



AIRPORTS AUTHORITY OF INDIA

## DEPARTMENT OF OPERATIONS

### **REQUEST FOR PROPOSAL** **For**

### **‘Management of “May I Help You” Counters at Rajkot Airport’.**

Tender ID No.: 2022\_AAI\_120585\_1

(Pages from 01 to 34)

**AIRPORTS AUTHORITY OF INDIA**  
**Rajkot, AIRPORT**  
**DEPARTMENT OF OPERATIONS**  
**Rajkot, Airport**

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Certified that this tender document contains 34. (Thirty-Four) Pages only

**RAJKOT AIRPORT  
DEPARTMENT OF OPERATIONS  
RAJKOT AIRPORT**

AAI/WR/RAJ/OPS/2022-23/NIT

DT:29.06.2022

**NOTICE INVITING e-TENDER (2 ENVELOPE OPEN TENDER)**

1. Item rate tenders are invited through the e-tendering portal by Senior Manager (Electrical), AAI, Rajkot Airport on behalf of Chairman, AAI, from eligible agencies in the field of Hospitality services for the work **‘Management of “May I Help You” Counters at Rajkot Airport’** at an estimated cost of **Rs 44,93,736.00 (Excluding GST)** with period of completion **36 Months (Thirty-Six Months) (Further Extendable for another 12 Months subject to satisfactory performance)**.

Tender documents may be downloaded from CPP portal: <http://etenders.gov.in/eprocure/app> and Airports Authority of India web site [www.aai.aero](http://www.aai.aero) (for reference only) as per the schedule given in CRITICAL DATE SHEET under.

**Critical Dates**

Published Date	<b>29.06.2022 11:30 Hrs</b>
Bid Document Sale Start Date	<b>29.06.2022 11:30 Hrs</b>
Clarification Start Date	<b>29.06.2022 11:30 Hrs</b>
Clarification End Date	<b>18.07.2022 17:00 Hrs</b>
Bid submission Start Date	<b>29.06.2022 11:30 Hrs</b>
Bid Submission End Date	<b>19.07.2022 18:00 Hrs</b>
Bid Opening Date (Cover-I) (Fee + Pre-Qualification+ Technical Bid)	<b>21.07.2022 10:30 Hrs</b>
Bid opening Date: Cover-II (Financial Bid)	<b>26.07.2022 11:00 Hrs</b>

**Tender fee & Earnest money deposit (EMD):**

Cost of e-tender fee amounting to Rs. 1180/- (Including GST) (non-refundable) has to be paid online on portal only and attach copy of same.

Cost of EMD Rs.89,875.00. has to be paid online on portal only and attach copy of same. Valid NSIC / MSME Registration certificate (if applicable) for exemption of tender fee / EMD NSIC / MSME registration should be valid for similar nature of work / service.

**Bid Submission:**

Bidders are advised to visit this website regularly to keep themselves updated as any change/modification in the tender will be intimated through this website only. Bids shall be submitted online only at CPP portal: <http://etenders.gov.in/eprocure/app>.

Tenderer/Agency are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the **Annexure “A”** for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Following 2 covers shall be submitted through online CPP-portal by the bidder.

**Cover I (PQ + Technical Bid folder): -**

The tenderer shall upload the digitally signed file of scanned documents in support of their meeting each criterion in Cover I as mentioned below.

**A. Qualifying requirements of Agencies / firms: -**

The tenderer shall upload the digitally signed file of scanned documents in support of their meeting each criterion in Cover I as mentioned below.

**B. Copy of challan i.r.o. online payment done through CPP portal against Tender Processing Fee & EMD.**

**C. Qualifying requirements of Agencies / firms: -**

- (i) Agency specialized in the similar nature of work. The agency shall submit the relevant proof in this regard.
- (ii) The Bidder should have experience of similar works (definition of similar works as below) during the last five years ending on **published date of tender**. The bidder has to submit the relevant **work experience certificates** to the tune of 03 works each of 40% of annual estimated value of tender (i.e. Rs.5,99,165.00) (or) 02 works each of 50% of the annual estimated value of tender (i.e. Rs 7,48,956.00) (or) 01 work of 80% value of the annual estimated value tender (i.e. Rs. 11,98,329.00) in last 05 years.

**Similar works mean – Managing “Helpdesk/Information Counters” at airports/ Providing skilled and trained manpower for Airlines Cabin Crew, Airline check-in counters/Managing Executive & Business Lounges at Airports/Providing skilled manpower for 5-star or 3-star Hotel Front Desk/ Managing “Helpdesk/Information Counters” in MNC Buildings/ Managing “Helpdesk/Information Counters” in Multi-Specialty Hospitals**

**Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement / status of ongoing work. Firms showing work experience certificate from non-government / non-PSU organizations should submit copy of tax deduction at sources certificate in support of their claim for having experience of stipulated value of work.**

- (iii) Permanent Account Number (PAN), PF & ESI Registration and Goods and Services Tax Registration No.

- (iv) Scanned copy of duly signed and stamped Unconditional Acceptance of AAI Tender Conditions (Performa given in Annexure-I).
- (v) Scanned copy of Affidavit (regarding payment of minimum wages & deduction of EPF/ESIC on non-judicial stamp paper value of 100/-) having date after NIT published date.
- (vi) Undertaking for “Registered under GST and compliance of GST provision” as per the proforma at Annexure-III.
- (vii) Undertaking stating Agency has not been black listed by AAI/ Any Govt./ PSU Organization). (Performa given in Annexure IV)
- (viii) Digitally signed tender document duly shall be uploaded in “PQ Folder”.
- (ix) Should have annualized average financial turnover of **(Rs 4,49,374.00)** against works executed during last three years ending 31st March of the previous financial year. As a proof, copy of **Abridged Balance Sheet** along with **Profit and Loss Account Statement** of the firm and certificate from Chartered accountant should be submitted along with the application. Firms showing continuous losses for the last three years in the balance sheet shall be summarily rejected.
- (x) The Tenderer should have minimum net worth of **Rs. 2,24,687.00** issued by a certified Chartered Accountant with UDIN number (On letter head of the company in the format as given in Annexure VII in tender documents).
- (xi) Concession to Indians Micro and Small Enterprises (MSEs) unit will be given as per the provision (para – 10) of public procurement policy for MSEs order 2012, MSEs (Micro and Small Enterprises) registered with DIC / NSIC / / KVIC / KVIB / Directorate of handicraft and handloom etc.

