



भारतीय विमानपत्तन प्राधिकरण
Airport Authority of India
सिविल हवाई अड्डा कांगड़ा
Civil Airport Kangra

AAI/KANGRA/CNS/IT/CAMC/2022-23/

(TO BE SUBMITTED IN ENVELOPE - A)
Dated: 20.04.2022

NOTICE INVITING QUOTATION
FOR
COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT
FOR 12 MONTHS [2022-23].

Estimated cost of the work is Rs. 2,48,587/- (Including GST) (In words Rupees . **Two Lakh Forty Eight Thousand and Five Hundred Eighty Seven** Only Including GST)
[Period of Contract: One year, may be extended for one more year subject to satisfactory performance and on same terms and conditions]



DATE OF DOWNLOADING NIQ FROM AAI WEBSITE www.aai.aero .	20.04.2022 to 02.05.2022
LAST DATE & TIME OF SUBMISSION OF NIQ	02.05.2022 Till 1800 IST (06:00 PM)
DATE & TIME OF OPENING OF TECHNICAL BID	03.05.2022 AT 1100 IST (11.00 AM)
DATE & TIME OF OPENING OF FINANCIAL BID	10.05.2022 AT 1500 IST (03.00 PM)
SIGNED NIQ SHOULD BE SUBMITTED TO	The Airport Director Airports Authority of India Kangra Airport ,Gaggal, Kangra, HP-176209



(TO BE SUBMITTED IN ENVELOPE – A)

INDEX

Sr. No.	Description of the Page	Page no
01	Covering Page	1
02	Index	2
03	Quotation offer letter to Agency	3
04	Instruction to Bidder	4 to 7
05	General Terms and condition	8 to 12
06	Arbitration and Laws	13
07	Special Terms & Condition (Annexure-I)	14 to 16
08	Scope of Work (Annexure-II)	17
09	Maintenance Schedule (Annexure-III)	18 to 19
10	Activity Sheet (Annexure-IV)	20
11	Preventive Maintenance	21
12	Unconditional Acceptance Letter (Annexure-V)	22
13	Bank Details (Annexure-VI)	23
14	Agreement	24 to 25
15	Price Bid (Annexure VII)	26 to 27
16	GST Undertaking (Annexure VIII)	28
17	Blacklisting/ Debarment Undertaking (Annexure IX)	29
18	Check List	30



AAI/KANGRA/CNS/IT/CAMC/2022-23/

Dated: 20.04.2022

NOTICE INVITING QUOTATION

Sealed Quotation in Two bid system (Technical & Financial) in prescribed form are invited by the Airport Director, Airports Authority of India, KANGRA Airport for the work of "COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT FOR 12 MONTHS [2022-23]" from eligible contractors for award of the said work. This contract is for a period of one year from the date of commencement. But, the contract can be renewed for next one year subsequently on satisfactory performance by mutual agreement. AAI reserves the right to give extension order. Financial bids of those vendors who qualify technically shall be opened in presence of the bidder's representatives if available.

Eligibility Criteria for participation in the Quotation.

The Quotation Document & other details can be obtained from the O/o Airport Director AAI, KANGRA Airport. Telephone No: 01892-293839 on all working days **between 1000 hrs to 1800 hrs IST from 20.04.2022 to 02.05.2022 along with formal written requisition. Quotation documents can also be downloaded from the website www.aai.aero.**

The Quotation shall be accepted up to 1800 hrs on 02.05.2022 and Quotation bids (Technical) shall be opened on Dated 03.05.2022 at 1100 IST and the Estimated cost of this work is Rs. 2,48,587/- (Including GST) (In words Rs. Two Lakh Forty Eight Thousand and Five Hundred Eighty Seven only Including GST). The AAI shall not be held responsible for any postal delay. AAI reserves the right to reject any or all the Quotations without assigning any reason.

**Airport Director
Airports Authority of India
Kangra Airport**



(TO BE SUBMITTED IN ENVELOPE – A)

Instructions to Bidder

Sealed Quotation in the prescribed forms are invited from eligible contractors for award of work for
**“COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT FOR
12 MONTHS [2022-23].”**

<u>Name of Work</u>	<u>Estimated Cost Including GST</u>
“COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT”	Rs. 2,48,587/-

1. This contract is for a period of One year, may be extended for one more year subject to satisfactory performance and on same terms and conditions on mutual agreement.
2. Any clarification regarding quotation documents, its terms and conditions etc. can be sought from the Office of the Airport Director, Airports Authority of India, Civil Airport Kangra up to **25.04.2022 upto 1800 IST** by email cnsicvigg@aai.aero.
3. Quotation Documents shall be downloaded from our website www.aai.aero
4. Willing bidder must attach documents as prescribed for Envelope–A and all other particulars as sought in this document.
5. The bidder is advised to inspect and examine and satisfy themselves about the nature of work before submitting their Quotation. The details of computer & its peripherals are described in **(Annexure VII)**
6. A bidder shall be deemed to have full knowledge of the site, whether they inspect or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed / paid.
7. A bidder should quote in figures as well as in words the rate(s) Quotationed. The amount for each item should be worked out and the requisite totals given. Special care shall be taken to write rates figures as well as in words and the amounts in figures only in such a way that interpolation are not possible. The total amount should be written both in figures and in words.
8. **Criteria for participation in the Quotations.**
 - a) Reputed parties having valid GST Registration and Established shop/office performing / executing similar Nature of work and having Experience in similar line of business.



