

“Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”

निविदा का मूल्य / Cost of Tender: Rs. 560/-

भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA
O/o the Airport Director
Airports Authority of India,
Vadodara Airport, Vadodara- 390022.



E-TENDER DOCUMENT

Name of work: Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara” During the year 2022-23

Tender No.: AAI/BO/APD/IT/2022/01

E-Tender ID.: 2022_AAI_113628_1

Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop and Printer at AAI, CA, Vadodara 390022

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TENDER SCHEDULE

1. Details of work

Sr. No.	Name of Work	Estimated Cost Rs. (Exclusive of GST)	EMD (Rs.)	E-Tender Fee (inclusive of GST)
01	Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022	10,18,097 /-	20,362/-	500+12%GST =560/-

2. Critical Dates.

Sr. No.	Activity	Date	Time in IST
1	e-TENDER Publishing date	22.04.2022	At 1800 Hrs.
2.	Document download/Sale start date	22.04.2022	At 1800 Hrs.
3.	Seek clarification start date	22.04.2022	At 1815 Hrs.
4.	Seek clarification end date	28.04.2022	Up to 1100 Hrs.
5.	Bid submission start date	22.04.2022	At 1830 Hrs.
6.	Bid submission Closing date	03.05.2022	Upto 1700 Hrs.
7.	Opening of Envelope I (Fee, PQQ and Technical Bid)	04.05.2022	At 1715 Hrs.
8.	Opening of Envelope II (Financial bid)	16.05.2022 (Tentative) In case of any change in date ,same shall be intimated in CPP portal	At 1100 Hrs.

Note: AAI may at its discretion extend/change the schedule of any activity and intimate the bidders by notifications through e tender portal.

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**AIRPORTS AUTHORITY OF INDIA
Vadodara Airport**

SECTION -I

ई निविदा सूचना / NOTICE INVITING e-TENDER

Tender No: AAI/BO/APD/IT/2022/01

E-Tender ID.: 2022_AAI_113628_1

अध्यक्ष, भारतीय विमानपत्तन प्राधिकरण की ओर से, विमानपत्तन निदेशक, भारतीय विमानपत्तन प्राधिकरण सिविल एरोड्रम, वडोदरा हवाई अड्डा 390022, द्वारा ई-टेंडरिंग पोर्टल के माध्यम से सिविल एयरपोर्ट, वडोदरा में “कंप्यूटर, लैपटॉप और प्रिंटर के लिए व्यापक वार्षिक रखरखाव अनुबंध (सीएमसी)” के लिए योग्य बोली लगाने वालों से निविदाएं आमंत्रित की जाती हैं।

Tenders are invited through E-Tendering portal by Airport director, Airports Authority of India, Civil Aerodrome, Vadodara Airport on behalf of Chairman, AAI from the eligible bidders for the work of **“Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”**.

Scope of Tender

S. No.	Name of Work	Estimated Cost (Exclusive of GST)	EMD (Rs.)
1.	“Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”	Rs. 10,18,097/-	Rs. 20,362 /-

- निविदा प्रक्रिया ई-पोर्टल यूआरएल पते <http://etenders.gov.in> पर या www.aai.aero पर लिंक के माध्यम से ऑनलाइन है।
The tendering process is online at CPP Portal URL address <http://etenders.gov.in> or through link on www.aai.aero.
- भावी निविदाकर्ता "निविदाएं ऑनलाइन बिड प्रस्तुत करने के अनुदेश", ई-निविदा पोर्टल पर पंजीकरण, तथा "उपयोगकर्ता आईडी और पासवर्ड" के संबंध में जानकारी <http://etenders.gov.in> पर उपलब्ध "स्वयं सहायता फाइलें" से प्राप्त कर सकते हैं। निविदाकर्ता को डिजिटल सिग्नेचर सर्टिफिकेट भी प्राप्त करना होगा जिसकी जरूरत अर्जी को जमा करने में होगी। निविदाकर्ता एएआई हेल्प डेस्क से पाथ aai.aero/tender/e-tender/help से गाइडेंस प्राप्त कर सकते हैं।

Prospective tenderers are advised to get themselves acquainted for e-tendering participation requirement at “Instruction for Online Bid Submission”, register them at e-tendering portal, obtain “User ID & Password” and go through the “Self Help Files” available in the Home page of the portal <http://etenders.gov.in>. They should also obtain Digital Signature Certificate (DSC) in

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Parallel which is essentially required for submission of their application. The tenderer may also take guidance from AAI help Desk support through path [aai.aero/tender/e-tender/help desk](http://aai.aero/tender/e-tender/help%20desk) support.

3. निविदाकर्ता ई-निविदा पोर्टल से "तकनीकी बोली प्रक्षेपण" डाउनलोड करके, आवश्यक जानकारी को भरें, स्कैन किए गए दस्तावेजों की डिजिटल हस्ताक्षरित फाइल अपलोड करके और तकनीकी बोली / अनुलग्नक अनुभाग में "तकनीकी फोल्डर" में दिए गए प्रत्येक क्रेडेंशियल की पूर्ति के समर्थन में फर्म के बायो- डाटा अपने आवेदन में प्रस्तुत करें।
आवेदन और जरूरी कागजात की हार्ड कॉपी पर विचार नहीं किया जाएगा।

The tenderer shall submit their application by downloading the “technical bid Performa” from the e-tendering portal, fill-up the required information and upload the digitally signed file of scanned documents and firm’s bio-data in support of their fulfillment of each credential mentioned below in the “Technical folder” in technical Bid /Attachments Section in the portal.

Hard copy of application & documents shall not be entertained.

- 4 **निविदा शुल्क (अप्रतिदेय) : रुपये 560.00 (टैक्स सहित, पांच सौ साठ रूपए मात्र)** को केवल CPP पोर्टल पर payment Gateway के माध्यम से ऑनलाइन स्वीकार किया जाएगा। यदि एजेंसी एमएसएमई/एनएसआईसी छूट का दावा कर रही है तो संबंधित दस्तावेज Envelope-I में अपलोड करे।

Tender Fee: Rs 560.00 (Inclusive of GST), Non-refundable (Rupees Five hundred sixty only) shall be accepted ONLINE only through the payment Gateway on CPP Portal . In case, the agency is claiming MSME/NSIC exemption, the relevant proof should be uploaded in Envelope-I of the bid.

- 5 अनुमानित लागत **रुपये 10,18,097/-** (दस लाख अठारह हजार सत्तानवे रुपये) बिना जीएसटी के है।
Estimated cost of the work is **Rs 10,18,097/-(Rupees Ten Lakh Eighteen Thousand Ninety Seven only) Exclusive of GST .**
6. **रुपये 20,362 /-** (बीस हजार तीन सौ बासठ) का बयाना जमा राशि (ईएमडी) को केवल CPP पोर्टल पर payment Gateway के माध्यम से ऑनलाइन स्वीकार किया जाएगा। एमएसएमई (माइक्रो) को ईएमडी और निविदा शुल्क के भुगतान से छूट/छूट दी गई है। और स्टार्ट-अप को ईएमडी के भुगतान से छूट/छूट दी गई है। यदि एजेंसी एमएसएमई/एनएसआईसी छूट का दावा कर रही है तो संबंधित दस्तावेज Envelope-I में अपलोड करे।

The Earnest Money Deposit [EMD] of Rs 20,362 /- (Rupees Twenty Thousand Three Hundred Sixty Two only) shall be accepted ONLINE only through the payment Gateway on CPP Portal. **MSME (Micro) is exempted/relaxed from paying EMD and Tender fee. And start-ups are exempted / relaxed from paying EMD only. In case, the agency is claiming MSME/NSIC exemption, the relevant proof should be uploaded in Envelope-I of the bid.**

7. **Note:- Tenders not accompanied by the requisite EMD and Tender Fee or valid MSME/NSIC certificate shall be summarily rejected.**

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8. Annualized average financial turnover:

Details	Amount (Rs.)	Duration
Bidder should have annualized average financial turnover of at least	305430 /-	During last 3 financial years (ending 31st March 2021)

- As a proof of financial turnover, copy of abridged Balance Sheet along with Profit & Loss account of the bidder for last three years should be submitted. **Duly certified by C.A**
- Firms showing continuous losses during last three years in the balance sheet shall be summarily rejected.
- MSME (Micro) and start-ups are exempted/relaxed from prior Experience turn over criteria as per GOI guidelines**

9. अनुभव/Experience: -

Vendors should have successfully executed work order as per the minimum amount mentioned in the table below for “Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer” in various companies (Government Departments or Public Sector Undertakings or reputed Private Sectors within India). Work order should meet any one of the following values during the last 7 years for Government Departments or Public Sector Undertakings or reputed Private Sectors (within India). **Vendor needs to furnish this information along with proof in the Annexure XVII.**

S. No.	Details	Amount
1.	इसी प्रकार का एक कार्य (एक पीओ) इतने रूपए की राशि से कम नहीं होना चाहिए One similar work of not less than, (One PO)	Rs 814478 /- (80% of the estimated cost)
2.	इसी प्रकार के दो कार्य (दो पीओ) इतने रूपए की राशि से कम नहीं होना चाहिए Two similar works of not less than, (Two POs)	Rs 509049/- (50% of the estimated cost)
3.	इसी प्रकार के तीन कार्य (तीन पीओ) इतने रूपए की राशि से कम नहीं होना चाहिए Three similar works of not less than, (Three POs)	Rs 407239 /- (40% of the estimated cost)

निष्पादन/अनुभव प्रमाणपत्र /Performance/Experience Certificate:

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9.1 जैसा कि ऊपर पैरा 9 पर दर्शाया गया है, बोली लगाने वाले को, उनके द्वारा किए गए कार्य निष्पादन से संबंधित प्रमाणपत्र जमा करवाना होगा। यह प्रमाणपत्र उस उपभोक्ता द्वारा कार्य निष्पादन के बाद दिया जाना चाहिए, जिसके लिए कार्य निष्पादन किया गया है। यह प्रमाणपत्र बोली लगाने वाले के द्वारा लगाई जाए। यह निष्पादन /अनुभव प्रमाणपत्र में निम्नलिखित बातों का स्पष्ट उल्लेख होना चाहिए:

- i. आदेश अथवा अनुबंध का मूल्य।
- ii. आदेश अथवा अनुबंध का कार्यक्षेत्र।
- iii. आदेश अथवा अनुबंध संख्या तथा कार्य सौंपने की तारीख।
- iv. आदेश अथवा अनुबंध के पूर्ण होने की तारीख।

Bidder must submit performance/experience certificate in respect of the works claimed against experience as mentioned under Para 9. These certificates should be issued by the end user for whom the works have been carried out. Certificate shall be endorsed by the bidder. Such performance/experience certificates should clearly indicate the following:

- i. Value of order or contract
- ii. Scope of order or contract
- iii. Order or Contract No., Award date
- iv. Order or Contract Completion date.

9.2 The bidders need to submit the TDS certificate apart from Completion Certificate if the work was carried out in Private Firms.

9.3 Bidder must submit PF & ESIC registration certificate.

9.4 Digitally signed copy of original tender.

9.5 Signed & scanned copies of all Annexures

पात्रता मानदंड में या अधिक विवरण के लिए किसी भी स्पष्टीकरण के लिए, विक्रेता सीएनएस प्रभारी , भारतीय विमानपत्तन प्राधिकरण, नागरिक हवाई अड्डा, वडोदरा से संपर्क कर सकते हैं। फोन 0265 2482040, ई-मेल cnsicvabo@aai.aero।

For any clarification in eligibility criteria or for further details, vendors may contact **CNS In-Charge, Airports Authority of India, and Civil Airport Vadodara. Phone 0265-2482040** or e-mail to cnsicvabo@aai.aero.

10 Following e-envelopes shall be submitted through online submission at CPP Portal by the bidder

Envelope - I: ELIGIBILITY BID (FEE/PQQ) / Technical bid:-

Documents required to be uploaded in Envelop-I is mentioned in **Section III para 2** of this tender document.

Envelope - II: Financial Bid: -

Documents required to be uploaded in Envelop II is mentioned in ANNEXURE XV of this tender document

“Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”

11. Eligibility Criteria :-

11.1 बोली लगाने वाली संस्था अथवा उसकी उप संस्था अथवा उसकी मुख्य संस्था द्वारा वैकल्पिक बोलियाँ लगाने की स्वीकृति नहीं दी जाएगी। यदि इस प्रकार की बोलियाँ लगाई जाती हैं, तो उन्हें नियमानुसार निरस्त कर दिया जाएगा।

No bidder firm or its subsidiary firm or its parent firm shall be allowed to submit alternate bids. Such bids shall be summarily rejected.

बोली लगाने वाली संस्था के पास, निविदा में समाहित व दिए गए कार्य को पूरा करने के लिए, सभी आवश्यक साधन, संयन्त्र, कुशल मानवशक्ति आदि विद्यमान होनी चाहिए। निविदा में समाहित व दिए गए कार्य अथवा उसके किसी भी भाग को करने के लिए, किसी भी तीसरी संस्था को काम नहीं दिया जाएगा।

The bidder firm shall possess the required tools, plants, skilled manpower, etc. required for execution of the subject scope of work in the tender. Bidder firm shall ensure that no part in the scope of work shall be sublet or outsourced to any third party.

11.2 यदि किसी भी ठेकेदार का कोई भी नजदीकी रिश्तेदार भाविप्रा में, कार्यपालक या गैरकार्यपालक (दोनों शामिल हैं) स्तर पर कार्यरत है तो उन्हें उन सभी कर्मचारियों, चाहे वे किसी भी स्तर पर और किसी भी काम से जुड़े हों या उन्हें एवजी अथवा अस्थाई तौर पर रखा गया हो, के नाम इस निविदा के **Annexure-XII** के प्रमाण पत्र में देने होंगे। इन शर्तों में से किसी भी शर्त का भंग होने पर संबंधित संस्था को, प्राधिकरण के साथ अनुबंध की चयनित सूची से हटा दिया जाएगा।

If any near relative of the contractor, Executive or Non-Executive at any level, temporary or permanently employed in AAI the contractor must mention their name in the certificate mentioned in **Annexure-XII** of this tender document. Any breach of this condition by the contractor would render him liable to be removed from the approved list of contractors of the Authority.