#### **D. The Technical bid**

**The technical bid shall contain the following:**

Documents for Technical Evaluation (Segregated type) having separate file of each criteria including hard copy of presentation in PPT (<15slides).

#### **CLARIFICATION ON TECHNICAL BID EVALUATION.**

- i. The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the client shall not be considered. The client’s request for clarification and the response shall be in writing.
- ii. If a bidder does not provide clarifications of its bid by the date and time set in the Client’s request for clarification, its bid may be rejected.
- iii. Client also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

## TECHNICAL BID EVALUATION (SEGREGATED TYPE) (Additional Eligibility Criteria)

1. The Client shall follow the system where the technical bid and financial bid shall be evaluated separately.
2. The tendering evaluation shall be done on weightage with **70% to technical evaluation** and **30% to financial evaluation.**
3. The technical bid evaluation shall be done based on the following criteria:
4. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

S.No	Criteria	Max Marks	Conditions & Score	Remarks/Documents for submission in technical bid folder
01	Agency turnover	20	<p>(a) If firm turnover is 1 Cr or more <b>(20 Marks)</b></p> <p>(b) else If firm turnover is 75 lacs or more but less than 1 Cr <b>(15 Marks)</b></p> <p>(c) else If firm turnover is 50 lacs or more but less than 75 lacs <b>(10 Marks)</b></p> <p>(d) else If firm turnover is below 50 lacs <b>(05 Marks)</b></p>	<p><b><i>Firm turnover is defined as the average turnover of firm over the last 3 years.</i></b></p> <p><i>Chartered Accountant verified / audited turnover statements to be furnished as proof for the same</i></p>
02	Scale & Size of Operations	20	<p>(a) Single work of similar nature 25 Lacs or more during awarded work duration- <b>20 Marks</b></p> <p>(b) Single work of similar nature 15 Lacs or more but less than 25 Lacs during awarded work duration - <b>15 Marks</b></p> <p>(c) Single work of similar nature 10 Lacs or more but less than 15 Lacs during awarded work duration - <b>10 Marks</b></p> <p>(d) Single work less than 10 Lacs during</p>	<p><b><i>Similar works mean – Managing “Helpdesk/Information Counters” at airports/ Providing skilled and trained manpower for Airlines Cabin Crew, Airline check-in counters/Managing Executive &amp; Business Lounges at Airports/Providing skilled manpower for 5-star or 3-star Hotel Front Desk/ Managing “Helpdesk/Information Counters” in MNC Buildings/ Managing “Helpdesk/Information Counters” in Multi-Specialty Hospitals</i></b></p> <p><i>Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement / status of ongoing work</i></p> <p><i>Level of satisfaction of client with work needs to be mentioned in the work experience certificate.</i></p> <p><i>Highest work value performed over the last 5 years of the single work will be considered for</i></p>

			awarded work duration - <b>05 Marks</b>	<i>evaluation with min. of 1 year of execution of contract completed (Ongoing works meeting above criteria will be considered)</i>
03	<b>No. of Projects</b>	<b>20</b>	<p>(a) No. of works of similar nature <math>\geq 5</math> - <b>20Marks</b></p> <p>(b) No. of works of similar nature 03 or more but less than 5 - <b>15Marks</b></p> <p>(c) No. of works of similar nature = 02 <b>10Marks</b></p> <p>(d) No. of works of similar nature less than 02 - <b>05 Marks</b></p>	<p><i>Definition of similar works - same as above but with at least 1-year duration. Work can be completed work / ongoing work and should have at least 1 year of work executed and should have been performed over the last 5 years.</i></p> <p><i>Value of each works contract should not be &lt; 05 Lakhs over awarded duration.</i></p> <p><i>Self-Attested copy of experience certificates for completed work / ongoing work issued by the Organization awarding work shall be acceptable. References of clients are also requested.</i></p>
04	<b>Manpower on Roll</b>	<b>15</b>	<p><b>Manpower on Roll (Max marks 15)</b></p> <p>(a) Manpower on roll <math>&gt;75</math> - <b>15marks</b></p> <p>(b) Manpower on roll 51 - <math>75</math> - <b>10Marks</b></p> <p>(c) Manpower on roll 26-50 - <b>05Marks</b></p> <p>(d) Manpower on roll <math>\leq 25</math> - <b>02 Marks</b></p>	<p><i>Manpower on roll will be all employees on the books of the company as per statement of manpower wages/ manpower roll of last quarter.</i></p> <p><i>Duly CA audited statement of manpower wages/ manpower roll for the previous four quarters to be submitted as part of the technical bid.</i></p> <p><i>For winning contractor, EPFO Challan /bank account statement in support of available manpower (duly submitted to EPFO) in respect of the previous four quarters may be verified during award of contract. Inability to produce the same will lead to blacklisting of agency from future AAI tenders</i></p>
05	<b>Presence of agency in different cities</b>	<b>10</b>	<p>(a) if agency has branch offices in <math>&gt;5</math> cities - <b>10marks</b></p> <p>(b) if agency has branch offices in 3-5 cities - <b>05marks</b></p> <p>(c) if agency has branch offices in 1-2 cities - <b>02marks</b></p>	<i>Self-Attested copy of address proof (like utility bills for example Telephone bill, Electricity bill) of agency offices in each city shall be acceptable.</i>
06	<b>Presentation and Deployment Methodology</b>	<b>15</b>	'Presentation by the Agency on the work to be done;	<i>'Presentation will be evaluated by a panel appointed by AAI on the aspects defined in scoring criteria.</i>

			a) Selection and Deployment methodology of manpower - <b>(10 marks)</b>  (b) New Technology usage / Innovations in managing May I help you counters - <b>(05 Marks)</b>	<b><i>Deployment methodology showcased in presentation will be added to work contract / agreement and contractor will be bound to adhere to it at all costs.</i></b>
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**5.A Bidder should secure mandatorily a minimum of 70% marks** (i.e. 70 marks out of total 100 marks as per para 4) in Technical Evaluation in order to be a qualified bidder **for being eligible for Technical weightage and subsequently for opening of financial bids.**

AAI reserves the right to lower the qualification marks of 70% marks if at least 2 bidders do not achieve the 70 marks out of total 100 marks as per para 4.

