liability period. If such above rectification is not done by the PMC cum O&M Agency, the Procuring Entity shall have the right to rectify the defect during the defect liability period and recover the expenses/cost incurred in such instance, along with compensation, if any.

- 21.2 The PMC cum O&M Agency shall ensure that the goods supplied for the Project shall be fully insured by the Contractor against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery. The PMC cum O&M Agency shall also ensure that full technical particulars, catalogue etc. complete with all the certificates from recognized test house and other data if any is to be submitted to the Procuring Entity.

22 FORCE MAJEURE

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

23 MISCELLANEOUS

- 23.1 The PMC cum O&M Agency shall sign a separate agreement (distinct and different from this agreement) for the execution of work of any nature/amount/duration, if the Procuring Entity is of the opinion that such an agreement is required to be signed. The discretion of the Procuring Entity shall be final in this regard. This clause shall override any other clause in this agreement.
- 23.2 The clauses in this agreement shall operate without prejudice to the right of the Procuring Entity to engage or hire any third party agency/individual to execute the work of any nature/amount/duration.
- 23.3 In carrying out its duties and obligations hereunder, the PMC cum O&M Agency and the personnel employed by it, shall comply with such instructions and directions as may be issued by the Procuring Entity and its concerned officers from time to time, provided that, no such instructions or directions shall be contrary to any of the provisions herein contained, unless both parties have agreed thereto and provided further that, no such instructions or directions shall absolve the PMC cum O&M Agency from any liabilities otherwise incurred by it hereunder.
- 23.4 The parties agree that a variation in the contract amount (through an amendment to this agreement) shall be made if there are additions/deletions/changes (in designation and qualifications) of the core staff/manpower required to be deployed by the PMC cum O&M Agency during the contract period as specified in 6.4 of the EOI. Additions or reductions in manpower or replacement of a personnel in one area of expertise with another one may be done at the discretion of the Procuring Entity, depending upon the changes in the scope of work during the contract period. Variation in contract amounts in case of above additions/reduction/replacement shall be worked between the parties based on similar remunerations paid to an employee of similar designation/qualification in any PSE comparable to the successful bidder.
- 23.5 Relationship: Each party understands that it is an independently owned business entity and this Agreement does not make it, its employees, associates or agents as employees, agents or legal representatives of the other party for any purpose whatsoever. Neither party has express or implied right or authority to assume or to undertake any obligation in respect of or on behalf of or in the name of the Other Party or to bind the Other Party in any manner. In case, any party, its employees, associates or agents hold out as employees, agents, or legal representatives of the other party, the former party shall forthwith upon demand make good any/all loss, cost, damage including consequential loss, suffered by the other party on this account. However, on a written consent from the Procuring Entity, the PMC cum O&M Agency may represent the Procuring Entity.
- 23.6 The PMC cum O&M Agency shall organize and carry out the supervision of the construction and other allied works of the project to ensure successful implementation of the Project and shall act as the authorized representative of the Procuring Entity and shall ensure proper quality of the Project. The PMC cum O&M Agency shall prepare the bills of quantities, certify the bills of contractor and facilitate timely payment to the contractor. The PMC cum O&M Agency shall act as the authorized representatives of the Procuring Entity for the supervision of supply, erection, testing, trial run and commissioning of all equipment required for the Project.
- 23.7 Individual and joint responsibilities of the Parties shall be as per clauses mentioned above.
- 23.8 No amendment in Terms & Conditions of the Agreement shall be valid and effective unless it is in writing and duly signed by authorized representatives of the Procuring Entity and PMC cum O&M Agency. Each party shall give due consideration to any proposal for amendment/ modification made by other party with proper justifications thereof.
- 23.9 Provisions in Manuals or Codes followed by PMC cum O&M Agency shall stand modified to the extent of the stipulations made in this Agreement for execution of works by PMC cum O&M Agency.
- 23.10 All communication/correspondences pertaining to this contract shall be in English language. This agreement and all questions arising there from shall be interpreted and governed in accordance with the applicable laws in India. The contractual rights

and obligations covered under this agreement shall not be assigned by either party without obtaining in advance the written consent of the other party hereto.

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

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

On behalf of the PMC cum O&M Agency

Signed, sealed and delivered by

Shri.....

(Common seal of M/s.....)