टिप्पणी : नजदीकी रिश्तेदार का मतलब है, पत्नी, पति और माता-पिता, संरक्षक, बच्चे और नाती-पोते, भाई और बहनें, चाचा-काका, चाची-काकी और चचेरे भाई-बहन तथा कानूनी दत्तक।

Note: By the term near relative is meant wife, husband and parents, grandparents, children and grandchildren, brothers and sisters, uncle, aunt and cousin and their corresponding in laws.

12. एएआई किसी भी या सभी आवेदनों को स्वीकार या अस्वीकार करने का अधिकार रखता है और किसी भी स्थिति को निर्दिष्ट किए बिना ई-निविदा प्रक्रिया को किसी भी स्तर पर रद्द कर सकता है। AAI reserves the right to accept or reject any or all applications and to call off the e-Tender process at any stage without assigning any reason.

13. एएआई, निविदाओं में भाग लेने वाले किसी भी बोलीदाता को अस्वीकार करने का अधिकार सुरक्षित रखता है, जिनके चल रहे प्रोजेक्ट्स का प्रदर्शन असामान्य रूप से खराब है। AAI also reserves the right to disallow any bidder from participating in the tendering whose performance at ongoing project(s) is below par or unusually poor.

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14. किसी भी चरण में, बोलीदाता द्वारा प्रस्तुत किसी भी सूचना / दस्तावेज को झूठा पाया जाता है तो बोलीकर्ता एजेंसी कानूनी कार्यवाही के अलावा एएआई की ई-निविदा में निरस्तीकरण के लिए उत्तरदायी होगी।
At any stage, any information/documents submitted by the bidder is found to be false, the agency shall be liable for debarment from e-Tendering in AAI, apart from any other appropriate/legal action.
15. संयुक्त उद्यम कंपनियों को अनुमति नहीं दी जाएगी। किसी भी एकल फर्म को दो अलग-अलग आवेदन करने की अनुमति नहीं दी जाएगी।
Consortium/Joint venture companies shall not be permitted. No single firm shall be permitted to submit two separate applications.
16. बोलीदाताओं से अनुरोध है कि वे "निविदाकारों के लिए ई-निविदा दिशानिर्देश" पर ई-निविदा भागीदारी की आवश्यकता के लिए परिचित हों।
Bidders are requested to get themselves acquainted for e-tendering participation requirement at "E-Tendering Guidelines for bidders".
17. भारत सरकार के निर्देशों के अनुसार, एनएसआईसी/ एएम अस एएम ई के साथ पंजीकृत बोलीदाताओं के लिए रियायत, लागू होगी।
Concessions to the bidders registered with NSIC/MSME, shall be applicable as per the directives of Govt. of India.
18. The tender must remain valid for a minimum of **180 days** from the date of opening of Technical Bid (Envelop-I).
19. PORT CONSIGNEE
Name & Full Address of Port Consignees:

**O/o CNS In-Charge (CNS),
2nd Floor A.T.C Tower,
Airports Authority of India
Civil Aerodrome, Vadodara-390022
(Gujarat)
Tel 0265- 2482040, FAX No. 0265 – 2483899.
E-mail: cnsic_vabo@aai.aero**

Sd/-
Airport Director
हवाई अड्डा निदेशक
AAI, Vadodara Airport
Vadodara
एएआई, वडोदरा हवाई अड्डा
वडोदरा

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SECTION –II

E-Tendering Guidelines to Bidders

INSTRUCTIONS TO TENDERER

1. Bidders willing to participate may download the digitally signed tender document on-line from e-portal at **<http://etenders.gov.in>** and submit digitally counter signed tender document on-line at the same portal.
2. The instructions in the tender document are binding on the bidder and submission of the tender shall imply unconditional acceptance of all the terms and conditions by the bidder.
3. Bidder shall upload tender on CPP Portal well in advance to avoid last minute hassles. AAI shall not entertain any queries on such subject after last date of clarification as mentioned in CPP portal **i.e. 28.04.2022 Up to 1100 Hrs.**

4. Amendment to Tender document

At any time, prior to scheduled date of submission of bids, AAI if it deems appropriate to revise any part of this tender or to issue additional data to clarify and interpretation of provisions of this tender, it may issue addendum / corrigendum to this tender. Any such addendum / corrigendum shall be deemed to be incorporated by this reference into this tender and binding on the bidders. Addendum / corrigendum will be notified through e-tender portal at **<http://etenders.gov.in>**.

5. Clarifications of Bid Documents

- 5.1 Bidder, requiring any clarification of the tender Document, may submit their clarifications, if any, through provision of e-tender Portal at **<http://etenders.gov.in>** . Request for clarifications received from bidders shall be responded by AAI till the schedule indicated in e portal or as extended thereto by AAI.
- 5.2 Replies to Clarifications by AAI will be uploaded through CPP PORTAL. The bidders are advised to visit e- portal at **<http://etenders.gov.in>** regularly.
- 5.3 Clarifications and other documents, if and when issued by AAI, shall be in relation to the tender and hence shall be treated as their extension.
- 5.4 AAI makes no representation or warranty as to the completeness or accuracy of any response, nor does AAI undertake to answer all the queries that have been posted by the Bidders.
- 5.5 In order to provide reasonable time to bidders to take the amendments into account for preparing their bids, AAI may, at its discretion, extend the deadline for the submission of bids suitably.

6 Composition of Bids and General Guidelines for bid process

- 6.1 Bidders shall submit their bids as per scheduled date & time through e- portal at **<http://etenders.gov.in>** only. E-tender system shall not allow bidders to submit their tender, after the scheduled date & time. Bidders shall submit tender before the deadline specified in tender schedule as above of this tender document. The **(1.) Copy of Bank receipt of online paid tender fee and EMD or**

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proof of exemption if applicable in case of MSME/NSIC, (2.) Technical bids and (3.) Financial bids will be opened online by AAI at the time and date as scheduled for the same. All the Statements, documents, certificates etc., uploaded by the bidders shall be downloaded and verified for technical evaluation. The clarifications, particulars, if any, required from the bidders, will be obtained through query provision available in CPP PORTAL. The result of Tender Fee, EMD, Technical bid & financial bid evaluations shall be displayed on e- portal and shall be visible to all the bidders who participated in this Tender.

6.2 On-line E-Tendering General Guidelines

- (i) System shall not permit upload of bids after the scheduled time of submission.
- (ii) The bidder may correct, modify or withdraw his bid after submission prior to schedule last date & time of submission of Technical and Price bids.
- (iii) Subject to Clause “ii” above, no bid shall be modified subsequent to the schedule time of submission of bids

7 E-Tendering Participation Requirements: Vendors are required to carry out the following activities:

- 7.1. **Registration:** Registration shall be on e-tendering Portal free of cost, at <http://etenders.gov.in>, and obtain "User Id and Password". They should also obtain Digital Signature Certificate in parallel which is essentially required for submission of their application.
- 7.2. **General guidelines for bidders:** General guide lines for bidders to proceed further in the tender process are available in the e-tender portal under Self Help Files Tab. Bidders shall go through the guidelines before submitting their bids on-line.
- 7.3. **Digital Certificate:** Bidder shall have a legally valid class III digital certificate as per Indian IT Act, 2000, from the licensed Certifying Authorities, operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India (Please see www.cca.gov.in). Licensed CA's in India are: a) Safe Scrypt b) NIC c) IDRBT d) TCS e) MtnTrustline f) GNFC g) e-MudhraCA
- 7.4. **On-line E-Tendering:** For all AAI tenders hosted on e-tender site, the **(1.) Copy of Bank receipt of online paid tender fee and EMD or proof of exemption if applicable in case of MSME/NSIC, (2.) Technical bids and (3.) Financial bids shall be uploaded on-line only.**

On-Line Training & technical assistance for interested bidders shall be available as follows:

- 7.5. **Bidder's training support system:** Detailed information in this regard has been provided to the bidders at e-tender Portal under the Self-Help Tab. Training support system for registered bidders is given inside the portal and visible to the registered bidders only.

For any technical assistance with regard to the functioning of e tender portal the bidder may contact the following AAI help desk numbers between 08:00 hrs to 20:00hrs.

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Sl. No.	Support Person	Escalation Matrix	E- Mail Address	Contact Number	Timing
1	Help Desk Team	Instant Support	eprochelp@aai.aero	011-24632950, Ext-3512 (Six Lines)	0800-2000 Hrs. (MON - SAT)
2	Sanjeev Kumar Sr. Manager(IT)	After 4Hours of Issue	sanjeevkumar@aai.aero or etendersupport@aai.aero	011-24632950, Ext-3523	0930-1800Hrs. (MON-FRI)
3	Sh Prabhakar bajpai Jt. General Manager(IT)	After12 Hours	prabhakar@aai.aero	011-24629344	0930-1800Hrs. (MON-FRI)
4	General Manager(IT)	After 03Days	gmitchq@aai.aero	011-24657900	0930-1800Hrs. (MON-FRI)

The help desk services shall remain closed on all govt. gazette holidays.

For queries related to the tender published on the portal bidders are advised to contact concerned bid manager of AAI.

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SECTION –III

INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

1. DEFINITIONS

“AAI / The Buyer” means the Airports Authority of India.

"The Bidder / Vendor" means the individual or firm who participates in this tender and submits its bid.

“Project Manager AAI” means the AAI executive responsible for signing all documents from AAI side and shall coordinate all the activities of the project with the bidder / contractor.

"The Contractor" means the individual or firm taking up the work as defined under the Notice Inviting Tender.

“The Works Order” means the order placed for the “Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”.

“The Contract” means the agreement signed between the Buyer and the Contractor as per the terms and conditions contained in the Works Order.

"The Contract Price" means the price payable to the Contractor under the Works Order for the full and proper performance of its contractual obligations.

“Non-responsive Bid” means a bid, which is not submitted as per the instructions to the bidders or Earnest Money Deposit has not been attached, or the required data has not been provided with the Bid or incomplete bids or intentional errors have been committed in the Bid.

2. ELIGIBILITY & TECHNICAL BID CRITERIA

Envelop-I: - contains ELIGIBILITY BID (FEE/PQQ)

Bidders shall upload digitally signed scanned copy of following documents in readable form at e-Procurement portal corresponding to ELIGIBILITY BID (FEE/PQQ)

LIST OF DIGITALLY SIGNED SCANNED COPY OF DOCUMENTS TO BE UPLOADED IN THE ELIGIBILITY BID (FEE/PQQ): - Envelop-I		
SNO.	ELIGIBILITY BID E-DOCUMENTS(PDF)	E-FILE: NAMED AS
1	Copy of Bank receipt of online paid tender fee and EMD or proof of exemption if applicable in case of MSME/NSIC.	Certificate
2	Unconditional acceptance (Annexure –I)	Acceptance letter
3	Copy of GST Registration and Declaration (Annexure –II)	GST
4	Permanent Account Number	PAN
5	Declaration by Bidder (Annexure –III)	Declaration by Bidder

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6	<u>Proof of Experience of Works claimed</u> (copy of relevant pages of PO /Work order issued by Customer), <u>Proof of completion</u> (completion Certificate issued) as per para 9 & 9.1 of Section I.	Experience PO-01 Experience PO-02 Experience PO-03 CC-01, CC-02, CC-03
7	Whether experience from Govt. organizations or private clients? (As per para 9.2 of Section I)	TDS certificate (For private Clients)
8	TURNOVER: Annualized average financial turnover equivalent to Rs 305430/- during last three financial years (as per para 8 of Section 1).	ABS (Abridged balance sheet) along with Profit and Loss Account. Duly certified by CA.
9	Power of attorney (In case of Signatory is other than Director of a Company or proprietor /partner of the Firm) (Non-Judicial Stamp paper of Rs100/-). (Annexure -VI)	POA
10	Details of the Vendor Firm /company. (Annexure- V)	Proforma of letter for e-payment
11	Certificate of Incorporation/Self declaration of proprietorship/ partnership deed.	MOA (Memorandum of Association)/ Self declaration of proprietorship/ partnership deed.
12	General compliance statement. (Annexure -VII)	
13	Digitally Signed, Bank Account Details. (Annexure-IV)	Bank Account
14	Digitally Signed Tender Document including Corrigendum's (if any)	Tender Doc
15	Performa for providing information about near relative (s) of the contractor working in airports authority of India. (Annexure-XII)	
16	List of Support Staff with qualification background (Annexure - XIII)	
17	Maintenance Procedures & Schedule (Annexure - XIV)	
18	Turnover Certification (Annexure XIX)	
List of documents to be produced by successful bidders as per Tender Condition and Annexure Formats mentioned here		
19	Agreement with Successful Bidder. (Annexure-VIII)	
20	Performance Bank Guarantee for Contract Performance. (Annexure -IX)	
21	Application for Extension of time (Annexure - X) (if applicable)	
22	Intimation of Force Majeure (Annexure- XI) (if applicable)	

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23	Transmission of Bank Guarantee (Annexure - XVIII)	
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Envelop-II: - Financial Bid

Envelop-II		
1	Price BID (BOQ –Bill of Quantities) in .xls format only as per	BOQ

3. BID PRICES

- a. The prices quoted for

Sub Head-1 to 3: Annual Comprehensive Maintenance of IT infrastructure (Desktop, Laptop, Printer & Networking) should be Inclusive of repairs, maintenance, replacement of spares and transportation if required and Inclusive of taxes.

Sub Head-4: Provision of Resident Service Engineers-02 (Skilled-01 & Semi-Skilled-01) and one Un-Skilled. **The contractor should quote the rates very carefully considering current rates of minimum wages & all statutory requirements. Quoted rates by the firm should include the following cost components:**

- Total manpower cost per year based on actual wages to be paid as per labour act by the firm per day per worker (should not be less than minimum wages rates applicable for the concerned trade).
- Bonus, PF and ESI according to Labour Act.
- Nominal Dearness Allowance rates variation & Service Charges if any.

Note: The offer shall be firm in Indian Rupees only.