**6.** The total marks obtained by a Bidder in the technical bid (as per 4) shall be allocated 70% of technical weightage and the financial bids shall be allocated 30% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding.

#### **Illustration 1 (for Technical weightage)**

**7.** If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation after following para 4, his technical evaluation value shall be: 56 i.e. (80x70%)

**8.** The Bidder shall be required to produce attested copies of the relevant documents in support of 4 in addition to the documentary evidences for (PQ/Tech **Cover-I**) for being considered during technical evaluation.

**9.** The bidder who qualified in the technical evaluation stage shall only be considered for opening of financial bids. Client shall intimate the bidders, the time / venue for the **financial Bid opening.**

#### **10. Financial Bid Opening Procedure**

**10.1** The Financial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders / their authorized representatives, who choose to be present at the time of opening of the financial bids.

**10.2** Absence of bidders or their authorized representatives shall not impair the legality of the process.

**10.3** The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid price would be arrived at after detailed scrutiny /correction of arithmetical error in the financial bid.



**10.4** Mere becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the Lowest bidder to claim that he is successful in the bidding process. The successful bidder (L-1) shall be decided only after following due procedure as explained in Para 11.

## **11. Financial Bid Evaluation and Determination of the Successful Bidder**

**11.1** The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage.

**11.2** The Bidder with the lowest bid Prices (L1) shall be assigned full 30 Marks (i.e. 30% x 100) and his total scores of the bid shall be as per Illustration 2 below:

### **Illustration 2**

If the Bidder at Illustration 1 is L-1 Bidder and quoted Rs. 500/- for being L-1, then his total value shall be **86** i.e. (56 Technical Value + 30 financial Value)

**11.3** The financial scores of the other bidders (i.e. L-2, L-3 ... ad so on) shall be computed as under and as explained at Illustration 3 below:

$$30 \times 500 (\text{Lowest prices i.e. L1 Price}) / \text{Quoted Value (L-2 OR L-3)}$$

### **Illustration 3**

If the Bidder at Illustration 1 is L-2 Bidder and he quoted Rs. 625/-, therefore 30% being the weighted value, the financial scores for L-2 shall be computed as under.

$$30 \times 500 (\text{Lowest prices i.e. L1}) / 625 (\text{Quoted prices- L2}) = 24 (\text{financial score})$$

Therefore, L-2 Bidder shall have total value of **80** (56 Technical Value + 24 Financial values)

**11.4** The bidder's ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.

**11.5** The Bidder meeting the minimum eligibility criteria and with the **highest Marks/rank** (i.e. the **total** of technical evaluation marks and financial evaluation marks) shall be deemed as the **successful Bidder** and shall be considered eligible L-1 Bidder for further process.

**11.6** If there is a discrepancy between figures, the amount in words shall prevail

## **Cover-II: - The Financial e-bid through CPP Portal.**

All rates shall be quoted in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save

it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

2. AAI reserves the right to accept or reject any or all applications without assigning any reasons. AAI also reserves the right to call off tender process at any stage without assigning any reason.
3. AAI reserves the right to disallow issue of tender document to working agencies whose performance at ongoing project(s) is below par and usually poor and has been issued letter of restrain / temporary / permanent debar by any department of AAI. AAI reserve the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm then AAI shall take the following action:
  - a) The agency shall be liable for debarment from tendering in AAI, apart from any other appropriate contractual /legal action.
4. Consortium /JV companies shall not be permitted. No single firm shall be permitted to submit two separate applications.
5. If the entity participating in any of the tenders is a private or public limited company, Partnership firm or proprietary firm and any of the Directors / Partners / Proprietor of such company is also a director of any other company or partner of a concern or a sole proprietor having established business with AAI and has outstanding dues payable to the Authority, then the said entity shall not be allowed to participate in AAI tenders.
6. Successful bidder may submit BG (PBG/BG-SD/FBG) in accordance with the bank details as follow:

CORPORATE NAME: AIRPORTS AUTHORITY OF INDIA  
BANK NAME: ICICI BANK  
IFSC COD: ICIC0000007  
BG ADVISING MESSAGE: IFN 760COV (BG ISSUE)  
IFN 767COV (BG AMENDMENT)

UNIQUE IDENTIFIER CODE: "AAIRAJKOT" To be mentioned in field 7037 of the BG advising message code. While submitting the documents to BG issuing bank, the vendor/customer/concessionaire will also submit letter to the issuing bank as per the format mentioned in the Annexure-VI.

(Based on the above inputs from the vendor/customer/concessionaire, the BG confirmation message through SFMS will be triggered to the beneficiary bank i.e. ICICI bank and on the basis of unique identifier code, the BG confirmation mail will be received in the designated email ids issued to the respective units. The vendor/customer/concessionaire shall ensure to attach copy of the SFMS BG confirmation message sent by the BG issuing bank ICICI Bank.)

7. Bids Opening Process is as below: -

**Cover-I:** - Containing documents/technical bids (uploaded by the Agencies/firms) shall be opened on as per Critical data sheet. The intimation regarding acceptance/ rejection of their bids will be intimated to the Agencies/firms through CPP portal.

If any clarification is needed from the bidder about the deficiency in his uploaded documents in Cover -I, he will be asked to provide it through CPP Portal. The bidder shall upload the requisite clarification/ documents within time specified by AAI, failing which tender will be liable for rejection.

**Cover-II:**-Date of opening of Cover-II (Financial bid) is as per critical data sheet. (Depending on Cover-I evaluation).

-SD-  
Airport Director  
AAI, Rajkot Airport

**AIRPORTS AUTHORITY OF INDIA**

**INSTRUCTIONS FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <http://etenders.gov.in/eprocure/app>.

**REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://etenders.gov.in/eprocure/app>.) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / e-Mudra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

**SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

## **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BID**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official latest by the last date of bid submission or as specified in the tender document. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is

to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

## **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.  
Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

### **CPP under GePNIC, Help Desk Services**

1) For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002

Note- Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. For any issues/clarifications relating to the tender(s) published kindly contact the respective Tender Inviting Authority.