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

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

On behalf of Cochin Special Economic Zone Authority

Signed, sealed and delivered

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

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

ANNEXURE-E
QUALIFICATION CUM TECHNICAL PROPOSAL

(Form-1)

Covering Letter

(On Applicant's letter head)

(Date and Reference)

To,

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

Sir,

Subject: Selection of PMC cum O&M Agency for IWMS & Estate in CSEZ.

I, _____ (Applicant's name) herewith enclose the Technical Proposal for above.
I agree that this offer shall remain valid for a period of 90 (ninety) days from the due date or such further period as may be mutually agreed upon.

Yours faithfully,
(Signature, name and designation of the Applicant)

Note : The Qualification cum technical Proposal is to be submitted strictly as per forms given in the EOI.

ANNEXURE-E
QUALIFICATION CUM TECHNICAL PROPOSAL
(Form-2)

Abstract of Eligible Assignments of the Firm and areas of experience#

Sl. No.	Name of project	Name of client	Estimated cost of project (in Rs. Crore)	Professional fee received (in Rs. lakh)
1				
2				
3				
	Area of experience:			

The Firm should provide details of only those assignments that have been undertaken by it under its own name.

@ In the event that the company does not wish to disclose the actual fee received for any particular assignment, it may state that it has received more than the amount specified for eligibility under this EOI. For example, it may state: "Above Rs. 5 (five) lakh" in respect of other Projects.

* The names and chronology of Eligible Assignments included here should conform to the project-wise details submitted in Form-2 of Appendix-E.

§ Satisfactory completion certificate from end customer.

ANNEXURE-E
Eligible Assignments of Firm
(Form-3)

Name of Firm:	
Name of the Project:	
Nature of Assignment	
Description of services performed by the company	
Name of client and Address:	
Name, telephone no. and fax no. of client's representative:	
Estimated capital cost of Project (Rs. in lakh)	
Payment received by the company as professional fees (in Rs. lakh) :	
Start date and finish date of the services (month/ year):	
Brief description of the Project:	

Notes:

1. Use separate sheet for each Eligible Assignment.
2. In the event that the Firm does not wish to disclose the actual fee received for any particular assignment, it may state that it has received more than the amount specified for eligibility under this ERP. For example, it may state: "Above Rs. 5 (five) lakh" in respect of other Projects.

ANNEXURE-E
Financial Capacity of the Firm
(Form-4)

Sl. No.	Financial Year	Annual Revenue (Rs. in lakh)	Profit/Loss (After tax)
1	2019-20		
2	2018-19		
3	2017-18		

**Signature of Chartered Accountant
(with seal)**

**Signature of bidder
(with seal)**

Note:

1. Please do not attach any printed Annual Financial Statement.
2. This form should be signed by the auditor of the company

ANNEXURE-E
Format for understanding the project
(Form-5)
(on Bidder Letter Head)

To

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

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

Sir,

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

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

Yours faithfully,

Signature of the authorized representative :
Name of the agency :
Name and designation :
Contact details (a) Communication address :
(b) E-mail IDs :
(b) Contact Nos :

ANNEXURE-F
FINANCIAL PROPOSAL

(On Applicant's letter head)

(Date and Reference)

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

Sir,

Subject: Selection of PMC cum O&M Agency for IWMS & Estate in CSEZ

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

Yours faithfully,

(Signature, name and designation of the Applicant)

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

Encl: Annexure I

Note:

- 1.** While arriving at the lump sum amount, the applicant/bidder may consider staff cost of core group of personnel as mentioned at 6.4 & 7.3 of the bid document and short term consultants required for successful execution of the work explained in this EoI. Further, the financial proposal inter alia shall include salary and other allowances of the core group of personnel, support service cost, contingency cost and logistic cost. Bidder may refer Chapter – 4 of the Manual for Procurement of Consultants and other Services 2017 issued by the Department of Expenditure, Ministry of Finance for further clarification.
- 2.** No further discussions/representation for non-inclusion of any of the factors stated above shall be entertained after submission of the bid documents and award of the work.

ANNEXURE – G
STANDARD OPERATING PROCEDURE

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

The preliminary project report shall provide the following details:

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

- vi) Systems to be adopted for project monitoring;
- vii) Works accounting system;
- viii) Quality assurance system/ mechanism;
- ix) Bidding Systems - Single, two parts, pre-qualification, Post- qualification.

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

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

For repair works, which cannot be considered as original work, costing upto Rs.30.00 lakh, preparation of DPR and PE may be dispensed with, since repair work does not need detailed designing. Sanction may be accorded by the Procuring Entity based on PPR itself.