- b. The bidder shall quote only one price for one item of same specification against the nomenclature in Price bid. The sample price bid will be as per Annexure XV. The bidder shall quote as per price schedule given in Annexure XV for all the items in the price bid. In case the bidder not quoting price for all the items or not quoting for few items his price bid will not be considered.
- c. The prices quoted by the bidder shall remain firm during the entire period of contract and shall not be subject to variation on any account.
- d. Post offer discount, if any, offered by the bidders shall not be entertained. Bidders planning to offer discount shall therefore modify their offers suitably while quoting and shall quote clearly net price. However, such discounts from the firm declared as L1 on the basis of post bid negotiations if any shall be considered and such negotiated offer when agreed by AAI & the bidder shall form a part of the Price Bid.

Taxes as applicable and in force will be paid by as per prevailing rules

4. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of the bid. The Buyer, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

5. AMENDMENTS TO BID DOCUMENTS

- 5.1 At any time, prior to scheduled date of submission of bids, AAI if it deems appropriate to revise any part of this tender or to issue additional data to clarify and interpretation of provisions of this tender, it may issue addendum / corrigendum to this tender. Any such addendum /

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corrigendum shall be deemed to be incorporated by this reference into this tender and binding on the bidders. Addendum / corrigendum will be notified through CPP portal at www.etenders.gov.in.

- 5.2 If Bidder needs to delete and create a new bid response in case AAI issues amendment/corrigendum after bidder has created his response, and there is change in line item (new item added or existing item deleted) or in the price components of any line item he may do so.

6. DOCUMENTS ESTABLISHING ITEMS CONFORMITY TO BID DOCUMENTS:

- 6.1 The bidder shall furnish, as part of his bid, documents establishing the conformity of his bid to the Bid document of all Items and services, which he proposes to supply under the Contract.
- 6.2 The documentary evidence of the Items and services in conformity to the Bid Documents shall be in the form of literature, drawings and data that the Bidder shall furnish. These shall be attached as Annexure to the Compliance Statement.
- 6.3 Bidder must attach required technical brochures/literatures/data sheets for all the products asked in the tender to ensure that compliance to all the specifications given in the tender document can be verified. Non-availability of specifications (as mentioned in the tender document) in the brochure/literature will be treated as non-compliance and no clarifications shall be asked in this regard. If bidder fails to submit the required brochures/literatures along with the tender document, it shall be treated as non-compliance and may lead to outright rejection of bid submitted by bidder. No clarifications in this regard will be sought from the bidder.
- 6.4 The supporting documents downloaded from websites shall have the complete URL of the page in the header or footer.
- 6.5 Each specification sought shall be marked or highlighted in the attached brochures / literatures / data sheets. The brochures / literatures / data sheets shall be superscripted with the Item Number and shall be arranged sequentially. The supporting documents shall carry all the required specifications and same shall be marked.
- 6.6 Bidder to submit letter indicating that the products offered by the bidder is available in the market and will be supplied without any change in specifications & model during the currency of the contract. In case of End of Life of offered product, alternate model with equivalent or better specifications shall be acceptable with prior approval from AAI.
- 6.7 The product/configuration offered by the bidder must be standard and proven.

7. PERIOD OF VALIDITY OF TENDER (BID)

- 7.1 The offered Bid shall remain valid for a minimum of **180 days** from the date of submission of bid on CPP Portal. The bidder shall not be entitled, to revoke or cancel the offer or to vary any term thereof, during the said period of validity without the consent in writing of AAI. In case of the bidder revoking or canceling the offer or varying any term in regard thereof, the bidder's earnest money deposit shall be forfeited.
- 7.2 If there is any delay in finalization due to unforeseen factors, all the bidders shall be asked to extend the validity for an appropriate period, specifying a date by which tender is expected to be finalized. However, the tender process shall not be vitiated if any tenderer declines to extend the offer as requested for. In case award of contract is not finalized within 150 days, AAI shall request the

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bidders to extend the validity of bid and EMD. If bidder does not extend bid & EMD then their bid shall not be considered for further evaluation and EMD shall be refunded.

8. FORMATS AND SIGNING OF BID:

- 8.1 The e-Bid shall be digitally signed by the bidder at e-tendering portal duly authorized to bind the bidder to the contract. Written power-of-attorney accompanying the bid shall indicate the letter of authorization. The person or persons signing the e-bid shall sign the bid, except for printed literature. The e-bid submitted shall be in properly in readable form and encrypted as per e-tendering portal requirements. Standard Printed terms and conditions of the company other than the NIT conditions shall not be considered.

9. SUBMISSION OF BID DOCUMENTS:

The bidders shall digitally sign & encrypt their bid and submit the bid on-line at CPP Procurement portal.

10 SUBMISSION OF BIDS:

- 10.1 The bidder shall submit his bid offer online at CPP portal only, not later than that the scheduled date specified in the NIT.
- 10.2 The AAI may, at its discretion extend this deadline for the submission of the bids by amending the bid documents in accordance with Clause 4 in which case all rights and obligations of the AAI and bidders previously subject to the deadline will thereafter be Subject to the deadline as extended.
- 10.3 Digitally signed tender document downloaded from e-tender portal shall be considered. No separate documents shall be valid. Only relevant attachments, if any other than the tender document, shall be listed out for reference.

11 LATE BIDS:

Any bid uploaded after the deadline, the portal system shall not permit uploading of bids after the schedule time of submission.

12 CORRECTIONS / MODIFICATIONS AND WITHDRAWAL OF BIDS:

- 12.1 The bidder may correct, modify his digitally signed bid after submission and prior to the deadline, through provisions of e-tendering portal.
- 12.2 No bid shall be modified subsequent to the deadline for submission of bids.

13 E-BID OPENING AND EVALUATION:

- 13.1 To shortlist technically qualified bidders, Technical bid shall be scrutinized by AAI to ensure whether the same are in conformity to Technical & Operational Requirements. Bidders shall provide complete information to substantiate compliance of the technical specification listed in the tender. In case of incomplete compliance statement or inadequate information, tenders shall be finalized on the basis of the information available. It shall, therefore, be in the bidders' interest to give complete and comprehensive technical particulars while submitting the bid.

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- 13.2 AAI may seek clarification on technical details or any other information deemed necessary.
- 13.3 Tenders meeting Technical bid criteria as specified herein shall only be informed and considered for opening and evaluation of Price bid.

14 OPENING OF THE FINANCIAL BIDS:

- 14.1 Financial Bids of those bidders who qualify in Technical bid evaluation shall be opened by AAI. Date and Time of opening of financial bid shall be notified to technically eligible bidders. Bidders can monitor the bid opening process on-Line.
- 14.2 No correspondence shall be entertained from the bidders after opening of Financial Bid of the Tender.

15 CLARIFICATION / CONFIRMATION OF COMPLIANCE OF BIDS:

- 15.1 The general eligibility criteria shall be evaluated during preliminary stage and the vendors who have not submitted requisite documents shall be asked through CPP Portal (Shortfall documents) e-tendering portal or by email to substantiate their claims with documentary evidence before a given date failing which their bids shall not be considered further for detailed evaluation.
- 15.2 It may be noted that enquires / clarifications shall be responded only through e- tendering Portal. All such queries shall be entertained which are received on or before last date/time for submission of queries. AAI response will be uploaded through e-tendering portal. Written responses and no verbal / telephonic enquiry shall be entertained during the tender process

16 EVALUATIONS AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS:

Bid Opening Process is as below: -

16.1 Envelope I (Eligibility BID(Fee/PQQ)):-

Fee folder/PQQ will be opened as per date and time mentioned in Tender document .It should comprises of Online Paid tender fee and EMD fee and other documents mentioned in para 2 of section-3 . **Copy of Bank receipt of online paid tender fee and EMD should be uploaded in FEE folder . In case of NSIC/MSME bidder, scanned copy of valid NSIC or MSME certificate to be uploaded in fee folder to qualify for exemption of Tender fee and EMD fee.** The intimation regarding acceptance / rejection of their bids will be intimated to the contractors / firms through CPP portal. If any clarification is needed from the bidder about the deficiency in his uploaded documents, the bidder shall upload the requisite clarification / documents within time in “Short fall documents “through CPP Portal, failing which tender will be liable of rejection.

16.2 Envelope– II (Financial Bid):

Bidders are requested to note that the Price bid folder will contain .xls file to fill price of each items. Bidder has to download .xls file and fill the .xls file as per the description asked in the .xls file. After filling of rates bidder has to check and confirm final amount in letters and words both. Filled .xls file is to be digitally signed by bidder and then uploaded in prescribed folder on CPP portal. Prices should not to be indicated anywhere other than the BOQ . **The financial bids of the contractors / firms found to be meeting the qualifying requirements and technical criteria shall be open.** AAI also reserves the right to call off process or short-listing of contractors at any stage without assigning any reasons. The lowest financial bid shall be declared as L1 **(on the total value only**

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excluding GST mentioned on BOQ) for award of the contract. AAI's decision in the evaluation process shall be final and binding on all Bidders

- 16.3** The objective of the evaluation is to select a bidder that can provide the desired service with maximum efficiency and quality and can respond to the changes of requirements of AAI in terms of volume of operations and type of services required.
- 16.4** The technical requirements shall be verified against the manuals / Technical literature submitted by the vendors.
- 16.5** AAI may seek performance report on a vendor for other clients whose references are given in the tender. An adverse report from a client shall make the vendor technically unfit leading to his rejection. The process of seeking performance report shall be kept confidential so that the vendor is not able to influence the process.
- 16.6** As a part of evaluation, presentation / demonstration of the proposed solution may be conducted. The bidder also needs to make necessary arrangements for reference site visits by AAI Evaluation Team for similar engagements executed by them after the opening of Envelop-1.
- 16.7** In case of deviations and exceptions to the provision of the Technical Specifications indicated by the bidder in the proposal, AAI will evaluate the bid based on the reason and justification of the alternatives submitted by the bidder.
- 16.8** The technical bids with deviations shall be liable for rejection in the event of the reasons and justifications provided by bidder is not satisfactory.

17 CONTACTING THE BUYER:

- 17.1** Canvassing in any form in connection with the tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing are liable for rejection.
- 17.2** No bidder shall try to influence directly or through external source, the Buyer on any matter relating to its bid, from the time of publication of NIT till the time the contract is awarded.
- 17.3** Any effort by a bidder to influence the Buyer in the bid evaluation, bid comparison or contract award decisions shall result in the rejection of the bid, and such actions will be considered as bad performance for future Projects.

18 RIGHT TO ACCEPT OR REJECT THE TENDERS:

- 18.1** The right to accept the tender in full or in part/parts will rest with AAI. However, AAI does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all the tenders received without assigning any reason whatsoever.
- 18.2** Tenders not accompanied with prescribed information or are incomplete in any respect, and/or not meeting prescribed conditions, shall be considered non-responsive and are liable to be rejected.
- 18.3** The Buyer reserves the right to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders

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on the grounds for the Buyer's action.

- 18.4** If the bidder gives wrong information in his e-Tender, AAI reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the Earnest Money Deposit.
- 18.5** Tenders where Earnest Money Deposit (EMD) is not paid OR non-submission of related documents relating to Exemption of EMD which shall be applicable to SSI or PSU shall be rejected outright.
- 18.6** Should a bidder have a relation or relations employed in AAI in the capacity of an officer, the authority inviting tender, shall be informed. In the event of failure to inform and in a situation where it is established that the relation or relations employed in AAI has / have tried to influence the tender proceedings then AAI at its sole discretion may reject the tender or cancel the contract and forfeit the Earnest Money.
- 18.7** The requirements indicated in this E tender are the minimum and bids of the firms not complying with these minimum requirements or having deviations equivalent to the minimum requirements shall be rejected. However, bids offering higher than the minimum requirements shall be technically acceptable without any additional Price implication.
- 18.8** Any correspondence after the opening of the technical bid, from the bidder, regarding the bid unless specifically sought by AAI shall not be considered. Such post bid offers / clarifications may be liable for action as per clause 17 of this section

19 NOTIFICATION OF AWARD

19.1 Notification to Bidder

The Bidder whose Bid has been accepted shall be notified of the award by AAI prior to the expiration of the period of validity of the proposal, by registered letter/ by fax/email/ in AAI website. The Bidder shall acknowledge in writing, the receipt of the work order and shall send his acceptance to enter into an agreement **within 10(ten) days** from the receipt of the work order.

20 SIGNING OF AGREEMENT

- 20.1** Pursuant to the Bidder acknowledging the work order, the Bidder and AAI shall promptly and in no event later than 10 days from the date of acknowledgement and acceptance of the work order, sign the Contract.
- 20.2** AAI shall have the right and authority to negotiate certain terms with the successful Bidder before signing of the Contract. The signing of the Contract shall amount to acceptance of the Contract and the Bidder shall initiate the execution of the work as specified in the Contract.

21 TRANSFER OF TENDER DOCUMENT:

Transfer of Tender Documents by one bidder to another is not permissible. Similarly transfer of tenders submitted by one bidder in the name of another vendor is not permissible.

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SECTION – IV

GENERAL TERMS & CONDITIONS OF THE CONTRACT

1. PURPOSE & SCOPE

This document sets out the terms & conditions to be met in connection with the “Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara” for the work as per details given in the notice inviting e-tender with specifications as in **Annexure-VII**.

Bidders bidding for part supply of the total requirements will be rejected.

2. COMPLIANCE

- a. The unconditional acceptance of all the terms & conditions of the E-Tender has to be uploaded through a letter. The format of the letter is attached at Annexure-I.
- b. The submission of the tender will imply acceptance of all the tender conditions by the bidder laid in tender document excluding all the Annexure & Schedules to the tender document.
- c. The compliance to the Technical Specifications of equipment's as in Annexure VII and terms & conditions should be supported by authenticated documentation wherever required.
- d. The submission of unconditional acceptance as described above is essential for the tender evaluation. The failure to upload the unconditional acceptance statement in the said format shall result in the bid being rejected.

3. Earnest Money Deposit

a. Earnest Money Deposit payment

EMD of the value of Rs **20,362 /-** (**Rupees Twenty Thousand Three Hundred Sixty Two only**) has to be paid as given in Section-I of the tender (Notice Inviting Tenders)

The tenders of the bidders who fail to submit the EMD or proof of exemption from EMD under NSIC/MSME before the stipulated time shall be rejected outright.

b. Refund of EMD

The refund of EMD to bidders who fail to qualify the eligibility/technical stage shall be initiated within two week of rejection of their bids. For all bidders whose financial bids are opened, the refund of EMD except for L1 bidder shall be processed within two week after award of order to successful bidder.

c. The EMD amount shall be forfeited in the following events:

1. If the successful bidder fails to accept the work order within 10 calendar days after the receipt of the work order
2. In the event of not accepting the conditions of the contract even after agreeing to do so and submitting the letter of un-conditional acceptance of terms as per letter in Annexure-I.
3. In case successful bidder fails to submit performance bank guarantee within 60 days after the date of acceptance of Work Order, AAI reserves the right to forfeit EMD and cancel the order.