(TO BE SUBMITTED IN ENVELOPE - A)

b) No Quotations shall be accepted from a party or an individual falling under the following Categories:

- i) Having outstanding dues in respect of any contract with Airports Authority of India at any airport under its administrative Control.
 - ii) Debarred / black-listed by Central Vigilance Commission, Central Bureau of Investigation or by Airports Authority of India.
 - iii) Parties facing action under PPE Act, with AAI. The quoted rate will be fix and firm during the contract period.
- a) **Security Deposit @3%** of the contract value will be withheld from the final bill as Security Deposit and will be released after 1 year and 3 months from the date of successful completion of the work.
- b) Execution of the agreement within 15 days of the receipt of the letter awarding the contract. The contract agreement shall be executed on a non-judicial stamp paper of appropriate value and the cost of the same shall be borne by the contractor.
- c) Canvassing in connection with Quotations is strictly prohibited and the Quotations submitted by bidders who resort to canvassing will be liable to be rejected.

9. Mode of submission of Quotations:-

Quotation for the present work shall be submitted in a **sealed cover superscribing "COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT FOR 12 MONTHS [2022- 23]"**.

This Cover shall contain two separately sealed Envelopes superscribed as Envelope-A (Technical Bid) and Envelope-B (Financial Bid).

Envelope - A (Technical bid) shall contain:

- 1) EXPERIENCE CERTIFICATE (Experience at Government /PSU OR Private organization).
- 2) Firms showing work experience certificate from non-government/non-PSU organizations should submit copy of tax deduction at sources (TDS) certificate(s) along with a certificate issued by registered Chartered Accountant, clearly specifying the name of work, total payment received against the work and TDS amount for the work.
- 3) Self-attested COPY OF PAN CARD.
- 4) Copy of valid GST registration.



- 5) Signed Unconditional Acceptance Letter.
- 6) Submit the declaration regarding black listing/ debarring of firm on agency letter head as per Annexure IX.
- 7) Submit the GST undertaking as per Annexure VIII.

Envelope- B: (Financial bid) shall contain

1. Price bid (**Annexure V II**) duly signed and stamped by the Bidder.

Note: Envelope-B shall contain Annexure-VII. Corrections / over writing in rate is not allowed, if any it must be signed by the bidder. Nothing other than rate should be written in Price Bid sheet, failing which Price Bid will be summarily rejected.

Price bid should be submitted only in Envelope 'B' and should not be submitted in Envelope 'A', if found otherwise the bid shall be rejected.

At the stipulated time of opening, **Envelope- A** shall be opened first.

The offers from those bidders who are unable to unconditionally accept AAI's Quotation conditions will be rejected and **Envelope- B** containing price bid shall not be opened.

Once the bidder has given unconditional acceptance to AAI's Quotation condition in its entirety, they are not permitted to put any remarks / conditions, if any in / along with Quotation enclosed in Envelope-B.

In case the conditions mentioned above is found violated after opening the Envelope-B, the Quotation shall be summarily rejected.

The notice shall form part of the contract document. The successful bidder or contractor on acceptance of his Quotation by accepting authority shall within 15 days from the stipulated date of start of work, sign the contract agreement consisting of Notice Inviting of Quotations, General Conditions of the contract as issued at the time of invitation of Quotation, work order and acceptance thereof together with any correspondence thereto.

The contract agreement shall be executed on a non-judicial stamp paper of appropriate value and the cost of the same shall be borne by the contractor.

The contractor shall be responsible for settling any claim / compensation against all damages and accidents caused due to negligence on the part of his employees and keep AAI indemnified from any compensation / liability.

The contractor shall comply with the provisions of State / Central Government rules and regulations under Minimum Wages Act -1948, Contract Labor (Regulation and Abolition) Act -1970 Employers Liability Act- 1938, Workmen's Compensation Act- 1923, Industrial Disputes Act-1947, Employees State Insurance Act-1948 or any modifications thereof or any other laws relating thereto and rules made there under from time to time.



(TO BE SUBMITTED IN ENVELOPE - A)

The sealed Quotations will be accepted in the Office of the Airport Director, Airports Authority of India, Civil Airport Kangra upto 02.05.2022 (1800 IST) and Envelope 'A' will be opened on 03.05.2022 at 1100 hours by the Airport Director or any other officer(s) authorized by him in the presence of the available bidder or their representatives.

Quotations received after due date and time will not be accepted under any circumstances.

The acceptance of the Quotations will rest with the competent authority which does not bind itself to accept any Quotation and reserves to itself the right to reject any or all of the Quotations without assigning any reason. In the event of any litigation, the jurisdiction in respect of this contract will be in KANGRA city only.

Final main envelope contains Envelope A & B must be superscribed as **"COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT FOR 12 MONTHS [2022-23]"** and addressed to

The Airport Director,
Airports Authority of India,
Kangra Airport, Kangra
176209 (H.P.)

The Quotation (Bid) shall remain valid for 90 days from the date of opening.

RIGHT TO ACCEPT OR REJECT THE QUOTATIONS

The right to accept the Quotation in full or in part/parts will rest with AAI. However, AAI does not bind itself to accept the lowest Quotation and reserves to itself the authority to reject any or all the Quotations received without assigning any reason whatsoever.

Quotations not accompanied with prescribed information or are incomplete in any respect, and/or not meeting prescribed conditions, shall be considered non-responsive and are liable to be rejected.

The Buyer reserves the right to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Buyer's action.