- 5. Administrative Approval and Expenditure Sanction (A/A and E/S):** Administrative approval and expenditure sanction (A/A and E/S) will be accorded to the execution of work by the Procuring Entity after due examination of DPR and PE. The sanction order shall contain scope of work, estimated cost and time schedule for completion of work.

On receipt of the A/A and E/S, the PMC cum O&M Agency shall prepare and accord Technical Sanction (TS) to detailed and coordinated design of all the Architectural, Civil, Electrical, Mechanical, Horticulture and any other services included in the scope of the sanction and of the Detailed Cost Estimates containing the detailed specifications and quantities of various items prepared on the basis of the schedule of rates maintained by CPWD.

- 6. Reference documents used in preparation of estimates:** The PMC cum O&M Agency should be able to specify the reference documents relied on for the preparation of estimates and during execution of work.

Procedure for execution of works

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

- (i) The procedures and the principles underlying the financial and accounting rules prescribed for similar works carried out by the Central Public Works Department (CPWD) shall be followed.
- (ii) Preparation of detailed design and estimates shall precede any sanction for works;
- (iii) No work shall be undertaken before issue of administrative approval and expenditure sanction by the Procuring Entity on the basis of estimates framed, except in emergency cases as figured out in the EOI.
- (iv) Tenders may be called for works based on the value of work as specified in the relevant manuals.

- (v) Execution of contract agreement or award of work should be done before commencement of the work;
- (vi) Final payment for work shall be made only on the Personal Certificate of the Officer-in-Charge of execution of the work in the format given below:
“I, executing officer of (*Name of the work*), am personally satisfied that the work has been executed as per the specifications laid down in the Contract Agreement and the workmanship is up to the standards followed in the industry.”
- (vii) All the maintenance works should be completed at the shortest span of time.

ANNEXURE – H
PERFORMANCE STANDARDS

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

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

Note: The above list is not exhaustive in nature.

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

Estate

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

Street Lighting System

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

IWMS

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

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

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

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

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

DG Sets

Total 8 nos

- 1 No 125 KVA in Admin Building
- 1 No 100 KVA in SDF 16

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

Note : Bidders shall visit site and familiarize themselves with the existing infrastructure of Power Distribution System to understand the nature and scope of work.

ANNEXURE - J

Scope of Work and manpower requirements of outsourced contractors

O & M Agency shall ensure that the following works are managed by them. The works shall be tendered by O & M agency on behalf of CSEZA and works executed through contractors. Even though these works are contracted by O & M agency, O & M agency shall be responsible that quality works are got done through contractors as stipulated and meeting all relevant rules and regulations in force.

A DETAILED SCOPE OF SERVICES – IWMS

- A.1 *DETAILED SCOPE OF SERVICES - WTP*
- A.2 *DETAILED SCOPE OF SERVICES - CETP & INCINERATOR*
- A.3 *DETAILED SCOPE OF SERVICES (General) - WTP & CETP*
- A.4 *DETAILED SCOPE OF SERVICES - ELECTRICAL (WTP, CETP, GARDEN PUMP HOUSE, SEWERAGE NETWORK, INTAKE WELL PUMP HOUSE AT EDACHIRA AND ALL RELATED SYSTEM & ACCESSORIES)*

A.1 DETAILED SCOPE OF SERVICES - WTP

A.1.1 General Responsibilities

- (a) The water from Intake well at Edachira is to be pumped to the Treatment Plant at CSEZ. The raw water should be treated as per the prescribed norms, collected in a clear water sump and pumped to the overhead water tank, from where treated water is to be distributed to various units in CSEZ through gravity mains. Uninterrupted supply of quality water, treated as per CPHEEO manual, is to be ensured to all the units in the CSEZ.
- (b) The PMC cum O&M Agency has to undertake the management of an intake water of 3.78 MLD and treated water of 3.36 MLD of clear water to be distributed to various units in CSEZ, after taking into account various losses, employing manpower @ three shifts per day.
- (c) The operation, maintenance & management of intake well, pump house, raw water pumping main, water treatment plant and distribution lines shall be done by the PMC cum O&M Agency with utmost care and as per standard engineering practices. If any leakage is found, it should be repaired immediately. Proper records of pumping, sampling, inventory, preventive maintenance, breakdown maintenance, etc. shall be maintained in perfect condition.
- (d) The maintenance of all raw water and treated water flow meters are to be done and daily reading of raw water flow meter, treated water flow meter and individual flow meters of the units shall be taken and records shall be maintained.
- (e) Co-ordination and synchronization among intake well and WTP shall be done.
- (f) Execution of dismantling/ replacement of damaged / faulty equipments in position with new equipment along with necessary plumbing and piping modifications.
- (g) Daily record of supply of water shall be maintained with the signature of the representative of Agency.
- (h) If water cannot be supplied because of the failure of line/pump/DG set/Water treatment plant due to improper operation, maintenance and/or management, the PMC cum O&M Agency will be held responsible and has to pay penalty for consequential damages.
- (i) Cleaning of tanks/sumps at WTP and SDF-16,17, 17A, 43 and CSEZ Administration building shall be undertaken as and when felt necessary as a part of preventive maintenance and this work shall be executed at regular intervals. Besides, overflowing of the tanks should be checked regularly.
- (j) The plant premises should always be kept clean and neat without any grown bushes or debris.