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4. No interest or any other expenses, whatsoever, will be payable by AAI on the EMD in any manner.

4. Performance Bank Guarantee (PBG)

- a. The bidder, whose tender is accepted, shall within **30 calendar** days from the acceptance of the work order/purchase order, shall submit unqualified performance guarantee of **3%** (Three Per Cent) of the total price to AAI in the form of an irrevocable and unconditional bank guarantee on a Nationalized / Scheduled Bank, as per Performa attached as Annexure – IX.
- b. In case, the successful bidder fails to submit the PBG within stipulated period, interest @ 12% p.a. on Performance Guarantee amount would be levied (non-refundable) for delayed period of submission and shall be deducted from EMD.
In case successful bidder fails to submit performance bank guarantee within 60 days, AAI reserves the right to forfeit EMD and cancel the order.
- c. The Performance Guarantee **shall be valid for 3 months beyond the warranty period** (i.e. 24 months minimum) or shall remain valid as per provisional extension granted by AAI. If the agency fails to extend the validity of the Performance Guarantee, the same shall be en-cashed by AAI with or without notice.
- d. The guarantee amount shall be payable to AAI without any condition whatsoever and the guarantee shall be irrevocable.
- e. The performance bank guarantee shall be deemed to govern the following guarantees from the successful bidder, in addition to the other provisions of the guarantee:
 - 1. The successful and satisfactory operation of the equipment supplied in accordance with the specifications and other relevant documents.
 - 2. The equipment/Items supplied shall be free from all defects of design, material and workmanship and upon written notice from AAI, the Successful bidder shall fully remedy, free of expenses to AAI, all such defects as developed under the normal use of the said equipment within the period of guarantee/warranty.
 - 3. The performance guarantee is intended to secure the performance of the entire equipment. However, it is not to be construed as limiting the damages stipulated in any other clause.
- f. The performance guarantee will be returned to the successful bidder Three months beyond the Warranty period (without interest) from date of completion of work same shall be extended, if required.
- g. Bank Guarantees submitted by bidders/ contractors will be verified through Structured Financial Messaging System (SFMS) of ICICI Bank.**
- h. The bidder/ contractor will also submit letter to the issuing bank as per format attached (Annexure- XVIII).**

5. CORRESPONDENCE

All correspondence would be directly with the bidder and correspondence through agents will not be entertained.

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6. PATENTS, SUCCESSFUL BIDDER's LIABILITY & COMPLIANCE OF REGULATIONS

- a. Successful bidder shall protect and fully indemnify the AAI from any claims for infringement of patents, copyright, trademark, license violation or the like
- b. Successful bidder shall also protect and fully indemnify the AAI from any claims from successful bidder's workmen/employees, their heirs, dependents, representatives etc or from any person(s) or bodies/ companies etc. for any act of commission or omission while executing the order.
- c. Successful bidder shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely the AAI from any claims/penalties arising out of any infringements and indemnify completely the AAI from any claims/penalties arising out of any infringements.

7. SETTLEMENT OF DISPUTES

If a dispute of any kind whatsoever arises between the AAI and the Contractor in connection with, or arising out of the Contract or the execution of the works, whether during the execution of the Works or after their completion and whether before or after repudiation or after termination of the contract, Excluding any disagreement by either party with any action, inaction, opinion, instruction, determination, certificate or valuation of the Project Leader or his nominee, the matter in dispute shall, in first place be referred to the Airport Director, AAI, Vadodara who shall act as the conciliator on the matter. The disputes will firstly be settled by the Conciliator, failing which any party may invoke arbitration clause.

Unless the Contract has already been repudiated or terminated or frustrated the Contractor shall in every case, continue to proceed with the works with all due diligence and the Contractor and AAI shall give effect forthwith to every decision of the Project Leader or his nominee unless and until the same shall be revised, as hereinafter provided, by the Conciliator or in an Arbitral Award.

8. ARBITRATION AND LAW

All disputes and differences arising out of or in any way touching or concerning this contract (except where otherwise provided for in the contract) shall be referred to the sole arbitration of the Executive Director (IT), AAI, Rajiv Gandhi Bhavan, New Delhi-110003. The award of the Arbitrator shall be final and binding on both the parties. The Arbitration and Conciliation Act, 1996 shall be applicable. It will be no bar if the Arbitrator appointed as aforesaid is or has been an employee of the Authority and the appointment of the Arbitrator will not be challenged or be open to question in any Court of Law, on this account Indian laws shall govern this contract.

9. TERMINATION FOR DEFAULT & RISK PURCHASE

- a. The AAI may, without prejudice to any other remedy for breach of contract, by written notice of one month of default, sent to the Contractor, terminate this Contract in whole or in part in any or the following events if the Contractor fails to perform any other obligation(s) under Contract.
- b. If the Contractor, in either of the above circumstances, does not remedy his failure within a period of 30 days (or such longer period as AAI may authorize in writing) after receipt of the default notice from AAI.
- c. As a penalty to the Contractor the AAI shall encash Contract Performance Bank Guarantee. The AAI in such case shall pay for the assessed value of the executed work that can be used. No payment shall be made for the efforts put in by the Contractor in case the same are of no value to AAI. The balance unfinished work of the project will be got done by fresh tendering on Contractor's risk and that extra expenditure will be recovered.
- d. The AMC can be terminated either by AAI or contractor with notice of ONE month. Contractor shall handover the system/equipment in fully serviceable and functional condition at the time of closure of maintenance contract. Else, the defects shall be rectified at the risk and cost of contractor. AAI shall reserve the right to terminate the contract after following the conditions specified in the tender document. Even then the contractor shall continue to provide the services as per the contract till alternative arrangements are made by AAI.
- e. AAI shall terminate the contract and takeover the system maintenance at any time without notice,

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in case the services are not found satisfactory. Under such conditions, all the defects shall be rectified at risk and cost of contractor.

10. TERMINATION FOR INSOLVENCY

The AAI may at any time terminate the Contract by giving written notice of one month to the contractor, without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right or action or remedy which has accrued or will accrue thereafter to AAI. In the event of termination for penalty to the contractor Clause 9-c shall be applicable.

11. SET OFF

Any sum of money due and payable to the contractor (Excluding security deposit refundable to him) under this contract may be appropriated by the Buyer to set off the same against any claim of the Buyer for payment of a sum of money arising out of this contract made by the Contractor with Buyer.

12. FORCE MAJEURE

- a. AAI may grant an extension of time limit set for the completion of the work in case the timely completion of the work is delayed by force majeure beyond the contractors control, subject to what is stated in the following sub paragraphs and to the procedures detailed there in being followed. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, flood, storms etc), acts of states, the direct and indirect consequences of wars (declared or un-declared), hostilities, national emergencies, civil commotion and strikes (only those which exceed a duration of ten continuous days) at successful Bidder's factory. The successful bidder's right to an extension of the time limit for completion of the work in above mentioned cases is subject to the following procedures.
- b. That within 10 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the bidder informs the AAI in writing about the occurrence of Force Majeure Condition and that the Bidder considers himself entitled to an extension of the time limit.
- c. That the contractor produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.
- d. That the contractor proves that the said conditions have actually interfered with the carrying out of the contract.
- e. That the contractor proves that the delay occurred is not due to his own action or lack of action.
- f. Apart from the extension of the time limit, force majeure does not entitle the successful bidder to any relaxation or to any compensation of damage or loss suffered.

13. START OF CONTRACT AND AGREEMENT

The Contract shall be considered as having come into force from the date as mentioned in the work order by AAI. The successful bidder has to enter into an agreement with AAI within 30 days of award of contract as per the format given in Annexure VIII.

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SECTION – V
SPECIAL CONDITIONS OF THE CONTRACT

1. **MINIMUM WAGES:** - The contractor shall comply the provision of contract labour (Regulation and Abolition) Act of 1970 and contract labour (Regulation and Abolition) Central Rules 1971 and other legislations such as EPF * MP Act –1952, Employees state Insurance (ESI) Act-1948 and Minimum Wages Act- 1948, The payment of wages Act-1936, the workmen's compensation act-1923 & Rules / Acts / instructions enforced from time to time by the Central Governments. The contractor has to pay the staff engaged by him minimum wage of central Govt. for the trade/job.
2. **Rate:** The rate to be paid to Skilled, Semi-Skilled and Un-skilled labours will be as per the per the existing rate laid down by Central/State labour and employment Department i.e. ` to Un-skilled labour (As per Latest Circular of O/o the Chief Labour Commissioner (Central), New Delhi vide circular order no. F. No.1/4(1)/2022-LS-II Dtd. **31/03/2022**) for - Area B) with **EPF contribution @ of 13 % of daily wages ,E.S.I.C contribution @ of 3.25% of daily wages and Bonus @ 8.33% of daily wages** and as per time to time rule framed by Ministry of Labour and Employment.

3. PAYMENT OF WAGES:

3.1 In case of non-payment of wages or any other dues of any workmen engaged by the Contractor, AAI reserves the right to make payment and to recover the amount of such payment from the Bill of the Contractor or from any amount payable to him under any Contract or as debt payable by Contractor.

3.2 Release of payment to the Contractor for each month shall be subject to the Contractor satisfying the AAI that the Contractor has paid the prescribed minimum wages to his workers during the previous month.

3.3 The contractor shall ensure that the Skilled & Un-skilled labours receive latest wages (minimum wage, NH compensation, bonus, P.F, ESIC) in accordance with prevailing rates as announced by Central/Regional Labour Commissioner time to time. AAI shall reimburse the payment towards revised wages to deployed manpower, towards rate revision /increase in wages if, any from the Ministry of Labour and Employment on production of proof of payment.

4. RECORDS:

4.1. The Contractor shall keep and maintain all records, which are to be maintained by the Contractor under the act, Contract Labour (Regulation and Abolition) Act 1970, the Factories Act, the Payment of Wages Act or any other applicable laws, rules or regulations and shall furnish to the concerned Officers/Authorities in this behalf of any and all information, reports and returns as are required to be furnished by the Contractor under any such Laws, Rules or Regulations.

5. BONUS (@8.33%) as applicable and prevalent during the contract period shall be payable to the staff employed.

6. **EPF, ESI:** The contractor shall comply with EPF registration & ESI registration norms as applicable with up to date amendment and shall get registered to local labour authority of the govt. The contractor shall submit proof of payment of EPF & ESI payment and the PF account code, ESI

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card/Pehachan card of the individual personnel engaged by him within first month of the contract, failing which AAI will withhold the EPF & ESI amount due to the staff employed for the contract till the submission of paid receipt is received.

7. The Contractor has to enter into an agreement (Annexure VIII) on Non-Judicial Stamp paper with AAI as per AAI format after award of work. The agreement bond cost on shall be borne by agency only. This tender document will form part of the agreement.
8. **SECURITY CLEARANCE:** As the site of work is in the restricted area/ AAI premises the contractor has the sole responsibility to arrange for the security clearance and obtain Airport Entry Passes (AEP) from Security Authorities at Vadodara Airport for the work force deployed by him under this job contract after making necessary fees as per the procedures in vogue.

The Firm/Contractor shall arrange and submit the Back Ground Verification Certificate of their workers as and when asked by the Competent Authority. Verification of the Character and Antecedents of the worker will be carried out by the Competent Authority. The Firm/Contractor shall arrange and submit SECURITY CLEARANCE and SECURITY PROGRAMME of the firm as mandated by BCAS for issuance of Airport Entry Passes.

Over and above, the identity card issued by the firm to be displayed while the persons are on duty. In case of loss/renewal of AEP, the cost of making new passes shall be borne by the contractor. The contractor shall be responsible for misuse of any AEP and be liable for action by security agencies at the airport.

9. Any person under this contract, whose work or conduct is found unsatisfactory by AAI, shall be replaced immediately at no additional cost to AAI.
10. The Contractor shall, at their sole cost and expenses, furnish and provide for rendering services covered by this contract to the entire satisfaction of Airports Authority of India.
11. The contractor shall comply with all applicable laws, Ordinances, rules & Regulations in respect of this contract and shall pay all charges in connection therewith.
12. The contractor has to submit the detailed list of staff with their skill at the time of commencement of contract and as and when changes are there in the deployment.
13. The Contractor shall be responsible for the recruitment, retention and retrenchment of the employee of their establishment and for settlement of dispute arising out of the terms and conditions of services of his personnel.
14. **The staff engaged by the contractor shall have no claim for any temporary or permanent employment in AAI.**
15. Necessary safety measures shall be taken care of by the contractor for the on-duty personnel engaged by him. AAI shall not be held responsible for any such accident arising from compromising safety measures/negligence.
16. If the services rendered by the contractor are not up to the standard as detailed under scope of work, the same shall be brought to the notice of the contractor with a view to improve the same in a stipulated period; else shall take necessary action as per the provisions of contract.
17. The contractor has to ensure that the services are not disturbed **either due to absenteeism or due to willful act of his staff.** In case workforce deployed by the contractor resort to any kind of industrial action the contractor shall arrange to deploy alternate work force of sufficient strength to maintain the services for which no additional charges will be given.

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18. This contract is initially for period of one year commencing from “Service Commencing Date” as specified in work order.

19. **TERMS OF PAYMENT:**

- a. No mobilization advance shall be paid for any activity.
- b. Payment will be made to the contractor on a quarterly basis at the end of every quarter after submitting the following documents for each month.
 - i. Wage Muster Copy along with copy of staff attendance.
 - ii. EPF / ESIC / Professional Tax /GST Challans copy along with details of PF / ESIC / Professional Tax contribution of each worker and employer along with undertaking that working employee and firm contribution is Exclusive in the challans submitted.
 - iii. Quarterly bill for the services rendered.
- c. The payment to staff may be done through A/C payee cheque/RTGS/NEFT only before 2nd week of every month and necessary document of payments of wages, pay slip/Statement, P.F, E.S.I.C and bonus must be submitted to this office along with the **quarterly AMC invoice raised by the contractor. Contractor will also submit the annual EPF return Form 3 (A) & 6 (A) and ESIC half yearly return form V within one-month period of submission failing which AAI will withhold the EPF and ESI till the submission of paid receipts.**
- d. The contractor has to maintain the wage register for his employees and has to be produced as and when required.