Tel: 0120-4200462, 0120-4001002.

Mobile: 91 8826246593

E-Mail: support-eproc@nic.in

For any Policy related matter / Clarifications Please contact Dept. of Expenditure, Ministry of Finance.

E-Mail: CPP-doe@nic.in

2) For any Issues / Clarifications relating to the publishing and submission of AAI tender(s)

a. In order to facilitate the Vendors / Bidders as well as internal users from AAI, Help desk services have been launched between 0800-2000 hours for the CPP under GePNIC <http://etenders.gov.in/eprocure/app>. The help desk services shall be available on all working days (Except Sunday and Gazette Holiday) between 0800-2000 hours and shall assist users on issues related to the use of Central Public Procurement Portal (CPP).

b. Before submitting queries, bidders are requested to follow the instructions given in "Guidelines to Bidders" and get their computer system configured according to the recommended settings as specified in the portal at "System Settings for CPP".

3) In case of any issues faced, the escalation matrix is as mentioned below:

<b>SL. No.</b>	<b>Support Persons</b>	<b>Escalation Matrix</b>	<b>E-Mail Address</b>	<b>Contact Numbers</b>	<b>Timings</b>
1	Help Desk Team	Instant Support	eprochelp@aai.aero	011-24632950, Ext-3512 (Six Lines)	0800-2000hrs. (MON-SAT)

The Helpdesk services shall remain closed on all Govt. Gazette Holidays.

4) The above mentioned help desk numbers are intended only for queries related to the issues on e-procurement portal and help needed on the operation of the portal. For queries related to the tenders published on the portal, bidders are advised to contact concerned Tender Inviting Authority of AAI.

**ANNEXURE - B****CHECK LIST**

(To be submitted by applicant along with Tender Application)

Name of work: 'Management of "May I Help You" Counters at Rajkot Airport'

Ref. No.	Qualifying Criterion	Particulars	Enclosure
1	2	3	4
A.	<b><u>COVER-I(PQ/Tech folder) shall contain</u></b>		
1.	Name and address of the Firm / Email Address & Telephone No.		
2.	<b><u>Details of Registration/License</u></b> Organization/Deptt.		Registration copy enclosed: YES / NO
3.	Permanent Account No. (PAN)		(Copy Attached) YES / NO
4.	Goods and Services Tax No.		(Copy Attached) YES / NO
5.	PF Registration No.		(Copy Attached) YES / NO
6.	ESI Registration No.		Copy Attached) YES / NO
7.	Certificate from clients of having satisfactorily completed  (i). <u>Three works of each of Rs. 5,99,165.00</u> <u>OR</u> (ii). <u>Two work of each of Rs. 7,48,956.00</u> <u>OR</u> (iii). <u>One work of Rs. 11,98,329.00</u>  In single contract of similar nature of work during last five years ending on published date of tender.	Details of the three / two / one work(s) as applicable	Copy of certificate enclosed: YES / NO
<b>WORK – 1</b>			
	Name of Client		YES/NO
	Name of Work		YES/NO
	Stipulated Date of		YES/NO



	Completion		
	Actual Date of Completion		YES/NO
	Completion Cost		YES/NO
	Work Order/ Agreement No		YES/NO
	Copy of Work Order with BOQ		YES/NO
	TDS Amount, if applicable		YES/NO
	TDS Certificate		YES/NO
<b>WORK – 2</b>			
	Name of Client		YES/NO
	Name of Work		YES/NO
	Stipulated Date of Completion		YES/NO
	Actual Date of Completion		YES/NO
	Completion Cost		YES/NO
	Work Order/ Agreement No		YES/NO
	Copy of Work Order with BOQ		YES/NO
	TDS Amount, if applicable		YES/NO
	TDS Certificate		YES/NO
<b>WORK -3</b>			
	Name of Client		YES/NO
	Name of Work		YES/NO
	Stipulated Date of Completion		YES/NO
	Actual Date of Completion		YES/NO
	Completion Cost		YES/NO
	Work Order/ Agreement No		YES/NO
	Copy of Work Order with BOQ		YES/NO
	TDS Amount, if applicable		YES/NO
	TDS Certificate		YES/NO
8.	Whether experience from Govt. organization or private clients?	Firms showing work experience certificate from private agencies should submit TDS certificate in support of their claim for having experience of stipulated value of works	TDS certificate enclosed: YES / NO
9.	<b>TURNOVER:</b> (Annualized average financial turnover equivalent to Rs 4,49,374.00 during the last three years.	Year                      INR (in Lacs)  2019-20 2020-21 2021-22 Average :	Proof of turnover enclosed (Abridged Balance Sheet & Profit & Loss A/c): YES / NO

10.	Details of Tender Fee		Tender Fee paid: YES / NO
11.	Details of EMD Fees paid		EMD Fee paid: YES / NO
12.	Unconditional Acceptance Letter	Annexure-I	Copy to be Uploaded
13.	Authorization Letter / Power of Attorney		Copy to be Uploaded
14.	Affidavit for minimum wages, and Deduction of EPF/ESIC for Employees deployed at work ( <i>Date should be after Published date of NIT</i> )	Annexure-II	Copy to be Uploaded
15.	Undertaking stating Agency has not been black listed by AAI/ Any Govt./ PSU Organization.	Annexure-IV	YES/ NO
16.	Digitally signed tender document		
17.	Documents for Technical Evaluation (Segregated type) having separate file of each criteria including hard copy of presentation in PPT ( <15 slides).	To be submitted online through CPP portal: <a href="http://etenders.gov.in/eprocure/app">http://etenders.gov.in/eprocure/app</a> .	
18.	GST Undertaking	Annexure III	
19.	Net Worth Certificate	Annexure VII	
B.	<b>COVER-II (Financial Bid) shall contain</b>		
1.	Financial Bid	To be quoted online through CPP portal: <a href="http://etenders.gov.in/eprocure/app">http://etenders.gov.in/eprocure/app</a> .	