**SIGNATURE OF BIDDER
OFFICE SEAL**

**DATE:
PLACE:**



GENERAL CONDITIONS OF CONTRACT

1. The work in general shall be carried out in accordance with the specifications and as per direction of AAI, Kangra Airport.
2. Police verification certificates are to be obtained for all the staff to be deployed by him under this contract. Any other formalities as applicable / enforced from time to time shall be complied with at no extra cost.
3. The work shall be carried out in the manner complying in all respects with the requirements of relevant byelaws of the local body under the jurisdiction of which the work is to be executed or as directed by the AAI and nothing extra shall be paid on this account.
4. The Contractor shall take comply with proper and legal orders and directions of the local or public authority or Municipality and abide by their rules and regulations and pay all fees and charges, which may be liable.
5. The Contractor shall execute his work in such a manner that no damage is made to the existing structure.
6. The work is required to be executed at the Airport, which is very important area where both speed and quality of execution are to be maintained by the Contractor. The contractor has to maintain a complaint and rectification register at CNS Office which will be checked / verified by the AAI Executive periodically.
7. The Contractor shall at their sole cost and expenses furnish and provide for rendering services covered by this agreement to the entire satisfaction of AAI. The work shall be carried out on all days including Sundays and Holidays.
8. If at any time the work or conduct of any worker is found unsatisfactory by AAI, such persons shall be removed by the Contractor immediately with suitable substitute.
9. The Contractor shall attend to any complaints received in connection with the services within 24 Hours. Not attending failure within 48 Hours will attract penalty.
10. The In-Charge or an officer nominated by Airports Authority of India shall be authorized to give instructions to the Supervisor of the Contractor at the premises of Airports Authority of India on all matters relating to this work. Similarly, the authorized supervisor of the Contractor shall report on all matters concerning the above work to the In-Charge or to the officer nominated by Airports Authority of India.
11. The contractor or his work force deployed for his job should maintain a cordial relationship with AAI Employees.



(TO BE SUBMITTED IN ENVELOPE - A)

12. The Contractor has to ensure that the services are not disturbed either due to absenteeism or due to willful act of his staff. Maximum care and precautions shall be taken to avoid any system break down. In case work force deployed by the contractor resort to any kind of industrial action, the contractor shall arrange to deploy alternate work force of sufficient strength and competence to maintain the normal operations.
13. The Contractor, his servants and agents shall be entitled to use all ways, paths and passages as may from time to time be maintained on the said Airport / aerodrome / landing ground subject to such rules and regulations as may be imposed by the Authorities of the airport / aerodrome / landing grounds.
14. The Contractor performing the covenants herein contained and on his part to be performed, shall and may peaceably possess and enjoy the premises with use of the ways, paths and passages as aforesaid during the said terms, without any lawful interruption from or by the Authority or any person claiming under the Authority.
15. If the Contractor or Authority shall desire to terminate this agreement, he shall give one calendar month's (30 days) notice in writing of such desire and shall up to the time of such termination, pay the amounts due and perform and observe the covenants on his part herein before contained, then immediately on the expiration of such notice, this contract shall cease but without prejudice to the rights and remedies to which the Authority or the Party has become entitled in respect of any antecedent claim or breach of the covenant.
16. Any notice required to be served on the Contractor under this agreement shall be deemed to have been served if delivered at or sent by registered post to his last known address or to his authorized representative or agent. Similarly, any notice to be given to the authority under this agreement shall be deemed to have been served if delivered at or sent by registered post to the Authority.
17. The period of notice given under this agreement will count from the date of receipt of notice by either side.
18. Subject as hereinbefore otherwise provided all notices to be given on behalf of the Authority and all other actions to be taken on behalf of the Authority may be given or taken on behalf of the Authority by the Airport Director or any other officer for the time being authorized by or entrusted with functions, duties and powers of the Airport Director in respect of Airport under his charge.
19. The Contractor shall not, unless with the written consent of the Authority, create a sub-contract of any description with regard to this license or any part thereof, nor shall he, witness such written consent as aforesaid or transfer this contract or any part thereof.

(TO BE SUBMITTED IN ENVELOPE – A)

20. Any item belonging to AAI should not be taken out for maintenance/service replacement/repair without the prior consent of APD or his authorized representative.
21. Arrangement of Airport Entry Pass will be done by the contractor only and nothing extra will be paid on account of this.
22. Contractor has follow the applicable Rules for material handling at Airport.
23. The Contractor will during the continuance of this contract insure against any claims for workman's compensation or otherwise of all persons employed by him in connection with his business to be carried on as aforesaid with such Insurance company as the Authority shall approve of and shall produce for inspection on demand by Authority all policies in respect thereof and the receipts from time to time for current premium. He shall pay employees at least minimum wages etc., as prescribed by Central / State Government from time to time.
24. In the case of such breach of terms of this contract as minor offences and complaints coming to its notice for which in the opinion of the Authority this agreement may not be terminated, the Authority may at its discretion recover compensation from the Contractor up to the limit of security deposit of the contract. The decision of the Authority in this respect will be final and binding on the Licensee.
25. In the event of any breach of the terms and conditions and duties to be performed by the Contractor, the Authority may without prejudice to other rights and remedies be entitled to forfeit the security or any part thereof and in such an event he shall pay such additional sum immediately as may be called by the Authority to pay so that the Security Deposit shall at all times during the continuance of this contract, be the above said sum. On the expiration or earlier determination of the term of the contract, the Authority shall return the Security Deposit or part thereof which has not been forfeited as aforesaid to him without interest.
26. If the Contractor shall at any time fail or neglect to perform and observe any of the terms and conditions and covenants herein contained and on his part to be observed and performed or in the event of his being adjudged insolvent or any order appointing a Receiver is made under the Insolvency Act against him, then and in any such case, the Authority may without prejudice to other rights and remedies by giving fifteen days notice in writing to him determine this agreement and he shall upon such determination peacefully give up the contract and make over vacant possession of any premises made over to him for carrying on his business/service without any right to compensation whatsoever and thereupon this agreement shall absolutely determine without prejudice to any right of action or remedy of the Authority in respect of any antecedent breach of terms, conditions and covenants by him.
27. The Authority may terminate this contract by giving one calendar month's (30 days) notice in writing given at any time without assigning any reason. If this agreement is so terminated all the structures, installations, equipment's and all other things whatsoever brought by the contractor shall be removed by the contractor and the premises shall be delivered up to the Authority



