



AIRPORTS AUTHORITY OF INDIA

DEPARTMENT OF OPERATIONS

REQUEST FOR PROPOSAL

for

**Management of
“May I Help You Desk”
at**

Lal Bahadur Shastri International Airport

E-tender: 2022_AAI_114802_1

AIRPORTS AUTHORITY OF INDIA
Lal Bahadur Shastri International Airport, Varanasi
DEPARTMENT OF OPERATIONS
L.B.S.I Airport
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Certified that this tender documents contains (25) Pages only

AGM(CNS/Ops)

**Lal Bahadur Shastri International Airport, Varanasi
DEPARTMENT OF OPERATIONS**

Ref. No.:- AAI/VNS/OPS/Facilitation/2022

Tender ID:- 2022_AAI_114802_1

NOTICE INVITING e-TENDER (2 ENVELOPE OPEN TENDER)

1. Item rate tenders are invited through the e-tendering portal by Assistant General Manager (CNS/Operations), L.B.S.I Airport, Varanasi, A.A.I 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 L.B.S.I Airport, Varanasi”** at an estimated cost of **Rs.1,11,59,916/-(Rupees One Crore Eleven Lakhs Fifty Nine Thousand Nine Hundred Sixteen only)(Exclusive of EPF, ESI, BONUS and 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	05.05.2022 1100 hrs.
Bid Document Sale Start Date	05.05.2022 1100 hrs.
Clarification Start Date	05.05.2022 1100 hrs.
Clarification End Date	17.05.2022 1100 hrs.
Bid submission Start Date	05.05.2022 1100 hrs.
Bid Submission End Date	25.05.2022 1200 hrs.
Bid Opening Date (Cover-I) (Fee + Pre-Qualification+ Technical Bid)	26.05.2022 1200 hrs.
Bid opening Date : Cover-II (Financial Bid)	09.06.2022 1200 hrs.(Tentative)

Tender fee (Non –Refundable) of ₹. 1180.00 (Rupees One Thousand One Hundred and Eighty Only) (Tender fee of ₹. 1000 + 180 GST) will required to be paid by way of online payment Gateway through CPP Portal. Last date and time of sale of tender documents is 04.05.2022 1200 hrs.

EMD of the Value of ₹. 2,23,198 (Rupees Two Lakhs Twenty Three Thousand One Hundred Ninety Eight Only) shall be accepted online only, through the E-Tender portal via bank transfer in the form of RTGS/NEFT.Vendors shall use the payment gateway State Bank of India (SBI) integrated for the purpose with the AAI E-Tender portal for online submission of EMD in the form of RTGS / NEFT.

Note: EMD in the form of Cash / Demand Draft or any other form shall not be accepted. The bidder who fails to submit Tender Fee & EMD, their tender shall be rejected outrightly. Any delay will not be entertained.

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. Scanned copy of challan against 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 last date of bid submission or extended date if any. The bidder has to submit the relevant **work experience certificates** to the tune of 03 works each of 40% of annual estimated value i.e **Rs. 14,87,989/-** (or) 02 works each of 50% of the annual estimated value i.e **Rs. 18,59,986/-** (or) 01 work of 80% value of the annual estimated value i.e **Rs. 29,75,978/-** 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 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 **11,15,992/-** against works executed during last three years ending 31st March 2021. 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. Tenderers have to submit UDIN generated documents like Balance Sheet/Turnover certificate, Working Capital Certificate, 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. 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 3 Cr or more (20 Marks)</p> <p>(b) else If firm turnover is 1.75 Cr or more but less than 3Cr (15 Marks)</p> <p>(c) else If firm turnover is 75 lacs or more but less than 1.75 Cr (10 Marks)</p> <p>(d) else If firm turnover is below 75 lacs (05 Marks)</p>	<p><i>Firm turnover is defined as the average turnover of firm over the last 3 years(2018-19, 2019-20, 2020-21).</i></p> <p><i>Chartered Accountant verified / audited turnover statements to be furnished as proof for the same. Tenderers have to submit UDIN generated documents like Balance Sheet/Turnover certificate, Working Capital Certificate, 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.</i></p>
02	Scale & Size of Operations	20	<p>(a) Single work of similar nature 35 Lacs or more during awarded work duration- 20 Marks</p> <p>(b) Single work of similar nature 25 Lacs or more but less than 35 Lacs during awarded work duration - 15 Marks</p> <p>(c) Single work of similar nature 15 Lacs or more but less than 25 Lacs during awarded</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 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</i></p>

