



AIRPORTS AUTHORITY OF INDIA
IT Division, Regional Head Quarters, Eastern Region,
NSCBI Airport, Kolkata

TENDER DOCUMENT

Name of Work	:	Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar
Estimated Cost	:	₹ 2,07,16,095.00 (Excluding GST)
Time Period	:	12 (Twelve) Months
Last Date & Time of Submission	:	Up To 21.05.2022 (1800 Hrs.)
Cost of Tender Documents	:	₹ 2,950.00 (Non – refundable)
Tender Ref. No.	:	AAI/ER/IT/NIT/2022-23/01
Tender ID No.	:	2022_AAI_114032_1

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Section – I: Notice Inviting Tender

1. Airports Authority of India invites sealed tenders from OEM or Authorized System Integrator/ Channel Partners/ Supplier of the OEM for ***“Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar”*** as per the details given below.

S. No.	Name of the work	Estimated Cost (INR) excluding GST	EMD Amount (INR)	Tender Fee (INR)
1	Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar	₹ 2,07,16,095.00	₹ 4,14,322.00	₹ 2,950.00

2. The Tender Fee (Cost of Tender) of the value of ₹ 2,950.00 (**Rupees Two Thousand Nine Hundred Fifty Only**) shall be deposited online through Payment Gateway in CPP Portal or through Net Banking or through NEFT/RTGS Payment Gateway integrated /mapped with CPP Portal.

Firms that are eligible for waiver of Tender Fee (Cost of Tender), such as MSE's of relevant category, have to upload scanned copy of documents in support of this exemption. No other instrument shall be accepted for Tender fee.

3. The EMD of the Value of ₹ 4,14,322.00 (**Rupees Four Lakh Fourteen Thousand Three Hundred Twenty-Two Only**) shall be deposited online through Payment Gateway in CPP Portal or through Net Banking or through NEFT/RTGS Payment Gateway integrated /mapped with CPP Portal.

Firms that are eligible for EMD, such as MSE's of relevant category, have to upload scanned copy of documents in support of this exemption along with scanned copy of duly signed & stamped Earnest Money Declaration on their company letterhead as per Annexure – II. No other instrument shall be accepted for EMD.

4. **Benefits to micro & small enterprises (MSEs)**

As per MSMED Act 2006 & provision (para 10) of Public Procurement Policy order 2012 & amendment till date.

Exemption from paying Tender Fee & Earnest Money Deposit:

Micro and small enterprises (MSEs) – registered with NSIC or District Industries Centres or khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicraft and Handloom or any other body specified by the Ministry of Micro, Small and Medium Enterprises as MSMED Act, 2006 for goods produced and services rendered – shall be issued Tender Documents free of cost. As per latest DoE OM No F/9/4/2020-PPD dated 12.11.2020, EMD is not applicable for this particular Tender for all bidders.

Price Preference:

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. **If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of this Policy. In respect of bid for Services, the bidder must be the Contractor of the offered**

Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service.

As it's a CAMC tender, the **Work shall be Non-divisible in nature** & Purchase Price Preference shall be given to MSE Supplier over Non-MSE Supplier as per following procedure:

1. If L-1 is not an MSE and MSE Supplier (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract shall be awarded to such MSE Supplier subject to matching the L-1 Price.
2. In case such lowest eligible MSE Supplier fails to match the L1 price, the MSE Supplier with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly.
3. In case none of the MSE Supplier within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.
4. In case of any conflict, purchase preference to "MSE Supplier" shall be given priority over Class-I local Supplier.

Documentary Evidences to be provided:

The benefit as above to MSEs shall be available only for goods/ services produced and provided by MSEs for which they are registered.

MSEs seeking exemption and benefits shall upload a self-attested copy of valid registration certificate for MSE like NSIC, Udyog Aadhar etc as mentioned above on the CPP Portal, failing which their bid shall be passed over as ineligible for the benefits applicable to MSEs.

5. Public Procurement (Preference to Make in India)

- 5.1. **The Bid is reserved to be procured from Class-I local supplier' or Class-II local supplier' only**, as defined in the GoI Order No P-45021/2/2017-PP (BE-II) Dated 04.06.2020, Dated 16.09.2020 & subsequent notification issued by GoI.
- 5.2. As it's a CAMC tender, the **Work shall be Non-divisible in nature** & Purchase Preference shall be given to **Class-I local supplier over Class-II local supplier** as well as Non-local supplier as per following procedure: -
 - 5.2.1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contractor will be awarded to L1.
 - 5.2.2. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
 - 5.2.3. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.
 - 5.2.4. **The margin of Purchase preference shall be 20%.**
 - 5.2.5. In case of any conflict, purchase preference to "MSE Supplier" shall be given priority over Class-I local Supplier.

6. Local Content Certificate:

The Bidder must submit self-certification for Local Content as per Annexure – IX on a Non-Judicial Stamp Paper Costing Rupees 100/- (One Hundred Only). All the Pages of the Document must be signed by the designated executive.

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Self-certification must be supported by Local Content % declaration along with the address of the Factory location where the value addition is being made by the OEM / bidder on OEM's / bidder's letterhead for line Items in scope.

False declaration will be breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred upto two years as per Rule 151 (iii) of the General Financial Rules along with such others actions as may be permissible under law. The Supplier / OEM who has been debarred by any procuring entity for violation for aforesaid clause, shall not be eligible for preference for the duration of the debarment.

Note1: - Bidders offering imported products cannot claim services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc as local value addition.

Note2: If it comes to the notice of AAI that, any suppliers of an item are not allowed to participate and/ or compete in procurement by any foreign government, AAI may, if it deems appropriate, restrict or exclude bidders from that country from eligibility for procurement of that item and / or other items.

For this purpose, a supplier or bidder shall be considered to be from a country if;

- (i) the entity is incorporated in that country; or
- (ii) a majority or its shareholding or effective control of the entry is exercised from that country; or
- (iii) more than 50% of the value of the item being supplied has been added in that country.

7. Prior Registration of Bidders from Border Sharing Countries

Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority as per Gol Order No. F.No. 6/18/2019PPD Dated 23.07.2020 & subsequent notification issued by Gol.

8. The Bill of Material for the Worksites are given in Schedule A: Schedule of Anticipated Quantities of this tender document.
9. This tender is invited through electronic tendering process and can be downloaded from the Central Public Procurement Portal (CPP Portal) with URL address "http://etenders.gov in". Please note that the submission of the tender is only through the CPP Portal "http://etenders.gov in". The tenders will not be accepted in any other form. Further it may be noted that tenders which are duly submitted on CPP Portal shall only be final and tenders just saved without submission / publish will not be available to the evaluation committee. Bidders are requested to go through the CPP Portal for guidelines, procedures & system requirements. In case of any technical difficulty, bidders may contact on the following help desk numbers & email ids.
- 9.1. For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002, 0120-4001005, and 0120-6277787. International Bidders are requested to prefix 91 as country code.

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 the tender(s) published kindly contact the respective Tender Inviting Authority.

Tel: 0120-4001002, 0120-4001005, 0120-6277787

E-Mail: support-eproc@nic.in

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

E-Mail: cppp-doe@nic.in

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

9.3.1. 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 CPPP under GePNIC <https://etenders.gov.in>. 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 (CPPP).

9.3.2. 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 CPPP”.

9.3.3. In case of any technical issues faced, the escalation matrix is as mentioned below:

Sl. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1.	Technical Help Desk Team	Instant Support	eprochelp@aai.aero	011-24632950, Ext-3512	0800-2000 Hrs. (MON – SAT)
2.	Sh. Sanjeev Kumar, Sr. Mgr. (IT)	After 4 Hrs. of Issue	etendersupport@aai.aero or sanjeevkumar@aai.aero	011-24632950, Ext-3523	0930-1800 Hrs. (MON-FRI)
3.	Sh. Dharmendra Kumar Jt. GM (IT)	After 12 Hrs.	dkumar@aai.aero	011-24632950 Ext. 3527	0930-1800 Hrs. (MON-FRI)
4.	General Manager (IT)	After 03 Days	gmitchq@aai.aero	011-24657900	0930-1800 Hrs. (MON-FRI)

***The Helpdesk services shall remain closed on all Govt. Gazetted Holidays.**

9.3.4. 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 Bid Manager of AAI.**

10. E-bids shall be submitted in 3 bids system as follows:

Eligibility bid	Tender fee or Tender fee Exemption Certificate & Earnest Money or Earnest Money Exemption Certificate along with duly signed & stamped Earnest Money Declaration on their company letterhead as per Annexure – II.
Technical bid	The Technical e-Bid documents through CPP Portal
Financial bid	The Financial e-Bid documents through CPP Portal

11. The critical dates for this tender are as given below.

S. No	Activity	Date	Time
1	Published Date	06.05.2022	1830 Hrs
2	Bid Document Download / Sale Start Date	07.05.2022	0930 Hrs
3	Bid Document Download / Sale End Date	21.05.2022	1800 Hrs
4	Clarification Start Date	07.05.2022	0930 Hrs

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5	Clarification End Date	11.05.2022	1800 Hrs
6	Bid Submission Start Date	07.05.2022	0930 Hrs
7	Bid Submission End Date	21.05.2022	1800 Hrs
8	Bid Opening Date (Envelop – I)	23.05.2022	1100 Hrs
9	Bid Opening Date (Envelope – III) – Financial Bids	06.06.2022	1100 Hrs

12. Bid Opening Process:

Envelop – I	The Eligibility bids shall be opened on 23.05.2022 (1100 Hrs.). The intimation regarding acceptance/ rejection of their bids will be intimated to the contractors/firms through CPP Portal.
Envelop – II	The Technical bids found to be meeting the qualifying requirements shall be opened depending on Envelope – I evaluation.
Envelop – III	The Financial bids found to be meeting the qualifying requirements shall be opened depending on Envelope – II evaluation & shall be opened on 06.06.2022 (1100 Hrs). Date & Time of Reverse Auction will be intimated after opening of Financial Bid.

13. Worksites for the project shall be as per Annexure - III of this tender document.

The Supply & Services shall be made at the Worksite without any delivery & other charges on AAI & the Contractor shall be liable to render the Services required at the worksite without any additional Financial Obligation to AAI.

14. A prospective bidder requiring any clarification of the tender document may request AAI, through CPP Portal well before the due date of query / clarification process and a response to the same shall be published on CPP Portal. Any changes in the tender conditions in response to the vendor queries shall be published separately as a corrigendum to the tender document on CPP Portal. Since the CPP Portal has provision for accepting responses only once, the subsequent responses from the vendors, if requested by AAI, shall be accepted through email.
15. All Clarifications issued shall become integral part of the tender. All Queries from Bidders & their clarifications shall be posted on CPP Portal followed by corrigendum to the tender document if any of the tender conditions are altered by the Query response.
16. 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.

Issued by:

Joint General Manager (IT) - ER, RHQ ER
O/o Regional Executive Director – Eastern Region,
3rd Floor, New Operational Building
NSCBI Airport, Kolkata – 52
E-mail Id: itd_er@aai.aero
(For and on Behalf of Chairman, AAI)

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Section – II: Instructions to Bidders

1. **Definitions:**

- 1.1. "AAI / The Buyer" means the Airports Authority of India.
- 1.2. "Bidder" (including the term 'tenderer', 'consultant' or 'vendor' or 'service provider' in this contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- 1.3. "Bidder from a country which shares a land border with India" means: -
 - 1.3.1. An entity incorporated, established or registered in such a country; or
 - 1.3.2. A subsidiary of an entity incorporated, established or registered in such a country; or
 - 1.3.3. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - 1.3.4. An entity whose beneficial owner is situated in such a country; or
 - 1.3.5. An Indian (or other) agent of such an entity; or
 - 1.3.6. A natural person who is a citizen of such a country; or
 - 1.3.7. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

The beneficial owner for the purpose of (1.3) above will be as under:

1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.
Explanation—
 - a) "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;
 - b) "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

- 1.4. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- 1.5. "Project Manager - AAI" means the AAI executive responsible for signing all documents from AAI side and shall coordinate all the activities of the project with the bidder / contractor.
- 1.6. "The Supplier / Contractor" means the individual or firm taking up the work as defined under the Notice Inviting Tender.
- 1.7. "The Works Order" means the order placed for the supply, installation, testing & commissioning of systems / works by the Buyer on the Contractor signed by the Buyer including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.8. "The Purchase Order / Supply Order" means the order placed for the supply of items by the Buyer on the Supplier signed by the Buyer including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.9. "The Contract" means the agreement signed between the Buyer and the Contractor as per the terms and conditions contained in the Works Order / Purchase Order.
- 1.10. "The Contract Price" means the price payable to the Contractor under the Works Order / Purchase Order for the full and proper performance of its contractual obligations.
- 1.11. "Non-responsive Bid" means a bid, which is not submitted as per the instructions to the bidders or Earnest Money Deposit declaration has not been attached, or the required data has not been provided with the Bid or intentional errors have been committed in the Bid.
- 1.12. "CPP Portal" means, a Central Public Procurement Portal specified throughout this document is the online system for Bidders to submit their Tender packages.
- 1.13. "EMD" refers to the Earnest Money Deposit to be submitted by the bidder.
- 1.14. "CCA India" refers to the Controller of Certifying Authorities (CCA), Ministry of Electronics & Information Technology, Government of India.
- 1.15. "BOQ" refers to Bill of Quantity.
- 1.16. "NIT" refers to Notice Inviting Tender.
- 1.17. "OEM" refers to the Original Equipment Manufacturer.
- 1.18. "SAT" refers to Site Acceptance Test.
- 1.19. "Gol" refers to Government of India.
- 1.20. "Local Content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

- 1.21. 'Class-I local supplier' means a supplier or Contractor, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for 'Class-I local supplier'. As per Gol Order No P-45021/2/2017-PP (BE-II) Dated 16.09.2020, the local content requirement to categorize a supplier as 'Class-I local supplier' is minimum 50%.
- 1.22. 'Class-II local supplier' means a supplier or Contractor, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for 'Class-II local supplier' but less than that prescribed for 'Class-I local supplier'. As per Gol Order No P45021/2/2017-PP (BE-II) Dated 16.09.2020, the local content requirement to categorize a supplier as 'Class-II local supplier' is minimum 20%.
- 1.23. 'Non – Local supplier' means a supplier or Contractor, whose goods, services or works offered for procurement, has local content less than that prescribed for Class-II local supplier. As per Gol Order No P-45021/2/2017-PP (BE-II) Dated 16.09.2020, the local content requirement to categorize a supplier as 'Class-II local supplier' is minimum 20%.
- 1.24. 'L1' means the lowest tender or lowest bid or the lowest quotation received in a tender, bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.
- 1.25. 'Margin of purchase preference' means the maximum extent to which the price quoted by a "class-I local supplier"/ "MSE Supplier" may be above the L1 for the purpose of purchase preference.
- 1.26. 'Nodal Ministry' means the Ministry or Department identified pursuant to Gol Order No P45021/2/2017-PP (BE-II) Dated 16.09.2020 in respect of a particular item of goods or services or works.
- 1.27. 'Procuring entity' means a Ministry or Department or attached or subordinate office of, or autonomous body controlled by, the Government of India and includes Government companies as defined in the companies Act.
- 1.28. 'Works' means all works as per Rule 130 of GFR-2017, and will also include 'turnkey works'.

2. 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: <https://etenders.gov.in/eprocure/app>

2.1. Registration

2.1.1. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.

2.1.2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

2.1.3. 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.

2.1.4. 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.

2.1.5. A bidder should register only one valid DSC. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

2.1.6. 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.

2.2. Searching for Tender Documents

2.2.1. 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.

2.2.2. 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 / email in case there is any corrigendum issued to the tender document.

2.2.3. 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.

2.3. Preparation of Bids

2.3.1. 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.

2.3.2. 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.

2.3.3. 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 and keep it as a repository.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

2.4. Submission of Bid

- 2.4.1. Bidder should take into account any corrigendum/s (if any) published on the tender document for preparation of bid.
- 2.4.2. 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.
- 2.4.3. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 2.4.4. Bidder has to select the payment option as “online mode” to pay the tender fee as applicable and shall deposit the Tender fee through the Integrated / mapped Gateway in CPP Portal.
- 2.4.5. 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.
- 2.4.6. 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.
- 2.4.7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. Unauthorized persons cannot view the data entered 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.
- 2.4.8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 2.4.9. 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.
- 2.4.10. 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.
- 2.4.11. No bidder firm or its subsidiary firm or its parent firm shall be allowed to submit alternate bids. Such bids shall be summarily rejected.

2.5. Assistance to Bidders

2.5.1. 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.

2.5.2. 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.