without claiming any compensation whatsoever provided that the Authority shall have the absolute option of purchasing the said structures or installations on the said space or any part of them at a valuation to be agreed between the Authority and the licensee and in case of disagreement to be fixed by arbitration as provided in this agreement.

28. The contract hereby granted shall not be construed in any way as giving or creating any other right or interest in the said space building(s) / land / garden / tank / premises to or in favour of the contractor but shall be construed to be only as a contract on terms and conditions herein contained.
29. All disputes and differences arising out of or in any way touching or concerning this agreement (except those the decision whereof is otherwise herein before expressly provided for or to which the Public Premises - Eviction of Unauthorized Occupants - Act and the rules framed there under are applicable) shall be referred to the sole arbitration of a person to be appointed by the Chairman of the Authority or in case the designation of Chairman is changed or his office is abolished, by the person for the time being entrusted whether or not in addition to other functions with the functions of the Chairman, Airports Authority of India by whatever designation such person may be called and if the Arbitrator so appointed is unable or unwilling to act, to the sole arbitration of some other person to be similarly appointed and willing to act as such arbitrator. There will be no objection to any such appointments that the Arbitrator so appointed is a servant of the Authority that he had to deal with the matters to which this agreement relates and that in the course of his duties as such servant of the Authority he had expressed views on all or any of the matters in dispute or differences. The award of the arbitrator so appointed shall be final and binding on the parties. The arbitrator may with the consent of the parties enlarge from time to time, the time for making and publishing the award.
30. The bidder shall acquaint him with the proposed site of work, its approach roads, working space available before quoting his rates.
31. The Contractor shall take all necessary precautions to prevent any nuisance or inconvenience to the owners, tenants and to the public in general and to prevent any damage to such properties. He shall make good, at his cost and to the satisfaction of the Officer – In- Charge, any damage to AAI property or public or private property whatsoever caused thereon by the contractor.
32. In the event of any restrictions being imposed by the Security Agency, AAI or any other authority having jurisdiction in the area on the working or movement of labor / material, the Contractor shall follow such restrictions and nothing extra shall be payable to the contractor on this account. The loss of time on this account, if any, shall have to make up by generating additional resources etc.
33. No payment shall be made for any damage caused by rain, snowfall, flood or any other natural calamity, whatsoever, during the execution of the work. The contractor shall be fully responsible



(TO BE SUBMITTED IN ENVELOPE - A)

for any damage to the AAI property and in case of any damage he shall make good the same at his own cost.

34. PAYMENTS: 25 % of the annual contract amount will be paid after completion of every quarter of contract, subject to satisfactory rendering of service during that period. The contractor has to submit his bill every quarter for the completed period of one quarter with all supporting documents as required plus the maintenance records for the work carried out in that quarter as per **Annexure-VI**.
35. AAI is not responsible for any misshaping with the worker deployed by contractor.
36. Contractor shall compliance the labor laws and other statutory and other legal requirements.

SIGNATURE OF BIDDER
OFFICE SEAL

DATE:
PLACE:



(TO BE SUBMITTED IN ENVELOPE - A)

ARBITRATION AND LAWS

Arbitration:

Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the specifications, designs, drawings and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, drawings specification, estimates, 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 or abandonment thereof shall be referred to the sole arbitrator as may be appointed by the Regional Executive Director, Northern Region of AAI. 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 difference. The arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act for any reason, the appointing authority for arbitrator, as aforesaid at the time of such transfer, vacation of office or 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 his predecessor.

Subject as aforesaid the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment 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 arising between two Government of India Undertakings, provisions as contained in Bureau of Public Enterprises letter No. BPE/GL-001/16/MAN-2(100-75-BPE) (GM-1) dated 1.1.1976 and as may be amended from time to time shall apply.

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 amount or amounts claimed in respect of each such dispute.

The work under the Contract shall, if reasonably possible continue during the arbitration proceedings and no payment due or payable to the Contractor shall be withheld on account of such proceedings.

The Arbitrator shall give a separate award in respect of each dispute or difference referred to him.

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 all parties to this contract.