20. **MANPOWER REQUIREMENT**

This job contract is for carrying out the “Comprehensive Annual Maintenance “Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara

The contractor has to provide

- Two onsite maintenance/ Service engineer (Skilled-01 & Semi-skilled-01) (With Two Year experience in the hardware and software maintenance in network environment) to attend the hardware, software and network issues at all working days from Monday to Saturday (9.30 to 17.30). He shall attend the calls and register the cases from the users, maintain all kinds of records related to the AMC contract and
- One Un-skilled manpower (Helper) (With one-year experience of cleaning and handling of computers and other peripherals.) on all working days from Monday to Saturday(9.30 to 17.30).
- The helper will assist in physical movement of items from user locations to the workshop; assist service/ Maintenance engineers in cleaning of the system etc.
- Provision of weekly off to the maintenance engineer and helper is mandatory.
- The AAI has defined the maintenance procedures on general cleaning, preventive, predictive & corrective maintenance & their periodicity. The Contractor shall be responsible for the implementation of these maintenance schedules as per pre-defined periodicity & procedures (A Copy of the maintenance schedule & procedures is enclosed as Annexure VIII). This contract shall include the general cleaning, preventive, predictive & corrective maintenance by the Contractor of the Computer System & other accessories under the purview of the Contract.
- In case of emergency, the worker may be asked to come on shift duty or stay back beyond 1730 hrs. for which no extra payment shall be made. If the duration of this stay is more than four hours, then additional off day will be allowed on a convenient later day, but not later than one month.

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21. SCOPE OF WORK

Comprehensive Annual Maintenance Contract for Computer (Qty.-88), Laptop (Qty.-03) and Printer (Qty.-59). In addition to the CAMC for Computer, Laptop and Printers, following works are to be taken in to consideration for the contract (CAMC).

1. Upkeep and Maintenance of server (Router & Switches), networking (including lying of LAN cable) of IT infrastructure at Vadodara Airport.
2. Upkeep & Maintenance of Biometric Attendance System (10 Unit) on day to day basis.
3. Upkeep & Maintenance Biometric access control System on day to day basis.
4. Skilled manpower required to arrange the video conference meeting and training through video conferencing.

22. COMPLAINT REGISTRATION AND MONITORING

- a) The contractor shall provide one telephone/Mobile number and E-mail id to lodge a complaint on any fault
- b) The complaint shall be attended by the service/ Maintenance engineer deputed by the contractor who is freely available or nearest to the spot.
- c) The Service/Maintenance engineer shall attend the case, resolve the issue and note down in complaint register. Complaint register contain details of the faults, register time, closing time etc., in case of non-closure the details shall be recorded with reasons for non-closure in the complaint book.
- d) The Service/maintenance Engineer shall submit a report of the details of all complaints with status to the maintenance-in-Charge of AAI.
- e) The following registers are to be maintained by the contractor.
 - A register to record daily complaints/issues received by service engineers and action taken.
 - A register should be maintained by the contractor to record the items taken to “test and repair centre”.
 - Maintenance reports may be generated in a format mutually agreed by Contractor and AAI as per the periodicity indicated in the Annexure-VIII. The items required for general cleaning such as soft cloth and cleaning liquid for monitors and blowers etc. for general cleaning of computers should **be supplied by the contractor**.
 - The contractor shall maintain an attendance register and ensure his employees reach the workplace on time.

23. EXCLUSIONS

The obligation of Contractor under the contract excludes the following.

- a) Major up-gradation of the machine
- b) Major refurbishments of the machine.
- c) Any work external to the machine such as maintenance of Computer systems & accessories not included in the purview of this contract but attached to some of the equipment under the purview of this contract.
- d) Work due to alteration in the machine by persons other than Contractor personnel.
- e) Any cases of damage due to intentional or un-intentional mishandling of the equipment, rat bite cases (faults due pest problems) or other faults of similar nature shall not be covered in the purview of the contract, however, such faults have to be authenticated by the maintenance in-Charge, AAI. Such items shall be attended by the CAMC contractor against specific approvals of his estimates from the maintenance in-Charge AAI.
- f) The supply and replacement of the consumables viz. furnishing rubber parts, printer wheels, print band, Toner Kit, OPC belt, printer ribbons, ink cartridges, fuser assembly and transfer drum of laser printer etc. The consumables shall, however, be supplied by AAI & replacement of such parts by the Contractor shall be

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within the purview of the contract (i.e. the new parts once provided by AAI shall be replaced without any extra cost to AAI). However, the contractor shall undertake such replacements only after registration of complaint by AAI & following the fault registration procedures outlined in the contract.

- g) AAI at its sole discretion may not award an CAMC for all the items included in the NIT and may exclude some of the items which may have become obsolete over the period of time or may have been replaced / upgraded by AAI. AAI may also at its sole discretion terminate the contract for some of the items which have become obsolete or have been replaced / upgraded by AAI during the contract. The contract value of such items shall not be paid in the subsequent bills.

24. **PENALTY FOR DELAY IN ATTENDING MAINTENANCE AND ABSENTEEISM**

- a) In case the bidder fails to rectify the problem within 72 hours, AAI at its discretion shall get the faulty items repaired by other sources at the risk & cost of the CAMC service provider. In such an event AAI shall deduct a fine equal to the repair charges plus all other incidental charges on the repair from the quarterly bill of the AMC. The items taken to “Test and Repair centre” shall be repaired within 3 days and brought back. In case of any delay more than 3 days a spare system should be provided for use at AAI sites.
- b) AAI shall reserve the rights to fix responsibility for omissions & commissions and to impose a maximum penalty of 10% of the monthly bill amount for such deficiencies in services after serving notice and giving fair opportunity to the contractor in respect of following:
 - ☐ Poor workmanship & damage to installations of AAI.
 - ☐ Not complying with instructions given by AAI.
 - ☐ Not maintaining punctuality in reporting for duty and absence without permission.
- c) The contractor is liable to make the arrangement of substitute against the absentee staff. At any time if it is found that some staff is absent and no substitute has been provided, the following amounts shall be recovered from the **Quarterly** bill of the contractor.
- d) Maintenance Engineers: Rupees @ double the amount/- per day wage
- e) Helper: Rupees @double the - per day salary wage

25. **DEVIATION OF AMC / ADDITIONAL UNITS DURING THE AMC PERIOD**

- a. The number of units indicated in the schedule of quantities may vary during the contract period within plus or minus 50% of contract value at the discretion of maintenance in-Charge.
- b. AAI reserves the right to increase/decrease the schedule of quantities during the contract period without any change in unit price (for similar natured items and items with similar configuration) and same terms and conditions. A separate order shall be issued to include or exclude such quantity during the course of contract on unit price quoted and accepted by AAI. However, the cost of manpower shall remain firm throughout the contract. **The payment shall also be made by the Contractor to the deployed manpower, towards rate revision /increase in wages, if any, from the Ministry of Labour and Employment**

26. **OTHER CONDITIONS**

- a) In the event of irreparability (A condition where the contractor feels that he cannot repair an item under AMC due any reason) of an item / component which is under the purview of this contract the ‘Contractor’ shall have to replace the item / component with equivalent or a higher / better item / component within 7 days of reporting of such case. The replaced item in such an event shall become the property of AAI & the irreparable item shall become the property of the Contractor. In case the Contractor fails to replace the item within the above-stipulated period AAI shall be free to replace the item from other sources & the cost of the replaced item shall be deducted from the quarterly payment of the Contractor.
- b) Any third party (works done by a party other than AAI or the maintenance contractor) up gradation addition / modification / alteration shall be done in the presence of the maintenance in-Charge AAI. The responsibility

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of maintaining the stock of spare parts (original OEM) / subsystems needed for maintenance of the equipment's under the purview of this contract shall be the responsibility of the AMC Contractor shall have no objection to such an up-gradation / addition / modification / alteration & such changes shall have no impact on the AMC of the original machine. However, a prior intimation of such up-gradation / addition / modification / alteration shall be given to the Contractor & he may depute his representative to observe the changes at the time of execution of the work. AAI reserves the right to get such an up-gradation / addition / modification / alteration done from the representative of the Contractor by giving him the items to be up-graded or replaced. However, the contractor shall not be entitled to any extra payment for such an up-gradation / implementation unless the up-gradation / implementation involve more than three systems at a time. In case of any mass up-gradation of systems if

carried out by the contractor on specific request from AAI the Contractor shall be eligible to an extra payment as mutually agreed. The up-graded item shall not be covered under the purview of this contract unless until special arrangement (mutually agreeable) are worked out with the contractor at the time of up-gradation. No extra payment shall, however, be made to the Contractor if such an up-gradation has been carried out by the Contractor in his interest (e.g. facilitating easy maintenance or replacement of non-repairable components etc.)

- c) In emergency situations AAI shall undertake the first level of maintenance under which the AAI maintenance staff shall replace the external faulty components such as mouse, keyboard, monitor, printer etc. The Contractor shall be handed over the faulty component with a detailed history of the nature of complaint reported by the user, fault diagnosed / suspected by the maintenance staff of AAI, the date of recoding of complaint with the Contractor, unique complaint number etc. The Contractor shall repair the component & replace the same in the original equipment & show its satisfactory functioning to the user & the maintenance in-Charge of AAI. The Contractor shall have no objection to AAI maintenance staff directly handling such faults of external nature as mentioned above. However, the maintenance staff of the Contractor may be asked to attend such problems if such problems are reported when the maintenance staff of the Contractor is available at the site. Such faults may be attended in coordination with the maintenance in-Charge AAI.
- d) Any shifting of a computer System / accessories shall be done by the maintenance staff of the Contractor and any damage, which occurs as a result of such a shifting, shall be the responsibility of the Contractor. No extra payment shall be made for such a shifting when the shifting is done within the same building/ Vadodara Airport premises.
- e) The Annual Maintenance Contract is comprehensive in nature and the contractor shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement as per OEM's specifications. The contractor shall not use any spurious components for replacement / repair & shall use only the original OEM spares as & when required. All such replacements shall be done with the prior approval of the maintenance in-Charge & the genuineness of such spares shall require the certification from the maintenance in-Charge before the maintenance is undertaken. The original specifications / characteristics / features / configurations shall not be changed without any written approval from maintenance in-Charge AAI. When it becomes necessary to change the system specifications / characteristics / features / configurations it should be changed up-ward in terms of capacity / performance. No downward modification / change shall be acceptable at any point of time.
- f) It shall be the responsibility of AAI to maintain the Original Equipment Manufacturer specified conditions for the operation of the systems. The Contractor may bring any violation to these conditions to the notice of the maintenance in-Charge AAI in writing. AAI shall not be liable to any damage caused by non-standard conditions if not reported timely by the Contractor. This shall, however, exempt situations caused by pest problems (Rat Bites) etc. However, problems arising out of pests (rat bite) etc. has to be certified by the maintenance in-Charge AAI and the Contractor may submit an estimate for such a repair / maintenance. The contractor may undertake the repair only after obtaining a specific approval of his estimate from the maintenance in-Charge AAI.

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- g) The AMC of the equipment under the purview of this contract is irrespective of the usage of the system. All AMC clauses shall be applicable even when a third party (other than AAI & AMC Contractor) is using the system. However, AAI shall be responsible to inform the Contractor in writing for any such usage. Usage of systems / equipment under the purview of this contract, by operators hired by AAI for any specific application or purpose, shall be treated as the authorized usage of the systems / equipment without violating any of the clauses of this contract.
- h) The responsibility of maintaining the stock of spare parts (original OEM) / subsystems needed for maintenance of the equipment's under the purview of this contract shall be the responsibility of the AMC Service Provider. The Contractor shall maintain all these spare parts at his own cost during the validity period of this contract. The spares stock will be verified by the AAI maintenance in-Charge on quarterly basis and the same shall be confirmed by the maintenance in-Charge at the time of quarterly payment. The Contractor shall replace the faulty components as and when needed for the servicing of the equipment. The faulty components shall become the propriety of the Contractor and the contractor shall clear such defective components from the AAI premises through a gate pass. The replaced components shall become the propriety of AAI for all future references and suitable entry will be made in the inventory systems. In case the contractor fails to repair any equipment due to non-availability of spare parts, during the validity of the contract, the contractor shall be responsible for providing an equivalent / higher or better equipment as a replacement. Such replaced system / equipment shall become the property of AAI & the unserviceable item shall become the property of the contractor for all future references. These transactions shall be duly documented. The contractor shall also be required to maintain a minimum stock (1% of the AMC quantity for the item) of externally replaceable components such as motherboard, RAM, hard-disk, CD/DVD drive, mouse, keyboard, monitor, printer etc. at the AAI workshop for immediate replacement. These items shall be brought to AAI during commencement of the AMC contract.
- i) Checking the quality of power supply & other working conditions from time to time shall be the responsibility of the Contractor. In case the Contractor observes improper power supply or working conditions, he should immediately bring the same to the notice of the maintenance in-Charge AAI, failing which no claims of damage on these accounts shall be entertained by AAI.
- j) All complaint calls should invariably be registered by contractor's maintenance engineers. The Contractor shall be responsible for providing a self-adhesive sticker on each equipment under the purview of this contract displaying the name, contact No. & other details of the Contractor, which may be facilitating the easy registration of complaints.
- k) The maintenance service shall normally be offered between 0930 - 1730 hours on all working days of AAI, which shall normally exclude all Sundays and other Public Holidays. Complaint calls registered after 1730 hours on any weekday will be attended to only on the next working day except when the nature of complaint is very important & maintenance in-Charge AAI makes necessary arrangements for the attendance of the calls after the office hours.
- l) The Contractor shall ensure that any computer system / equipment under the purview of this contract are not down for more than 72 hours from the time of reception of complaint. The above period shall however exclude Sunday and other public holidays or other periods when access to the user premises is restricted due security or other reasons, not directly under the control of AAI or the Contractor. **The Contractor shall be responsible for providing alternate equipment in case the period of un-serviceability exceeds 72 hours.**

“Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”

- m) It shall be the responsibility of AAI to renew the AMC Contract before the date of expiry of the contract. If not renewed on regular or temporary basis before the expiry of the contract then the Contractor shall not be responsible for provision of services during the intermediate period when no maintenance contract is applicable. If the contract is extended temporarily for a shorter duration than the pro-rata payment for actual period of extension shall only be made to the Contractor on fulfilment of other payment conditions as applicable in the contract.
- n) The payment shall be governed by the Govt. policies and any taxation applicable at source shall be deducted from the quarterly payment. In case of any such deduction, the necessary certificate in due format shall be provided by AAI.
- o) The Contractor shall ensure proper data backup before undertaking the maintenance / repair of the computer systems, failing which any loss or damage to data shall be the responsibility of the contractor.

p) The number of items (computer desktop, laptop & printer) in the contract may decrease during the contract period and the same will be communicated to bidder. Bidder has to ensure accordingly the price of the decreased items shall be proportionally reflected in the respective quarterly bill.

q) Tenderers have to submit UDIN generated documents like Balance Sheet/ Turnover certificate, Working Capital Certificate (works done during last 5 financial years & works in hand), Net worth Certificate, Tax Deduction at Source (TDS) Certificates for Non- Govt. works etc. as per NIT conditions duly certified by CA and having UDIN. The documents submitted by bidders without UDIN shall not be entertained."

r) Bank Guarantees submitted by bidders/ contractors will be verified through Structured Financial Messaging System (SFMS) of ICICI Bank.

s) The bidder/ contractor will also submit letter to the issuing bank as per format attached (Annexure- XVIII).

t) In case the successful bidder is unable to perform the documentation part within the stipulated time as mentioned in the tender document, the bid of the bidder shall be rejected & bidder shall be debarred for one year.

u) If the vendor is working with Airports Authority of India, then he/she has to provide the satisfactory performance certificate from that airport.

v) Education qualification:

.Sr. No	Post	Minimum Education Qualifications
1	Skilled	<ul style="list-style-type: none">• Graduate with 1 year experience in relevant field or• Diploma in Computers / IT with 3 year experience in relevant field or

“Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”

		<ul style="list-style-type: none"> • 12th and certificate in H/W Networking with 5 years experience in relevant field
2	Semi Skilled	<ul style="list-style-type: none"> • 12th with 3 years experience in relevant field or • Diploma in Computers / IT with 1 year experience in relevant field or • Graduate
3	Helper	8th or above

“Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”

Annexure-I

UNCONDITIONAL ACCEPTANCE LETTER

(TO BE SUBMITTED IN TECHNICAL BID ENVELOPE-1)

To,
The Airport Director
Airports Authority of India,
Civil Aerodrome, Vadodara Airport,
Vadodara – 390022

Sub: Unconditional Acceptance of Terms & Conditions of Tender

Name of Work: - “Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”.

Tender No: AAI/BO/APD/IT/2022/01

Dear Sir,

1. The tender document for the works mentioned above have been sold to me/us by Airports Authority of India and I / we hereby certify that I / we have read the entire terms and conditions of the tender document made available to me / us in the office of the Airport Director, AAI, Civil Airport, Vadodara, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.
2. I / We hereby unconditionally accept the tender conditions of AAI's tender document in its entirety for the above works. Any conditions submitted by us stands automatically withdrawn.
3. It is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to put any remarks / conditions (except unconditional rebates on quoted rates if any) in the tender enclosed in envelope "I" & "II" and the same has been followed in the present case. In case any provisions of this tender are found violated after opening envelope "I" & "II", I / we agree that the tender shall be rejected and AAI shall without prejudice to any other right or remedy be at liberty to forfeit the full said earnest money absolutely.
4. That, I /We declare that I/we have not paid and will not pay any bribe to any officer of AAI for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of AAI ask for bribe /gratification, I will immediately report it to the appropriate authority of AAI.

Yours Sincerely,

**(Signature of the Tenderer)
with seal**

Date: _____

“Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”

Annexure-II

Undertaking Regarding GST Provisions

To be submitted in Technical bid Envelop -1

- 1) That we are registered under GST with
GSTIN no. _____ And complaint of GST
Provisions.
- 2) In case of noncompliance of GST provisions and blockage of any input
credit, we shall be responsible to indemnify Airports Authority of India.
- 3) That all input credit will be passed on to AAI by us

Yours Faithfully,

(Signature of the Tenderer)

Name: Address

of the bidder:

Copy of GST Registration must be attached along with Annexure-II.

“Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”

Annexure – III

Declaration by Bidder:

(To be submitted on company letter head in technical bid –Envelop 1)

Ref:

Date:

To
Airport Director
Airports Authority of India
Vadodara Airport
Vadodara Gujarat 390022

Subject: “Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”.

1. It is certified that I/We have not been Debarred/black listed by CBI or AAI or any Public Sector Undertaking/Departments like Railways, Defence or any other department of Govt. of India or State Govt.
2. It is also certified that neither I/ We nor our firm or its partner or its Directors have been black listed or any case is pending or any complaint regarding irregularities is pending, in India or abroad, by any global international body like World Bank/International Monetary Fund/World Health Organisation etc. or any Indian State/Central Government Departments or Public Sector undertaking.
3. I/We hereby declare that none of the members or my/our relatives is relative of any employee of AAI and I/We also further declare that no Director/Employee of Airports Authority of India is/are a Director/Partner of my/Our firm/Company/ Partnership) Proprietor.
4. I/We hereby declare that no part of the scope of work mentioned in tender shall be sublet or outsourced to any third party.

Signature of Bidder

Name: _____

Telephone: _____

Fax: _____

E-mail: _____

Stamp: _____

Note: This letter of authority should be on the letter head of the company and should be signed by a person competent and having the power of attorney.

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Annexure IV

Company / firm Details

(To be filled by the Contractor)

(TO BE SUBMITTED IN ENVELOPE-1)

Sl. No.	Details	To be furnished by the vendor
01.	Name & Address of the firm	
02.	PAN No.*	
03.	Type of organization & year of incorporation. *	
04.	Correspondence address with contact person's name, telephone number, mobile number etc. (The company should have office and service facilities at Vadodara)	
05.	Turnover of the company. Please provide audited Balance Sheets for last 3 years. *	
06.	Name & address of the client organizations with details of contact person. Please arrange to provide following details: *	
07.	Value of the job & details of AMC of Network Infrastructure installed/maintained till 31.10.18 (Attach proof like copy of work order, Performance & completion certificate etc.)	
08.	Whether Annexure-II filled up with all details	Yes / No

AUTHORIZED SIGNATURE

NAME OF THE SIGNATORY

NAME & ADDRESS OF THE BIDDER

OFFICIAL SEAL

Date

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Annexure – V

PROFORMA FOR e-PAYMENT

To,
The Airport Director
Airports Authority of India,
Vadodara Airport,
Vadodara- 390022.

Subject: Request for E-Payment

Sir,
Following particulars are given for effecting E-payment in respect of our claim / Bill.

1	Name of Company	
2	Company Address	
3	City	
4	Postal Code	
5	Telephone No.	
6	Fax no	
7	Mobile No	
8	Email-Id	
9	PAN Number of the Company	
10	Company Bank A/c Number	
11	Name of Bank / Branch	
12	Branch Code	
13	Beneficiary A/C type (Saving/Current/Overdraft)	
14	Bank Address	
15	City	
16	Mode of Payment	
17	RTGS/NEFT details	

We also enclose herewith a cheque duly cancelled of our bank A/c.

Thanking You,

Yours Faithfully

Signature of the authorized person with Company seal

Note: Any erroneous information may lead to harmful transaction for which neither AAI or the Bank will be liable/ responsible.

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Annexure-VI

Power of Attorney Format for the Authorized Person(s)

(Bidder shall submit irrevocable power of attorney on a non-judicial stamp paper of appropriate value signed by authorized signatory as per Memorandum of Articles authorizing the persons, who are signing this bid on behalf of the company)

POWER OF ATTORNEY

By this POWER OF ATTORNEY executed on _____, we, _____, a Company incorporated under the provisions of companies Act, 1956 having its Registered Office at _____(hereinafter referred to as the 'Company') do hereby severally appoint, _____ constitute and nominate _____, official(s) of the Company, so long as they are in the employment of the Company (herein after referred to as the 'Attorneys') to sign agreement and documents with regard to e-tender No. AAI/BO/APD/IT/2022/01 on _____ received from Airports Authority of India, Civil Airport, Vadodara -390022 for " Supply, Onsite Installation and testing of New SMF VRLA batteries under buy back scheme at various operational CNS units in Civil Airport, Vadodara " and to do all other acts, deeds and things, the said Attorneys may consider expedient to enforce and secure fulfillment of any such agreement in the name and on behalf of the Company.

AND THE COMPANY hereby agrees to certify and confirm all acts, deeds and things the said Attorneys shall lawfully do by virtue of these authorities hereby conferred.

IN WITNESS WHERE OF, this deed has been signed and delivered on the day, month and year first above written by Mr. _____ Secretary of the Company/Authorized Signatory, duly authorized by the Board of Directors of the Company vide its resolution passed in this regard.

WITNESS

- 1.
- 2.

By order of the Board
For _____

(_____)

Company Secretary/Authorized Signatory

Attorney Signature of Mr. _____

Attorney Signature of Mr. _____
(Attested)

(_____)

Company Secretary/Authorized Signatory

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Annexure – VII

Compliance Statement

LIST OF EQUIPMENT & JOB PROPOSED FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT

Quotation for CAMC for Computer & Printer at, Vadodara Airport, Vadodara for 1 Year						
Sr. No.	Item Description		Item code / Make	Qty.	Sub Total	Compliance
	Computer Manufacturer / Model	Details of processor & Hardware				
1.	ACER	I5, 3.00GHZ, 4 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 1	15	88	Yes <input type="checkbox"/> / No <input type="checkbox"/>
2.	ACER	I5, 3.20 GHZ, 4 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 2	5		Yes <input type="checkbox"/> / No <input type="checkbox"/>
3.	HP	I3, 3.20 GHZ, 4 GB RAM 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 3	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
4.	HP	I3, 3.10 GHZ, 2 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 4	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
5.	HP	I3, 3.30 GHZ, 2 GB RAM, 500 GB HDD	Desktop Type 5	2		Yes <input type="checkbox"/> / No <input type="checkbox"/>
6.	HP	I3, 3.30 GHZ, 4 GB RAM, 500 GB HDD	Desktop Type 6	4		Yes <input type="checkbox"/> / No <input type="checkbox"/>
7.	HP	I5, 3.30 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 7	15		Yes <input type="checkbox"/> / No <input type="checkbox"/>
8.	HP	I5, 3.20 GHZ, 4GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 8	6		Yes <input type="checkbox"/> / No <input type="checkbox"/>
9.	HP	I5, 3.30GHZ, 2 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 9	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
10.	HP	Intel Pentium, 3.1 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 10	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
11.	COMPAQ	C2D 3.16 GHZ 2 GB RAM 250 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 11	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
12.	DELL	C2D, 2.93 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 12	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
13.	DELL	C2D, 3.06 Ghz, 2GB RAM, 160 GB HDD	Desktop Type 13	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
14.	DELL	C2D, 3.00 GHZ, 2GB RAM, 160 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 14	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
15.	DELL	C2D, 3.06 GHZ, 2GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 15	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
16.	DELL	Celeron 1.20 GHZ 128 MB RAM 20 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 16	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
17.	DELL	I3, 2.20GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 17	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
18.	DELL	I3, 3.10 GHZ, 3 GB RAM, 320 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 18	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
19.	DELL	I3, 3.10GHZ, 2 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 19	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
20.	DELL	I3, 3.20 GHZ, 4GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 20	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

21.	DELL	I5, 3.20 GHZ, 4 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 21	4		Yes <input type="checkbox"/> / No <input type="checkbox"/>
22.	DELL	I5, 3.20 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 22	4		Yes <input type="checkbox"/> / No <input type="checkbox"/>
23.	DELL	I5, 3.10 GHZ, 4 GB RAM 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 23	2		Yes <input type="checkbox"/> / No <input type="checkbox"/>
24.	DELL	I5, 2.70 GHZ, 4 GB RAM 1TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 24	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
25.	HCL	C2D, 2.40 GHZ, 2 GB RAM, 320 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 25	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
26.	HCL	C2D, 2.67 GHZ, 1 GB RAM, 160 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 26	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
27.	HCL	C2D, 2.93 GHZ, 2 GB RAM, 320 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 27	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
28.	HCL	C2D, 2.93 GHZ, 4 GB RAM, 320 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 28	2		Yes <input type="checkbox"/> / No <input type="checkbox"/>
29.	HCL	P4, 2.80 GHZ, 512MB RAM, 40 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 29	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
30.	HCL	P4, 3.30 GHZ, 1 GB RAM, 80 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 30	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
31.	HCL	Pentium D, 2.20 GHZ, 1 GB RAM 160 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 31	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
32.	HCL	Pentium D, 2.20 GHZ, 2GB RAM 160 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 32	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
33.	Intex	I3, 3.30 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 33	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
34.	Lenovo	I5, 3.00 GHZ, 4 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 34	2		Yes <input type="checkbox"/> / No <input type="checkbox"/>
35.	Lenovo	I5, 3.00 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 35	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
36.	Lenovo	I5, 3.00 GHZ, 2 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 36	2		Yes <input type="checkbox"/> / No <input type="checkbox"/>
37.	Lenovo	Intel Xeon, 3.10 GHZ, 4 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 37	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
	Sub Heading 2	item 2				
38.	Sony	I5, 2.50GHZ, 8 GB RAM, 700 GB HDD	Laptop Type 1	1	3	Yes <input type="checkbox"/> / No <input type="checkbox"/>
39.	HP	I5, HP Pro book 450G5, 8GB RAM, 1 TB HDD	Laptop Type 2	2		Yes <input type="checkbox"/> / No <input type="checkbox"/>
	Sub Heading 3	item 3				
40.	HP	HP Laser Jet CP 1025 Colour	Printer Type 1	2	59	Yes <input type="checkbox"/> / No <input type="checkbox"/>
41.	HP	HP Laser Jet M1136 MFP	Printer Type 2	2		Yes <input type="checkbox"/> / No <input type="checkbox"/>
42.	HP	HP Laser jet M1213nf MFP	Printer Type 3	3		Yes <input type="checkbox"/> / No <input type="checkbox"/>
43.	HP	HP Laser jet P1108	Printer Type 4	22		Yes <input type="checkbox"/> / No <input type="checkbox"/>
44.	HP	HP Laser Pro 200	Printer Type 5	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
45.	Samsung	ML-1640	Printer Type 6	3		Yes <input type="checkbox"/> / No <input type="checkbox"/>
46.	Samsung	SCX-4623f	Printer Type 7	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
47.	Canon	MP 258	Printer Type 8	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
48.	HP	HP Laser Jet 1020 Plus	Printer Type 9	2		Yes <input type="checkbox"/> / No <input type="checkbox"/>