2.6. Conflict of interest among bidders/agents

2.6.1. A bidder shall not have conflict of interest with other bidders. Such conflict of interest can lead to anti-competitive practises to the detriment of Procuring Entity's Interests. The Bidder found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process if;

- a) They have controlling partners (s) in common; or
- b) They receive or have received any direct or indirect subsidy/financial stake from any of them; or
- c) They have the same legal representative/agent for purposes of this bid; or
- d) They have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder; or
- e) Bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/subassembly/assemblies from one bidding manufacturer in more than one bid.
- f) Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid;
- g) In case of a holding company having more than one independently manufacturing units, or more than one unit having common business ownership/management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidder must proactively declare such sister/common business /management units in same/similar line of business.

3. Eligibility Criteria:

Bidders shall upload scanned copy of following documents in readable form at e- tendering Portal corresponding to each criterion mentioned below.

3.1. Envelop – I: Eligibility Bid

Bidders shall upload self-certified scanned copies of documentary evidences in readable form at e- tendering Portal corresponding for each criterion mentioned below.

1. Tender fee as mentioned in "Section – I: Notice Inviting Tender"

OR,

Tenderer/ Firm seeking exemption on account of MSME/ NSIC / Udyog Aadhar/ other Exemption registration shall upload copy of valid registration certificate as per GoI rules for purpose of verifying their claim for exemption of Tender fee in Envelop-I.

2. Earnest Money Deposit as mentioned in "Section – II: Notice Inviting Tender"

OR,

Tenderer/ Firm seeking exemption on account of MSME/ NSIC / Udyog Aadhar/ other Exemption registration shall upload copy of valid registration certificate as per Gol rules for purpose of verifying their claim for exemption of EMD along with Earnest Money Declaration as per Annexure - II in Envelop-I.

3. Tenders not accompanied by the requisite Tender fee or valid proof as per Gol for exemption from Tender fee shall be rejected.
4. Tenders not accompanied by the requisite EMD or valid proof as per Gol for exemption from Earnest Money deposit along with Earnest Money Declaration as per Annexure - II shall be rejected.

3.2. Envelop – II: Technical Bid:

Bidders shall upload self-certified scanned copies of documentary evidences in readable form at e-tendering Portal corresponding for each criterion mentioned below. Uploading of application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.

1. **Checklist – I:** Duly filled up Checklist as per Annexure – I.
2. **Unconditional Acceptance Letter:** Unconditional Acceptance of all tender condition as per AAI Format as per Annexure – IV must be submitted on their company letterhead.
3. **Undertaking:** Bidder shall not be black listed or should not have a pending case or pending complaint of irregularity in India or abroad, by any global international body like World Bank / International Monetary Fund / World health Organization etc., or any Indian State/ Central Governments Departments or Public Sector Undertaking of India. Bidder is required to submit an undertaking in this regard on their company letterhead as per AAI format as per Annexure - V.

If the claim of the bidder is found to be wrong or the bidder is blacklisted by any of these agencies during the bid evaluation process his bid is liable to be rejected at that stage.

4. **Power of Attorney:** Power of Attorney on a Non-Judicial Stamp Paper Costing Rupees 100/- (One Hundred Only) as per Annexure - VI authorizing the designated executive to sign all documents on behalf of the company or firm, if the bid is not signed by the Director of the Company or Partner / Proprietor of the Firm must be submitted.
5. **Tender Acceptance:** The bidder must submit a signed & Stamped copy of Tender Acceptance Letter on their company letterhead as per AAI format as per Annexure – VII.
6. **Integrity Pact:** Bidder must submit Integrity Pact as per Annexure – VIII on a Non-Judicial Stamp Paper Costing Rupees 100/- (One Hundred Only). All pages of Integrity Pact are to be signed by the same signatory who signed the bid, i.e. who is duly authorized to sign the bid and to make binding commitments on behalf of his company.
7. **Local Content Certificate:** The Bidder must submit self-certification for Local Content as per Annexure – IX on a Non-Judicial Stamp Paper Costing Rupees 100/- (One Hundred Only). All the Pages of the Document must be signed by the designated executive.

Self-certification must be supported by Local Content % declaration along with the address of the Factory location where the value addition is being made by the OEM on OEM's letterhead for line Items in scope.

False declaration will be breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred upto two years as per Rule 151 (iii) of the General Financial Rules along with such others actions as may be permissible under law. The Supplier who has been debarred by any procuring entity for violation for aforesaid clause, shall not be eligible for preference for the duration of the debarment.

8. **Land Border share Compliance Certificate:** The bidder must submit a signed & Stamped copy of Compliance Acceptance Letter on their company letterhead as per Annexure – X.
9. The Bidder must have valid GST, PAN, EPF & ESIC Registration Number in India or any regulatory requirement in that region. Attested Copy of the Document GST, PAN Card, EPF Registration, ESIC Registration must be uploaded.
10. The Bidder must be an individual IT / IT Service / ITES Company registered in India under the Companies Act, 1956, or partnership registered under the Indian Partnership Act 1932 or Limited liability/ partnership firm registered under the Limited Liability Partnership Act 2008. Memorandum of Association or Partnership Deed or Proprietorship Deed as the case may be, attested Copy of the same must be uploaded.
11. **Work Experience Value Criteria:** Bidder should have successfully completed similar work or better (higher) requirements, with WO values excluding GST/Other Taxes as below: -
 - a. One Work Order of annualized value equal to 80% or more of the estimated Cost excluding GST, i.e. **₹ 1,65,72,876.00 (One Crore Sixty-Five Lakh Seventy-Two Thousand Eight Hundred Seventy-Six) only** or more; OR;
 - b. Two Separate Works Orders, each for an annualized value equal to 50% or more of the estimated cost excluding GST, i.e. **₹ 1,03,58,048.00 (One Crore Three Lakh Fifty-Eight Thousand and Forty-Eight) only** or more; OR;
 - c. Three Separate Work Order, each for an annualized value equal to 40% or more of the estimated cost excluding GST, i.e. **₹ 82,86,438.00 (Eighty-Two Lakh Eighty-Six Thousand Four Hundred Thirty-Eight) only** or more.
 - d. The above criteria are excluding Taxes/GST/other charges & should be completed in last 7 years, for Government Departments or Public Undertakings or Private Sector.
 - e. Similar Work shall mean **“Annual Maintenance Contract of IT Infrastructure”**.
 - f. Multi-year AMC Work or renewed Work Order shall be considered as single Work Order.
 - g. **Proof of Satisfactory Service:** Bidder shall submit Work Order along with Work Completion Certificate in respect of the experience of works claimed by bidder against execution of works listed above.

- h. In case of experience of Private Sectors, Bidder has to submit TDS Certificate issued by the Customer in support of payment received and execution of work.
- i. Notarized translation Shall be submitted if language of any of the above documents is any language other than English.

12. **Average Annualized Financial Turnover:** Vendor should have annualized average financial turnover of at least 30% of the estimated cost i.e. ₹ 62,14,829.00 (Sixty-Two Lakh Fourteen Thousand Eight Hundred Twenty-Nine) only or more during last 3 years ending 31st March of previous financial year.

As a proof of financial turn over, copy of UDIN generated abridged Balance Sheet duly certified by Chartered Accountant along with profit or loss account of the Bidder for the last three year should be submitted. The documents submitted by bidder without UDIN Number shall not be considered & their Bid are liable for rejection.

In case of System Integrator or Authorized Representative (AR) of OEM, Credentials (financial turnover & experience as mentioned above) of System Integrator or the authorized representative only will be considered for evaluating eligibility criteria.

13. The bidder must be an Original Equipment Manufacturer or Channel Partners/ Business Partner/ OEM Authorised Contractor of Desktop Computer or Laptop Computers & accessories Manufacturers - HP/ Dell /Acer or any reputed manufacturer & Network Equipment's – HP/Cisco/Extreme Networks/ Brocade/ Ruckus or any reputed manufacturer.

OEM Authorization or MAF of both Desktop Computer / Laptop Computers & Network Components must be submitted.

In case of OEM, proof of being Original Equipment Manufacturer (OEM) (letter from the authorized signatory) shall be submitted.

An OEM is identified as the company that holds title to the Intellectual Property Rights of the supplied components/items/technology or brand.

14. The bidder must be ISO 9001 certified, which will specify the requirements for a quality management system where an organization needs to demonstrate its ability to ensure that their products and services consistently meet customer's requirements, and that quality is consistently improved.
15. The bidder must be ISO 20001 certified related to the requirements for an Information Technology service management (ITSM) system including the design, transition, delivery and improvement of services to fulfil agreed service requirements of a Service Management System (SMS)].
16. The bidder must be ISO 27001 certified related to the requirements for an Information security management system (ISMS) where all legal, physical and technical controls involved in an organisation's information risk management processes as well as protect client and employee information.
17. The bidder must submit a duly Notarized Affidavit executed in ₹ 100.00 Non-Judicial Stamp Paper as per Proforma provided in Annexure – XII for their compliance to Minimum Wages.

18. The bidder must have following necessary qualified support staff on their payroll.

Designation	Qualification	Qty
Network Support Staff	<ul style="list-style-type: none"> MCA or BE/ BTECH (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 1 Year of relevant experience, OR; BCA or BSc (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 2 Years of relevant experience OR; Other Graduate with minimum 1 Year Diploma (in Computer Science/IT/Electronics/Hardware & Networking or equivalent) with minimum 2 Years of relevant experience OR; 3 Years Diploma (in Computer Science/ IT/ Electronics or equivalent) with minimum 3 years of relevant Experience CCNA/ MCNA or other OEM Certification for Routing & Switching, preferred for all Network Support Engineers 	Minimum 02 Nos.
Hardware Maintenance Engineer	<ul style="list-style-type: none"> MCA or BE/ BTECH (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 1 Year of relevant experience, OR; BCA or BSc (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 2 Years of relevant experience OR; Other Graduate with minimum 1 Year Diploma (in Computer Science/IT/Electronics/Hardware & Networking or equivalent) with minimum 2 Years of relevant experience OR; 3 Years Diploma (in Computer Science/ IT/ Electronics or equivalent) with minimum 3 years of relevant Experience 	Minimum 08 Nos.

Information on the qualification of staff as mentioned above along with the their EPF Account No & latest consolidated monthly EPF Challan showing the name of such employees must be submitted by the bidder as per format provided under Annexure – XI.

19. One Bidder cannot represent two manufacturers for the same product in this tender. This is applicable for Supply items only.

20. The Contractor shall provide Pre-Qualification Documents as specified in this section. Lack of submission of any of the specified qualification documents or submission of any of the specified documents in a manner which is in non-conformance with the relevant clause of this tender document may result in rejection of the Tender.

21. Date of submission of the Bid will be taken as reference for assessing the eligibility criteria.

Uploading of application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.

3.3. Envelop – III: Financial Bid:

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 coloured (unprotected) cells with their respective financial quotes (excluding GST) 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.

Rates provided in BoQ against each Items are Estimated rates (excluding GST) only and are given solely for reference purpose.

4. Cost of Bidding:

The Bidder shall bear all costs associated with the preparation and submission of the bid. The Buyer, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

5. Bid Document:

The required materials, bidding procedures and contract terms are prescribed in the Bid Documents. The Bid Documents include –

Section – I	Notice Inviting Tender
Section – II	Instructions to Bidders
Section – III	General Terms & Conditions of the Contract
Section – IV	Special Terms & Conditions of the Contract
Annexure – I	Checklist for Technical Bid
Annexure – II	Proforma of Earnest Money Declaration
Annexure – III	List of Worksites
Annexure – IV	Proforma of Unconditional Acceptance of AAI's Tender Conditions
Annexure – V	Proforma for Undertaking
Annexure – VI	Power of Attorney Format for Authorized Person(s)
Annexure – VII	Proforma for Tender Acceptance Letter
Annexure – VIII	Proforma for Pre-Contract Integrity Pact
Annexure – IX	Proforma for Self-Certification for Local Content
Annexure – X	Proforma for Land Border Share Compliance Certificate
Annexure – XI	Format of Qualification of the Staff
Annexure – XII	Proforma of Affidavit for Minimum Wages
Annexure – XIII	Service Level Agreement
Annexure – XIV	Schedule for Preventive Maintenance and Cleaning
Annexure – XV	Details of Recovery Calculation
Annexure – XVI	Proforma for Certificate of Satisfactory Service
Annexure – XVII	Proforma of Performance Bank Guarantee
Annexure – XVIII	Proforma for Extension of Time/ Performance Notice
Annexure – XIX	Proforma for Intimation for Force Majeure

Title: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar

Annexure – XX	List of Hardware's
Annexure – XXI	Proforma for GST Declaration for previous RA bills
Annexure – XXII	Proforma for Self-Declaration u/s 206AB/206CCA of 'The Income Tax Act, 1961 regarding Deduction/ Collection of Tax
Annexure – XXIII	Proforma for Installation cum Site Acceptance Test Report
Annexure – XXIV	Proforma for Agreement by L-1 Bidder
Annexure – XXV	Proforma for Undertaking by L1 Bidder/ Agency regarding GST
Schedule – A	Schedule of Anticipated Quantities

6. Amendment to Bid Documents:

At any time, prior to the date of submission of bids, the Buyer may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bid documents by amendments.

The amendments shall be notified on E-tender Portal and these amendments will be binding on them.

7. Bid Prices:

7.1. The Financial Bid shows the bill of material for all items with scheduled quantities. The bidder shall download the BOQ file (.xls file) and shall upload the duly filled file with Quoted rates online on the CPP Portal. It may be noted that only duly submitted bids shall be evaluated and bids just saved but not submitted shall not be part of the evaluation process.

7.2. The Rate offered by the bidder shall be **exclusive of GST** but inclusive of other statutory taxes & fees.

7.3. **The Unit Rate in INR (exclusive of GST but inclusive of other statutory taxes & fees)** shall be used for calculating the total amount in the Financial Bid. In the event of any ambiguity, the unit rate given in the financial bid shall be taken as the correct basis for calculating all other data. In the event of any errors or Ambiguity in Rate itself the Price Bid of the Vendor shall be rejected.

7.4. Each Bidder should submit only one product for each item. Offering products of more than one brand or multiple models of the same brand against one item shall make the technical / financial bid of the vendor invalid and such offers shall be rejected at technical / financial stage wherever such defaults are noticed.

7.5. The price bid of the tender document is for pricing only. Conditional price bid shall be liable for rejection. Price quoted shall be firm & fixed and subject to no escalation, whatsoever, till the validity period of the tender, including extension, if any.

7.6. The Unit Rate (exclusive of GST but inclusive of other statutory taxes & fees) shall be used for calculating the total amount in the Financial Bid.

7.7. In the event of any errors or Ambiguity in Rate itself, the Price Bid of the Vendor shall be rejected.

7.8. The prices quoted by the bidder shall remain firm on the date of submission of the Bid and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

7.9. Post offer discount, if any, offered by the bidders shall not be considered. Bidders' planning to offer discount shall therefore modify their offers suitably while quoting and shall quote clearly net price taking into account discount etc. However, such discounts from the firm declared as L1 on the basis

of post bid negotiations if any shall be considered and such negotiated offers when agreed by AAI & the bidder shall form a part of the financial Bid.

8. Period of Validity of Tender (Bid)

- 8.1. The tender (Bid) shall remain valid for a minimum of 90 days from the date of opening of the tender. The bidder shall not be entitled, to revoke or cancel the offer or to vary any term thereof, during the said period of validity without the consent in writing of AAI. In case of the bidder revoking or cancelling the offer or varying any term in regard thereof, the bidder's EMD shall be forfeited or bidder shall be suspended as per EMD Declaration submitted by the Bidder (Annexure – II) whichever is applicable.
- 8.2. If there is any delay in finalization due to unforeseen factors, all the bidders shall be asked to extend the validity for an appropriate period, specifying a date by which tender is expected to be finalized. However, the tender process shall not be vitiated if any tenderer declines to extend the offer as requested for.

9. Formats Signing of Bid:

- 9.1. The e-Bid shall be digitally signed by the bidder at e-tendering Portal duly authorized to bind the bidder to the contract. Written power-of-attorney accompanying the bid shall indicate the letter of authorization. The person or persons signing the e-bid shall sign the bid, except for printed literature. The e-bid submitted shall be in properly in readable form and encrypted as per e-tendering Portal requirements. Standard Printed terms and conditions of the company other than the NIT conditions shall not be considered.
10. The Buyer may, at its discretion extend this deadline for the submission of the bids by amending the bid documents in accordance with Section II - Clause 6 in which case all rights and obligations of the Buyer and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
11. Any bid uploaded after the deadline e-Portal system shall not permit uploading of bids after the schedule time of submission.
12. The bidder may correct, modify his bid after submission prior to the deadline digitally signed bids through provisions of e-tendering Portal.
13. The Buyer shall open Eligibility, Technical and Financial Bids on-line through e-tendering Portal as per schedule. The bidders may monitor the bid opening event on-line. They may even depute an authorized representative to witness the event if they so desire. The bidder shall submit authority letter to this effect before they are allowed to participate in bid opening event.
14. Representative whose bid is not opened cannot monitor or witness the bid opening event.
15. AAI may seek performance report on a vendor from other clients whose reference are given in the tender. An adverse report from a client shall make the vendor technically unfit leading to his rejection. The process of seeking performance report shall be kept confidential so that the vendor is not able to influence the process.
16. A short-list of bidders qualifying technically shall be drawn and thereafter these short-listed bids shall be treated at par for the purpose of financial comparison. In case deviations are necessary on technology up-gradation all the bidders qualifying technically shall be given an opportunity to revise Financial Bids by way

of submitting supplementary Financial Bids. Only technically successful bids will be considered for financial bid opening.