			<p>work duration - 10 Marks</p> <p>(d) Single work less than 15 Lacs during awarded work duration - 05 Marks</p>	<p>certificate.</p> <p>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)</p>
03	No. of Projects	20	<p>(a) No. of works of similar nature >= 7 -20Marks</p> <p>(b) No. of works of similar nature 05 or more but less than 7 - 15Marks</p> <p>(c) No. of works of similar nature 03 or more but less than 05 - 10Marks</p> <p>(d) No. of works of similar nature less than 03 - 05 Marks</p>	<p>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 ending on last date of bid submission or extended date if any.</p> <p>Value of each works contract should not be <10 Lakhs over awarded duration.</p> <p>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.</p>
04	Manpower on roll	15	<p>Manpower on Roll (Max marks 15)</p> <p>(a) Manpower on roll >150 -15marks</p> <p>(b) Manpower on roll 101 -150 -10Marks</p> <p>(c) Manpower on roll 51-100 -05Marks</p> <p>(d) Manpower on roll <=50 - 02 Marks</p>	<p>Manpower on roll will be all employees on the books of the company as per statement of manpower wages/ manpower roll of last quarter.</p> <p>Duly CA audited statement of manpower wages/ manpower roll for the previous four quarters to be submitted as part of the technical bid.</p> <p>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</p>
05	Presence of agency in different cities	10	<p>a) if agency has branch offices in >7 cities -10marks</p> <p>(b) if agency has</p>	<p>Self-Attested copy of address proof (like utility bills for example Telephone bill, Electricity bill) of agency offices in each city shall be acceptable.</p>

			branch offices in 5-7 cities -05marks (c) if agency has branch offices in 1-4 cities -02marks	
06	Presentation and Deployment Methodology	15	'Presentation by the Agency on the work to be done; a) Selection and Deployment methodology of manpower - (10 marks) (c) New Technology usage / Innovations in managing May I help you counters - (05 Marks)	<i>'Presentation will be evaluated by a panel appointed by AAI on the aspects defined in scoring criteria</i> <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>

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 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 date and time given in critical date 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 date and time given in critical date sheet. (Depending on Cover-I evaluation).

AGM (CNS/Ops)
AAI, Lal Bahadur Shastri International Airport, Varanasi

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 enrol 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 / eMudra 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 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.
- 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 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.

- 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 Gazetted 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:

SL. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings
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. Gazetted 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.

CHECK LIST

(To be submitted by applicant along with Tender Application)

Name of work: **Management of “May I Help You” Counters at Lal Bahadur Shastri International Airport, Varanasi for a period of 36 (Thirty Six) months (Further extendable for another 12 months subject to satisfactory performance)**

Ref. No.	Qualifying Criterion	Particulars	Enclosure
1	2	3	4
A.	<u>COVER-I(PQ/Tech folder) shall contain</u>		
1.	Name and address of the Firm / Email Address & Telephone No.		
2.	<u>Details of Registration/License</u> Organization/Deptt.		Registration copy enclosed: YES / NO
3.	Permanent Account No. (PAN)		(Copy Attached) YES / NO
4.	<u>Goods and Services Tax No.</u>		(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 40% of annual estimated value</u> <u>OR</u> (ii). <u>Two work of each of 50% of annual estimated value</u> <u>OR</u> (iii). <u>One work of 80% of annual estimated value</u> In single contract of similar nature of work during last five years ending on last date of bid submission or extended date if any.	Details of the three / two / one work(s) as applicable	Copy of certificate enclosed: YES / NO
8.	Whether experience from	Firms showing work experience	TDS

	Govt. organization or private clients?	certificate from private agencies should submit TDS certificate in support of their claim for having experience of stipulated value of works	certificate enclosed: YES / NO
9	Undertaking stating Agency has not been black listed by AAI/ Any Govt./ PSU Organization.		YES/ NO
10.	TURNOVER: (Annualized average financial turnover equivalent to 11,15,992/- during the last three years.	Year INR (in Lacs) 2018-19 2019-20 2020-21 Average :	Proof of turnover enclosed (Abridged Balance Sheet & Profit & Loss A/c): YES / NO
11.	Details of Tender Fee	Scanned copy of challan against Tender Fee.	Tender Fee paid: YES / NO
12.	Details of EMD	Scanned copy of challan against EMD.	EMD Fee paid: YES / NO
13.	Unconditional Acceptance Letter	Annexure-I	Copy to be Uploaded
14.	Authorization Letter / Power of Attorney		Copy to be Uploaded
15.	Affidavit for minimum wages, and Deduction of EPF/ESIC for Employees deployed at work		Copy to be Uploaded
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(<15slides).	To be submitted online through CPP portal: http://etenders.gov.in/eprocure/app .	
B.	COVER-II(Financial Bid) shall contain		
1.	Financial Bid	To be quoted online through CPP portal: http://etenders.gov.in/eprocure/app .	
C.	Details of any other information		

DECLARATION

I (_____) hereby declare that the documents submitted/ enclosed are true and correct. In case any document at any stage found fake/incorrect, my EMD may be forfeited and action as deemed fit by AAI, Lal Bahadur Shastri International Airport, Varanasi can be taken against me.