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49.	HP	HP Laser Jet 1606dn	Printer Type 10	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
50.	HP	HP Laser Jet P1566	Printer Type 11	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
51.	HP	HP Color Laser Jet Pro MFP M177fw	Printer Type 12	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
52.	HP	HP Leaser Jet M1005 MFP	Printer Type 13	2		Yes <input type="checkbox"/> / No <input type="checkbox"/>
53.	HP	HP Laser Pro MFP M126nw	Printer Type 14	13		Yes <input type="checkbox"/> / No <input type="checkbox"/>
54.	HP	HP Laser Jet Pro 400 MFP M425dn	Printer Type 15	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
55.	HP	HP Color Laser Jet CP 5225	Printer Type 16	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
56.	HP	HP LaserJet Pro MFP M226 dn	Printer Type 17	2		Yes <input type="checkbox"/> / No <input type="checkbox"/>
	Sub Heading 4		item 4			
57	One experienced (Skilled) Maintenance/ Service Engineer for attending day to day complaints (Major/Minor) Including hardware, software and any network issues. Major repairs will be undertaken in co-ordination with maintenance in-charge. Cost should include minimum wages with CPF, ESI, Bonus, Service charges and other statutory requirements.		Manpower-1	1	3	Yes <input type="checkbox"/> / No <input type="checkbox"/>
58	One experienced (Semi-Skilled) Maintenance/ Service Engineer for attending day to day complaints (Minor). Including hardware, software and any network issues. Major repairs will be undertaken in co-ordination with maintenance in-charge. Cost should include minimum wages with CPF, ESI, Bonus, Service charges and other statutory requirements.		Manpower-2	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>
59	One experienced Supporting Helper (Un-Skilled) for attending day to day complaints (Cleaning & Dusting). Cost should include minimum wages with CPF, ESI, Bonus, Service charges and other statutory requirements		Manpower-3	1		Yes <input type="checkbox"/> / No <input type="checkbox"/>

1. I/ We hereby declare that we have the required competency to carry out the annual maintenance contract of above mentioned various types of computers, peripherals & Accessories.
2. I/We agree to replace all spares required during the period of CAMC with same or better type of item.
3. I/We declare that we will provide competent **resident Engineer (Skilled-01 & Semi-Skilled-01) & Helper (Un-Skilled-01)** capable of carrying out the AMC job and other assign job mentioned in scope of work.
4. Wages will be paid based on Minimum Wages fixed by Central governments for the relevant industry and trade for the staff to be deployed for this work. **(As per ministry of Labour & Employment Current wages for manpower w.e.f. 31.03.2022 are as follows, Rs. 734.00 to Skilled Labour, Rs. 634.00 to Semi -skilled labour & Rs. 553.00 to Un-skilled labour).**
5. **The number of items (computer desktop, laptop & printer) in the contract may decrease during the contract period and the same will be communicated to bidder. Bidder has to ensure accordingly the price of the decreased items shall be proportionally reflected in the respective quarterly bill.**

Signature of the authorized person with Company seal

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Annexure – VIII

DRAFT AGREEMENT WITH SUCCESSFUL BIDDER

AGREEMENT
(On Non-Judicial Stamp Paper)

AGREEMENT

For “Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara” during the year 2022-23.

Between

Airports Authority of India, Rajiv Gandhi Bhavan, Safdarjung Airport, New Delhi-110003, (India)

And

M/S

THIS AGREEMENT, entered into this ---- day of -----Month ----- Year) by and between M/S

----- Having its office at -----

(hereinafter called the “Contractor”) and Airports Authority of India having its office at Rajiv Gandhi

Bhavan, Safdarjung Airport, New Delhi-110003, India (hereinafter called the “AAI”), the expressions “Contractor” and “AAI” shall mean their successors, legal representatives or assigns, for Comprehensive Annual Maintenance Contract (CAMC) Desktop computers and peripherals in the O/o _____

WITNESSETH

WHEREAS, AAI invited offers for “Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara” during the year 2022-23.

WHEREAS, the Contractor has offered for “Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara” during the year 2022-23 accordance with their price bid dated ----- and AAI has accepted the offer.

NOW, therefore, in consideration and mutual covenants contained herein, the Contractor and the AAI (hereinafter referred to as the “parties”) agree that the following document shall be part of this agreement: -

AAI NIT document for “Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara” during the year 2022-23.

1. NIT corrigendum no-----
2. Bid documents submitted by the contractor dated -----in fulfilling the contract requirements that includes the signed compliance.
3. Unconditional acceptance of AAI NIT conditions as given by the contractor.
4. The price bid of the Contractor which was opened on----- and accepted by AAI.
5. Reference of work order issued / acceptance of bidder.

For and on behalf of Contractor:

Signature

Name: -

Designation: -

Date: -

Witness on behalf of Contractor:

Signature

Name of the Executive: -

Designation: -

Date:

For and on behalf of Chairman, AAI:

Signature

Name:-

Designation:-

Date:-

Witness on behalf of AAI:

Signature

Name:-

Designation:-

Date:-

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

ANNEXURE-IX

PROFORMA BANK GUARANTEE FOR CONTRACT PERFORMANCE

(To be stamped in accordance with Stamp act)

(The non-judicial stamp paper should be in the name of issuing Bank)

Ref:

Bank Guarantee:

Date:

To,

The Airport Director
Airports Authority of India
Civil Aerodrome, Vadodara Airport
Vadodara -390022

Name of Work: -“Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022 “.

Dear Sirs,

1. In consideration of the Chairman, Airports Authority of India [hereinafter called “AAI”] having offered to accept the terms and conditions of the proposed agreement between and..... [here-in-after called “the said Contractor(s)”] for the works..... [here-in-after called “the said agreement”] vide Order no. Dated, having agreed to production of irrevocable Bank Guarantee for Rs..... (Rupees only) as a security / guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.
2. We..... (indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from AAI stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees only).
3. We, the said bank further undertake to pay to the Chairman, AAI any money so demanded notwithstanding any dispute or disputes raised by the contractor (s) i n any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal.
4. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment. We..... (indicate the name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of AAI under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Projection- charge on behalf of AAI certified that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee.

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

5. We..... (indicate the name of the bank) further agree with AAI that AAI shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by AAI against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, act or omission on the part of AAI or any indulgence by the AAI to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect so relieving us. This guarantee shall not be discharged due to the change in the constitution of the Bank or the contractor(s).
6. We..... (Indicate the name of the bank) lastly undertake not to revoke this guarantee except with the previous consent of AAI in writing.
7. This guarantee shall be valid upto unless extended on demand by AAI. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees only) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharge

WITNESS

Dated this ----- day of ----- 2022 at ----

Signature -----

Name -----

(Bank's Rubber Stamp)

Official address -----

Designation with Bank

Stamp

Attorney as per

Power of Attorney No. _____

Date. _____

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Annexure - X

APPLICATION FOR EXTENSION OF TIME

Part-I

1. Name of the Bidder
2. Name of the work as given in the agreement
3. Agreement No.
4. Contract Amount
5. Date of Commencement of work as per agreement
6. Period allowed for completion of work as per agreement
7. Date of completion stipulated in agreement
8. Date of actual completion of work
9. Period for which extension is applied for.
10. Hindrances on account of which extension is applied for with dates on which hindrances occurred and the period for which these are likely to last.

Sl No	Name of Hindrance	Date of occurrence of hindrance	Date of over of hindrance	Period of hindrance	Overlapping Period	Net extension applied for	Remarks if any
1	2	3	4	5	6	7	8

Total period for which extension is now applied for on account of hindrances mentioned above.

Month

Days

11. Extension of time required for extra work.

12. Details of extra work and the amount involved:-

Total value of extra work	Proportionate period of extension of time based on estimated amount put to tender on account of extra work.
(a)	(b)

13. Total extension of time required for 10 & 11.

Submitted to the Project Leader_____.

Signature of Contractor

Date:

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Part II

(For Official Use)

1. Date of receipt of application from _____
for the work of _____ in
the O/o the Airport Director, AAI, Vadodara Airport.
2. Recommendations of the project Leader as to whether the reasons given by the Contractor are correct and what extension, if any, is recommended by him. If he does not recommend the extension, reasons for rejection should be given.

Date:

Signature of the Installation In-charge

(To be filled in by the Project Leader)

1. Date of receipt in the Office: -
2. Project Leader's remarks regarding hindrances mentioned by the contractor.
 - (i) Serial No
 - (ii) Nature of hindrance
 - (iii) Date of occurrence of hindrance
 - (iv) Period for which hindrance is likely to last
 - (v) Extension of time applied for by the contractor
 - (vi) Overlapping period, if any, giving reference to items which overlap
 - (vii) Net period for which extension is recommended
 - (viii) Remarks as to why the hindrance occurred and justification for extension recommended.
3. Project Leader's Recommendations.
 - a. Progress of the work as on date _____
 - b. The proposed date of completion _____
 - c. Date up to which extension of time is sought for _ _____
 - d. Reasons for extension of time
 - e. Proposed compensation to be levied under clause 10 of section III of the tender document.

Signature of Project Leader

Signature of Accepting Authority

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Annexure –XI

FORMAT FOR INTIMATION OF FORCE MAJEURE OCCURRENCE

To
The Airport Director
Airports Authority of India,
CA, Vadodara Airport,
Vadodara – 390022.

Name of Work: “Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022”.

Tender No: AAI/BO/APD/IT/2022/01

E-Tender ID.: 2022_AAI_113628_1

Subject: Intimation regarding Force Majeure Case – _____.

Sir,

Pursuant to Section-IV, Clause No.09 - FORCE MAJEURE, it is for your kind information that a case of force majeure has since occurred. Details are given below:

Date of occurrence	Detail of Incident	Activity affected	Likely Delay	Requested Extension

We are entitled to an extension in the date of completion as requested above. Bar Chart with Revised schedule of activities is attached. Please approve the extension in the time. Evidence of the date of occurrence is also enclosed.

It is certified that performance of the Contract has been interfered with. It is also certified that the incident has not occurred due to our own action and that there has not been any lack of action by us in preventing the occurrence.

We are only claiming the extension in the date of completion of the activity (ies) and not claiming the loss incurred in the course of the incident.

Yours truly,

(ProjectLeader)

CERTIFICATE

**(PERFORMA FOR PROVIDING INFORMATION ABOUT NEAR RELATIVE (S) OF
THE CONTRACTOR WORKING IN
AIRPORTS AUTHORITY OF INDIA**

I S/O Sh.....
..... R/o.....

Hereby certify that following of my relative (s) as defined in the tender document is/are employed in Airports Authority of India.

In case at any stage, it is found that the information given by me is false/incorrect, AAI shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

Signature of the tenderer with seal

The near relative (s) means:

- i) They are husband and wife.**
- ii) The one is related to the other in manner as father, mother, son(s) & son's wife (daughter- in-law), Daughter (s) & daughter's husband (son-in-law) brother (s) and brother's wife, sister (s) sister's husband (brother-in-law)**

In case of proprietorship firm, certificate will be given by the proprietor, and in case of partnership firm, certificate will be given by all the partners and in case of Ltd. Company by all the Directors of the company or company secretary on behalf of all directors. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and earnest money/security deposit will be forfeited at any stage whenever it is so noticed. The department will not pay any damages to the company or firm or the concerned person. The company or firm or the persons will also be debarred for further participation in the concerned unit.

Signature of the tenderer with seal

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Annexure-XIII

List of Support Staff with qualification background

Name of Work: “Comprehensive Annual Maintenance Contract (CAMC) for Computer, Laptop & Printer at AAI, CA, Vadodara” Airport during the year 2022-23.

Details of Test & Repair Facility: <i>(Provide the Address & Contact details of Repair centre)</i>	
---	--

Sl. No.	Name of the Employee	Qualification		Experience (No. of years)	Date of Joining the Firm	Documents Attached
		Educational	Professional			
1.						
2.						

Signature of the authorized person with Company seal

Maintenance Procedures & Schedules

1. Classification of Maintenance Problems

The problems observed on day-to-day basis are categorized as follows.

1.1 Minor Repairs & Maintenance of Standalone Systems

- 1.1.1 General Equipment Cleaning.
- 1.1.2 Minor Software faults.
- 1.1.3 Minor Virus Problem & cleaning (Affecting individual Systems not resulting in Loss of Data).
- 1.1.4 Hardware faults (Repairable) on Monitor, Keyboard, Mouse – which does not require opening of the system.
- 1.1.5 Hardware faults (Repairable) – floppy drive, CD ROM, Internal Modem, Add on Cards – by replacement of Cards.
- 1.1.6 HDD Fault – Requiring Hard Disk Media de-fragmentation & Cleaning.
- 1.1.7 Minor faults on printers – paper stuck etc. involving no expenditure.

1.2 Major Repairs & Maintenance of Standalone systems

- 1.2.1 Major Software faults – Virus problems (Affecting wide spectrum of Computers over the Network – May require recovery of Data).
- 1.2.2 Major Software Corruption – Requiring reloading.
- 1.2.3 Hardware faults (Non Repairable) on Monitor, Keyboard, Mouse – which does not require opening of the system.
- 1.2.4 Hardware faults (Non Repairable) – Floppy Drive, CD ROM, Internal Modem, Add on Cards.
- 1.2.5 HDD fault – Requiring Hard Disk Formatting.
- 1.2.6 HDD fault – Requiring HDD Replacement (Even HDD burnt or Media damage cases shall be in the purview of the contract).
- 1.2.7 Mother Board related – requiring replacement of RAM, CPU chip or complete Mother Board etc.
- 1.2.8 Printer Faults – requiring part replacement including Printer Head in case of DOT Matrix printers.