**ANNEXURE I**  
**ACCEPTANCE LETTER**

To,  
The Airport Director  
Airports Authority of India,  
Rajkot Airport,  
Rajkot

Sir,

**ACCEPTANCE OF AAI's TENDER CONDITIONS**

The Tender documents for the facility '**Management of "May I Help You" Counters at Rajkot Airport**' has been sold to me/us by Airports Authority of India, Rajkot Airport, and I/we hereby certify that I/we have inspected the site and read the entire terms and conditions of the tender documents made available to me/us, which shall form part of the contract agreement and I/we shall abide by the conditions/clause contained therein.

I/we hereby unconditionally accept the tender conditions of AAI's tender documents in its entirety for the above facility.

The contents of Clause 4 of Notice Inviting e-Tenders of the tender Documents have been noted wherein it is clarified that AAI reserves the rights to reject the conditional tenders without assigning any reason thereto.

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 asks for bribe/gratification, I will immediately report it to the appropriate Authority in AAI.

The required earnest money deposit for this facility is enclosed herewith.

Yours Faithfully

(Signature of the BIDDER)  
With rubber-stamp

**ANNEXURE-II**

**AFFIDAVIT**

**(To be executed in 100/- Non Judicial Stamp Paper duly Notarized)**

Name of work: 'Management of "May I Help You" Counters at Rajkot Airport'

I,  
( \_\_\_\_\_ ),  
age \_\_\_\_\_ years S/o  
\_\_\_\_\_ proprietor / Managing Partner / Managing Director of  
M/s \_\_\_\_\_  
\_\_\_\_\_ having \_\_\_\_\_ address  
\_\_\_\_\_

\_\_\_\_\_ do hereby solemnly affirm and state as follows;

I am competent to swear this affidavit on behalf  
of \_\_\_\_\_

\_\_\_\_\_ (name of the agency) and hereby confirm that I am fully  
complying with the legal obligations with regards to payment of minimum  
wages as per minimum wages Act – 1948 and deduction of Provident Fund  
Authorities as per EPF & MP Act – 1952, Contract Labour (Regulation and  
Abolition) Act, 1970, Bonus payment act and any other statutory labour laws  
and act prevailing and revised time to time by.

Date:

(Signature of the Contractor)  
With rubber-stamp.

(Notary)

**ANNEXURE III**

**UNERTAKING OF AGENCY /FIRM**  
**(On letter head)**

- A. That the bidder (M/s ..... ) is registered under GST and compliant of GST provision.
- B. In case of non/compliance of GST provisions and blockage of any input credit, the bidder shall be responsible to indemnify AAI.
- C. That all input credits have been passed on the AAI by the bidder.

Date:

(Signature of the Contractor)  
With rubber-stamp.

**ANNEXURE IV**  
**UNDERTAKING**  
**(Regarding Debarred/ Blacklist)**

Name of work: **‘Management of “May I Help You” Counters at Rajkot Airport’**

I/We \_\_\_\_\_ (Name and post of the authorized signatory) on behalf of \_\_\_\_\_ (Name of Firm) do hereby solemnly affirm and declare as follows:

- I. Our firm is not restrained / debarred / blacklisted by AAI or Central / State Govt. Depts. / PSUs / World Bank / ADB etc. and the debarment is not in force as on last date of submission of proposal.
- II. None of Proprietor / Partners / Board Members / Directors of M/s. \_\_\_\_\_ (Name of Firm) has remained Proprietor / Partner / Board Member / Director in any firm which stands debarred / blacklisted by AAI or Central / State Govt. Depts. / PSUs / World Bank / ADB etc. and debarment is not in force as on last date of submission of proposal.
- III. Our firm understands that at any stage, if above statements are found to be false, our firm shall be liable for debarment from bidding in AAI, apart from any other appropriate contractual legal action including debarment / blacklisting, termination of the contract etc. as deemed fit.

Date:

[Signature and name of the  
authorized signatory of the firm]

Place:

**Note: Above undertaking is to be given on company’s letter head.**

**Annexure - V**  
**PROFORMA FOR BANK GUARANTEE**  
(SECURITY DEPOSIT)

(On Non-Judicial stamp paper of an appropriate value)

The Senior Manager,  
Airports Authority of India  
Rajkot Airport,  
Rajkot-360006

Dear Sirs,

We.....hereby refer to the contract  
No..... dated.....between the  
..... as purchaser and  
M/s.....  
..... as contractor providing in substance for  
the provisioning of .....as  
particularized in the said contract, to which specific reference is made. Under  
the terms of the said contract, the contractor is required to provide a bank  
guarantee in a form acceptable to the purchaser for the amount of  
.....% of the entire contract price extending to performance by the  
contractor of all the terms and conditions of the contract.

In view of the foregoing and pursuant to the terms of the said contract, which  
contract is referred to and made a part thereof as full and to the same extent  
as if copied at length herein, we hereby absolutely and unconditionally  
guarantee to the purchaser, performance of the terms and conditions of the  
said agreement to the extent of  
.....This guarantee shall  
be construed as an absolute, unconditional and direct guarantee of the  
performance of the contract without regard to the validity, regularity or  
enforceability of any obligation of the parties to the contract.

The purchaser shall be entitled to enforce this guarantee without being obliged  
to resort initially to any other security or to any other remedy to enforce any  
of the obligations herein guaranteed and may pursue any or all of it remedies  
at one or at different times. Upon default of the contract, we agree to pay to  
the purchaser on demand and without demur the sum of.....or any part thereof, upon presentation of  
a written statement by the purchaser that the amount of said demand  
represents damages due from the contractor to the purchaser by virtue of  
breach of performance by the contractor under the terms of the aforesaid  
contract.

The determination of the fact of breach and the amount of damages sustained  
and or liability under the guarantee shall be in the sole discretion of the  
purchaser whose decision shall be conclusive and binding on the bank as  
guarantor

It is mutually agreed that the purchaser shall have the fullest liberty without  
affecting in any manner our obligation hereunder with or without our consent  
to vary any of the terms of the said agreement or to extend the time for  
performance by the contractor, from time to time any of the powers exercisable

by the purchaser against the contractor and either to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reasons of any variation of any extension being granted to the contractor or for any forbearance act or omission on the part of the purchaser or any indulgence by the purchaser to the contractor or by any such matter or thing whatsoever which under the law relating to the sureties would but for this provision have effect of so relieving our obligation. This guarantee is confirmed and irrevocable and shall remain in effect until ..... and such extended period which may be mutually agreed to. We hereby expressly waive notice of any said extension of the time for performance and alteration or change in any of the terms and conditions of the said contract. This guarantee will not be discharged due to change in constitution of the Bank or the contractor.