17. Opening of the Financial Bids:

- 17.1. Financial Bids of those vendors who qualify technically shall be opened electronically at CPP Portal. Time and date of opening shall be notified in through CPP Portal.
- 17.2. The comparison for evaluation shall be based on the total cost of the bid exclusive of GST but inclusive of taxes, levies and charges.

18. Online Reverse Auction Process:

- 18.1. After opening of the Financial Bids of the Bidders, a reverse auction shall be carried out among the technical qualified bidders based on the lowest price offered in the financial bids (in case of Reverse Auction Process) where-in only L1 consolidated price shall be visible to the bidders.
- 18.2. The Reverse Auction shall be conducted on the overall tender prices and not on individual components.
- 18.3. Reverse auction will be conducted online with vendors from their own offices. For Training on reverse auction, online help shall be available through the CPP Portal.
- 18.4. Reverse auction process will be conducted for a period of one hour where the bidders will be allowed to reduce their prices.
- 18.5. In case any bidder submits the price within 5 minutes of closing of reverse auction timing, the system will automatically extend the reverse auction time to further 15 minutes. All participant tenderers can reduce the price during this time.
- 18.6. If the above situation repeats, i.e. a bidder submits price reduction in last 5 minutes of closing of auction, further 15 minutes extension will be automatically allowed. The number of extensions in RA is not restricted. System will perform auto extension.
- 18.7. After Auction end time, System will generate price comparative chart, which will show the names and rates of bidders quoted in the tender as well as (L1) rates quoted by Bidder in the auction.
- 18.8. The rates received in the Auction shall be final and shall be exclusive of GST.

19. Contacting the Buyer:

- 19.1. Canvassing in any form in connection with the tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing are liable for rejection. Such rejected tenders will not be returned.
- 19.2. No bidder shall try to influence directly or through external source, the Buyer on any matter relating to its bid, from the time of publication of NIT till the time the contract is awarded.

- 19.3. Any effort by a bidder to influence the Buyer in the bid evaluation, bid comparison or contract award decisions shall result in the rejection of the bid, and such actions will be considered as bad performance for future Projects.

20. Award of Contract:

- 20.1. The acceptance of the tender will be intimated to the successful bidder by AAI, either by fax or by letter, CPP Portal /email.
- 20.2. AAI shall be the sole judge in the matter of award of contract and decision of AAI shall be final and binding.

21. Right to Accept or Reject the Tenders:

- 21.1. The right to accept the tender in full or in part/parts will rest with AAI. However, AAI does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all the tenders received without assigning any reason whatsoever.
- 21.2. Tenders 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.
- 21.3. 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.
- 21.4. AAI also reserves the right at its sole discretion not to award any order under the tender called. AAI shall not pay any costs incurred in the preparation and submission of any tender.
- 21.5. If the bidder gives wrong information in his Tender, AAI reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and the bidder's EMD shall be forfeited or suspend the bidder as per EMD Declaration submitted by the bidder (Annexure – II), whichever is applicable.
- 21.6. Should a bidder have a relation or relations employed in AAI in the capacity of an officer, the authority inviting tender, shall be informed. In the event of failure to inform and in a situation where it is established that the relation or relations employed in AAI has / have tried to influence the tender proceedings then AAI at its sole discretion may reject the tender or cancel the contract or forfeit the EMD submitted or suspend the bidder as per EMD Declaration submitted by the bidder (Annexure – II), whichever is applicable.
- 21.7. The requirements indicated in this NIT are the minimum and bids of the firms not complying with these minimum requirements or having deviations equivalents to the minimum requirements shall be rejected. However, higher than the minimum requirements shall be technically acceptable without any additional financial implication.
- 21.8. Any correspondence after the opening of the technical bid, from the bidder, regarding the bid unless specifically sought by AAI shall not be considered. Such post bid offers / clarifications may be liable for action as per clause 19 above.

22. Issue of Work Order:

- 22.1. The acceptance of the tender will be intimated to the successful bidder by AAI, either by fax or by letter, CPP Portal /email.
- 22.2. The issue of Work Order shall constitute the intention of Buyer to enter into the contract with the bidder.
- 22.3. On receipt of the Work Order, the Supplier / Vendor shall carry out Project Site Survey immediately. Material delivery shall be carried out the Supplier / Vendor as per the Site Requirement only. Survey needs be carried out the Supplier / Vendor without any financial implications to AAI.
- 22.4. Acceptance of the Work Order/ Purchase Order will be deemed as effective from the date of issue of Work Order/ Purchase Order. All formalities of the signing of the contract shall be completed within 15 days of the issue of Work Order/ Purchase Order.
- 22.5. AAI shall be the sole judge in the matter of award of contract and decision of AAI shall be final and binding.

23. Signing of Contract:

- 23.1. The issue of Work Order shall constitute the award of contract on the bidder. The signing of the Contract as per Annexure – XXIV and submission of Undertaking by L1 Bidder/ Agency regarding GST as per Annexure – XXV shall be completed within 15 days of the acceptance letter.
- 23.2. The L-1 Bidder should also submit hard copies of all the documents uploaded on CPP Portal within 15 days of the acceptance letter.

24. Annulment of Award:

- 24.1. Failure of the successful bidder to comply with the requirement of Signing the Contract as mentioned above in this section shall constitute sufficient ground for the annulment of the award and suspension of the Bidder as specified in the EMD Declaration submitted by the Bidder (Annexure – II) or the bidder's EMD shall be forfeited, whichever is applicable. In this event the Buyer may make the award to any other bidder at his discretion or call for new bids.

25. Quality Assurance Requirements:

- 25.1. The supplier shall submit copies of Valid Certificates to ensure that all works/products comply with standards specified in the QRs.

26. Transfer of Tender Document:

- 26.1. Transfer of Tender Documents by one bidder to another is not permissible. Similarly transfer of tenders submitted by one bidder in the name of another vendor is not permissible.

27. Novation Clause

- 27.1. The Contract period is 01 year (renewal for further 1 year) or the date of transfer of the airport under the PPP mode / O&M contract. The contract may be terminated with a termination notice of 30 days without any liabilities to AAI for that respective airport on account of anything else what so ever.

Obligations related to Transfer

“The Authority agrees that during the Contract Period, in the event the Authority transfers the rights to operate and maintain the Airport to a third party(s), the Authority shall ensure that; The Authority shall cause to transfer/novate this agreement, in favour of such third party, on the principle that such transfer/novation would release Authority of all liabilities and obligations arising from and after the date of transfer/ novation of such rights. The Parties, along with relevant third party(s) shall execute necessary documentation or put in place necessary agreements for the aforesaid transfer/ novation; and

The rights and obligations under or pursuant to all contracts and other arrangements entered into in accordance with the provisions of this agreement between Authority and Contractor shall be bested in such third party.”

28. Contract Monitoring:

- 28.1. The buyer shall hold periodic inspection after the award of the contract to monitor the progress of the work.
- 28.2. First such meeting shall be held within one week of award of the contract. The date & Time of such meeting shall be intimated to the contractor/supplier by email/post. The date and time of subsequent meetings shall be decided & recorded in previous meetings
- 28.3. The proceedings of each meeting shall be recorded and action as required towards successfully completion of the project shall be initiated promptly by both AAI & the Contractor. Project review meeting shall be with reference to mile stones & contract performance analysis.
- 28.4. Depending upon the Complexity of the item ordered, contractor may be asked to submit a progress report periodically in coordination with the project manager / in-charge.

29. Outright Bid Rejection Criteria:

Non-Compliance to the following criteria by the bidder shall lead to the Outright rejection of their offer submitted on the CPP Portal:

- 29.1. If scanned copy of Self-Attested Tender Fee Exemption Certificate against Tender fee has not been uploaded on the CPP Portal (applicable only for Bidder claiming Tender Fee exemption), or
- 29.2. If scanned copy of EMD Exemption document along with Earnest Money Declaration as per Annexure – II has not been uploaded on the CPP Portal (applicable only for Bidder claiming EMD exemption).

30. Right of Bidder to question rejection at PQ / Technical stage:

A bidder shall have the right to be heard in case he/ she feels that a proper procurement process is not being followed and his/ her PQ/ technical bid has been rejected wrongly. The bidder is permitted to send his/ her representation in writing to the Tender Inviting Authority, either electronically or physically. However, such representation shall be entertained, only if received within 24 hours of declaration of the PQ / Technical Acceptance / Rejection. Only a directly affected bidder can represent in this regard. Decisions of AAI in this regard shall be final and shall not be subject for review. Any postal delay shall not be entertained.

31. Implementation of Integrity Pact:

- 31.1. Signing of Integrity Pact (as per Annexure – VIII) is mandatory for every Bidder in this procurement / bid process, the signed copy of the same shall be uploaded on the CPP Portal.
- 31.2. The Bidder shall commit itself to ensure taking all measures necessary to prevent corrupt practised, unfair means and illegal activities during any stage of its bid or during any pre-contract or post contract stage as specified in the Integrity pact.
- 31.3. Any breach of the aforesaid provision by the Bidder or any one employed or action on his behalf (whether with or without the knowledge of the Bidder) shall entitle the authority to take all or any one of the actions as specified in the Integrity pact.
- 31.4. The Independent External Monitor (IEM) for this work will be:

Sh. J K Khanna IPS (Retd.) Residence Address: A – 102, Sector - 55, Noida – 201307 (UP) Email – jkkhannaips@yahoo.com Mob: 9810940403 / 0120-4322330	Sh. R Ramanujan IAS (Retd.) Residence Address: 44/24, Third Trust Cross Street, Mandavelipakkam, Chennai – 600028 Email -raamaanuj@gmail.com Mob: 9495511945
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Section – III: General Terms and Conditions of the Contract

1. Purpose:

This document sets out the terms & conditions to be met in connection with the provision of “Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar” to AAI for the work as per the details given in this Notice Inviting Tender (NIT).

- 1.1. This tender document includes details like anticipated quantity, delivery, installation, commissioning (including Operating system & other software as tendered for) & support services for maintenance, etc.
- 1.2. The hardware & software supplied against this tender must include all the modules, sub modules and items required for installation, smooth performance and crash recovery of the hardware/software such as installation kit, CDs, Software Manuals, hardware sub-systems etc.

2. Compliance:

- 2.1. Subcontracting of the work to other vendor in any form/ manner is strictly prohibited. At any point of time if it is observed that contract is subcontracted the contract shall be liable to be terminated and performance bank guarantee may be forfeited.
- 2.2. The unconditional acceptance of all the terms & conditions of the NIT has to be submitted as per the Annexure – IV. The failure to submit the unconditional acceptance statement in the said format shall result in his tender being rejected.
- 2.3. The submission of the tender will imply acceptance of all the tender condition by the bidder laid in tender document including all the Annexure(s) & schedules to the tender document.
- 2.4. The compliance to the terms & conditions should be supported by authenticated documentation wherever required.
- 2.5. Each page of the Bid and cuttings / corrections shall be duly signed with stamp by the bidder. (Not applicable for E-Tender).

3. Language and Currency:

- 3.1. The bidder shall quote the rates in English language and international numerals. The rates shall be in whole numbers. The rates shall be written in both figures as well as in words. Over writing is not permitted. In case of disparity in figures & words, the rate in words will be considered.
- 3.2. In the event of the order being awarded, the language of all services, manuals, instructions, technical documentation etc. provided under this contract will be English. The bidders should quote only in Indian Rupees and the bids in currencies other than Indian rupees shall not be accepted.

4. Standard Conditions:

- 4.1. Standard printed conditions of the bidder to the offer, other than the conditions specified here, will not be acceptable.

4.2. For the purpose of the tender, the metric system of units shall be used.

4.3. Bidder's offers shall be with reference to section and clause numbers given in the tender schedules.

5. Refund of EMD:

5.1. EMD deposited by bidders who get rejected in PQ or technical stage shall be refunded with no interest or any other expenses, within two weeks of rejection of their bids at each stage.

5.2. EMD of all eligible bidders whose financials bids are opened (except the confirmed lowest bidder) shall be refunded with no interest or any other expense, within two weeks after issue of acceptance letter to successful bidder.

5.3. EMD of the successful bidder will be refunded after the signing of the Contract. AAI shall refund the same amount in INR as received from bidders towards EMD with no interest or any other expenses, whatsoever, in any manner to the bidder or its authorized representative.

5.4. The EMD amount shall be forfeited in the following events. No interest or any other expenses, whatsoever, will be payable by AAI on the EMD in any manner.

5.4.1. Bidder's EMD shall be forfeited if the Bidder withdraws or amends its bid or breach of the conditions or the tender of impairs or derogates from the tender in any respect within the period of validity of the tender.

5.4.2. If the successful bidder fails to enter into a contract with AAI within 15 calendar days (or an extended period as approved by the Accepting Authority in AAI) after the receipt of the purchase order / work order.

5.4.3. If the successful bidder fails to submit the contract performance Bank Guarantee as stipulated in clause 6 of this section with AAI within 30 calendar days (or an extended period as approved by the Accepting Authority in AAI) after the receipt of the purchase order / work order.

5.4.4. If the bidder knowingly and wilfully supplied incorrect information in the tender.

5.4.5. In the event of not accepting the conditions of the contract even after agreeing to do so and submitting the letter of un-conditional acceptance of terms and conditions of the tender.

5.4.6. AAI may issue a Letter of Intent (LOI) to the declared L1 bidder & ask the bidder to accept the LOI within the specified time. If the bidder fails to accept the LOI, it will be constructed that the Bidder is not interested in the offer. In such a situation AAI will encash & forfeit the EMD.

5.4.7. Should a bidder have a relation or relations employed in AAI in the capacity of an officer, the authority inviting tender, the same shall be informed. In the event of failure to inform and in a situation where it is established that the relation or relations employed in AAI has / have tried to influence the tender proceedings then AAI at its sole discretion may reject the tender or cancel the contract and forfeit the Earnest Money.

6. Performance Bank Guarantee

- 6.1. The successful bidder shall submit an unqualified Contract performance guarantee (in lieu of Contract Performance security) of the value equivalent to 3% (Three percent) of the value of Purchase Orders in the form of an irrevocable and unconditional bank guarantee on Nationalized / scheduled bank as per Proforma attached as Annexure- XVII. The guarantee shall be submitted within 30 calendar days of the issue of Purchase Order, and it should remain valid for a period of 90 days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations.
- 6.2. The Performance Bank Guarantee will be forfeited and credited to the accounts of AAI in the event of a breach of contract by the contractor. It should be refunded to the contractor without interest, after he duly performs and completes the contract in all respects but not later than 90(ninety) days of completion of all such obligations including the warranty under the contract.
- 6.3. In case the Contractor fails to submit the PBG within stipulated period, interest at 12% p.a on Performance Guarantee amount would be levied (non-refundable) for delayed period of submission & shall be deducted from the first bill payable to the Contractor. However, the extended period for PBG submission should be approved by the Accepting Authority in AAI. Also, the Stipulated Performance Bank Guarantee Value (3% of the Purchase Order Price to AAI) shall be withheld from Bills payable until the Performance Bank Guarantee is submitted.
- 6.4. In case, successful bidder fails to submit performance guarantee within 60 days of the issue of the letter of acceptance of his bid, AAI reserve the right to Cancel the order.
- 6.5. The performance guarantee amount shall be payable to AAI without any condition whatsoever and the guarantee shall be irrevocable.
- 6.6. The performance guarantee shall be deemed to govern the following guarantees from the successful bidder, in addition to other provisions of the guarantee:
 - 6.7.1 Defect liability period is to cover the defects which remain pending after the completion of the Warranty/Support period. It includes unserviceability occurring immediately prior to the end of the Warranty period, unserviceability which remains unattended at the end of the Warranty/Support period, repairs of unserviceable parts or subsystems which became unserviceable prior to completion of Warranty/Support period etc.
 - 6.7.2 At the time of completion of the Warranty/Support period, the bidder shall handover all the systems/ subsystems in working conditions to AAI. Any unserviceable system/ subsystem shall be covered under defect liability.
 - 6.7.3 The Hardware/ Services under the contract shall be free from all defects/ bugs and upon written notice from AAI, the successful bidder shall fully remedy, free of expenses to AAI, all such defects/ bug as developed under the normal use of the said hardware within the period of Guarantee/ Warranty.
- 6.7. The performance guarantee is intended to secure the performance of the entire system. However, it is not to be construed as limiting the damages stipulated in any other clause.
- 6.8. The validity period of PBG shall be extended by the bidder as and when provisional extension is granted

7. **Correspondences:**

7.1. All correspondence would be directly with the bidder and correspondence through agents will not be entertained.

8. Testing and Inspection:

8.1. The testing and inspection of the equipment / components procured shall be carried out in stages as follows:

8.1.1. **Factory Inspection / Acceptance Testing:** Waived

8.1.2. **Manufacturer's Quality Self-Certification / Type Test:** Waived

8.1.3. **Post receipt / Pre-installation Testing:**

In the event of replacement of any faulty component under the contract AAI inspector shall conduct testing / inspection of the items offered for replacement for genuine OEM parts. The inspector shall also check the goods delivered against the models ordered. The inspector shall reject the items, which are not delivered as per the contract or any subsequent modifications to the contract, in terms of make & model. The inspector shall also receive the goods after inspection

8.1.4. **Post Installation Acceptance testing / Inspection:**

This testing / inspection shall be performed after the completion of installation of the parts. The inspectors shall verify the component level details during this testing and shall sign the installation report after successful completion of the post installation testing. Defects / shortcomings brought out in this testing shall have to be attended as per the contract within the permitted time schedule.