A.1.2 Monitoring of quality

- a) The quality of water should be continuously monitored and the standards should be maintained.
- b) Routine tests should be performed and recorded to control the operation. All testing and sampling should be carried out in accordance with standard methods and records kept as per guidelines of CPHEEO Manual on Water Supply. Whenever additional tests are required, the same shall be conducted.
- c) Proper record of the chemicals received, used and balance materials available shall be maintained.

A.1.3 Other specifications

- a) Attending the leakages and inspection of various valves and round the clock vigil should be exercised in detecting and rectifying defects in raw water pumping main.
- b) Occasionally used machinery like Generator, etc. shall be test operated once in a day for at least half an hour to keep the machinery in order
- c) The PMC cum O&M Agency shall ensure coordination between various operating staff so that running of pump for the supply of raw water will be as per requirement of water for the units and as monitored at the WTP.
- d) De-sludging should be carried out as the system warrants.

A.1.4 Minimum Personnel to be engaged by the Contractor and Essential Qualification & Experience required

Staff pattern required for the O&M of the water supply system and the minimum qualification & experience of personnel to be engaged by the contractor shall be as follows:-

Sl. No.	Category	Area of Operation	Educational Qualification & Experience
1.	Operator	One person per shift of 8 hours for Intake well at Edachira	ITI/ITC Certificate holder with 2 years experience in similar field.
2.	Operator	One person per shift of 8 hours for Water Treatment Plant (WTP)	ITI/ITC Certificate holder with 2 years experience in similar field.
3.	Helper	One person per shift of 8 hours for WTP including operation of backwash water pumping systems towards CETP line and operation of control valve for diverting backwash water towards clariflocculator	1 year experience in similar field.
4.	Supervisor cum Chemist	One person in General Shift for WTP	Graduate in Chemistry/Diploma holder in Chemical Engineering with 2 years experience in similar field

5.	Operator	One person in General Shift for monitoring Raw water pumping main, pure water distribution system, operation of pumpsets in SDF 16, 17 and 43A.	ITI/ITC Certificate holder with 1 year experience in similar field
6.	Meter reader	One person in General shift for taking the reading of water meters of all the units every day and recording.	SSLC, one year experience in similar field with computer knowledge

A.2 DETAILED SCOPE OF SERVICES - CETP & INCINERATOR

A.2.1 General Responsibilities

- a) The PMC cum O&M Agency shall carry out Operation, Maintenance & Management of the Common Effluent Treatment System with all the auxillary equipments/installations like centrifuge, laboratory, sewerage network with intermediate sumps & pumps, Incinerator, Pressure jetting cum suction equipment, etc., as per the norms prescribed by Kerala State Pollution Control Board, ensuring proper treatment to the effluent, maintaining all related equipments, timely collection of effluent samples & testing, etc.
- b) The PMC cum O&M Agency shall ensure that periodic cleaning of various tanks in the CETP are done once in three months or earlier, as per requirement.
- c) The PMC cum O&M Agency shall monitor periodically that the screen chambers are clean without any wastes which would hamper the functioning of the CETP system and also monitor removal of sludge from the outlet of centrifuge on a regular basis.
- d) The PMC cum O&M Agency shall monitor preliminary treatment in individual units, collect samples of effluent from specific manufacturing units, analyse the samples, verify manhole, outlet point of each individual units, intermediate sumps, etc. on daily basis.
- e) The PMC cum O&M Agency shall maintain records of flow rate of effluent, sludge, solids settled, etc. as required for the proper performance of the system.
- f) The plant premises should always be kept clean and neat without any grown bushes or debris.