"Notwithstanding anything contained hereinabove our liability under this Guarantee is restricted to Rs..... (Rs..... only) and this Guarantee is valid upto.....201..... . We shall be released and discharged from all liability hereunder unless a written claim for payment under this Guarantee is lodged on us within 03 (Three) months from the date of expiry of the Guarantee i.e. on or before .....201....irrespective of whether or not the original Guarantee is returned to us".

We (Name of the Bank) undertake not to revoke this guarantee during its currency without written consent of the authority.

Dated.....

Very truly Yours,

**Note to Contractors:**

1. BANK GUARANTEE submitted by you should be sent to us directly by the issuing bank under Registered Post (A.D).

**Note to Issuing Bank:**

- i. In case the supplier desires to submit the BANK GUARANTEE directly to us, you are requested to send by Registered Post (A.D) an unstamped duplicate copy of the guarantee directly to us with a covering letter to compare with the original BGs and confirm that it is in order.



## **Annexure VI**

Request letter: Transmission of Bank Guarantee Cover Message (to be submitted by applicant to BG issuing bank)

Date: \_\_\_\_\_

The Manager,  
(Bank),  
(Branch)

Sub: inclusion of unique identifier code of AAI while transmitting BG cover messages where beneficiary bank is ICICI Bank (FSC-ICIC0000007).

Dear Sir /Madam,

I/We, \_\_\_\_\_, request you to include unique identifier\_\_\_\_\_ in field 7037 of the 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 Bank –IFSCICICI0000007).

UNIQUE IDENTIFIER CODE-AAIRAJKOT for Rajkot Airport,  
Email Address: - electricalic\_vark@aai.aero.

Thanking You,

\_\_\_\_\_  
(Vendor/Customer/Concessionaire)

## **Annexure VII**

### CERTIFICATE OF NET WORTH FROM CHARTERED ACCOUNTANT

(TO BE SUBMITTED IN ENVELOPE-I)

"It is to certify that as per audited balance sheet and profit & loss account during the financial year \_\_\_\_\_, the Net Worth of M/s\_\_\_\_\_ (Name & Registered Address of individual /firm/ company), as on \_\_\_\_\_ (the relevant date) is Rs. \_\_\_\_\_after considering all liabilities. It is further certified that the Net Worth of the company has not eroded by more than 30% in the last three years ending on \_\_\_\_\_ (the relevant date)".

Signature of Chartered Accountant

Name of Chartered Accountant

Membership No. ICAI

UDIN No.

Date and Seal

## **SPECIAL CONDITIONS AND SPECIFICATIONS**

Name of work: **‘Management of “May I Help You” Counters at Rajkot Airport’.**

### **1. Scope of work for ‘Management of “May I Help You” Counters at Rajkot Airport’.**

**The scope of work Includes:**

- 1) Assistance to Senior Citizens and Persons with Disability for hassle-free movement through Airport and for providing information to them in coordination with concerned airlines.
- 2) Providing information and assistance to passengers/visitors during their travel through Rajkot airport.
- 3) Operation and Management of Wheelchairs provided by AAI.
- 4) Operation and Management of Child Strollers provided by AAI.
- 5) Handling VIP movements at the Airport in coordination with Terminal Manager Office starting from their arrival at airport till the boarding in aircraft.
- 6) The main “May I Help you” Counter which will be located in the Departure and Arrival area. The counter will be provided by AAI.
- 7) AAI will provide flight Information Display Systems catering for arrival and departing passengers, Land Line Telephone, EPBAX Intercom connection on the “May I Help you” Counter. The Agency Supervisor should keep Mobile Phone to coordinate with AAI.
- 8) Intimate any issues requiring intervention of AAI to the Head of Operations/Airport Director.
- 9) To ensure that reserved lounge facility is provided to VIPs entitled as per the list issued by Ministry of civil Aviation or approved by Airport Director, Rajkot.
- 10) Assisting Duty Terminal Manager in preparation of Airport Entry Passes (AEPs) for VIPs and coordinating with airlines and CISF during VIP movement.
- 11) Receiving/Seeing-off the VIPs along with AAI Officers on duty to Reserve Lounge/Boarding Gate/Arrival Exit.
- 12) Serving Food & Beverages to the VIPs and ensuring cleanliness of the Reserve Lounges.
- 13) Providing and serving mineral water, tea, coffee, cookies to the VIPs. Agency has to arrange the required equipment/material for the same (including tea/coffee, Tissue paper, crockeries etc.) at no extra cost. Daily average number of VIP guests visiting the Airport is 05.

**Note:** Agency will provide uniform to the deployed manpower. Design/color of which will be approved by AAI. The uniform will have the agency’s Logo. At least 50% of the manpower deployed must constitute of female and rest can be males.

### **2. Contract Period**

Period under the scope of work is for 36 Months (Contract is further extendable for another 12 Months subject to satisfactory performance).

**Competent Authority may terminate the work at any time without assigning any reason and the decision of competent Authority is final and binding on the Agency.**

3. **Validity:** -The rates quoted by the Agency shall have a validity of ninety (90) days from the date of opening Technical bid

4. **MANPOWER, Qualification/ Experience**

4.1 **Total number of shifts:** 02 Shifts/Day.

S.No.	Description of Manpower	No. of Persons to be deployed per shift (to be filled as per size of Airport) (A)	Total No. of Persons to be deployed per Day (AX No.of shifts)	Minimum Educational Qualification& Experience
1	Shift Supervisor (Highly skilled)	NA	01 Nos.	<b>Qualification:</b> Minimum Graduate in Hotel/Hospitality Management /Aviation Industry or equivalent fields. <b>Experience:</b> Minimum 01 year Working Experience in Hospitality Industry/aviation Industry
2	Helpdesk Assistant (Skilled)	01Nos.	02 Nos.	<b>Qualification:</b> Graduate in any discipline and Should have certificate of being trained in sign language for hearing impaired and mute (deaf and dumb) persons. <b>Experience:</b> Minimum 01year experience in the Hospitality Industry
3	Helpdesk Attendants (Semi-Skilled)	01 Nos	02 Nos	<b>Qualification:</b> Passed 10+2 <b>Experience:</b> minimum 01 year experience in the Hospitality Industry.