The post-installation acceptance testing/ inspection shall prove that the procured systems meet all system requirements as per specifications specified in the tender document. The vendor shall provide all necessary test equipment, tools and instruments for the acceptance testing. Installation shall be termed as completed after successful completion of SAT/post-installation acceptance testing and resolution of all defects/bug.

8.2. The testing & inspection as per above clauses in any way does not relieve the Contractor from any Warranty or other obligations under this contract.

9. Extension of Time:

9.1. This work is urgent and hence the completion period as per contract shall be adhered to strictly. However, in case of extraordinary situations which may delay the completion of the service as per SLA, the contractor shall apply for extension of time as per format contained in Annexure – XVIII.

10. Compensation of Delay:

10.1. Time is the essence of the Contract.

10.2. The amount of compensation for delay and waiver of compensation for delay in case of justified reasons shall be decided at the discretion of Accepting Authority and the same shall be final and binding on the contractor. Time taken by AAI and local statutory authorities for approval of drawings, design, estimate etc, force majeure reasons and any other reasons beyond control of

the contractor shall be considered as justified reasons. The amount of compensation may be adjusted or set off against any sum payable to the contractor under this or any other contract with AAI.

- 10.3. The bidder as per operation, installation, maintenance manuals and performance guarantee tests supplied by the successful bidder, will do the loading, installation & commissioning of systems. The successful bidder will be fully responsible for the guaranteed performance of the supplied systems and warranty obligations. In case of any problem after commissioning and during guarantee period, the successful bidder act as per the “Guarantee/ Warranty” Clause of Section - IV.

11. Force Majeure:

- 11.1. AAI may grant an extension of time limit set for the completion of the work / repair in case the timely completion of the work is delayed by force majeure beyond the contractor’s control, subject to what is stated in the following sub paragraphs and to the procedures detailed there-in being followed. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, flood, storms etc), acts of states, the direct and indirect consequences of wars (declared or un-declared), hostilities, national emergencies, civil commotion and strikes (only those which exceed a duration of ten continuous days) at successful Bidder’s factory. The successful bidder’s right to an extension of the time limit for completion of the work in above-mentioned cases is subject to the following procedures.
- 11.2. That within 3 days after the occurrence of a case of force Majeure but before the expiry of the stipulated date of completion, the bidder informs AAI in writing about the occurrence of Force Majeure Condition (as per Annexure – XIX of the tender document) and that the Bidder considers himself entitled to an extension of the time limit. The contractor shall submit the application for extension of time as attached in Annexure – XVIII.
- 11.3. That the contractor produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.
- 11.4. That the contractor proves that the said conditions have actually been interfered with the carrying out of the contract.
- 11.5. That the contractor proves that the delay occurred is not due to his own action or lack of action.
- 11.6. Apart from the extension of the time limit, force majeure does not entitle the successful bidder to any relaxation or to any compensation of damage or loss suffered.

12. Patents, Successful bidder's Liability & Compliance of Regulations:

- 12.1. Successful bidder shall protect and fully indemnify the AAI from any claims for infringement of patents, copyright, trademark, license violation or the like.
- 12.2. Successful bidder shall also protect and fully indemnify the AAI from any claims from successful bidder's workmen/employees, their heirs, dependents, representatives etc or from any person(s) or bodies/ companies etc. for any act of commission or omission while executing the order.
- 12.3. Successful bidder shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely the AAI from any claims/penalties arising out of any

infringements and indemnify completely the AAI from any claims/penalties arising out of any infringements.

13. Settlement of Disputes:

- 13.1. If a dispute of any kind whatsoever arises between AAI and the Contractor in connection with, or arising out of the Contract or the execution of the works, whether during the execution of the Works or after their completion and whether before or after repudiation or after termination of the contract, including any disagreement by either party with any action, inaction, opinion, instruction, determination, certificate or valuation of the Project Leader or his nominee, the matter in dispute shall, in first place be referred to the Dispute Resolution Committee (DRC) appointed by the Executive Director / Member (Planning) / Chairman, Airports Authority of India. It is also a term of contract that fees and other expense if payable to DRC shall be paid equally by both the parties i.e. AAI and Contractor. The disputes will firstly be settled by the DRC, failing which any party may invoke arbitration clause. The Contractor shall be entitled for invoking the arbitration clause only after exhausting the remedy available under the Dispute Resolution Mechanism.
- 13.2. If the parties fail to reach a resolution even after referring to the higher level, either party should be able to start arbitration proceedings under the Indian Sellers as per the Indian Arbitration & Conciliation Act, 1996 & Changes and amendments to the Act in 2015 after following the due procedure.
- 13.3. Unless the Contract has already been repudiated or terminated or frustrated, the Contractor shall in every case, continue to proceed with the works with all due diligence and the Contractor and AAI shall give effect forthwith to every decision of the Project Leader or his nominee unless and until the same shall be revised, as hereinafter provided, by the DRC or in an Arbitral Award.
- 13.4. It is also a term of contract that If the contractor does not make any demand for Dispute Resolution Committee in respect of any claim in writing within 90 (Ninety) days of receiving the intimation from the AAI that the bill is ready for payment, the claim of contractor(s) will be deemed to have been waved and absolutely barred and the AAI shall be discharged and released of all liabilities under the contract in respect of these claims.

14. Adjudication through Arbitration:

- 14.1. Except where the decision has become final, binding and conclusive in terms of Settlement of Disputes as mentioned above in this section, disputes or differences shall be referred for adjudication through arbitration by a sole arbitrator appointed by the Member (Ops) / Chairman, AAI. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever, another sole arbitrator shall be appointed in the manner aforesaid. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.
- 14.2. It is also a term of contract that If the contractor does not make any demand for appointment of Arbitrator in respect of any claim in writing within 120 (One hundred Twenty) days of receiving the decision / award from Dispute Resolution Committee, the claim of contractor(s) will be deemed to have been waved and absolutely barred and the AAI shall be discharged and released of all liabilities under the contract in respect of these claims.
- 14.3. It is term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each such disputes along with the notice for appointment of

arbitrator and giving reference to the rejection of their claims by the Dispute Resolution Committee.

- 14.4. It is also a term of this contract that no person, other than a person appointed by above mentioned appointing authority, should act as arbitrator and if for any reason that is not possible, the matter shall not be referred to arbitration at all.
- 14.5. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (26 of 1996) or any statutory modification or re-enactment thereof and the rules made thereunder and for the time being in force shall apply to the arbitration proceeding under this clause.
- 14.6. It is also a term of this contract that the arbitrator shall adjudicate on only such disputes as are referred to him by the appointing authority and give separate award against each dispute and claim referred to him and, in all cases, where the total amount of the claims by any party exceeds Rs.1,00,000/-, the arbitrator shall give reasons for the award.
- 14.7. It is also a term of the contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties.
- 14.8. It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

15. Laws Governing the Contract:

- 15.1. Indian laws shall govern this contract.

16. Termination for Default and Risk Purchase:

- 16.1. AAI may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Contractor, terminate this Contract in whole or in part in the following events: -
- 16.1.1. If the recovery of 10% of the quarterly billed amount, as mentioned in Annexure – XV, occurs consecutively in two quarters, that shall be treated as situation of default. This shall be dealt accordingly in a station wise manner.
- AND
- 16.1.2. If the Contractor, in the above circumstances, does not remedy his/ her failure within a period of 30 days (or such longer period as AAI may authorize in writing) after receipt of the default notice from AAI.
- 16.2. As a penalty to the Contractor the AAI shall en-cash Contract Performance Bank Guarantee. The AAI in such case shall pay for the assessed value of the executed work that can be used. No payment shall be made for the efforts put in by the Contractor in case the same are of no value

to AAI. The balance unfinished work of the project will be got done by fresh tendering on Contractor's risk and that extra expenditure will be recovered.

- 16.3. If the contractor terminates the contract on his own at any time during the contract, AAI shall encash the entire performance bank guarantee and shall blacklist the contractor.

17. Termination for Insolvency:

- 17.1. AAI may at any time terminate the Contract by giving written notice to the supplier, without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right or action or remedy which has accrued or will accrue thereafter to AAI.

18. Set Off:

- 18.1. Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by the Buyer to set off the same against any claim of the Buyer for payment of a sum of money arising out of this contract made by the Contractor with Buyer.

19. Deviation, Substitute and Extra Items:

- 19.1. All quantities mentioned in Schedule A are Anticipated Quantities only. Actual Quantities may vary during Execution of the Work as per existing Site Requirement and Condition.
- 19.2. AAI reserves the right to change the quantity of the Contract Items to be supplied but within the overall deviation limit of 30% of the contract value.
- 19.3. AAI also reserves the right to purchase Substitute items as per site requirements up to the overall limit of 30% of the contract value at the Market Rate of the Substitute Item or the Agreement Rate of the Contract Item, whichever is less.
- 19.4. AAI also reserves the right to purchase Extra Items, which are completely new, as per site requirements up to the overall limit of 30% of the contract value at the Market Rate of the Extra Item.
- 19.5. The overall Deviation, Extra item or the substitute items taken together shall not exceed 30% of the contract value unless until it is mutually agreed by both the parties and a specific order is placed on the vendor in this regard.

20. Limitation of Liability:

- 20.1. Notwithstanding any other term, there shall be no limitation of liability in case of any damages for bodily injury (including death) and damage to real property and tangible personal property due to gross negligence and wilful misconduct of the other party.
- 20.2. In all other cases not covered by Para 20.1 above the total liability of either party under the terms of the contract shall not exceed the total contract value and in no event shall either party be liable to the other for any indirect, incidental, consequential, special or exemplary damages, nor for any damages as to lost profit, data, goodwill or business, nor for any reliance or cover damages even it was advised about the possibility of the same.

21. Compliance for Minimum Wages Act:

21.1. The contractor shall comply with all the provision of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970 amended from time to time and rules framed thereunder and other labour laws affecting contract labour that may be brought into force from time to time.

21.2. The prevailing minimum wages are as under vide File No. 1/4(3)/2022-LS-II Dated: 31/03/2022 issued by the Chief Labour Commissioner.

Category of worker	Rate of wages including VDA per day (in rupees)		
	A Area	B Area	C Area
Unskilled	663.00	553.00	443.00
Semi-Skilled/ Unskilled Supervisory	734.00	625.00	519.00
Skilled/ Clerical	806.00	734.00	625.00
Highly Skilled	876.00	806.00	734.00

21.3. The Salaries should be credited to the Bank Account in the name of the Deployed Manpower by 7th of every month & the documentary evidence for the same has to be submitted along with the Bills.

22. Compliance for PF and ESI Act:

22.1. The Contractor shall comply with all the provisions of the Employees Provident Fund & Misc. Provisions Act, 1952, and ESI Act, 1948, amended from time to time and rules framed thereunder.

22.2. The contractor shall intimate his PF Account Code No. allotted by Regional PF Commissioner and ESI Registration No. allotted by ESI Corporation after award of work and shall continue to have valid PF Account Code No. and ESI Registration No. till actual completion of the contract.

22.3. The contractor shall provide a list of contract Workers engaged for contract work along with their PF Account No. & ESI Registration No.

22.4. The contractor by 20th of every month shall provide a monthly statement showing recoveries of contribution and proof of remittance of provident fund contribution to RPFC and ESI contributions to ESI Corporation in respect of Workers engaged in contract work.

22.5. The contractor shall provide copies of PF & ESI challans of monthly contributions in respect of contract workers engaged for contract work on month to month basis.

22.6. AAI reserves the right to withhold minimum amount as detailed under, from the running account payments, if PF / ESI contributions are not paid by the contractor and proof to that effect have not been produced regularly on due dates.

23. PF and ESI Reimbursement:

23.1. ESI (wherever applicable) and EPF amount (Contractor's contribution & administrative charges) paid to the statutory authorities by the contractor shall be reimbursed on actual basis on submission of claim and after verification of documentary evidences.

24. Contractor's Liability and Insurance of Workmen / Works:

- 24.1. If ESI is not applicable then, the agency shall provide ₹. 2.0 Lakh Mediciam / Group Insurance policy to each person engaged at the site.
- 24.2. From commencement to completion of the works / Contract, the Contractor shall take full responsibility for the case thereof and for taking precautions to prevent loss or damage and to minimize loss or damage to the greatest extent possible and shall be liable for any damage or loss that may happen to the Works or any part thereof and all AAI's Tools & Plant from any cause whatsoever (save and except the Excepted Risks) and shall at his own cost repair and make good the same so that at completion, the Works and all AAI's Tools & Plant shall be in good order and condition and in conformity in every respect with the requirements of the Contract and instructions of the Project-in-Charge / Project Manager.
- 24.3. In the event of any loss or damage to the Works or any Part thereof or to any Tools & Plant, to any material or articles at the Site from any of the Excepted Risks the following provisions shall have effect:
- a. The Contractor shall, as may be directed in writing by the Project-in- Charge / Project Manager, remove from the Site any debris and so much of the works as shall have been damaged, taking to AAI's store such AAI's Tools & Plant, articles and/or materials as may be directed;
 - b. The contractor shall, as may be directed in writing by the Project-in- Charge / Project Manager, proceed with the erection and completion of the Works under and in accordance with the provisions and Conditions of the Contract; and
- 24.4. Provided always that the Contractor shall not be entitled to payment under the above provisions in respect of so much loss or damage as has been occasioned by any failure on his part to perform his obligation under the Contract or not taking precautions to prevent loss or damage or minimize the amount of such loss or damage.
- 24.5. Without limiting its obligations and responsibilities under other clauses of General Conditions of Contracts, the contractor at his own cost shall insure ,in the joint name of AAI and the contractor, against all losses or damages from whatever cause, arising (other than the accepted risks) for which he is responsible under the terms of the contract and in such manner that the AAI and the contractor are covered during the period of construction of works and any loss or damage occasioned by the contractor in the course of any operation carried out by them for the purpose of complying with its obligations of defects liability clause here of;
- a. All works including temporary works to their full value executed from time to time.
 - b. The construction materials and equipment's to their full value brought on to the site by the contractor.
- 24.6. The Contractor shall indemnify and keep indemnified AAI against all losses and claims for injuries or damage to any persons or any property whatsoever which may arise out of or in consequence of the construction and maintenance of Works and against all claims, demands proceedings, damage costs, charges and expenses whatsoever in respect of or in relation there to.
- 24.7. Before commencing execution of the work, the Contractor shall, without in any way limiting his obligations and responsibilities under this condition, insure at his own cost against any damage, loss or injury which may occur to any AAI property, or to any person for at least the minimum

amount of Rs. 1.00 lakh with unlimited number of occurrences (including any employee of AAI) by or arising out of carrying out of the Contract.