Laws governing the Contract:

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

SIGNATURE OF BIDDER
OFFICE SEAL

DATE:
PLACE:



ANNEXURE - I

(TO BE SUBMITTED IN ENVELOPE - A)

Special Terms & Conditions

- 1) AAI does not bind itself to accept the lowest or any quotation and reserved to itself the right of accepting the whole or any part of the quotation and the quotation shall be bound to provide the supply at the rate(s) quoted. Apart from the above, AAI reserves the right to itself to add systems or delete systems. However, AAI will pay/deduct for any addition/deletion on pro-rata basis.
- 2) Any break down of the system is to be attended immediately on reporting and to be restored within 24 Hrs on all days including Sunday & holiday.
- 3) 25% of the payment of CAMC charges will be released on completion of every quarter subject to satisfactory rendering of service during that period.
- 4) Preventive maintenance should be carried out at least once in THREE MONTHS.
- 5) Replacement of all spares will be at the contractor cost as per CAMC (**Annexure-VII**).
- 6) L1 will be declared on total amount mentioned in price bid as Annexure-VII.
- 7) This contract is for a period of One year, may be extended for one more year subject to satisfactory performance and on same terms and conditions on mutual agreement.
- 8) No extra payment will be made in case relocation of equipments or installation of new software. Any shifting of a computer System/accessories shall be done by the maintenance staff of the Contractor and any damage, which occurs as a result of such a shifting, shall be the responsibility of the Contractor. No extra payment shall be made for such a shifting when the shifting is done within the same building. For shifting of systems/ equipments which involve two separate buildings AAI shall be responsible to provide either a transport to the Contractor or shall reimburse the transportation charges as per actual. AAI reserves the right to shift any system by its own arrangement if no response from the Contractor to the Shifting complaint is received within 48 hours of lodging of such a complaint. This kind of shifting undertaken by AAI shall not violate any of the CAMC clauses. However, this clause is not applicable to any shifting of the equipment required for the maintenance of the equipment, to the site of the contractor or to any other workshop of the OEM or his authorized service providers etc. such a shifting for maintenance / repair purpose shall be covered in the purview of the contract & no transportation / shifting charges shall be applicable for such a shifting.
- 9) 1% in each case subject to a maximum of 10% of the total CAMC amount will be deducted in the case if the fault is not rectified within 48 hours of lodging the complaint. In case of condition beyond control of agency, the Airport Director, Kangra Airport shall be the competent authority to decide waiving of penalty.
- 10) Party has to maintain a fault/maintenance/logbook and detailed faulty summary has to be maintained on monthly basis.

- 11) In the event of irreparability (A condition where the contractor feels that he cannot repair an item under CAMC due to any reason) of an item /component which is under the purview of this contract the “contractor” shall have to replace the item/component with equivalent or a higher /better item/component within 7 days of reporting of such case. The replaced item in such an event shall become the property of AAI & the irreparable item shall become the property of the contractor. In case the contractor fails to replace the item within the above-stipulated period AAI shall be free to replace the item from other sources & **the actual cost of the replaced item shall be deducted from the payment of the contractor.**
- 12) Checking the quality of Power supply & other working conditions from time to time shall be the responsibility of the contractor. In case the contractor observes improper power supply or working conditions, he should immediately bring same to the notice of the maintenance In-Charge AAI, failing which no claims of damage on these accounts shall be entertained by AAI.
- 13) The contractor shall ensure proper data backup before undertaking the maintenance / repair of the computer systems, failing which any loss or damage to data shall be the responsibility of the contractor.
- 14) No tool or test equipment will be provided by AAI.
- 15) The contractor shall maintain the equipment as per manufacturer’s guidelines and shall use standard components for replacement as per OEM’s specifications. The contractor shall not use any spurious components for replacement /repair & shall use only the original OEM spares as and when required. All such replacements shall be done with the prior approval of the maintenance In-Charge & the genuineness of such spares shall require the certification from the maintenance In-Charge before the maintenance is undertaken. The original specifications / characteristics / features / configurations shall not be changed without any written approval from maintenance In-Charge AAI. When it becomes necessary to change the system specifications / characteristics / features / configurations it should be changed up-ward in terms of capacity / performance. No downward modification / change shall be acceptable at any point of time.
- 16) AAI reserves the right to shift the equipment to any location outside AAI premises (a third party location). An intimation of such a shifting shall be given in writing to the Contractor. AAI may ask the contractor to undertake such a shifting on its behalf & the contractor shall be responsible for any damage caused during the shifting by the maintenance staff of the contractor. However, such a shifting shall not violate any of the CAMC clauses & no extra payment shall be made to the contractor for such a de-installation & re-installation except for the transportation charges as applicable. However, in case of any large scale shifting at one time requiring the CAMC contractor to deploy extra manpower for shifting, extra payment as mutually agreeable and approved by AAI maintenance In-Charge shall be payable to the contractor.



- 17) All complaint calls should invariably be registered with contractor's customer support department either in writing or on telephone. The contractor shall ensure the availability of adequate number of telephone lines and attendants at his call centers during the working hours of AAI. A record of higher level of contact person of the contractor may also be indicated on the sticker, which may be utilized when non-response is received complaint registration numbers.

Above all the conditions will form the part of an agreement.

**SIGNATURE OF BIDDER
OFFICE SEAL**

**DATE:
PLACE:**



COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT FOR 12 MONTHS
[2022-23].

Scope of Work

1. The scope of Comprehensive Annual Maintenance Contract covers following areas and services.

Services:

1. Breakdown, preventive and predictive maintenance service (With spare parts)
2. Desktop/Laptop services(Hardware and Software both)
3. Cartridge Refilling and Maintenance specified in Annexure VII
4. UPS connected with Desktops Maintenance(with all spares including batteries)

Terms and conditions & Service definitions

Service 1

(Breakdown, Preventive and predictive maintenance of IT assets)

The service provider is to look after the breakdown, preventive maintenance and predictive maintenance of all the IT assets as listed in detail in Annexure-III & IV and above.

Deliverables:

- Breakdown call tracking, follow up and keeping a record of it
- Resolving the breakdown issues
- Resolving the issues which are repetitive
- Keeping preventive maintenance schedule of all relevant IT assets and Maintenance to be done accordingly.
- Analysis of breakdown statistics
- Identification, Site recommendations and reporting of chronic faults and problems.
- Predictive Maintenance to be done according to the requirements.