5. **Preparation of Record/log book:** There should a record book to be maintained and updated in each shift with all relevant information regarding passengers'/VIP movements who have been assisted during the shift. The record book should be duly verified in each shift by Agency deployed Supervisor and counter verified by Terminal Manager.

## **6. Penalty on Agency's shall be imposed in case:**

- (i) Staff does not report on time as per duty roster.
- (ii) Staff is found not working/missing/sleeping.
- (iii) Staff on duty without uniform

### **6.1 The rates of penalty shall be as follow: -**

- (a) Helpdesk Attendant/Assistant @ 1.5 times of minimum wage per day per Employee.
- (b) Penalty @ Rs.300/-per day per Employee if found on duty without uniform/ uniform not properly cleaned and maintained.

## **7. UNCONDITIONAL BID**

**7.1** Tenderer / bidders shall not add any conditions either in technical e-bid or in financial e-bid, failing with their tender shall liable to be rejected. Conditional tenders / e-bids / financial e-bids/ offers etc. by whatever name called shall be liable to be rejected. For this acceptance of AAI's Tender Conditions Bidders are requested to submit the proforma: **"Acceptance of the AAI's Tender Conditions"** enclosed along with the tender document.

**7.2** In case the documents submitted by the tenderer are false, incorrect, not as per tender conditions, the same shall be liable to be rejected. The financial viability as per prescribed criteria if not fulfilled, the tender shall be liable to be rejected, besides any other appropriate legal action as may be warranted to be initiated by. If it comes to the notice of AAI that any incorrect and/or false information has been submitted by the tenderer, such award shall be liable to be cancelled after giving an opportunity of being heard, besides any other legal action, as may be made out under the facts and circumstances of the case.

**8.** The Agency shall meet all the requirement of Contract Labour (Regulation and Abolition) Act-1970, statutory provision regarding Minimum wages, statutory Labour and other law as applicable from time to time.

**9.** The licensee is expected to pay minimum wages per worker as mandated by Labour Laws.

**10. No escalation on item is applicable, however agency will be entitled to get reimbursement of hike in minimum wages, PF, Bonus, ESI contribution on production of documentary evidence**

**11.** The Agency shall meet all the requirement of Contract Labour (Regulation and Abolition) Act-1970, statutory provision regarding minimum wages, statutory Labour and other law as applicable from time to time.

Present minimum wage for Highly-Skilled:- Rs. 806/-day

Present minimum wage for Skilled:- Rs. 734/-day

Present minimum wage for Semi-Skilled:- Rs. 625/-day

**12.** No labour below the age of eighteen years shall be employed on the work

13. The Agency shall comply with the provisions of the Payment of wages Act, 1936, Minimum Wages Act, 1948, Employees Liability Act, 1938, Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefits Act, 1961, and the Agency's Labour (Regulation and Abolition) Act 1970, or the modifications thereof or any other laws relating thereto and the rule made there under from time to time.
14. **The quoted rate should not include statutory labour components of PF, ESI and Bonus as per the prevalent Govt. guidelines.** Employer's share of all such payment will be reimbursed on production of documentary evidence/ proof of depositing/ proof of remittance of such amount to statutory, regulatory authorities. Any additional statutory taxes by state govt. will be reimbursed on production of documentary evidence of payment to statutory, regulatory authorities duly certified by the in-charge".
15. The Agency shall get themselves registered with EPF authorities. The Agency will have to Provide EPF facility to the workers. The payment to the Agency on this account shall only be released after submission of documentary proof of depositing the same to the concerned authorities.
16. Rates quoted for manpower are inclusive of AEPs, providing two set of Uniforms, one pair of shoes and two pair of shocks.
17. It is the responsibility of agency to comply with all the security clearance issued by BCAS or any other agency, time to time.
18. **As new greenfield Hirasar Airport is under construction and expected to operationalize soon, so this work/service may be shifted to new greenfield Hirasar Airport, Rajkot, subject to approval of competent authority without any extra cost.**
19. **ESI Scheme:** - The Agency has to cover his employees under the scheme and to submit the Proof to AAI for depositing the same before releasing their running bills.
20. The awarded rates shall be firm throughout the contract period. Inclusive of all taxes, duties & levies (except GST) etc. as applicable. Service tax will be paid/ deducted from the running bill of Agency as per govt. directives applicable from time to time. If minimum wages increase during the currency of the contract the same will be paid to the Agency on the production of valid proof for increase in minimum wages along with the documentary proof of distribution of increased wages to the employee deployed at the site.
21. **Security Deposit**
- (i) The agency, whose tender is accepted, will also be required to furnish by way of Security Deposit for the fulfillment of his contract, an amount equal to 10% of NIT value **or** as per prevailing guidelines. The person/persons whose tender(s) may be accepted (hereinafter called the contractor) shall permit AAI at the time of making any payment to him for work done under the contract to deduct a sum at the rate of 10% of NIT value or as per prevailing guidelines of the gross amount of each running bill till the sum along with the sum already deposited as

earnest money, will amount to security deposit of 10% of NIT value or as per prevailing guidelines of the tendered value of the work. Such deductions will be made and held by way of Security Deposit unless he/they has/have deposited the amount of Security at the rate mentioned above in the form of fixed deposit receipts or guarantee bonds of Nationalized Bank or any Scheduled Bank but not Co-Operative or Gramin Bank.

In case a fixed deposit receipts or Guarantee Bonds of any Bank is furnished by the contractor to the AAI as part of the security deposit and the Bank is unable to make payment against the said fixed deposit receipt, the loss caused thereby shall fall on the contractor and the contractor shall forthwith on demand furnish additional security to the AAI to make good the deficit. All compensations or the other sums of money payable by the contractor under the terms of this contract may be deducted from, or paid by the sale of a sufficient part of his security deposit or from the interest arising there from, or from any sums which may be due to or may become due to the contractor by AAI on any account whatsoever and in the event of his Security Deposit being reduced by reason of any such deductions or sale as aforesaid, the contractor shall within 10 days make good in fixed deposit receipts or Guarantee Bonds tendered by the Nationalized bank or Scheduled Banks (but not any Co-operative or Gramin bank) endorsed in favor of the Airports Authority of India, any sum or sums which may have been deducted from, or raised by sale of his security deposit or any part thereof. The security deposit shall be collected from the running bills of the contractor at the rates mentioned above. The security deposit as deducted above can be released against bank guarantee issued by Nationalized Bank or any Scheduled Bank (but not from Co-operative / Gramin Bank), on its accumulations to a minimum of Rs.5 lakh subject to the condition that amount of such bank guarantee, except last one, shall not be less than Rs.5 lakh.