Place: _____

Date: _____

Signature with stamp
Authorized Signatory of the Agency/Firm

ACCEPTANCE LETTER

To,
The Airport Director
Airports Authority of India,
Lal Bahadur Shastri International Airport,
Varanasi, Uttar Pradesh

Sir,

ACCEPTANCE OF AAI's TENDER CONDITIONS

The Tender documents for the facility “**Management of “May I Help You” counters at Lal Bahadur Shastri International Airport, Varanasi, Uttar Pradesh-221006 for a period of 36 (Thirty Six) months (Further extendable for another 12 months subject to satisfactory performance)**” has been sold to me/us by Airports Authority of India, Lal Bahadur Shastri International 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

SPECIAL CONDITIONS AND SPECIFICATIONS

Name of work: **“Management of “May I Help You” Counters at Lal Bahadur Shastri International Airport for a period of 36 (Thirty Six) months (Further extendable for another 12 months subject to satisfactory performance)”**

1. Scope of work for Management of “May I Help You” counters:

At least one Attendant and one Assistant shall be stationed at the main help desk H24. Deployment of rest of the manpower will be decided by AAI based on requirement.

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 Lal Bahadur Shastri International 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, Lal Bahadur Shastri International Airport Varanasi.
- 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 vending machine, Tissue paper, crockeries etc.) at no extra cost. Daily average number of VIP guests visiting the Airport is 30 on an average.

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 three year (Contract is further extendable for another one-year 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 :03(Only 01 Helpdesk Assistant and 01 Reserved Lounge Attendant in night shift per day)**

Total number of counters:3

Departure:1

Arrival:1

Security hold area- 1

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 (AXNo.of shifts)	Minimum Educational Qualification& Experience
1	Helpdesk Attendants (Semi-Skilled)	Nil	Nil	Qualification: Passed 10+2 Experience : minimum 01 year experience in the Hospitality Industry
2	Helpdesk Assistants (Skilled)	03 Nos.	06 Nos +01 No.(Assistant in night shift)	Qualification: Graduate in any discipline and Should have certificate of being trained in sign language for hearing impaired and mute (deaf and dumb) persons. Experience : Minimum 01 year experience in the Hospitality Industry
3	Shift Supervisor (Highly skilled)	Nil	Nil	Qualification: Minimum Graduate in Hotel / Hospitality Management/Aviation Industry or equivalent fields. Experience: Minimum 01 year Working Experience in Hospitality Industry/aviation Industry
4	Reserved Lounge Attendants (Semi-Skilled)	02 Nos	04.Nos +01 No.(Attendant in night shift)	Qualification: Passed 10+2 Experience : Minimum 01 year experience in the Hospitality Industry

Note: For night shift Only 01 Assistant and 01 Attendant will be deployed per day. So the total no. of assistants/ day =07 and total no. of attendants/day=05.

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) Supervisor@ 2 times of minimum wage per day per Employee
- (c) 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 –

As of the date of the release of the tender, minimum wages are as follows

- | | | |
|----|------------------|--------------|
| 1. | Highly skilled-: | Rs. 806/day |
| 2. | Skilled-: | Rs.734./day |
| 3. | Semi-skilled- : | Rs. 625./day |

Note: These rates may be abstracted from notification by state/ central Government from time to time.

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.

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 providing two set of Uniforms, one pair of shoes and two pair of shocks.

17. 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.

18. The awarded rates shall be firm throughout the contract period. Inclusive of all taxes, duties & levies 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.

19. 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 the tendered amount.
- (ii) 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 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 the tendered value of the work. Earnest money shall be adjusted first in the security deposit and further recovery of security deposit shall commence only when the update amount of security deposit starts exceeding the earnest money. 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 favour 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 and the Earnest money deposited at the time of tenders will be treated as part of the Security Deposit. The security deposit as deducted above can be released against bank guarantee issued by Nationalised 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.

20. Payment Terms:

- (i) Payment shall be made on **Monthly** basis. 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.

21 Novation Clause:-

Notwithstanding anything contained in this agreement, Parties agree that during the Concession Term, in the event the Authority opts to transfer its rights such as operation, maintenance, development etc. of the Airport to a third party under PPP model or in any manner as may be decided by AAI/ Government of India, then the Authority shall have the right to assign/novate/alter this Agreement, in favour of such third party, to which concessionaire hereby gives their consent unconditionally and Authority will not be bound to obtain any further consent of concessionaire. Such assignment/novation/alteration would release Authority of all liabilities and obligations arising under this agreement from and after the date of assignment/novation/alteration and the rights and obligations of Authority under this Agreement and other arrangements entered into in accordance with the provisions of this Agreement shall be vested in such third party. The parties, along with relevant third party shall execute necessary documentation or put in place necessary agreements for the aforesaid assignment/novation/alteration as and when need arise.

AGM (CNS/Ops)
AAI, Lal Bahadur Shastri International Airport