Service 2

Repair & replacement of all spare parts like SMPS, Hard Disk, RAM, Printer Cartridge/Drum/Roller, UPS batteries etc. related to above items (Networking, Hardware & Software installation and updation etc.) will be part of Comprehensive AMC.

DATE:
PLACE:

SIGNATURE OF BIDDER
OFFICE SEAL

Maintenance Procedures & Schedules:

Note: This is the sample. Any addition (Up gradation) may be incorporated according to agreed requirement.

1. Classification of Maintenance Problems

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

Minor Repairs & Maintenance of Standalone Systems

General Equipment Cleaning.

Minor Software faults.

1.1.2 Minor Virus Problem & cleaning (Affecting individual Systems not resulting in Loss of Data).

Hardware faults (Repairable) on Monitor, Keyboard, Mouse – which does not require opening of the system.

Hardware faults (Repairable) – floppy drive, CD ROM, Internal Modem, Add on Cards – by replacement of Cards.

HDD Fault – Requiring Hard Disk Media de-fragmentation & Cleaning. 1.1.7 Minor faults on printers – paper stuck etc involving no expenditure.

Major Repairs & Maintenance of Standalone systems

Major Software faults – Virus problems (Affecting wide spectrum of Computers over the Network – May require recover of Data).

Major Software Corruption – Requiring reloading.

Hardware faults (Non Repairable) on Monitor, Keyboard, Mouse – which does not require opening of the system. 0

Hardware faults (Non Repairable) – Floppy Drive, CD ROM, Internal Modem, Add on Cards.

HDD fault – Requiring Hard Disk Formatting.

HDD fault – Requiring HDD Replacement (Even HDD burnt or Media damage cases shall be in the purview of the contract).

Mother Board related – requiring replacement of RAM, CPU chip or complete Mother Board etc.

Printer Faults – requiring part replacement including Printer Head in case of DOT Matrix printers.

2 Procedure to be followed for Maintenance

The following events/procedures shall follow the registration of a complaint from a user and maintenance of system under contract:



(TO BE SUBMITTED IN ENVELOPE – A)

Give a unique fault / Complaint number.

Identify the nature of fault & the faulty components.

Prepare a detailed report on nature of fault and hand over the report to the Maintenance / retainer contractor.

A complete history of each fault shall be maintained & necessary formats required for this purpose shall be prepared as agreed mutually.

Acceptance of system after maintenance and closure of cases.

3 Maintenance Matrixes /Schedule

The periodical maintenance activities are categorized as follows:

General Cleaning – This will include cleaning of equipments externally using the following tools:- Soft cloth, Carbon Tetra-Chloride, Pest Spray, Checking Termination points/joints, etc.

Precaution: Equipment should not be isolated without proper authorization. Each cleaning has to be recorded in the format attached as Annexure-VI.

Preventive maintenance includes the following activities:-

Periodic internal cleaning of the equipment (using vacuum cleaners).

Verification and Updating of the Virus Protection Packages.

Regular Hard Disk de-fragmentation (at least once in two months).

Extensive cleaning of keyboards & printers as per maintenance schedule.

Regular checking of earth connections of the power supply (once in three months).

Each preventive maintenance has to be recorded in the format attached as Annexure-VI.

Updating of the OS patches released by OS manufacturers.

Predictive maintenance includes the following scope:

Observe pre-failure warning on the system and take necessary steps.

Observe Error codes from time to time & take action as per error messages. Also make a history of error messages & the corrective action taken.

Observe frequent software failures / system crashes and take necessary restoration measures to recover from such faults.

Scope of Repairs & Maintenance

The scope of each maintenance shall depend on the nature / category of faults.

DATE:
PLACE:

SIGNATURE OF BIDDER
OFFICE SEAL



(TO BE SUBMITTED IN ENVELOPE - A)

Annexure IV

The table below indicates the various maintenance activities:

Sr. No	Type of Maintenance	Equipment	Periodicity (In Days)
01	General Cleaning	Computers/ Workstations	30
02	General Cleaning	Printers/keyboard/mouse/MM Kit	30
03	Preventive	Printers/ Keyboard Mouse /MM Kit	90
04	Preventive	Virus Scanning & Cleaning (Servers/ Clients)	30
05	Preventive	Virus Update (Servers /Clients)	30
06	Preventive	Checking of Supply & System Earth	90
07	Predictive	Base on prefailure warning	As & When required
08	Predictive	System Batteries	As per Battery Life
09	Predictive	Virus Protection Virus Update (Server Clients)	Based on threat
10	Repairs & Service	All Equipment	Fault Based
11	Virus Cleaning	Virus Update (Servers / Clients)	Infection based

DATE:
PLACE:

SIGNATURE OF BIDDER
OFFICE SEAL



PREVENTIVE MAINTENANCE / GENERAL CLEANING REPORT

Employee Name _____

Designation _____

Department _____

Date Time of Cleaning / Preventive Maintenance _____

Date / Time of receipt of Item after Cleaning / Preventive Maintenance

Cleaning / Preventive Maintenance done on the following machines and Peripherals.