## **22. Payment Terms:**

- (i) Payment shall be made on **Monthly** basis after deducting the applicable taxes, SD amount (if applicable) and labour cess, etc. The Agency shall ensure that the Monthly bill is to be submitted by 7th of every Month along with attendance sheet, proof of distribution of salary ESI & EPF Authority Submission Challans, and service tax amount payments etc. The delay in release of payment for the bill will not affect the timely payment to workers. The Payment to the workers shall be made through bank transfer only.
- (ii) The final bill will be prepared on completion of the contract.

## **23. ARBITRATION AND LAWS:**

- I. Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the specifications and instructions wherein before mentioned and as to the quality of workmanship or materials used on the work or as to any other questions, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, specifications, instructions, orders or these conditions or otherwise concerning the works, or the execution or failure to execute the same whether arising during the progress of the work or

after the completion of abandonment thereof shall be referred to sole arbitration as may be appointed by the Chairman, Airports Authority of India, There will be no objection if the arbitrator so appointed is an employee of AAI and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or differences. The arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act for any reasons. The Chairman, Airports Authority of India at the time of such transfer, vacation of office inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract such person shall be, entitled to proceed with the reference from the stage at which it was left by predecessor. It is also in term of this contract that no person other than a person appointed by Chairman, AAI as aforesaid should act as arbitrator and if for any reasons, that is not possible, the matter is not to be referred to arbitration in all cases where the amount of the claim is dispute is Rs.50,000/- (Rupees Fifty Thousand only) and above, the arbitrator shall give reasons for the award. Subject as aforesaid the provision of the Arbitration and conciliation Act 1996 or any statutory modification or re-enhancement thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause. In case of disputes between two Govt. of India Undertakings, provisions as mentioned in Bureau of public Enterprises letter No. Bre/GI-001/16/MAN-2(100-75-BPE) (GM-1) dated 01.01.1976 and its amendment from time to time shall apply.

- II. It is a term of the contract that the party invoking arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amounts claimed in respect of each such dispute. The arbitrator(s) may from time to time with consent or the parties extend the time, for making and publishing the award.
- III. The work under the contract shall, if reasonable possible, continue during the arbitration proceedings and no payment due or payable to contractor shall be withheld on account of such proceedings.
- IV. The Arbitrator shall be deemed to have entered on the reference on the date he issued notice to both the parties fixing the date of the first hearing.
- V. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him.
- VI. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion. The award of the arbitrator shall be final, conclusive and binding on all parties to this contract.

This contract shall be governed by the Indian Laws for the time being in force.



## **24. Dispute Resolution Committee**

- i. If dispute of any kind, whatsoever, arises between the procuring entity and 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 the repudiation or termination of the contract, including any disagreement by either party with any action, opinion, instruction, determination, certificate or valuation of the engineer, the matter in dispute shall in the first place, be referred to the Dispute Resolution Committee(DRC) appointed by RED.
- ii. DRC thus constituted may act as 'conciliator' and will be guided by principles of 'Conciliation' as included in part III of Arbitration & Conciliation Act 1996. DRC should take into consideration, rights and obligations of parties, usage to trade concerned and circumstances surrounding the dispute(s), including any previous business practices between parties. Efforts of DRC should be to come to an amicable settlement of outstanding disputes. If parties agree, a written settlement will be drawn up and signed by the parties. DRC will authenticate the settlement agreement and furnish a copy to each party.
- iii. DRC may likely to give its report within 45 days of its constitution.

## **25. TERMINATION OF CONTRACT**

Without prejudice to the right of termination provided under the General conditions of contract (GCC) or without prejudice to any other remedy available to the contract in this behalf, the either party may terminate the contractor at any time on giving the contractor not less than 30 days' notice in writing, if AAI, finds the quality or efficiency of the work performed by the contractor, to be unsatisfactory of which the Airport Director, AAI, Rajkot Airport, Rajkot shall be the sole judge.

Upon termination, under and with reference to this clause, the contractor shall be entitled to be paid for the work actually performed upto the date of termination in accordance with the provisions of the contract, but shall not be entitled to any other claim or compensation what so ever, including (but not limited to) any claim or compensation for any expenditure incurred by the contractor in or for any equipment's, materials or facilities or for any loss in the profit or anticipated profit of the contractor.

If at any stage during the period of execution of contract, any case involving moral turpitude is instituted in a court of law against the contractor or his employees, AAI reserves the exclusive and special right to the outright termination of the contract and the contractor shall not be entitled to any compensation from the AAI whatsoever.

The laws aforesaid shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.

Not with standing anything contained above, if the contract is terminated on the ground of force major, AAI will not be responsible to pay any compensation.

Senior Manager (Electrical)  
AAI, Rajkot Airport

# BOQ

Validate		Print		Help		Item Rate BoQ	
Tender Inviting Authority: Airport Director, AAI, CA Rajkot.							
Name of Work: Management of "May I Help You Counters" at Rajkot Airport							
Contract No: AAI/WR/RAJ/OPS/NIT/22-23							
Name of the Bidder/ Bidding Firm / Company :							
<p align="center"><b>PRICE SCHEDULE</b></p> <p>(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only.)</p>							
NUMBER #	TEXT #	TEXT #	NUMBER	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	BASIC RATE in Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8
1	Provision of manpower for "May I Help You Counters" in 02 Shifts each of 08Hrs, who will also facilitate Divyangyan passenger & VIPs at Rajkot Airport. Manpower requirement is 01 Nos. Highly Skilled & 02 Nos.- Skilled & 02 Nos. Semi Skilled	Item 1	36	Months		0.00	INR Zero Only
Total in Figures						0.00	INR Zero Only
Quoted Rate in Words						INR Zero Only	