

भारतीय विमानपत्तन प्राधिकरण

AIRPORTS AUTHORITY OF INDIA

O/O AIRPORT DIRECTOR,

HUBBALLI AIRPORT, KARNATAKA



E-TENDER DOCUMENT

Tender ID: 2022_AAI_111371_1

Tender Ref: AAI/VOHB/CNS/IT/CAMC/2022-23/01

Name of the work: Comprehensive Annual Maintenance Contract (CAMC) for IT Infrastructure at AAI Hubballi Airport

Tender Inviting Authority:

Joint General Manager (CNS),

O/O CNS-InCharge,

AAI Hubballi.

INDEX

TENDER SCHEDULE	3
SECTION –I(ई-निविदा सूचना/NOTICE INVITING E-TENDER)	4
SECTION –II (E-TENDERING GUIDELINES TO BIDDERS)	8
SECTION –III (INSTRUCTIONS TO BIDDERS)	11
SECTION-IV (GENERAL TERMS AND CONDITIONS OF THE CONTRACT)	17
SECTION – V (SPECIAL CONDITIONS OF THE CONTRACT)	22
ANNEXURE - I UNCONDITIONAL ACCEPTANCE LETTER	29
ANNEXURE - II UNDERTAKING REGARDING GST PROVISIONS.....	30
ANNEXURE – III UNDERTAKING REGARDING DEBARMENT/BLACKLISTING	31
ANNEXURE - IV COMPANY / FIRM DETAILS	32
ANNEXURE – V PROFORMA FOR E-PAYMENT	33
ANNEXURE – VI POWER OF ATTORNEY FORMAT FOR THE AUTHORIZED PERSON(S)	34
ANNEXURE – VII COMPLIANCE STATEMENT	35
ANNEXURE – VIII DRAFT AGREEMENT WITH SUCCESSFUL BIDDER	36
ANNEXURE-IX PROFORMA BANK GUARANTEE FOR CONTRACT PERFORMANCE	37
ANNEXURE - X APPLICATION FOR EXTENSION OF TIME	39
ANNEXURE –XI FORMAT FOR INTIMATION OF FORCE MAJEURE OCCURRENCE	41
ANNEXURE –XII NEAR RELATIVES CERTIFICATE	42
ANNEXURE - XIII LIST OF SUPPORT STAFF WITH QUALIFICATION BACKGROUND.....	43
ANNEXURE - XIV MAINTENANCE PROCEDURES & SCHEDULES.....	44
ANNEXURE - XV (ANNEXURE “MSME-A”)	46
ANNEXURE - XVI - PRICE BID (BILL OF QUANTITIES)	47
ANNEXURE-XVII - CHECKLIST OF DOCUMENTS TO BE UPLOADED IN ENVELOPE- I AND ENVELOPE- II	49
ANNEXURE - XVIII LIST OF WORKS EXECUTED DURING LAST 7 YEARS TOWARDS CAMC OF IT INFRASTRUCTURE	51
ANNEXURE - XIX REQUEST LETTER: TRANSMISSION OF BANK GUARANTEE COVER MESSAGE	52
ANNEXURE - XX - TURNOVER CERTIFICATION.....	53
ANNEXURE - XXI PREVENTIVE MAINTENANCE / GENERAL CLEANING REPORT	54
ANNEXURE-XXII QUARTERLY CERTIFICATE OF SATISFACTORY SERVICE	55

TENDER SCHEDULE**1. DETAILS OF WORK**

S.No	Name of the Work	Estimated Cost (incl of 18% GST)	Earnest Money Deposit	Tender Fee (Incl of GST)
1.	Comprehensive Annual Maintenance Contract (CAMC) for IT Infrastructure at AAI Hubballi Airport	₹ 5,35,563/-	₹ 10,711/-	500 + 12% GST = ₹ 560/-

2. CRITICAL DATES

S.No	Activity	Date	Time (IST)
1.	Tender Publishing Date	28/03/2022	
2.	Document Download/Sale Start Date	28/03/2022	1630
3.	Seek Clarifications Start Date	28/03/2022	1730
4.	Seek Clarifications End Date	04/04/2022	1800
5.	Bid Submission Start Date	28/03/2022	1800
6.	Bid Submission End Date	11/04/2022	1800
7.	Opening of Envelope – I (Tender Fee, EMD , Technical Bid)	13/04/2022	1100
8.	Opening of Envelope – II (Financial Bid)	18/04/2022	1100

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

SECTION –I(ई-निविदा सूचना/NOTICE INVITING e-TENDER)

Tender Ref: AAI/VOHB/CNS/IT/CAMC/2022-23/01

Tender ID: 2022_AAI_111371_1

Tenders are invited through E-Tendering portal by Airport director, Airports Authority of India, Hubballi Airport on behalf of Chairman, AAI from the eligible bidders for the work of