A.2.2 Minimum Personnel to be engaged by the Contractor and Essential Qualification & Experience required

Minimum personnel to be engaged by the Contractor and their qualification and experience are as follows:

Sl. No.	Category	Requirement and Area of Operation	Educational Qualification & Experience
1.	Operators	One person/ shift of 8 hours for CETP plant	ITI/ITC Certificate holder with minimum 2 years experience in the similar field.
2.	Helpers	One person/ shift of 8 hours for CETP and network system	1-year experience in the similar field.

3.	Supervisor cum Chemist	One person in general shift for CETP	Graduate in Chemistry/Diploma holder in Chemical Engg. with 2 years experience in the relevant field with Computer knowledge
4.	Operator	One person in general shift for monitoring sewage line network system, checking of manholes, operation of centrifuge, etc. and assisting the driver in operation of pressure jetting cum suction equipment	ITI/ITC Certificate holder
5.	Operator	One person in single shift of 8 hrs. for Incinerator operation(only one shift in one day)	IT/ITC Certificate holder with 1 year experience in Solid Waste Treatment
6.	Driver	Minimum two days per week and as and when required for the operation of pressure jetting cum suction equipment as directed by CSEZA.	Heavy vehicle driving licence holder
7.	Unskilled labour	One person in general shift for clearing the grown bushes in CETP, WTP and various sump premises, gardening, cleaning, assisting and to undertake all other miscellaneous works as directed by CSEZA.	

A.3 DETAILED SCOPE OF SERVICES (General) - IWMS (WTP & CETP)

A.3.1 Manpower

- a) The PMC cum O&M Agency shall ensure that the above minimum manpower as stipulated above for WTP and CETP is regularly maintained. The Contractor should be capable to deploy substitute/additional workmen of various categories in case of need and during any urgency/emergency.
- b) The supervisor shall monitor and will be entirely responsible for all activities, reporting and maintaining all records in respect of WTP and CETP.

A.3.2 Handling of chemicals:

- a) The PMC cum O&M Agency shall ensure that proper safety and facilities are in place to the staff for handling of chemicals and equipment.
- b) Personnel handling chemicals shall use rubber apron, gloves, boots, etc. provided by CSEZA/Agency

- c) The PMC cum O&M Agency shall ensure that the workmen employed are educated on the dangers of inhalation of excess Chlorine vapour and proper handling of this chemical. It shall also be ensured that Caustic soda solution is kept ready for quick relief. The PMC cum O&M Agency have to monitor that all protection equipments are readily available at site and they are in operating condition.
- d) Excess consumption of chemicals beyond 5% more than the test result dosage shall be replaced by the PMC cum O&M Agency at their own cost.

A.3.3 Monitoring Instruments and alarm/indicators:

The PMC cum O&M Agency shall ensure that general monitoring devices such as various flow meters, indicators, pressure gauges, etc. and alarm features required are in operation and are kept clean and tidy.

A.3.4 Periodic and break-down maintenance of plant and machinery

- a) The PMC cum O&M Agency shall ensure that periodic maintenance such as changing of gland packing of pumps, gear box oil, leaky gaskets, etc. are carried out as per maintenance schedule which are necessary for smooth functioning as well as to avoid any malfunction of plant and machinery and includes clearing the equipment/tanks in WTP, CETP and intake well.
- b) The PMC cum O&M Agency shall attend to the work of dismantling, repair and reinstallation of the equipments/pipeline as soon as a failure is noticed. Minimum spares and consumables required for breakdown maintenance should always be kept available at CSEZA Store. Any extra spares required for the proper maintenance shall be arranged by The PMC cum O&M Agency with the approval of CSEZA. Any laxity in this regard shall be at the risk and responsibility of the Agency.
- c) The supply of all consumables required in the plant (for eg. gaskets, bolts and nuts, lubricants, gear box oil, gloves, safety appliances, hoses, cans & containers, measuring jars, pH paper, other testing accessories, etc. shall be procured by CSEZA with the advice of The PMC cum O&M Agency and it is the responsibility of The PMC cum O&M Agency to keep proper records of the items issued and keeping them in good condition.
- d) Performance tests, which include determination of discharge and efficiency, of pump motor sets shall be carried out once in 6 (six) months. The observation and results shall be maintained for further action/requirement of repair.
- e) The PMC cum O&M Agency shall submit the statement of machinery repairs, details of works done against works scheduled during shutdowns, if any, every month along with probable repairs required. The PMC cum O&M Agency shall also record leakage, if any, in the raw water main and shall get it repaired immediately.