SL NO	Serial Number of the Machine	Machine / Peripheral Description	Type of Maintenance Cleaning / Preventive	PERFORMANCE AFTER MAINTENANCE	SIGNATURE OF USER
1					
2					
3					
4					
5					

Signature of service personnel

SIGNATURE OF

CNS- INCHARGE



(TO BE SUBMITTED IN ENVELOPE - A)

Annexure-V

UNCONDITIONAL ACCEPTANCE LETTER

(TO BE SUBMITTED IN ENVELOPE-A)

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

ACCEPTANCE OF AAI's QUOTATION CONDITIONS

Sir,

1. The Quotation documents for the “COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT FOR THE PERIOD 12 MONTHS [2022-23]” have been issued to me / us by AAI and I / We hereby certify that I / We have inspected the site and read the entire terms and conditions of the Quotation document and I / We shall abide by the conditions /clauses contained therein.

2. I / We hereby unconditionally accept the Quotation conditions of AAI's Quotation documents in its entirety for the above work.

3. The contents of clause 9 of Notice Inviting Quotation of the Quotation documents have been noted wherein it is clarified that after unconditionally accepting the Quotation conditions in its entirety, it is not permissible to put any remarks /conditions (except unconditional rebate on quoted rates, if any) in the Quotation enclosed in 'Envelope-B' and the same has been followed in the present case. In case, this provisions of the Quotation is found violated after opening 'Envelope-B'. I / We agree that the Quotation shall be rejected and AAI shall without prejudice to any other right or remedy be at liberty to forfeit the said earnest money absolutely.

4. That I/we declare that I/We have not paid & 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, & further if any officer of AAI asks for bribe/gratification, I will immediately report it to the appropriate authority in AAI.

**SIGNATURE OF BIDDER
OFFICE SEAL**

**DATE:
PLACE:**



(TO BE SUBMITTED IN ENVELOPE - A)
Annexure-VI

To
The Airport Director,
Airports Authority of India,
Kangra Airport,
Kangra, HP – 176209

Subject: - Bank Details for E - Payment.

Sir,

The following particulars are given below for effecting e – Payment in respect of our Claim / Bill.

(Attach relevant documentary proof)

1. Name of Company: - _____
2. Address: - _____

3. Bank A/C No. :- _____
4. Bank Name: - _____
5. Branch Address: - _____

6. Branch Code: - _____
7. IFSC Code of Bank: - _____
8. PAN Card: - _____ Attach document
9. GST No. :- _____ Attach document

**SIGNATURE OF BIDDER
OFFICE SEAL**

**DATE:
PLACE:**



(TO BE SUBMITTED IN ENVELOPE - A)

AGREEMENT FORM

(To be printed on Rs. 100/- stamp paper)

This agreement is made and executed at Kangra on this _____ day of _____, 2022, between Airports Authority of India a statutory corporation incorporated under the Airports Authority of India Act 1994 having its head office at Rajiv Gandhi Bhavan, Safdarjung Airport, New Delhi-110 003 through its Airports Director, KANGRA Airport (herein after referred to as "owner" or AAI which expression shall include its administrator, successors, executors and assigns of the one part and M/s _____, herein after referred to as the "Contractor" which expression shall include its administrator, successors, executors and permitted assigns) of the other part. whereas AAI is desirous of getting the work of **COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT FOR 12 MONTHS [2022-23]** (hereinafter called work) done by means of a contract and had invited Quotation for this work and Quotation document no: _____ sold for this purpose. And whereas the contractor had participated in the above referred bidding vide his proposal No _____, dated _____ and other subsequent referred letters, AAI accepted his aforesaid proposal and awarded the work to the contractor on the terms and conditions in its acceptance letter No. _____, date _____ and document referred to therein which have been accepted by M/S _____ resulting into a contract.

NOW THEREFORE THIS DEED WITNESSETH AS UNDER The owner has awarded the contract to the contractor for the work of **COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT FOR 12 MONTHS [2022-23]** on the dated _____ and documents referred to therein, the award has taken effect from i.e. the date on which site has been taken over. The terms and expression used in this agreement shall have the same meaning as are assigned to them in the contract documents referred to in the succeeding articles.

1.0 Contract Documents:

The contract shall be performed strictly as per the terms and conditions stipulated herein in the following documents attached herewith (hereinafter referred to as Contract documents).

S. No.	Particulars	
1.	Work order no. :	Dated
2.	Contractor offer No.	Dated
3.	Acceptance letter	Dated
4.	Quotation Document No.:	Dated

(All correspondences between the Owner & Contractor before award of work shall form part of Agreement)



(TO BE SUBMITTED IN ENVELOPE - A)

All the aforesaid contract documents shall form an integral part of this agreement in so far as the same or any part thereof conform to the Quotation document and what has been specifically agreed to by the owner on its letter of acceptance. Any matter inconsistent therewith, contrary or repugnant thereto or any deviation taken by the contractor in its proposal not agreed to by owner in its letter of acceptance or any other letter which forms a part of contract documents mentioned sake of brevity this agreement along with its aforesaid contract documents shall be referred to as the "AGREEMENT".

Conditions and Covenant:

The scope of contract, consideration, terms of payment, prices adjustment taxes, where ever applicable, insurance, liquidated damages, period of completion, defects liability period and all other terms and conditions are contained in aforesaid Quotation documents. The contract shall be duly performed by the contractor strictly and faithfully in accordance with the terms of agreements.

This agreement constitutes full and complete understanding between the parties. It shall supersede all prior correspondence to the extent, the inconsistency or repugnance to the terms and conditions contain in the Quotation agreement. Any modification of the agreement shall be effected only by written instrument sign by the authorized representative of both the parties.

Notice of Default:

Notice of default given by either party to the other under the agreement shall be written and shall be deemed to have been duly and properly served upon the parties here to if delivered against acknowledgement due addressed to the signatories at the address mentioned hereby in above.