- 24.8. The contractor shall at all times indemnify AAI against all claims, damages or compensation under the provisions of Payment or Wages Act, 1936, Minimum Wages Act, 1948, Employer's Liability Act, 1938, the Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947 and the Maternity Benefit Act, 1961 or any modifications thereof or any other law relating thereto and rules made there under from time to time or as a consequence of any accident or injury to any workman or other persons in or about the Works, whether in the employment of the Contractor or not, his agents or servants, and also against all costs, charges and expenses of any suit, action or proceedings arising out of such accident or injury and against all sum or sums which may with the consent of the Contractor be paid to compromise or compound any claim. Without limiting his obligations and liabilities as above provided, the Contractor shall insure against all claims, damages or compensation payable under the Workmen's Compensation Act, 1923 or any modification thereof or any other law relating thereto.
- 24.9. All insurance mentioned above shall be effective with any subsidiary of the General Insurance Company of India or by a company approved by the Insurance Regulatory Authority of India.
- 24.10. The aforesaid insurance policy / policies shall provide that they shall not be cancelled till the Project-in-Charge/ Project Manager has agreed to their cancellation in writing.
- 24.11. The Contractor shall prove to the Project-in-Charge / Project Manager from time to time that he has taken out all the insurance policies referred to above and has paid the necessary premiums for keeping the policies alive till expiry of the Defects Liability Period. A self-certified copy of such policies is required to be submitted to the Project-in-charge / Project Manager.
- 24.12. The Contractor shall ensure that similar insurance policies are taken out by his subcontractors (if any) and shall be responsible for any claims or losses to AAI resulting from their failure to obtain adequate insurance protection in connection thereof. The contractor shall produce or cause to be produced by his subcontractor (if any) as the case may be, the relevant policy or policies and premiums receipts as and when required by the Project-in-Charge / Project Manager. A self-certified copy of such policies is required to be submitted to the Project-in-charge / Project Manager.
- 24.13. If the Contractor and/or his subcontractor (if any) shall fail to effect and keep in force the insurance referred to above or any other insurance which he/they may be required to effect under the terms of the Contract then and in any such case AAI may, without being bound to, effect and keep in force any such insurance and pay such premium or premiums as may be necessary for that purpose and from time to time deduct the amount so paid by AAI from any moneys due or which may become due to the Contractor or recover the same as a debt due from the Contractor.
- 24.14. In case contractor takes Contractor All Risk (CAR) Policy in joint name of AAI and Contractor for full tendered value along with third party liability (max of 10% of tendered value or as applicable as per Insurance Regulatory Authority of India) then there is no requirement for taking separate insurance by subcontractors, if applicable.
- 24.15. However, workmen compensation policy is required to be taken separately by main contractor / or sub-contractor for workers employed by them.

25. Payment on Account of Increase in Prices/ Wages due to Statutory Order(s):

- 25.1. If after submission of the tender, the price of any material incorporated in the works (excluding the materials supplied from the store of Project Manager - AAI) and/ or wages of labour increases as a direct result of the coming into force of any fresh law or statutory rule or order (but not due to any changes in Tax) beyond the prices / wages prevailing at the time of last stipulated date for receipt of the tenders including extensions, if any, for the work, during contract period including the justified period extended, then the amount of the contract shall accordingly be varied and provided further that any such increase shall be limited to the price / wages prevailing at the time of stipulated date of completion or as prevailing for the period under consideration, whichever is less.
- 25.2. If after submission of the tender, the price of any material incorporated in the works (excluding the materials supplied from the store of Project Manager - AAI) and / or wages of labour as prevailing at the time of last stipulated date of receipt of tender including extensions, if any, is decreased as a direct result of the coming into force of any fresh law or statutory rule or order (but not due to any changes in Tax). Authority shall in respect of materials incorporated in the works (excluding the materials supplied from the store of Project Manager - AAI) and/ or labour engaged on the execution of the work after the date of coming into force of such law, statutory rule or order be entitled to deduct from the dues of the contractor, such amount as shall be equivalent to the difference between the prices of the materials and/ or wages as prevailed at the time of the last stipulated date for receipt of tenders including extensions if any for the work and the prices of materials and/ or wages of labour on the coming into force of such law, statutory rule or order. This will be applicable for the contract period including the justified period extended.
- 25.3. Project Manager - AAI may call books of account and other relevant documents from the contractor to satisfy himself about reasonability of increase in prices of materials and wages. The contractor shall, within a reasonable time of his becoming aware of any alteration in the price of any such materials and/ or wages of labour, give notice thereof to the Project Manager - AAI stating that the same is given pursuant to this condition together with all information relating thereto which he may be in position to supply.

26. Ensuring Payment and Amenities to Workers if Contractor fails:

- 26.1. In every case in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) act 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, AAI is obliged to pay any amounts of wages to a workman employed by the contractor in execution of the works, or to incur any expenditure in providing welfare and health amenities required to be provided under the above said Act and the rules under the respective Clause(s) of this Contract or under the AAI Contractor's Labour Regulations or under the Rules framed by AAI from time to time for the protection of health and sanitary arrangements for workers employed by AAI Contractors, AAI will recover from the contractor the amount of wages so paid or the amount of expenditure so incurred and without prejudice to the rights of the AAI under sub section (2) of Section 20, sub section (4) of Section 21, of the Contract Labour (Regulation and Abolition) Act, 1970, AAI shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by AAI to the contractor whether under this contract or otherwise AAI shall not be bound to contest any claim made against it under sub section (1) of Section 20, sub section (4) of Section 21, of the said Act, except on the written request of the contractor and upon his giving to the AAI full security for all costs for which AAI might become liable in contesting such claim.

27. Insurance related to Vehicle

- 27.1. The Contractor shall take comprehensive insurance cover with third party unlimited liability risk of the vehicles provided to AAI.

Section – IV: Special Terms and Conditions of the Contract

1. Scope of Work:

1.1. **Comprehensive AMC for IT Hardware:**

Comprehensive AMC of all the IT Hardware, i.e. Desktop Computers, All-in-Ones, Laptop Computers, Printers, Scanners, Multi-Function Devices, UPS, Network Components, Projector, AV Components etc. includes the following. The list of such IT Hardware available during the time of Publication of this NIT is provided in Annexure – XX for reference of the Contractor.

- 1.1.1. The Contractor would be responsible for breakdown maintenance/ repair including but not limited to replacement of spare, parts, modules, sub-modules, assemblies, sub-assemblies etc. within the time frame according to the SLA parameter defined in Annexure - XIII. The faulty components shall become the propriety of the Contractor and the contractor shall clear such defective components from the AAI premises through a gate pass. The replaced components shall become the propriety of AAI for all future references and suitable entry will be made in the inventory systems. Vendor is also responsible for maintaining the maintenance procedures, SLA & maintenance schedule as notified in the Annexure XIV of the tender document.
- 1.1.2. The Contractor shall also rectify the problem regarding physical damages and burnt cases with respect to the IT Hardware listed in Annexure – XX.
- 1.1.3. For Computer Systems comprising of System Motherboard, RAM, CPU, I/O Devices etc., any of the component found unserviceable will be treated as Computer Out of Order. Similarly, Printers, Scanners, MFDs, UPS etc. will be treated as separate individual system.
- 1.1.4. During breakdown maintenance, if required, the contractor may carry the faulty equipment / spare to their premises for repairing or further diagnosis at their own cost including transportation. However, Contractor should provide suitable/ compatible replacement against the faulty part / system.
- 1.1.5. Contractor must have sufficient stock of Systems/ Spares for Devices under AMC, approximately 10% of the Inventory, at AAI premises at their own cost and risk. AAI shall provide a lock and key room / Almirah / appropriate space to keep all the stock.
- 1.1.6. Contractor has to make the schedule of preventive maintenance and cleaning as per Annexure – XIV and share with the concerned AAI person well in advance. Once the activity is completed, the Contractor has to submit the report for the same.
- 1.1.7. 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 said AAI Worksites under this contract. Conveyance shall be provided by the Contractor at AAI premises for materials movement and shifting of IT assets as and when required within the said worksites.
- 1.1.8. In case of Breakdown Maintenance/ Repair/ Preventive Maintenance, Contractor has to ensure the following –
 - Backup of the User Data before commencing Maintenance Activity
 - Restoration of the Backed-Up Data after completion of the Maintenance Activity.

- Getting User Sign Off on Data Back-Up, Restoration and Maintenance Activity performed.
 - However, user shall ensure & verify data restoration himself before signing off of call report.
- 1.1.9. The consumable items but not limited to Teflon for printers, Cables & Connectors, Power Cables, CMOS battery etc. against the devices under AMC have to be supplied by Contractor. However, Printer Cartridges, UPS Batteries and papers are out-of-scope for the contractor and shall be arranged by AAI. In addition to this the data recovery from HDD of Computers shall be provided by bidder with no extra cost.
- 1.1.10. Any IT Asset under warranty will automatically be transferred under Comprehensive AMC as soon as the warranty expires, without any additional financial Implication towards AAI. The Warranty Information of such devices available during the time of Publication of this NIT is provided in Annexure – XX for reference of the Contractor. The Rate of CAMC for the devices must be calculated on pro-rata basis considering expiration of Warranty for such devices.
- 1.1.11. In the event of irreparability (A condition where the contractor feels that he cannot repair an item under AMC 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 maintaining SLA at all times. The replaced item in such an event shall become the property of AAI & the irreparable item shall become the property of the Contractor.
- 1.1.12. Any third party (works done by a party other than AAI or the maintenance contractor) up-gradation/ addition/ modification/ alteration shall be done in the presence of the Project Manager - AAI. Contractor shall have no objection to such an up-gradation/ addition/ modification/ alteration & such changes shall have no impact on the AMC of the original machine. However, a prior intimation of such up-gradation/ addition/ modification/ alteration shall be given to the Contractor & he may depute his representative to observe the changes at the time of execution of the work.
- 1.1.13. 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 & when required. The original specifications/ characteristics/ features/ configurations shall not be changed without any written approval from Project Manager - 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.

1.2. End User Support:

- 1.2.1. The Contractor shall be responsible for Preventive and corrective maintenance including but not limited to Installation, Client-Side Configuration, basic guidance, issue resolution and troubleshooting of the available software. The list includes but not limited to the following –
- All types of Windows OS.
 - All versions of MS Office
 - Driver Software for Printers, MFD, Scanners and Other Devices.

- Anti-Virus and Hindi Software
- Generic Commercial Software as required by the User for Official purposes.
- Outlook Configuration
- Application support

1.2.2. Regular update of windows Patch and Antivirus Software of all Client Systems.

1.2.3. General assistance to the users including but not limited to Installation, Client-Side Configuration, basic guidance, issue resolution etc. for the all Application Software and Web Portals as required by the user and as approved by AAI. The list of such Software/ Portal includes but not limited to the following –

- Infosarathee
- AAI Website
- GeM Portal
- CPP Portal
- RTI online
- Aviation Module
- Air Sewa
- E-Office
- SAP
- Webex
- In-house application like Clearanceportal etc.

1.2.4. Other Portals or Application Software as approved by AAI from time to time will automatically be included in this list.

1.2.5. Connections to Computers or other Equipment's, i.e. End Nodes, are within the scope of this contract.

1.2.6. Support required during Video Conferencing & Training.

1.2.7. Up keep & Configuration of Biometric Attendance Devices.

1.3. Vendor Management:

1.3.1. Contractor has to log the case with the OEMs in case of breakdown of any system which is in warranty and has to follow up with the OEMs till restoration.

1.3.2. Contractor has to maintain the relevant documents and a register for the same.

1.3.3. Contractor shall make the monthly report and share with the concerned person of AAI.

1.3.4. Any IT Asset newly procured during the period of Validity of the Contract will be covered under this clause without any additional financial obligation to AAI.

1.4. Provision of Inventory Management System:

The Contractor shall provide an Inventory Management System for all IT equipment including those in Warranty. Responsibilities of the Contractor includes but not limited to the following –

- 1.4.1. Providing an Inventory Management Software, preferably a web portal, for the said purpose with comprehensive and unrestricted access to the Project Manager - AAI and restricted access to the users as required.
- 1.4.2. Assigning a unique identification number to each IT equipment. Bar code system can be used to provide the unique identity of the assets.
- 1.4.3. The Inventory Management System should be able to capture and report parameters related to the Assets, Users, historical user allocation information and other related details.
- 1.4.4. The Inventory Management System should be able to generate and print Issue Vouchers, Return Vouchers and Inventory/ Stock Register as and when required.
- 1.4.5. The Inventory Management System Should be able to tag every IT Asset to Individuals and/ or Depts. as required.
- 1.4.6. Inventory Management System should be able to generate the Reports pertaining to the General Cleaning and Preventive Maintenance of the IT Assets as defined in Annexure – XX.
- 1.4.7. Keeping the Inventory up-to-date on a day-to-day basis by mapping of each IT Equipment to a specific user and / or location and re-mapping them in case of shifting of any equipment.
- 1.4.8. The software should also record all the issues / ticket raised against the Asset & the time for the resolution of the issue. This is applicable for all the Assets under warranty as well as under CAMC. It shall further include any additional asset that are procured during the CAMC period.

1.5. Provision of Complaint Management System:

The Contractor shall provide a complaint management system comprising of a web-portal and a facility for complaint registration and resolution having following components/ functionalities –

- 1.5.1. A web portal for on-line complaint recording & tracking. This can be combined with the inventory Management portal as mentioned above with comprehensive and unrestricted access to the Project Manager - AAI and restricted access to the users as required.
- 1.5.2. The Complaint Management System should have option to create several categories of Service Request and Incident.
- 1.5.3. Centralised Fault Registration and Call Maintenance Centre as the AAI Site.
- 1.5.4. Call Coordination through call coordinator at AAI site for effective call monitoring and management.
- 1.5.5. A unique call ID is to be generated and assigned to each call for easy tracking, assignment and closure.
- 1.5.6. The System should be able to track back each complaint / call to the unique Inventory ID of the equipment as assigned by the Inventory Management System.

- 1.5.7. The system should be able to generate and print periodical Incident report, SR Report, all required register including but not limited to Gate-Pass register, repaired item register, replaced item register, spare list etc.
- 1.5.8. The system should be able to track Status and Adherence to the SLA as mentioned in Service Level Parameters for each Incident.
- 1.5.9. It will be the responsibility of the call coordinator to keep track of the status of all calls / complaints registered with the system and to verify the status of the complaint with the user before closing the call. In case of non-closure of a complaint the reasons for non-closure shall be recorded.
- 1.5.10. The Contractor shall also provide hard copies of weekly and monthly MIS reports on pending and closed calls / complaints registered with the software, along with their call reports to the Project Manager - AAI.

1.6. Common Terms and Conditions for Inventory and Complaint Management Systems:

- 1.6.1. AAI shall have usage rights of the deployed Software until the termination of the Contract. After termination of the Contract, the Contractor shall provide a copy of the Database generated by using the Software during the contract period to AAI for unrestricted future use.
- 1.6.2. Contractor has to ensure support for the Deployed Software along with minor modifications as required for day-to-day use during the entire contract period without any additional financial obligation to AAI.
- 1.6.3. The Contractor has to ensure Seamless Integration of the aforementioned Systems with the existing AAI Infrastructure and ensure operability of the current System/ Software in-use.
- 1.6.4. The Contractor may deploy solution for implementing aforementioned requirements in a Virtual Environment.
- 1.6.5. The Contractor has to ensure Serviceability of the Inventory & Complaint Management System as per SLA defined under Annexure – XIII.

1.7. Provision of Vehicle:

Contractor shall provide SUV Segment dedicated vehicle, preferably Bolero / TUV300 / Sumo / Qualis / Tavera / Force One or equivalent with minimum monthly usage of 1300 km X 221 Hours, Service – local i.e. travel within the city limits or upto 50 km of one-way travel, whichever is higher, Fuel included. Responsibilities of the Contractor includes but not limited to the following –

- 1.7.1. Vehicle provided shall have all the necessary permits/ licenses/ clearances including but not limited to fitness certificate, PUC, full comprehensive insurance, road permit, registration certificate, as per the Motor Vehicles Act, RTO and other applicable laws and statutory bodies, for providing commercial vehicles for this service.

- 1.7.2. All vehicles provided shall be air conditioned and shall be equipped with an emergency medical first aid kit, hand sanitiser and a fire extinguisher.
- 1.7.3. All vehicles should be in excellent working condition (both internally and externally) at all times. The contractor shall ensure that the vehicles deployed by him are cleaned thoroughly both internally and externally, boot kept clear of dust, rubbish, oil, bad odour and any personal belongings of the driver. The deployed vehicle should not be more than 7-year-old on the date of award of work.
- 1.7.4. All vehicles deployed shall arrive at designated location on time and with full or sufficient tank of fuel.
- 1.7.5. The vehicle deployed shall be parked at the Contractor's premises after the duty hours.
- 1.7.6. The drivers of the vehicles must have a working mobile number for easy contact by the passenger. It must also have an active internet connection at all times where google maps can be accessed, to navigate the shortest and/ or fastest route possible avoiding traffic jams. The driver shall be reachable at all times during duty hours.
- 1.7.7. The drivers of the vehicles deployed should maintain polite & courteous behaviour towards the passenger. "Misbehaviour" which may include, but not limited to, consumption of alcohol during or prior to duty, denial of duty during service hours as defined by user, use of abusive language, theft, shall attract penalties as per provisions of the contract.
- 1.7.8. The time of service provided shall start from the point of pick up to the point of final drop off and the garage hours and km shall not be included.
- 1.7.9. AAI shall be entitled to use the vehicle within the scope of service specified under this contract and at no time during or after the completion of the contract, will the ownership of hired vehicle be transferred to the AAI.
- 1.7.10. The vehicle deployed for duty shall at no point of time carry any person other than personnel authorized by the AAI.
- 1.7.11. Compliance of the applicable labour laws and acts, Transport Motor workers Act and other relevant laws will be the responsibility of the Contractor.
- 1.7.12. AAI shall not be liable for any damages whatsoever to public property and /or any third person due to any accident arising out of and in the course of deployment of vehicle.
- 1.7.13. The AAI will in no way be responsible for violation of traffic rules and /or infringement of any other law for the time being in force, either by the driver of the vehicle or by the Contractor.
- 1.7.14. During the contract period, if the vehicle is seized or detained or requisitioned by Police/Motor Vehicle Authority or any other authorities for whatsoever reasons, that will be at the Contractor's risk.
- 1.7.15. Contractor shall ensure that proper inspection of vehicle has been done before deploying it to the AAI as per the contract.