“ Comprehensive Annual Maintenance Contract (CAMC) for IT Infrastructure at AAI Hubballi Airport. “

Scope of Tender:

S.No	Name of the Work	Estimated Cost (Incl of GST 18%)	Earnest Money Deposit	Tender Fee (Incl of GST)
1.	Comprehensive Annual Maintenance Contract (CAMC) for IT Infrastructure at AAI Hubballi Airport	₹ 5,35,563/-	₹ 10,711/-	500 + 12% GST = ₹ 560/-

1. The tendering process is online at CPP Portal URL address : <https://etenders.gov.in/eprocure/app> or through link on <https://www.aai.aero>.
2. 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 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 support.
3. 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 fulfilment 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. 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. Estimated cost of the work is ₹ 5,35,563/- (Rupees Five Lakhs Thirty Five Thousand Five Hundred and Sixty Three Only) incl of GST 18%
6. The Earnest Money Deposit [EMD] of Rs 10,711/- (Rupees Ten Thousand Seven Hundred and Eleven 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.
7. Note:- Tenders not accompanied by the requisite EMD and Tender Fee or valid MSME/NSIC certificate shall be summarily rejected.
8. Annualized average financial turnover:

Comprehensive Annual Maintenance Contract (CAMC) for IT Infrastructure at AAI Hubballi Airport

Bidder should have annualized average financial turnover of at least ₹ 1,60,669/- (Rupees One lakh Sixty Thousand Six Hundred and Sixty Nine only) during last 3 financial years (ending 31st March 2021)

a) 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.

b) 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."

c) Firms showing continuous losses during last three years in the balance sheet shall be summarily rejected.

9. 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 XVIII.

S.No	Details	Amount
1.	One similar work of not less than, (One PO)	80% of Estimated Cost i.e. ₹ 4,28,450.00/-
2.	Two similar works of not less than, (Two POs)	50% of Estimated Cost i.e. ₹ 2,67,781.50/-
3.	Three similar works of not less than, (Three POs)	40% of Estimated Cost i.e. ₹ 2,14,225.00/-

9.1 Performance/Experience Certificate:

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:

- Value of order or contract
- Scope of order or contract
- Order or Contract No., Award date
- 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.

10. Bidder must submit PF & ESIC registration certificate.

11. Digitally signed copy of original tender.

12. Signed & scanned copies of all Annexures

For any clarification in eligibility criteria or for further details, vendors may contact IT Coordinator, Airports Authority of India, Hubballi Airport on **Email ID** : itd.hubli@aai.aero

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

Envelope - I: 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 XVI of this tender document. The prices quoted in the Financial Bid should be exclusive of GST.

14. Eligibility Criteria :-

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

14.2 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.

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.

15. 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.

16. 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.

17. 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.

18. Consortium/Joint venture companies shall not be permitted. No single firm shall be permitted to submit two separate applications.

19. Bidders are requested to get themselves acquainted for e-tendering participation requirement at "E-Tendering Guidelines for bidders".

20. Concessions to the bidders registered with NSIC/MSME, shall be applicable as per the directives of Govt. of India.

21. The tender must remain valid for a minimum of 180 days from the date of opening of Technical Bid (Envelope-I).

22. PORT CONSIGNEE

Name & Full Address of Port Consignees:

O/o CNS In-Charge (CNS),
Airports Authority of India,
New Technical Building, Hubballi Airport
Gokul Road, Hubballi – 580030

Sd/-

Jt.GM(CNS),

Airports Authority of India,

Hubballi.

SECTION –II (E-Tendering Guidelines to Bidders)

1. Bidders willing to participate may download the digitally signed tender document on-line from eportal 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 Critical Dates.
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 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 (CAI), Controller of Certifying Authorities (CCA) of India (Please see www.cca.gov.in). Licensed CA's in India are: a) Safe Script b) NIC c) IDRBT d) TCS e) Mtnl Trustline f) GNFC g) e-Mudhra CA

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.

SL No	Support Person	Escalation Matrix	E-Mail Address	Contact Person	Timings
1.	Help Desk Team	Instant Support	eprochelp@aai.aero	011-24632950, Ext-3512 (Six Lines)	0800-2000 Hrs. (MON - SAT)
2.	Sanjeev Kumar, SM(IT)	After Hours Issue	04 of sanjeevkumar@aai.aero or etendersupport@aai.aero	011-24632950, Ext-3523	0930-1800Hrs. (MON-FRI)
3.	Sh Prabhakar Bajpai ,Jt.General Manager(IT)	After Hours Issue	12 of prabhakar@aai.aero	011-24629344	0930-1800Hrs. (MON-FRI)

Comprehensive Annual Maintenance Contract (CAMC) for IT Infrastructure at AAI Hubballi Airport

4.	General Manager(IT)	After 03 Days	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.