We agree to maintain that equipment specified in the Quotation document no _____ which is part of this agreement in accordance with the subject to the terms and conditions mentioned above.



(TO BE SUBMITTED IN ENVELOPE - B)

(Annexure VII)

PRICE BID

NAME OF WORK: COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT FOR THE PERIOD 12 MONTHS [2020-21].

<u>Sl. No.</u>	<u>Item Description</u>	<u>Qty</u>	<u>Units</u>	<u>TOTAL AMOUNT Without GST in Rs.</u>
(A)	(B)	(C)	(D)	(E)
1	DESKTOP			
1.1	Acer Intel (R) core (TM) i5-7400 CPU @ 3.00GHz 3.00GHZ , RAM 4GB, ROM 1TB, Windows 10Pro, USB mouse and Keyboard , DVD writer	5	12 Months	
1.2	Acer Intel (R) core (TM) i5-4570 CPU @ 3.20GHz 3.20GHZ , RAM 4GB, ROM 1TB, Windows 8.1Pro, USB mouse and Keyboard , DVD writer	4	12 Months	
1.3	HP Intel(R) core™ 2 duo E7600 CPU@3.6GHz RAM 2GB 32bit Windows 7 ultimate	2	12 Months	
2	LAPTOP			
2.1	Acer laptop Intel (R) core (TM) i5-7200U CPU @ 2.50GHz 2.50GHZ , RAM 8GB, ROM 1TB, Windows 10Pro, DVD writer.	1	12 Months	
3	PRINTERS with cartridge refilling			
3.1	Samsung ProXpress M3370FD(MFP)	02	12 Months	
3.2	Samsung Xpress M2071F(MFP)	03	12 Months	
3.3	HP Laser jet P1606dn (MFP)	02	12 Months	



3.4	HP Laser jet Pro 200 M251N (color)	02	12 Months	
3.5	HP Laser jet M1136(MFP)	01	12 Months	
3.6	Canon Image class MF4450	01	12 Months	
3.7	Canon Super G3 image class MF4350d	01	12 Months	
3.8	Samsung CLP-680ND (Color)	01	12 Months	
3.9	Epson L6170(MFP) (Color)	01	12 Months	
4	UPS (with all spares including batteries)			
4.1	UPS ELNOVA 1KVA	04	12 Months	
4.2	UPS Venus 1KVA	03	12 Months	
4.3	UPS UNILINE 1KVA	01	12 Months	
4.4	UPS BPE 1KVA	01	12 Months	
4.5	UPS ETN 1KVA	02	12 Months	

Note : In case of discrepancy in totaling & total given in figure and words, total amount in words shall be considered.

DATE:

**SIGNATURE OF BIDDER
OFFICE SEAL**

PLACE:



GST UNDERTAKING

NAME OF WORK: COMPREHENSIVE AMC FOR IT EQUIPMENTS AT KANGRA AIRPORT FOR 12 MONTHS [2022-23]

We hereby declare that we are registered under GST and comply with all provisions of GST act.

Our GST details are furnished as below:

GST registration No:

PAN No.

Legal Name:

Further, I/We hereby unconditionally accept the following conditions in its entirety for the above work.

1. We are registered under GST and compliant of GST provisions.
2. We undertake all input credits shall be passed on to AAI by the bidder.
3. In case of non-compliance of GST provisions and blockage of any input credit, we shall be responsible to indemnify AAI.

Signature with name and Company Seal

DATE:

PLACE:



(TO BE SUBMITTED IN ENVELOPE – A)

(Annexure IX)

UNDERTAKING REGARDING DEBARMENT/BLACKLISTING

(To be submitted on Company's Letter head in Technical Bid)

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 the 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 defined fit.

(Signature and Name of the authorized signatory of the firm)

Date:

Place:

OFFICE STAMP:



(TO BE SUBMITTED IN ENVELOPE – A)

Check List		
Sr. No.	Attached Documents	Yes / No
1	Envelope A	
	In Quotation Document	
A	Whether Agency have signed on Unconditional acceptance letter on Page No 23 ?	Yes / No
B	Whether the Agency have signed on all Annexures from Annexure-I to Annexure-VI with seal and put in Envelope -A?	Yes / No
	In Attachments :	
C	Copy of PAN Number	Yes / No
D	Copy of GST Registration Certificate	Yes / No
E	Copy of Work Experience from Govt. / PSU / Private organization as mentioned in eligibility criteria.	Yes / No
F	GST Undertaking as per Annexure-VIII	Yes / No
G	Declaration regarding black listing/ debarring of firm on agency letter head as per Annexure-IX	Yes / No
2	Envelope B	
2A	Duly filled Price Bid Annexure-VII as mentioned on Page No 27 to 29 (No extra document shall be attached in Envelope B).	Yes / No
2B	Whether Annexure-VII of Price Bid have been signed by the Agency with seal?	Yes / No

Note:

1. In any condition please don't insert any value on the page of Price Bid document and should not be inserted in Envelope-A.
2. **Price Bid document should be filled properly and must be inserted in Envelope-B only.**
3. Envelope-A- Page No 01 to 25 & 28 to 30 with all attachments mentioned in Check List.
Envelope-B- Page No 26 to 27 only.
4. Envelope-A & Envelope-B should be properly sealed and will be packed in separate Envelope Name of work should be mentioned on each envelope.
5. If any type of query regarding this Quotation document please contact on following Address :

CNS Incharge
Airports Authority of India,
Civil Airport Kangra
Phone No : 01892-293839