- 1.7.16. The Contractor shall ensure that all maintenance works related to the assigned vehicle will be carried out in off duty hours. It shall be ensured that all electrical connections including lights (both brake and front), horn, turn indicators, air conditioning and other vehicle systems shall be periodically checked and maintained by Contractor to avoid any inconvenience to AAI.
- 1.7.17. The Contractor shall provide at his own cost proper uniform and badges and photo identity cards to the drivers in compliance with the Motor Transport Workers Act.
- 1.7.18. The Contractor must ensure that all necessary measures are taken by the driver to ensure passenger safety by avoiding negligent driving by their drivers such as over speeding, rash driving, and driving vehicle without brakes/ defective brakes.
- 1.7.19. In an event that, for any reason, the drivers provided change their contact number during the tenure of the contract then Contractor will immediately notify AAI of the above change.
- 1.7.20. The Contractor shall not deploy or shall discontinue deploying the person(s), if desired by AAI and must ensure prompt replacement of the personnel without any additional cost to AAI. The personnel being deployed shall ordinarily be continued and should not be changed without written intimation and consultation with AAI.
- 1.7.21. In an event that Contractor fails to deliver or fails to carry out tasks as per schedule due to non-delivery of vehicle, break-down, servicing and repairs of vehicles, or if the vehicle is seized or detained or requisitioned by Police/Motor Vehicle Authority or any other authorities for whatsoever reasons, the Contractor at his own cost shall make alternate arrangement by providing similar or higher class of vehicle(s) for which agreement is entered into, without any extra charges. However, in case no suitable replacement is provided then the billing must be reduced accordingly on pro rata basis based on the number of working days in the month & recovery shall be applicable as per Annexure – XV.
- 1.7.22. The Contractor would be bound by the conditions with regard to police verification of the deployed driver and their medical fitness.
- 1.7.23. The Contractor will deploy experienced drivers knowing the routes of the areas and familiar with the localities for carrying out the services. The Contractor shall be personally responsible for any theft, misconduct and /or disobedience on the part of drivers so provided by him.
- 1.7.24. The toll charges, parking fee or entry taxes payable locally or outstation shall be reimbursed by the AAI to the Contractor on actual basis as paid by the Contractor.
- 1.7.25. In the event that the vehicles run more than the estimated number of kms/ Hours as mentioned in the order details, the charges for additional km travelled will be paid on pro-rata basis.
- 1.7.26. The AAI/ passenger must immediately report to the designated representative of the Contractor any problems, complaints, incidents or accidents that occur during the trip, including any form of inappropriate behaviour/ improper uniform by the driver.
- 1.7.27. The Contractor will maintain a separate duty slip for each vehicle, which will be signed by the authorized signatory of the AAI/ passenger. Before each car is allotted for duty, the

Odometer reading shall be noted down by the driver and subsequent entries for starting time/closing time, places visited etc. for each duty during service hours. After completion of duty, the driver shall again note down the Odometer reading and get it checked and signed by the user of the vehicle deployed by the AAI. On the basis of each vehicle's duty slip, the Contractor shall prepare bills enclosing therewith a consolidated statement of each vehicle's running and original copies of duty slip.

1.7.28. The Contractor shall maintain a compliant register in the vehicles for the complaints by the passenger travelling in the vehicle.

1.7.29. Payment shall be made only after submission of invoices, logbook, service feedback, non-submission of the same may lead to delay/ deduction in payment.

1.7.30. The Contractor has to ensure the availability of the Vehicle as per the SLA defined under Annexure – XIII.

1.8. Deployment of minimum manpower for Onsite Support:

1.8.1. The Contractor has to maintain a minimum number of maintenance staff as detailed in the below table at the worksites during the contract period for effective implementation of the entire scope of work.

Sl. No.	Type of Manpower	Skill Category	Deployment Criteria	Qualification and Experience
1	Hardware Maintenance Engineer	Highly Skilled	One per 100 Desktop/Laptop User or part thereof i.e. min. 8 at Kolkata, min. 1 at Bagdogra, min. 1 at Pakyong, min. 1 at Coochbehar, min. 1 at Gaya, min. 1 at Ranchi, min. 1 at Port Blair, min. 1 at Jharsuguda, min. 1 at Darbhanga	<ul style="list-style-type: none"> MCA or BE/ BTECH (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 1 Year of relevant experience, OR; BCA or BSc (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 2 Years of relevant experience OR; Other Graduate with minimum 1 Year Diploma (in Computer Science/IT/Electronics/Hardware & Networking or equivalent) with minimum 2 Years of relevant experience OR; 3 Years Diploma (in Computer Science/ IT/ Electronics or equivalent) with minimum 3 years of relevant Experience
2	Application Support Engineer	Highly Skilled	min. 6 no. at Kolkata	<ul style="list-style-type: none"> MCA or BE/ BTECH (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 2 Year of experience in E-Office Application/GeM/E-Tender (CPP Portal)/SAP FI/ SAP MM/ Other In-house application of AAI.

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Sl. No.	Type of Manpower	Skill Category	Deployment Criteria	Qualification and Experience
				<ul style="list-style-type: none"> Other Graduate with minimum 1 Year Diploma (in Computer Science/IT/Electronics or equivalent) with minimum 3 Year experience in E-Office Application/GeM/E-Tender (CPP Portal)/SAP MM/ Other In-house application of AAI.
3	Network Support Engineer	Highly Skilled	min. 3 no. at Kolkata, one of them must have CCNA/ MCNA or other OEM Certification for Routing & Switching	<ul style="list-style-type: none"> MCA or BE/ BTECH (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 1 Year of relevant experience, OR; BCA or BSc (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 2 Years of relevant experience OR; Other Graduate with minimum 1 Year Diploma (in Computer Science/IT/Electronics/Hardware & Networking or equivalent) with minimum 2 Years of relevant experience OR; 3 Years Diploma (in Computer Science/ IT/ Electronics or equivalent) with minimum 3 years of relevant Experience CCNA/ MCNA or other OEM Certification for Routing & Switching, preferred for all Network Support Engineers
4	Call Coordinator	Clerical/ Skilled	min. 1 no. at Kolkata	<ul style="list-style-type: none"> Graduate or equivalent along with minimum 2 Years of relevant experience. Proficiency in English and Hindi, both verbal and written Proficiency in MS Office
5	Helper/ Attendant	Semi - Skilled	One per 150 Desktop/Laptop User or part thereof i.e. - min. 4 at Kolkata, min. 1 at Bagdogra, min. 1 at Pakyong, min. 1 at Gaya, min. 1 at Ranchi, min. 1 at Port Blair, min. 1 at Jharsuguda,	<ul style="list-style-type: none"> Minimum 5 years of experience in cleaning and handling of Computers and Other Peripherals. Experience in handling computer/ printer.

Sl. No.	Type of Manpower	Skill Category	Deployment Criteria	Qualification and Experience
			min. 1 at Darbhanga.	
6	Driver	Skilled	min. 1 no. at Kolkata	<ul style="list-style-type: none"> The drivers of the vehicles must possess a valid commercial driving license and must have a minimum 2 years of driving experience.

- 1.8.2. The number of resources shown above is the minimum requirement. In order to maintain the SLA as described in Annexure – XIII, the Contractor shall deploy additional resources from time to time as per the assessment of actual requirement without any additional financial obligation to AAI.
- 1.8.3. The Contractor shall make the arrangement of substitute having same Qualification & Experience against the absentee staff to ensure 100% attendance. However, in case no substitute manpower is provided then the billing must be reduced accordingly on pro rata basis based on the number of working days in the month & recovery shall be applicable as per Annexure – XV.
- 1.8.4. The Vendor shall arrange for Mobile Connections for the deployed Manpower to ensure seamless communication.
- 1.8.5. Cost of Stationery Items, Equipment, Consumables and Mobile Connections of the deployed manpower has to borne by the Contractor without any additional financial obligation to AAI.
- 1.8.6. The list of works to be done by the regular and additionally deployed resources includes but not limited to all the works listed under Para 1.1. to Para 1.7. of this Section.
- 1.8.7. Manpower mentioned in the aforesaid table has to be present at site from Monday to Friday except AAI Holiday or as per requirement of AAI.
- 1.8.8. Reduced staffing can be provided as per mutually agreed requirement from time to time on Saturdays, Sundays and AAI Holidays ensuring that every worker is given a weekly off day.
- 1.8.9. All manpower deployed at AAI site has to maintain the AAI duty hours of 8 Hours 30 minutes, i.e. 9:30 AM to 6:00 PM or as revised by AAI time to time. However, at Kolkata apart from the General duty hour, minimum 1 no. manpower shall be present at office on 24*7 duty hours basis. Shift duty may be applicable without any additional financial obligation to AAI.
- 1.8.10. Vendor must provide Digital/ Electronic attendance tracking system for the deployed manpower without any additional financial obligation to AAI.
- 1.8.11. Emergency services may be required beyond duty hours on any day/days without any additional financial obligation to AAI. However, number of such cases is restricted to a maximum of 5 instances per month.
- 1.8.12. The contractor is responsible to get the Airport Entry Pass (AEP) / ADP / Vehicle Entry permit from Bureau of Civil Aviation Security (BCAS)/ Airport Security office for the staff

deputed / vehicle to execute this contract. The necessary police verification etc. as required for entry passes / AEP will be the responsibility of the Contractor. All expenditure towards arranging AEP / passes shall be borne by the Contractor.

1.8.13. The contractor and his employees shall abide by security regulation framed by AAI/ BCAS or police authorities. Any manpower of the Contractor, whose presence is found undesirable in AAI premises, shall not be allowed to work. The Contractor shall be fully responsible for the satisfactorily working of his staff.

1.8.14. The Project Manager - AAI shall monitor the performance of each AMC engineer/ employee. In case the performance of a particular AMC engineer /staff is found to be unsatisfactory, the Project Manager - AAI will ask for a replacement through a written communication. The Contractor will have to replace the concerned employee within 7 days of the receipt of that communication.

1.9. Supply of IT Consumable Items

1.9.1. The Vendor has to supply the IT Consumable Items as per the scope of this project as per the written demand received from the IT Coordinator / Project Manager.

1.9.2. The payment of the consumable's items shall be made to the bidder on the submission of supporting documents duly verified by the respective IT Coordinator / Project Manager.

1.9.3. The Quantity mentioned in the BoQ for Consumables items is an anticipated Quantity & does not guarantee any purchase.

1.9.4. The vendor shall provide the consumables to AAI on the rates which shall be quoted by the bidder.

1.9.5. The consumables items must be supplied with the warranty declaration / warranty certificate.

1.9.6. The Contractor has to ensure delivery of the IT Consumable Items as per SLA defined under Annexure – XIII.

1.10. Provision of IT Service Items like laying, Termination etc.

1.10.1. This CAMC covers the maintenance of Critical infrastructure of Airport & other station. As per the Site requirement, various service work may be required at the Airport / stations. The anticipated Quantity for the Service Items has already been provided in the BoQ. Considering the urgent nature of such requirement, the Vendor has to execute the Service item as per the written demand received from the IT Coordinator / Project Manager.

1.10.2. The payment against the service shall be made to the bidder on the submission of supporting documents duly verified by the respective IT Coordinator / Project Manager.

1.10.3. The Quantity mentioned in the BoQ for Services items is an anticipated Quantity & does not guarantee any purchase.

1.10.4. The vendor shall provide the Services to AAI on the rates which shall be quoted by the bidder against that respective service item.

1.10.5. The defect liability period for the Service work carried out by the Vendor shall be 3 months from the date of execution of that particular work.

1.10.6. The Contractor has to ensure execution of the IT Service Items as per SLA defined under Annexure – XIII.

1.11. Recovery Conditions:

The following situations shall attract Recovery by AAI as per the details given in Annexure – XV. The Recovery Amount thus calculated shall be recovered from the Quarterly Bill Amount of the Contractor.

1.11.1. Failure to abide by the SLA parameters as defined in Annexure – XIII.

1.11.2. Failure to perform the Preventive Maintenance and Cleaning as per the Schedule given in Annexure – XIV.

1.11.3. Failure to provide the required conveyance for Lift and Shift of IT Equipment as required and within the scope of this contract at worksites other than Kolkata.

1.11.4. Failure to provide the Inventory and Complaints Management Systems from the beginning of Contract Validity period.

1.11.5. Failure to provide substitute for the absentee staff as per minimum manpower requirement or replacement of a particular staff as required.

1.11.6. Failure to provide mobile connections to the deployed manpower.

1.11.7. Failure to provide required Airport Entry Pass (AEP), Airside Driving Permit (ADP), Vehicle Entry Permit & other necessary clearances as required by Bureau of Civil Aviation Security (BCAS) for effective utilization of the deployed manpower / vehicle in Secured Areas.

1.11.8. Failure to provide Digital/ Electronic attendance tracking system for the deployed manpower.

1.12. Exclusions:

The obligation of Contractor under the contract excludes the following –

1.12.1. Major upgradation / Modification of the Assets / Network under AMC.

1.12.2. Work due to alteration in the machine by persons other than Contractor personnel.

1.12.3. Printer Cartridges and papers are out-of-scope for the contractor and shall be arranged by AAI.

1.12.4. Any assistance related to AIMS.

2. Period of Contract:

- 2.1. This contract is initially for a period of one year commencing from “Service Commencing Date” as indicated in the Work Order.
- 2.2. The Contract may be renewed at expiry for a further period of one year under the same Rate and Terms & Conditions as finalized for the first-year, subject to the satisfactory service rendered by the Contractor during the first year of the Contract.
- 2.3. The contract shall be reviewed on quarterly basis during the contract period for satisfactory service rendered by the Contractor. AAI shall appoint a Project Manager - AAI for the purpose of implementation & monitoring of the contract.

3. Terms of Payment:

- 3.1. No mobilization advance shall be paid for any activity.
- 3.2. The payment shall be made on quarterly basis after successful completion of period.
- 3.3. Documents required for release of payment: -
 - 3.3.1. Three copies of Invoice / Invoices according to the Items mentioned in BoQ or further orders in this regard.
 - 3.3.2. The Certificate of satisfactory service as per Annexure – XVI for the quarter for which the payment has been requisitioned from the Project Manager - AAI.
 - 3.3.3. Copy of Insurances as applicable.
 - 3.3.4. EPF Payment Challan having Names of Deployed Manpower
 - 3.3.5. ESIC Payment Challan having Name of Deployed Manpower, if applicable. Else, Copy of Medclaim policy / Group Insurance as applicable for deployed manpower.
 - 3.3.6. For IT Consumable Items - Delivery Challan, material acceptance certificate & Warranty certificate.
 - 3.3.7. For IT Service Items – Work Completion Certificate along with Installation cum Site Acceptance Test Report having service details.
 - 3.3.8. GST declaration as per the Annexure-XXI against all the Tax invoice and copy/ screen shot of the invoice as appearing in the GSTR-1.
 - 3.3.9. Self-Declaration u/s 206AB/206CCA of 'The Income Tax Act, 1961 regarding Deduction/Collection of Tax
 - 3.3.10. Recovery Statement and supporting documents, if applicable.
- 3.4. The 100% of the charges minus the recoveries, if any, shall be paid after the successful completion of period as described above and on satisfactory performance certification from the Project Manager - AAI.
- 3.5. The payment shall be governed by the Govt. policies and any taxation applicable at source shall be deducted from the quarterly payment. In case of any such deduction, the necessary certificate in due format shall be provided by AAI.
- 3.6. GST (Goods and Service Tax) shall be paid to the bidder for any taxable supply / services against a valid tax invoice. The bidder is required to provide the tax type and tax percentage.

4. Exclusion of Items from contract or Termination of Part/Full Contract:

- 4.1. AAI at its sole discretion may not award the Contract for all the items included in the NIT and may exclude some of the items as well.

- 4.2. AAI may also at its sole discretion terminate the contract for some of the items with notice of three months. The contract value of such items shall not be paid in the subsequent bills.
- 4.3. The Contract in full can be terminated either by AAI or by contractor with notice of three months.
- 4.4. Contractor shall handover the system/ equipment in fully serviceable and functional condition at the time of closure of contract. Else, the defects shall be rectified at the risk and cost of contractor.
- 4.5. AAI shall terminate the contract, in part or in full, and takeover the system maintenance at any time without notice, in case the situation of default occurs. Under such conditions, all the defects shall be rectified at risk and cost of contractor.

