



AIRPORTS AUTHORITY OF INDIA

DEPARTMENT OF OPERATIONS

**Management of
“May I Help You Desk”
At Kandla Airport**

(E-Bid No. 2022_AAI_ 113307)

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DEPARTMENT OF OPERATIONS

Kandla Airport

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Certified that this tender documents contains **32 (Thirty Two)** Pages only

**Airport Director
Kandla Airport**

**KANDLA AIRPORT
DEPARTMENT OF OPERATIONS**

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Ref. No.:- AAI/Kandla/Opes/2022

DT: 19.04.2022

NOTICE INVITING e-TENDER (2 ENVELOPE OPEN TENDER)

1. **Item rate** tenders are invited through the e-tendering portal by Airport Director, AAI, Kandla on behalf of Chairman, AAI, from eligible agencies in the field of Hospitality services for the work of “**Management of “May I Help You Counters “at Kandla Airport”** at an estimated cost of **Rs 32,26,968/- (Excluding GST)** with period of completion **36 (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 (for reference only) as per the schedule given in CRITICAL DATE SHEET under.

Critical Dates

Published Date	20.04.2022 at 1600 hrs
Bid Document Sale Start Date	20.04.2022 at 1600 hrs
Clarification Start Date	20.04.2022 at 1630 hrs
Clarification End Date	05.05.2022 at 1100 hrs
Bid submission Start Date	20.04.2022 at 1600 hrs
Bid Submission End Date	10.05.2022 at 1800 hrs
Bid Opening Date (Cover-I) (Fee + Pre-Qualification+ Technical Bid)	17.05.2022 at 1100 hrs
Bid opening Date : Cover-II (Financial Bid)	23.05.2022 at 1100 hrs

Tender fee (Non –Refundable) of **Rs 1120/- (i/c GST)** shall be accepted only through the payment gateway integrated for the purpose with CPP portal. No offline tender fee shall be accepted.

EMD of the Value of Rs. 21,513/- shall be accepted only through the payment gateway integrated for the purpose with CPP portal. No offline EMD fee shall be accepted.

2. 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 (EMD,Tender Fee + 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. Online proof of payment of EMD & Tender Fee.

B. Qualifying requirements of Agencies / firms:-

- (i) Agency specialized in the similar nature of work having Permanent Account Number. 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 Dec 2021. The bidder has to submit the relevant **work experience certificates** to the tune of 03 works each of 40% of annual estimated value (or) 02 works each of 50% of the annual estimated value (or) 01 work of 80% value of the annual estimated value 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/-)
- (vi) Undertaking stating Agency has not been black listed by AAI/ Any Govt./ PSU Organization.
- (vii) Digitally signed tender document duly shall be uploaded in "PQ Folder".
- (viii) Should have annualized average financial turnover of Rs. 3,22,697/- 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.

C. 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 (20 Marks)</p> <p>(b) else If firm turnover is 75 lacs or more but less than 1 Cr (15 Marks)</p> <p>(c) else If firm turnover is 50 lacs or more but less than 75 lacs (10 Marks)</p> <p>(d) else If firm turnover is below 50 lacs (05 Marks)</p>	<p><i>Firm turnover is defined as the average turnover of firm over the last 3 years.</i></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- 20 Marks</p> <p>(b) Single work of similar nature 15 Lacs or more but less than 25 Lacs during awarded work duration - 15 Marks</p> <p>(c) Single work of similar nature 10 Lacs or more but less than 15 Lacs during awarded work duration - 10 Marks</p> <p>(d) Single work less than 10 Lacs during awarded work duration - 05 Marks</p>	<p><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 & 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></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 evaluation with min. of 1 year of execution of contract completed (Ongoing works meeting above criteria will be considered)</i></p>

03	No. of Projects	20	<p>(a) No. of works of similar nature ≥ 5 - 20Marks</p> <p>(b) No. of works of similar nature 03 or more but less than 5 - 15Marks</p> <p>(c) No. of works of similar nature = 02 10Marks</p> <p>(d) No. of works of similar nature less than 02 - 05 Marks</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 < 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	Manpower on roll	15	<p>Manpower on Roll(Max marks 15)</p> <p>(a) Manpower on roll > 75 - 15marks</p> <p>(b) Manpower on roll 51 - 75 - 10Marks</p> <p>(c) Manpower on roll 26-50 - 05Marks</p> <p>(d) Manpower on roll ≤ 25 - 02 Marks</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	Presence of agency in different cities	10	<p>(a) if agency has branch offices in > 5 cities - 10marks</p> <p>(b) if agency has branch offices in 3-5 cities - 05marks</p> <p>(c) if agency has branch offices in 1-2 cities - 02marks</p>	<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></p>
06	Presentation and Deployment Methodology	15	<p>'Presentation by the Agency on the work to be done;</p> <p>a) Selection and Deployment</p>	<p><i>'Presentation will be evaluated by a panel appointed by AAI on the aspects defined in scoring criteria</i></p>

			methodology of manpower - (10 marks) (c) New Technology usage / Innovations in managing May I help you counters - (05 Marks)	<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> <i>Date of Presentation will be intimated.</i>
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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 ... and 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 and 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 coloured (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.

3. Refund of EMD of unsuccessful bidders who fail to qualify the eligibility / technical stage shall be initiated within minimum 7 days of their rejection. For all bidders who qualify and their financial bids are opened the refund of EMD of all unsuccessful bidders shall be processed within minimum 7 days of opening of the financial bid.
4. 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.
5. 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) Forfeit the entire amount of EMD submitted by the firm.
 - b) The agency shall be liable for debarment from tendering in AAI, apart from any other appropriate contractual /legal action.
6. Consortium /JV companies shall not be permitted. No single firm shall be permitted to submit two separate applications.
7. 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.
8. Bids Opening Process is as below: -

Cover-I: - Containing documents/technical bids (uploaded by the Agencies/firms) shall be opened on 17.05.2022 at **1100 Hrs.** 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 23.05.2022 **at 1100 Hrs.** (Depending on Cover-I evaluation).

**Airport Director,
Airports Authority of India,
Kandla Airport**