A.4 DETAILED SCOPE OF SERVICES - General – Electrical (WTP, CETP, Garden pump house, sewerage network, intake well pump house at Edachira and all related system & accessories)

A.4.1 Routine activities: The PMC cum O&M Agency shall monitor that -

- a) All electrical panel boards, motors, local electrical starters are inspected on daily basis and if any abnormalities are reported, the same is got rectified without any delay.
- b) Electrical panel rooms are kept neat and tidy.

- c) All electrical fittings such as light fixtures, ceiling fans, exhaust fans, allied fittings, etc. should be maintained in good working condition.

A.4.2 Preventive and breakdown maintenance activities

- a) The PMC cum O&M Agency shall monitor functional performance of switches, MCCBs, components, etc.
- b) The PMC cum O&M Agency shall identify and report major preventive maintenance if any to be attended and major replacements/spare parts/components if any, required to be taken up.
- c) Maintain and record all the preventive maintenance activities area wise/equipment wise detailing the actions taken and spare parts used.
- d) Verification of earthing system and maintenance of records.
- e) The PMC cum O&M Agency shall schedule detailed check up of all components of panel boards, starters, switches MCCBs etc. for any abnormality, overheating etc and correct the faults or replace faulty/ defective components.
- f) All the above activities shall be recorded and maintained on a log book.

B. DETAILED SCOPE OF SERVICES - ESTATE

B.1 Gardening

- B.1.1. The PMC cum O&M Agency shall monitor cleaning, watering and upkeeping of all the existing gardens/lawns, fruit plants in those areas/plots not allotted to Units.
- B.1.2 It shall be ensured that requisite quantities of manures are applied to keep the existing plants in good health.
- B.1.3 Identification and plantation of new saplings/making new gardens in spots ideally suited for the same.
- B.1.4 Trimming and maintenance of trees and shrubs to avoid damages.

B.2 General cleaning: The PMC cum O&M Agency shall monitor –

- B.2.1 That the main roads, its median, kerbs, footpaths, etc. are cleaned.
- B.2.2 That the roads, parking, premises, etc. of administration building of CSEZ are cleaned.
- B.2.3 That storm water drains are cleared in periodic intervals
- B.2.4 That the common areas in multistoried buildings and the surroundings of all buildings owned by CSEZA are cleaned daily and cobwebs in them are cleared on a monthly basis.

B.3 Lifts & Weighbridge

The PMC cum O&M Agency shall ensure that sufficient number of lift operators is deployed for lifts in multistoried SDFs (16, 17 and 43A) with at least one lift technician in a shift. Similarly, an operator is deployed for a weigh bridge installed in CSEZ.

B.4 Housekeeping

The PMC cum O&M Agency shall monitor that sufficient personnel are made available for housekeeping services in the CSEZ Administration building.

B.5 Minimum Personnel to be engaged by the Contractor

Minimum personnel to be engaged by the Contractor/Agency for Gardening, General Cleaning, Lifts & Weighbridge and Housekeeping are as follows:

Employee category	Requirement and Area of Operation				
	Operation of lifts, fire fighting system and weighbridge	Maintenance of Estate – Gardening	Maintenance of Estate – General cleaning	Providing house-keeping services	Total
Skilled	Lift – one person each for two shifts (2 persons) Fire & Safety – one person each for two shifts (2 persons)	One skilled in tree cutting	--	--	5
Semi-skilled	Weighbridge - one person each for two shifts (2 persons)	--	--	--	2
Unskilled	Lifts - 6	13	25	6	50
Total	12	14	25	6	57

- B.6 The PMC cum O&M Agency shall ensure that the personnel/employees deployed for Estate works as described in Clauses B.1- B.5 shall work efficiently and diligently. Further, it shall be ensured that these employees are not diverted to other work not related with O&M works. In case the authorized officer(s) of CSEZA, on inspection within CSEZ, arrive(s) at a conclusion that the O&M works connected with Estate is beneath satisfactory levels of performance for the reasons owed to the personnel/employee, the PMC cum O&M Agency shall take immediate steps to supervise/redeploy/replace the existing personnel/employee as directed by such officer(s) of CSEZA.