5. Training and Manual:

- 5.1. The bidder shall supply complete set of operations, maintenance and training manuals (as applicable) along with the delivery. The cost of such manuals supplied will be included in the cost of the system.
- 5.2. The bidder shall provide 5 days Comprehensive training under the Supervision of AAI Officials to the manpower before deployment to the Worksites & all Logistical Support needs to be arranged by the Bidder without any financial implication to AAI.

Annexure – I: Checklist for Technical Bid:

Name of the Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar

S. No.	Particulars	Attachments/ Enclosures check list (To be uploaded/ enclosed)	
1.	Envelop – II: Technical Bid		
a)	Duly Filled Up Checklist I	This checklist duly filled up and signed	Scanned Copy of Duly Signed & Stamped Checklist – I shall be uploaded. Scanned Copy Uploaded. YES/ NO
b)	Unconditional Acceptance of AAI's Tender Conditions	Proforma at Annexure – IV of Tender Document	Scanned Copy of Duly Signed & Stamped Unconditional Acceptance Letter on Company Letterhead shall be Uploaded. Scanned Copy Uploaded. YES/NO
c)	Undertaking by Bidder	Proforma at Annexure – V of Tender Document	Scanned Copy of Duly Signed & Stamped Undertaking on Company Letterhead shall be Uploaded. Scanned Copy Uploaded. YES/NO
d)	Power of Attorney	Proforma at Annexure – VI of Tender Document	Scanned Copy of Duly Signed & Stamped Power of Attorney on a Non-Judicial Stamp Paper Costing 100 Rupees shall be Uploaded. Scanned Copy Uploaded. YES/NO
e)	Tender Acceptance Letter	Proforma at Annexure – VII of Tender Document	Scanned Copy of Duly Signed & Stamped Tender Acceptance Letter on Company Letterhead shall be Uploaded. Scanned Copy Uploaded. YES/NO

*Title: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports
except Raipur, Bhubaneswar, Patna & Deoghar*

S. No.	Particulars	Attachments/ Enclosures check list (To be uploaded/ enclosed)	
f)	Pre-Contract Integrity Pact	Proforma at Annexure – VIII of Tender Document	<p>Scanned Copy of Duly Signed & Stamped Pre-Contract Integrity Pact on a Non-Judicial Stamp Paper Costing 100 Rupees shall be Uploaded.</p> <p>Scanned Copy Uploaded.</p> <p>YES/NO</p>
g)	Self-Certification for Local Content	Proforma at Annexure – IX of Tender Document	<p>Scanned Copy of Duly Signed & Stamped Self-Certification for Local Content on a Non-Judicial Stamp Paper Costing 100 Rupees shall be Uploaded.</p> <p>Scanned Copy Uploaded.</p> <p>YES/NO</p>
h)	Land Border Share Compliance Certificate	Proforma at Annexure – X of Tender Document	<p>Scanned Copy of Duly Signed & Stamped Land Border Share Compliance Certificate on Company Letterhead shall be Uploaded.</p> <p>Scanned Copy Uploaded.</p> <p>YES/NO</p>
i)	Valid GST, PAN EPF & ESIC Registration Certificate	Enclose documentary proof in support GST & PAN	GST No
			PAN No
			EPF No
			ESI No
			<p>Self-attested copy of GST, PAN, EPF & ESIC Registration Certificate shall be uploaded.</p> <p>Scanned Copy uploaded.</p> <p>YES/ NO</p>
j)	Individual company registered in India under the Companies Act, 1956, or partnership registered under the Indian Partnership Act 1932 or Limited liability/ partnership firm registered under the Limited Liability Partnership Act 2008	Enclose documentary proof in support of Company Registration Certificate	<p>Valid Registration Certificate of the Agency/ Firm shall be uploaded.</p> <p>Scanned Copy uploaded.</p> <p>YES/NO</p>

*Title: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports
except Raipur, Bhubaneshwar, Patna & Deoghar*

S. No.	Particulars	Attachments/ Enclosures check list (To be uploaded/ enclosed)	
k)	Work Order along with Work Completion Certificate from clients for Work of similar nature.	Enclose documentary proof in support of e-NIT	Work Order & Work Completion Certificates from Client for Work of Similar nature in respect of Work Experience Claimed by the Bidder shall be uploaded. Scanned Copy uploaded YES/ NO
i)	Name of client / Organization:	1 st Work Order & BoQ along with Work Completion Certificate.	
	Name of the Concerned Official:		
	Client/Official Contact Number:		
	Client Official Email Address:		
	Client Postal Address:		
	Name of work:		
	Awarded Work Order Value excluding GST or any taxes:		
	Work Completion Value excluding GST or any taxes:		
	Date of Start of Work:		
	Date of Work Completion as per agreement/ Work order:		
	Actual Date of completion of work:		
ii)	Name of client / Organization:	2 nd Work Order & BoQ along with Work Completion Certificate, if applicable	
	Name of the Concerned Official:		
	Client/Official Contact Number:		
	Client Official Email Address:		
	Client Postal Address:		
	Name of work:		
	Awarded Work Order Value excluding GST or any taxes:		
	Work Completion Value excluding GST or any taxes:		
	Date of Start of Work:		

*Title: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports
except Raipur, Bhubaneshwar, Patna & Deoghar*

S. No.	Particulars	Attachments/ Enclosures check list (To be uploaded/ enclosed)	
	Date of Work Completion as per agreement/ Work order:		
	Actual Date of completion of work:		
iii)	Name of client / Organization:	3 rd Work Order & BoQ along with Work Completion Certificate, if applicable	
	Name of the Concerned Official:		
	Client/Official Contact Number:		
	Client Official Email Address:		
	Client Postal Address:		
	Name of work:		
	Awarded Work Order Value excluding GST or any taxes:		
	Work Completion Value excluding GST or any taxes:		
	Date of Start of Work:		
	Date of Work Completion as per agreement/ Work order:		
			Actual Date of completion of work:
iv)	Whether experience from private clients?	Enclose documentary proof in support of e-NIT	<p>Scanned Copy of TDS certificates issued by Customer for the Stipulated value of Work shall be uploaded.</p> <p>Scanned Copy uploaded:</p> <p>YES/ NO/ Not Applicable</p>
v)	Notarized translation of PO/Work Completion Certificate, if Language other than English	Notarized translation by the Client/Customer for whom work has been carried out	<p>Scanned copy of Original Translation Uploaded.</p> <p>YES/ NO / Not Applicable</p>
l)	Annualized abridged financial turnover	Enclose documentary proof in support of e-NIT	<p>UDIN generated profit & Loss statement along with Balance Sheet for the last three year certified from the CA.</p> <p>Scanned Copy uploaded.</p> <p>YES/ NO</p>

*Title: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports
except Raipur, Bhubaneshwar, Patna & Deoghar*

S. No.	Particulars	Attachments/ Enclosures check list (To be uploaded/ enclosed)	
m)	Original Equipment Manufacturer or Channel Partners/ Business Partner/ OEM Authorised Contractor of Desktop Computer or Laptop Computers & accessories Manufacturers - HP/ Dell /Acer or any reputed manufacturer	Enclose documentary proof in support of e-NIT	Copy of OEM Authorization or MAF must be uploaded. Copy of OEM Authorization or MAF Uploaded (YES / NO)
n)	Original Equipment Manufacturer or Channel Partners/ Business Partner/ OEM Authorised Contractor of Network Components Manufacturers - HP/Cisco/Extreme Networks/ Brocade/ Ruckus or any reputed manufacturer.	Enclose documentary proof in support of e-NIT	Copy of OEM Authorization or MAF must be uploaded. Copy of OEM Authorization or MAF Uploaded (YES / NO)
o)	ISO 9001 Certificate	Enclose documentary proof in support of e-NIT	Copy of Valid ISO 9001 Certificate Uploaded. (YES/ NO)
p)	ISO 20001 Certificate	Enclose documentary proof in support of e-NIT	Copy of Valid ISO 20001 Certificate Uploaded. (YES/ NO)
q)	ISO 27001 Certificate	Enclose documentary proof in support of e-NIT	Copy of Valid ISO 27001 Certificate Uploaded. (YES/ NO)
r)	Affidavit for compliance to Minimum Wages	Enclose documentary proof in support of e-NIT Proforma available at Annexure – XII	Duly Notarized Affidavit executed in ₹ 100.00 Non-Judicial Stamp Paper Uploaded. (YES/ NO)
s)	Necessary qualified support staff on their payroll.	Enclose documentary proof in support of e-NIT Proforma available at Annexure – XI	Information on the qualification of staff as per Annexure – XI along with the their EPF Account No & latest consolidated monthly EPF Challan showing the name of such employees uploaded. (YES /NO)

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Annexure – II Proforma of Earnest Money Declaration

(To be Submitted on Contractor's letter head)

Whereas, I/We.....(Name of Agency).....have submitted bid for.....
(Name of Work)

I/We hereby Submit following declaration in lieu of submitting Earnest Money Deposit.

- i. If after the opening of tender, I/We withdraw or modify my/our bid during the period of validity of tender (including extended validity of tender) specified in the tender documents, Or
- ii. If, after the award of work, I/We fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents,

I/We shall be suspended for one year and shall not be eligible to bid for AAI tenders from date of issue of suspension order.

Signature of the contractor(s)

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Annexure – III: List of Worksites

1. The following States / Union Territory shall be under the Scope of Worksites for this Tender: -
 - a. West Bengal
 - b. Sikkim
 - c. Bihar
 - d. Jharkhand
 - e. Odisha
 - f. Chhattisgarh
 - g. Andaman & Nicobar
2. Worksites for the Supply / Services shall include, but not limited, to the following below Airports / Stations
–

S. No	Airport / Station Name	Classification of Area	State/ Union Territory	Worksites
1	Kolkata	'A'	West Bengal	<ul style="list-style-type: none"> • NSCBI Airport, Kolkata • ATS Complex, NSCBI Airport • New Operational Building, NSCBI Airport • Store Complex, NSCBI Airport • Old Remote Building, NSCBI Airport • MT Workshop, Birati • FSTC, Narayanpur • CNS Installations at Badu and Bagjola, Dumdum
2	Bagdogra	'B'	West Bengal	<ul style="list-style-type: none"> • Terminal Building • Admin Building
3	Coochbehar	'C'	West Bengal	<ul style="list-style-type: none"> • Terminal Building • Technical Block
4	Gaya	'C'	Bihar	<ul style="list-style-type: none"> • Terminal Building • Fire Station • Equipment Room • CISF Office • SHA • MT Workshop • Power House • GP/ LLZ
5	Darbhanga	'C'	Bihar	<ul style="list-style-type: none"> • Terminal Building • Admin/ Office Building
6	Odisha	'C'	Jharsuguda	<ul style="list-style-type: none"> • MSSR • NDB • Project Office • Fire Station • Technical Block • Terminal Building

Title: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar

S. No	Airport / Station Name	Classification of Area	State/ Union Territory	Worksites
7	Jharkhand	'B'	Ranchi	<ul style="list-style-type: none"> • Technical Building • Old Terminal Building • New Tower • Project Office • Fire Office • CISF Finance Office • New Terminal Building
8	Sikkim	'C'	Pakyong	<ul style="list-style-type: none"> • Technical Block • Terminal Building
9	Andaman & Nicobar Islands	'B'	Port Blair	<ul style="list-style-type: none"> • Project Building • Terminal Building

- Other stations may get added to the aforementioned list of worksites, but only under the states/ Union Territory as mentioned above, from time to time as development happens within the period of this contract.
- Supply, Support & Services shall be applicable for all the Airports/ Stations as mentioned above.

Annexure – IV: Proforma of Unconditional Acceptance of AAI's Tender Conditions

(To be given on Company Letter Head)

To,
The Jt. General Manager (IT)
Airports Authority of India,
Office of Regional Executive Director (ER)
New Operational Complex, N.S.C.B.I. Airport,
Kolkata- 700 052.

Sub: Acceptance of Terms & Conditions of Tender

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_1

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar

Dear Sir,

1. The tender document for the works mentioned above have been sold to me/us by Airports Authority of India and I / we hereby certify that I / we have read the entire terms and conditions of the tender document made available to me / us in the office of the Jt. General Manager (IT), ER, AAI, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.
2. I / We hereby unconditionally accept the tender conditions of AAI's tender document in its entirety for the above works. I/We also hereby give the unconditional acceptance for carrying out all the works listed in statement of work enclosed as Annexure III as a part of this contract.
3. It is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to put any remarks/ conditions (except unconditional rebates on quoted rates if any) in the tender enclosed in envelope I, II & III and the same has been followed in the present case. In case any provisions of this tender are found violated after opening envelope I, II & III, I / we agree that the tender shall be rejected and AAI shall without prejudice to any other right or remedy be at liberty to forfeit the full said earnest money absolutely.
4. That, 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 of AAI.

Yours Faithfully,

Date: _____

Signature with rubber stamp

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Annexure – V: Proforma for Undertaking

(To be given on Company Letter Head)

To,
The Jt. General Manager (IT)
Airports Authority of India,
Office of Regional Executive Director (ER)
New Operational Complex, N.S.C.B.I. Airport,
Kolkata- 700 052.

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_1

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar

Subject - Undertaking Regarding Debarment / Blacklisting

I/We (name and post of authorized signatory) on behalf of (Name of firm) do here by 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 deemed fit.

Place:

Dated:

Signature of the authorized signatory

Name _____

Email _____

Stamp _____

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Annexure – VI: Power of Attorney Format for Authorized Person(s)

POWER OF ATTORNEY FORMAT FOR THE AUTHORIZED PERSON(S)

(Bidder shall submit irrevocable power of attorney on a non-judicial stamp paper of Rs.100/-
Signed by authorized signatory as per Memorandum of Articles authorizing the persons, who are
Signing this bid on behalf of the company)

BY THIS POWER OF ATTORNEY executed on _____ (Date) we
_____(Company Name) a Company incorporated under the Provisions of companies
Act, 1956 having its Registered Office at _____ (Company
Address)(hereinafter referred to as the “Company”) do hereby severally appoint, constitute and nominate
_____(Name of Attorney) official(s) of the Company, so long as they are in the
employment of the Company (hereinafter referred to as the “Attorneys”) to sign agreement and documents
with regard Bid No. _____(Tender ID) due on _____(Last Date of
Tender Submission) invited by Airports Authority of India, Regional Headquarters Eastern Region, New
Operational Building NSCB Airport, Kolkata – 700 052 for “**Comprehensive AMC of IT Infrastructure and
associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar**”
and to do all other acts, deeds and things the said Attorneys may consider expedient to enforce and secure
fulfilment of any such agreement in the name and on behalf of the Company AND THE COMPANY hereby agrees
to ratify and confirm all acts, deeds and things the said Attorneys shall lawfully do by virtue of these authorities
hereby conferred.

IN WITNESS WHEREOF, this deed has been signed and delivered on the day, month and year first above written
by Mr. _____ (Name of the Person authorized by Board of Directors / Director’s Name, as
applicable) Authorized Signatory, duly authorized by the Board of Directors of the Company vide its resolution
passed in this regard.

By order of the Board
For _____
(_____)

Authorized Signatory (Signature of the Person authorized by Board of Directors or Signature of Director, as
applicable)

Witness:

1. (Signature of Witness 1)
2. (Signature of Witness 2)

Attorney Signature of Mr. _____
Attorney Signature of Mr. _____

(Attested by)
(_____)
Authorized Signatory

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Annexure – VII: Proforma for Tender Acceptance Letter

(To be given on Company Letter Head)

Date:

To,
The Jt. General Manager (IT),
Airports Authority of India,
Office of Regional Executive Director (ER)
New Operational Complex, N.S.C.B.I. Airport,
Kolkata- 700 052.

Subject: Acceptance of Terms & Conditions of Tender

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_1

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____ as per your advertisement, given in the above-mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and, in the event, that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

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Annexure – VIII: Proforma for Pre-Contract Integrity Pact

(To be provided on Non-judicial Stamp Paper of Rs. 100)

Pre-Contract Integrity Pact

This Pact made this day of between Airports Authority of India, a body corporate constituted by the Central Government under the Airports Authority of India Act, 1994 and having its Corporate Office at Rajiv Gandhi Bhawan, New Delhi, and offices at in India, hereinafter called the Authority (which term shall unless excluded by or is repugnant to the context, be deemed to include its Chairman, or Member, Executive Directors, Airport Directors, officers, or any of them specified by the Chairman in this behalf, and shall also include its successors and assigns) of the one part

AND

..... represented by of the other part, hereinafter called the "Bidder/Contractor" (which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the Bidder/ Contractor).

WHEREAS the Authority intends to award, under laid down organizational procedures, tender/ contract for The Authority, while discharging its functions on business principles, values proper compliance with all relevant laws and regulations, and the principles of natural justice, ethics, equity, fairness and transparency in its relations with the Bidders/ Contractors.