2 Maintenance Matrix /Schedule

The **periodical maintenance activities** are categorized as follows:

- 2.1** General Cleaning – this will include cleaning of equipment externally using the following tools:- **Soft cloth, Cleaning liquid and LCD monitor cleaning liquid which should be provided by the contractor.**
- 2.2** Precaution: Equipment should not be isolated without proper authorization. Each cleaning has to be recorded
- 2.3 Preventive maintenance** includes the following activities.
 - 2.3.1 Periodic internal cleaning of the equipment (using vacuum cleaners).
 - 2.3.2 Verification and Updating of the Virus Protection Packages.
 - 2.3.3 Regular Hard Disk de-fragmentation (at least once in two months).
 - 2.3.4 Extensive cleaning of keyboards & printers as per maintenance schedule.
 - 2.3.5 Regular checking of earth connections of the power supply (once in three months).
 - 2.3.6 Each preventive maintenance has to be recorded in the register.
 - 2.3.7 Updating of the OS patches released by OS manufacturers.
- 2.4 Predictive maintenance** includes the following scope:
 - 2.4.1 Observe pre-failure warning on the system and take necessary steps.

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

- 2.4.2 Observe Error codes from time to time & take action as per error messages. Also make a history of error messages & the corrective action taken.
- 2.4.3 Observe frequent software failures / system crashes and take necessary restoration measures to recover from such faults.

2.5 Scope of Repairs & Maintenance

- 2.5.1 The scope of each maintenance shall depend on the nature / category of faults.
- 2.5.2 The table below indicates the various maintenance activities & their periodicity.

SR. NO.	TYPE OF MAINTENANCE	EQUIPMENT	PERIODICITY (IN DAYS)
3.5.2.1	General Cleaning	Computers / Workstations	30
3.5.2.2	General Cleaning	Printers / Keyboard / Mouse / MM Kit	30
3.5.2.3	Preventive	Printers / Keyboard / Mouse / MM Kit	90
3.5.2.4	Preventive / General	Virus Scanning & Cleaning (Servers / Clients)	Infection Based
3.5.2.5	Preventive	Checking of Supply & System Earth	90
3.5.2.6	Predictive	Based on Pre-failure Warning	As & When
3.5.2.7	Predictive	System Batteries	As per Life
3.5.2.8	Predictive	Virus Protection Virus Update (Servers / Clients)	Based on Threat
3.5.2.9	Repairs & Service	All Equipment	Fault Based

I/We hereby agree to carry out above mentioned preventive / corrective actions during the course of CAMC.

Signature of the authorized person with Company seal

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Annexure XV

Price BID (Bill of Quantities)

This is a sample of financial quote. The bidder has to download the Excel sheet BOQ from CPP site and fill only the unit rates. All rows should be filled compulsorily.

Sr. No.	Item Description		Item code / Make	Qty.	Unit Rate	Total Amount
	Computer Manufacturer / Model	Details of processor & Hardware				
1.	ACER	I5, 3.00GHZ, 4 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 1	15		
2.	ACER	I5, 3.20 GHZ, 4 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 2	5		
3.	HP	I3, 3.20 GHZ, 4 GB RAM 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 3	1		
4.	HP	I3, 3.10 GHZ, 2 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 4	1		
5.	HP	I3, 3.30 GHZ, 2 GB RAM, 500 GB HDD	Desktop Type 5	2		
6.	HP	I3, 3.30 GHZ, 4 GB RAM, 500 GB HDD	Desktop Type 6	4		
7.	HP	I5, 3.30 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 7	15		
8.	HP	I5, 3.20 GHZ, 4GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 8	6		
9.	HP	I5, 3.30GHZ, 2 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 9	1		
10.	HP	Intel Pentium, 3.1 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 10	1		
11.	COMPAQ	C2D 3.16 GHZ 2 GB RAM 250 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 11	1		
12.	DELL	C2D, 2.93 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 12	1		
13.	DELL	C2D, 3.06 Ghz, 2GB RAM, 160 GB HDD	Desktop Type 13	1		
14.	DELL	C2D, 3.00 GHZ, 2GB RAM, 160 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 14	1		
15.	DELL	C2D, 3.06 GHZ, 2GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 15	1		
16.	DELL	Celeron 1.20 GHZ 128 MB RAM 20 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 16	1		
17.	DELL	I3, 2.20GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 17	1		
18.	DELL	I3, 3.10 GHZ, 3 GB RAM, 320 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 18	1		
19.	DELL	I3, 3.10GHZ, 2 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 19	1		
20.	DELL	I3, 3.20 GHZ, 4GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 20	1		

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21.	DELL	I5, 3.20 GHZ, 4 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 21	4		
22.	DELL	I5, 3.20 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 22	4		
23.	DELL	I5, 3.10 GHZ, 4 GB RAM 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 23	2		
24.	DELL	I5, 2.70 GHZ, 4 GB RAM 1TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 24	1		
25.	HCL	C2D, 2.40 GHZ, 2 GB RAM, 320 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 25	1		
26.	HCL	C2D, 2.67 GHZ, 1 GB RAM, 160 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 26	1		
27.	HCL	C2D, 2.93 GHZ, 2 GB RAM, 320 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 27	1		
28.	HCL	C2D, 2.93 GHZ, 4 GB RAM, 320 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 28	2		
29.	HCL	P4, 2.80 GHZ, 512MB RAM, 40 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 29	1		
30.	HCL	P4, 3.30 GHZ, 1 GB RAM, 80 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 30	1		
31.	HCL	Pentium D, 2.20 GHZ, 1 GB RAM 160 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 31	1		
32.	HCL	Pentium D, 2.20 GHZ, 2GB RAM 160 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 32	1		
33.	Intex	I3, 3.30 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 33	1		
34.	Lenovo	I5, 3.00 GHZ, 4 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 34	2		
35.	Lenovo	I5, 3.00 GHZ, 4 GB RAM, 500 GB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 35	1		
36.	Lenovo	I5, 3.00 GHZ, 2 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 36	2		
37.	Lenovo	Intel Xeon, 3.10 GHZ, 4 GB RAM, 1 TB HDD, Monitor, DVD Drive, and Keyboard & Mouse.	Desktop Type 37	1		
	Sub Heading 2	item 2				
38.	Sony	I5, 2.50GHZ, 8 GB RAM, 700 GB HDD	Laptop Type 1	1		
39.	HP	I5, HP Pro book 450G5, 8GB RAM, 1 TB HDD	Laptop Type 2	2		
	Sub Heading 3	item 3				
40.	HP	HP Laser Jet CP 1025 Colour	Printer Type 1	2		
41.	HP	HP Laser Jet M1136 MFP	Printer Type 2	2		
42.	HP	HP Laser jet M1213nf MFP	Printer Type 3	3		
43.	HP	HP Laser jet P1108	Printer Type 4	22		
44.	HP	HP Laser Pro 200	Printer Type 5	1		
45.	Samsung	ML-1640	Printer Type 6	3		
46.	Samsung	SCX-4623f	Printer Type 7	1		
47.	Canon	MP 258	Printer Type 8	1		
48.	HP	HP Laser Jet 1020 Plus	Printer Type 9	2		

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

49.	HP	HP Laser Jet 1606dn	Printer Type 10	1		
50.	HP	HP Laser Jet P1566	Printer Type 11	1		
51.	HP	HP Color Laser Jet Pro MFP M177fw	Printer Type 12	1		
52.	HP	HP Leaser Jet M1005 MFP	Printer Type 13	2		
53.	HP	HP Laser Pro MFP M126nw	Printer Type 14	13		
54.	HP	HP Laser Jet Pro 400 MFP M425dn	Printer Type 15	1		
55.	HP	HP Color Laser Jet CP 5225	Printer Type 16	1		
56.	HP	HP LaserJet Pro MFP M226 dn	Printer Type 17	2		
	Sub Heading 4		item 4			
57	One experienced (Skilled) Maintenance/ Service Engineer for attending day to day complaints (Major/Minor) Including hardware, software and any network issues. Major repairs will be undertaken in co-ordination with maintenance in-charge. Cost should include minimum wages with CPF, ESI, Bonus, Service charges and other statutory requirements.		Manpower-1	1		
58	One experienced (Semi-Skilled) Maintenance/ Service Engineer for attending day to day complaints (Minor). Including hardware, software and any network issues. Major repairs will be undertaken in co-ordination with maintenance in-charge. Cost should include minimum wages with CPF, ESI, Bonus, Service charges and other statutory requirements.		Manpower-2	1		
59	One experienced Supporting Helper (Un-Skilled) for attending day to day complaints (Cleaning & Dusting). Cost should include minimum wages with CPF, ESI, Bonus, Service charges and other statutory requirements		Manpower-3	1		

Note: * The bidder has to quote only unit rate Exclusive of all taxes.

* Sub Head-IV: Rates should be based on daily Minimum Wages fixed by Central governments for the relevant industry and trade (As per ministry of Labour & Employment Current wages for manpower w.e.f. 31.03.2022 are as follows, Rs. 734.00 to Skilled Labour, Rs. 634.00 to Semi -skilled labour & Rs. 553.00 to Un-skilled labour).

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

Annexure – XVI

CHECKLIST

(To be uploaded in Envelope-1 & Envelop-2)

Ref No.	Qualifying Criteria	Particulars	Enclosure checklist
Envelope– I			
1.	Copy of Bank receipt of online paid tender fee and EMD or proof of exemption if applicable in case of MSME/NSIC.		Copy uploaded: YES/NO
2.	Unconditional acceptance. (Annexure –I)		uploaded: YES/NO
3.	Copy of GST Registration and Declaration (Annexure –II).		GST registration Copy uploaded: YES/NO
4.	Permanent Account Number		PAN card Copy uploaded: YES/NO
5.	Declaration by Bidder. (Annexure –III)		uploaded: YES/NO
6.	<p>Certificate from clients of having satisfactorily completed: (As per para 9 & 9.1 of section I)</p> <p>Three Works of Rs 814478/-</p> <p>OR</p> <p>Two Works of Rs 509049/-</p> <p>OR</p> <p>One work of Rs 407239/-</p> <p>In single contract of similar nature of works during last seven years ending on 31.03.2021.</p>	<p>1) Details of the Three/Two/One work(s) as applicable to client:</p> <p>2) Name of the Work:</p> <p>3) Work Order /Agreement No.& Date: Cost:</p> <p>4) Stipulated date of Completion as per contract agreement:</p> <p>5) Actual date of completion:</p> <p>6) Completion Cost:</p> <p>7) EOT granted (if any) Upto _____</p> <p>_____with/without levy of compensation.</p>	<p>Copy of certificates uploaded:</p> <p align="center">YES/ NO</p>
7.	<p>Whether experience from Govt. organizations or private clients?</p> <p>(As per para 9.2 of Section I)</p>	Govt. organizations/private clients.(Tick whichever is applicable. Incase experience of private client, TDS certificate from clients to be enclosed	<p>TDS certificate uploaded</p> <p>(For private Clients)</p> <p align="center">YES/ NO</p>
8.	TURNOVER: Annualized average financial turnover equivalent to Rs 63230/- during last three financial years (as per para 8 of Section 1).	<p>Financial Year INR(in Lacs)</p> <p align="center">2018-19 2019-20</p>	<p>Proof of turnover uploaded (Abridged balance sheet & Profit & Loss A/c). Duly certified</p>

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

		2020-21	by CA YES/NO
9.	Power of attorney (In case of Signatory is other than Director of a Company or proprietor /partner of the Firm) (Stamp of Rs100/-). (Annexure –VI)		
10.	Details of the Vendor Firm /company. (Annexure-V)		Uploaded YES/NO
11.	Duly filled General compliance statement. (Annexure –VII)		Uploaded YES/NO
12.	Digitally Signed, Bank Account Details. (Annexure-IV)		Uploaded YES/NO
13.	Digitally Signed Tender Document including Corrigendum's (if any)		Uploaded YES/NO
14.	Performa for providing information about near relative (s) of the contractor working in airports authority of India.(Annexure-XII)		Uploaded YES/NO
Envelop-2			
15.	Financial bid through e-portal	Filled BOQ file (in Excel format)	Uploaded YES/NO

Place:

Signature

Date:

Authorized Signatory of the Bidders/Firm

All the documents shall be signed, sealed and digitally signed by the bidder before Uploading in the e-tender portal.

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

ANNEXURE-XVII

**LIST OF WORKS EXECUTED DURING LAST 7 YEARS TOWARDS CAMC of
PC's and peripherals**

Name of the Firm / Client	Location of the work	Work order Ref. No. & Date	Details of CAMC of Network Infrastructure Installed / maintained till 31/12/2021	Period of AMC / Work	Contract Amount (Rs)	Remarks

** Relevant documents duly self-certified should be attached as Proof.*

**Signature of the authorized person with
Company seal**

Comprehensive Annual Maintenance Contract (CAMC) – for Computer, Laptop & Printer at AAI, CA, Vadodara-390022

ANNEXURE-XVIII

Request Letter: Transmission of Bank Guarantee Cover Message

Date:_____

The Manager,

(Bank)

(Branch)

Sub: Inclusion of unique identifier code of AAI while transmitting BG Cover messages where beneficiary bank is ICICI(IFSC-ICIC00000007).

Dear Sir/Madam,

I/We, _____, request you to include identifier _____ in field 7037 of SFMS cover messages IFN COV 760 (for BG issuance) and IFN COV 767 (for BG amendment) while transmitting the same to the beneficiary bank (ICICI IFSC-ICIC00000007).

Thanking You,

(Vendor/Customer/Concessionaire)

TO WHOMSOEVER IT MAY CONCERN

Sub: - Turnover Certification of M/S_____

With reference to the above subject, It is stated that a certificate is issued for a Turnover certification of **M/S_____** is as below.

Sr.No	Financial Year	Turnover(In.Rs)
1.	2018-19	
2.	2019-20	
3.	2020-21	

Note:-Duly certified by CA and having UDIN