WHEREAS the Authority is desirous to make its business mechanism more transparent, thus to ensure strict adherence of the aforesaid objectives/goals, the Authority hereby adopts the instrument developed by the renowned international non-governmental organization "Transparency International" (T I) headquartered in Berlin (Germany). The Authority will appoint an Independent External Monitor (IEM) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

AND WHEREAS the Bidder is submitting a tender to the Authority for in response to the NIT (Notice Inviting Tender) dated Contractor is signing the contract for execution of

NOW, therefore,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to

Enabling the Authority to obtain the desired said stores/equipment/execution of works at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling Authority to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the Authority will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the Authority

- 1.1 The Authority undertakes that no official of the Authority, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The Authority will, during the pre-contact stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the Authority will report to the appropriate authority office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the Authority with full and verifiable facts and the same is prima facie found to be correct by the Authority, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the Authority and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the Authority the proceedings under the contract would not be stalled.

3. **Commitments of Bidders / Contractor:** The Bidder/Contractor commits itself to take all measures necessary to prevent corrupt practice, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

The Bidder/Contractor will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Authority, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.1 The Bidder/Contractor further undertakes

- 3.1.1 That it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Authority or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Authority for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Authority.
- 3.1.2 That it has not entered and will not enter with other bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specification, certifications, subsidiary contracts, submission or non-submission of bids or any actions to restrict competitiveness or to introduce cartelization in the bidding process.

- 3.2 The Bidder/Contractor shall, when presenting his bid, disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

- 3.3 The Bidder/Contactor shall when presenting his bid disclose any and all the payments he has made or, is committed to or intends to make to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.4 The Bidder/Contractor further confirms and declares to the Authority that the BIDDER is the original manufacturer/integrator/ authorized government sponsored export entity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the Authority or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.5 The Bidder/Contractor, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the Authority or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.6 The Bidder/Contractor will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.7 The Bidder/Contractor will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.8 The Bidder / Contactor shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Authority as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Bidder / Contractor also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.9 The Bidder/Contractor will inform to the Independent External Monitor, if
- 3.9.1 He receives demand for an illegal/undue payment/benefit.
 - 3.9.2 He comes to know of any unethical or illegal payment/benefit.
 - 3.9.3 He makes any payment to any Authority's associate(s)
- 3.10 The Bidder/Contactor commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 Bidder/Contactor shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the Bidder/Contractor or any employee of the Bidder/Contractor or any person acting on behalf of the Bidder/ Contractor, either directly or indirectly, is a relative of any of the officers of the Authority, or alternatively, if any relative of an officer of the Authority has financial interest/stake in the Bidder's/Contractor's firm, the same shall be disclosed by the Bidder/Contractor at the time filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

- 3.13 The Bidder/Contractor shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the Authority.
- 3.14 That if the Bidder/ Contractor, during tender process or before the award of the contract or during execution of the contract/work has committed a transgression in violation of section 2 or in any other form such as to put his reliability or credibility as Bidder/Contractor into question, the Authority is entitled to disqualify him from the tender process or to terminate the contract for such reason and to debar the BIDDER from participating in future bidding processes.

4. Previous Transgression

- 4.1 The Bidder/Contractor declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify Bidder's exclusion from the tender process.
- 4.2 The Bidder/Contractor agrees that if it makes incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason and he may be considered for debarment for future tender/contract processes.
- 4.3 That the Bidder/Contractor undertakes to get this Pact signed by the sub-contractor(s) and associate(s) whose value of the work contribution exceeds Rs 0.5 Crores (Rupees zero point five Crores) and to submit the same to the Authority along-with the tender document/ contract before contract signing.
- 4.4 That sub-contractor(s)/ associate(s) engaged by the Contractor, with the approval of the Authority after signing of the contract, and whose value of the work contribution exceeds Rs 0.5 Crores (Rupees Zero point five Crores) will be required to sign this Pact by the Contractor, and the same will be submitted to the Authority before doing/ performing any act/ function by such sub-contractor(s)/ associate(s) in relation to the contract/ work.
- 4.5 That the Authority will disqualify from the tender process all Bidder(s) who do not sign this Pact or violate its provisions or fails to get this Pact signed in terms of section 4.3 or 4.4 above.
- 4.6 That if the Contractor(s) does/ do not sign this Pact or violate its provisions or fails to get this Pact signed in terms of Section 4.3 or 4.4 above. Authority will terminate the contract and initiate appropriate action against such Contractor(s).

5. Earnest Money, Security Deposit, Bank guarantee, Draft, Pay order or any other mode and its validity i/c Warranty Period, Performance guarantee/Bond.

While submitting bid, the BIDDER shall deposit an EMD/SD/BG/DRAFT/PAY ORDER ETC I/C WARRANTY PERIOD, PG/BOND, VALIDITY ETC, which is as per terms and conditions and details given in NIT / tender documents sold to the Bidders.

6. Sanctions for Violations/ Disqualification from tender process and exclusion from future Contracts.

- 6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the Authority to take all or any one of the following actions, wherever required: -
- 6.1.1 To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- 6.1.2 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

- 6.1.3 If the Authority has disqualified / debarred the Bidder from the tender process prior to the award under section 2 or 3 or 4, the Authority is entitled to forfeit the earnest money deposited/bid security.
 - 6.1.4 To recover all sums already paid by the Authority, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the Authority in connection with any other contract or any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - 6.1.5 To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
 - 6.1.6 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the Authority resulting from such cancellation/rescission and the Authority shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
 - 6.1.7 To debar the BIDDER from participating in future bidding processes for a minimum period of three years, which may be further extended at the discretion of the Authority.
 - 6.1.8 To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 - 6.1.9 In case where irrevocable Letters of Credit have been received in respect of any contract signed by the Authority with the BIDDER, the same shall not be opened.
 - 6.1.10 Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
 - 6.1.11 That if the Authority have terminated the contract under section 2 or 3 or 4 or if the Authority is entitled to terminate the contract under section 2 or 3 or 4, the Authority shall be entitled to demand and recover from the contractor damages equivalent to 5% of the contract value or the amount equivalent to security deposit or performance bank guarantee (PBG), whichever is higher.
 - 6.1.12 That the Bidder / Contractor agrees and undertakes to pay the said amount without protest or demur subject only to condition that if the Bidder/Contractor can prove and establish to the satisfaction of the Authority that the disqualification / debarment of the bidder from the tender process or the termination of the contract after award of the contract has caused no damage to the Authority.
- 6.2 The Authority will be entitled to take all or any of the actions mentioned at para 6.1(i) to (xii) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 That if the Bidder/Contractor applies to the Authority for premature revocation of the debarment and proves to the satisfaction of the Authority that he has installed a suitable and effective corruption prevention system and also restored/recouped the damage, if any, caused by him, the Authority may, if thinks fit, revoke the debarment prematurely considering the facts and circumstances of the case, and the documents/evidence adduced by the Bidder/Contractor for first time default.

- 6.4 That a transgression is considered to have occurred if the Authority is fully satisfied with the available documents and evidence submitted along with Independent External Monitor's recommendations/ suggestions that no reasonable doubt is possible in the matter.
- 6.5 The decision of the Authority to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for the purpose of this Pact.

Allegations against Bidders/Contractors/ Sub-Contractors/ Associates: That if the Authority receives any information of conduct of a Bidder/ Contractor or Sub-Contractor or of an employee or a representative or Associates of a Bidder, Contractor or Sub- Contractor which constitute corruption, or if the Authority has substantive suspicion in this regard, the Authority will inform the Vigilance Department for appropriate action.

7. Independent External Monitor(s)

- 7.1 That the Authority has appointed competent and credible Independent External Monitor(s) for this Pact.
- 7.2 The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact. He will also enquire into any complaint alleging transgression of any provision of this Pact made by the Bidder, Contractor or Authority.
- 7.3 That the Monitor is not subject to any instructions by the representatives of the parties and would perform his functions neutrally and independently. He will report to the Chairperson of the Board of the Authority.
- 7.4 That the Bidder / Contractor accepts that the Monitor has the right to access without restriction to all project documentation of the Authority including that provided by the Bidder/Contractor. The Bidder/Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation including minutes of meeting. The same is applicable to Sub – Contractors and Associates. The Monitor is under obligation to treat the information and documents of the Authority and Bidder/ Contractor/ Sub-Contractors/ Associates with confidentiality.
- 7.5 That as soon as the Monitor notices, or believes to notice, a violation of this Pact, he will so inform the management of the Authority and request the management to discontinue or heal the violation, or to take other relevant action. The Monitor can in this regard submit his recommendations/suggestions. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- 7.6 That the Authority will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meetings could have an impact on the contractual relations between the Authority and the Contractor / Bidder. The parties offer to the Monitor the option to participate in such meetings.
- 7.7 That the Monitor will submit a written report to the Chairperson of the Board of the Authority within 2 weeks from the date of reference or intimation to him by the Authority and, should the occasion arise, submit proposals for correcting problematic situations.
- 7.8 That if the Monitor has reported to the Chairperson of the Board a substantiated suspicion of an offence under relevant Anti-Corruption Laws of India and the Chairperson has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Vigilance Department, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.
- 7.9 The word 'Monitor' would include singular and plural.

8. Facilitation of Investigation.

- 8.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the

Authority or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such Examination.

9. Law and Place of Jurisdiction.

9.1 That this Pact is subject to Indian Law. The place of performance and jurisdiction is the Corporate Headquarter /the Regional Headquarter / office of the Authority, as applicable.

10. Other Legal Actions

10.1 That the changes and supplements as well as termination notices need to be made in writing.

10.2 That if the Bidder / Contractor is a partnership or a consortium, this Pact must be signed by all the partners and consortium members or their authorized representatives.

11. Pact duration (Validity)

11.1 That this Pact comes into force when both the parties have signed it. It expires for the Contractor 12 months after the final payment under the respective contract, and for all other Bidders 3 months after the contract is awarded.

11.2 That if any claim is made / lodged during this period, the same shall be binding and continue to be valid despite the lapse of this Pact as specified herein before, unless it is discharged/determined by Chairman of the Authority.

11.3 That should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

12. Company Code of Conduct

12.1 Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviour) and a compliance program for the implementation of the code of conduct throughout the company.

13. Person signing this Integrity Pact shall not approach the Courts while representing the matters to IEMs and he/she will await their decision in the matter.

14. The parties hereby sign this Integrity Pact at _____ on _____

Buyer
Name of the Officer
Designation
Deptt. /Ministry/PSU

Witness

1. _____
2. _____

BIDDER
CHIEF EXECUTIVE OFFICER

Witness

1. _____
2. _____

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Annexure - IX: Proforma for Self-Certification for Local Content

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_1

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar

I _____ S/o,D/o,W/o, _____ Resident
of _____ hereby solemnly affirm and declare as under:

1. That I will agree to abide by the terms and conditions of the Public Procurement (Preference to Make in India) Order, 2017 (hereinafter PPP-MII order) of Government of India issued vide Notification No:P45021/2/2017 -BE-II dated 04/06/2020, its revision dated 16/09/2020 and any subsequent modifications/Amendments, if any and
2. That the information furnished hereinafter is correct to the best of my knowledge and belief and I undertake to produce relevant records before the procuring entity/AAI or any other Government authority for the purpose of assessing the local content of goods/services/works supplied by me for “Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar”.
3. That the local content for all inputs which constitute the said goods/services/works has been verified by me and I am responsible for the correctness of the claims made therein.
4. That the goods/ services/works supplied by me for “Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar” meets the ‘Minimum Local Content ‘as defined in the PPPMII order & the overall Local Content is _____%.
5. That the value addition for the purpose of meeting the ‘Minimum Local Content ‘has been made at following location: -

S. No	Item Description	Location at which value addition has been made (Full Address)	Local Content %
1			
2			

- Rows may be inserted as per requirement

6. I / We also understand that false declarations will be in breach of the Code of Integrity under Rule 175(1) (i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for upto two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
7. I agree to maintain the following information in the Company's record for a period of 10 years and shall make this available for verification to any statutory authority.

*Title: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports
except Raipur, Bhubaneshwar, Patna & Deoghar*

- i. Name and details of the Local Supplier (Registered Office, Manufacturing unit location, nature of legal entity)
- ii. Date on which this certificate is issued.
- iii. Goods/services/works for which the certificate is produced
- iv. Procuring entity to whom the certificate is furnished
- v. Percentage of local content claimed and whether it meets the Minimum Local Content prescribed
- vi. Name and contact details of the unit of the Local Supplier (s)
- vii. Sale Price of the product
- viii. Ex-Factory Price of the product
- ix. Freight, insurance and handling
- x. Total Bill of Material
- xi. List and total cost value of input used to manufacture the Goods/to provide services/in construction of works
- xii. List and total cost of input which are domestically sourced. Value addition certificates from suppliers, if the input is not in-house to be attached
- xiii. List and cost of inputs which are imported, directly or indirectly

For and on behalf of..... (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors)
<Inset Name, Designation & Contact No>

Annexure - X: Proforma for Land Border Share Compliance Certificate

To,
The Joint General Manager (IT)
Airports Authority of India,
O/o Regional Executive Director (ER) New
Operational Complex, N.S.C.B.I. Airport,
Kolkata- 700 052.

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_1

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar

Subject – Compliance Certificate

With reference to the aforementioned references, I would like to state that I have read the GoI OM. F.No 6/18/2019-PPD Dated 23.07.2020 clause regarding restrictions on procurement from a bidder of a country which shares a land border with India.

I certify that we are not from such a country or, if from such a country, has been registered with the Competent Authority. ***[Strike Out whichever is not applicable]***"

I hereby certify that we fulfills all requirements in this regard and is eligible to be considered. ***[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]***"

Yours faithfully,

Date: _____

Signature with Company stamp

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Annexure – XI: Format of Qualification of the Staff

List of Support Staff with Qualification Background

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar

Sr. No.	Name of the Employee	Qualification		Experience (No. of years)	Date of Joining the Firm	PF Account Number	ESI ID, if applicable	Certification No (CCNA / MCNA or others, if any)
		Educational	Professional					
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								

Date: _____

Signature with rubber stamp

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Annexure – XII: Proforma of Affidavit for Minimum Wages

(To be executed in Rs. 100/- Non-Judicial Stamp Paper)

I, (_____), age _____ years S/o
_____ proprietor / Managing Partner / Managing
Director of M/s _____ having address
_____ do hereby solemnly
affirm and state as follows;

I am competent to swear this affidavit on behalf of _____ (name of the
agency) and hereby confirm that I am fully complying with the legal obligations with regards to payment of
minimum wages as per minimum wages Act – 1948 and deduction of Provident Fund Authorities as per EPF &
MP Act – 1952 and Contract Labour (Regulation and Abolition) Act, 1970.

Date: _____

Signature with rubber stamp

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Annexure – XIII: Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the bidder to AAI for the duration of this contract. AAI shall regularly review the performance of the services being provided by the Bidder and the effectiveness of this SLA.

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- **“Downtime”** shall mean the time period for which the specified services /components with specified technical and service standards are not available to the RHQ-ER and airports users and excludes the scheduled outages planned in advance.
- **“Incident”** refers to any event / abnormalities in the functioning of the specified services, Network service (if applicable), Security Service (if applicable), End user services or Service management processes that may lead to disruption in normal operations of the RHQ-ER and airports.
- **“Helpdesk Support”** shall mean the support centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
- **“Resolution Time”** shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective Vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level escalation. The resolution time shall vary based on the severity of the incident reported at the help desk. The severity would be as follows:
- **Low:** Incidents whose resolution shall require changes in configuration of hardware or software, which will not significantly interrupt working of that component. For example, installation of printer on a client, replacement of LAN chord etc.

Table A: Incident Level & Resolution SLA for Comprehensive AMC for IT Hardware & End User Support

Severity Level	Definition	Maximum Primary Response Time	Resolution Time (Restore or Work-Around)	Remarks
Level 1 – Critical	<ol style="list-style-type: none"> 1. The incidents which impact the overall functioning of the AAI. 2. Incident related to the systems assigned to High ranking Officials 3. Incident related to the systems being used for Time-Sensitive purposes 4. Incident related to the conference/ Training 5. Network Equipment such as Core Switch & Major Distribution Switches (Hubs) 6. UPS used for Network Equipment, Training & Conference Room. 	30 Minutes	Within one Business Day	No. of Systems will be maximum 15% of the entire Hardware. List will be provided by AAI IT Dept.
Level 2 - High	<ol style="list-style-type: none"> 1. Incidents, whose resolution shall require replacement of hardware or software parts, requiring significant interruption in working of that individual component. 2. Replacement of RAM, CPU, Keyboard, Mouse, Monitor 3. Installation of operating System and switch (if applicable) 	1 Hour	Within two Business Days	

*Title: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports
except Raipur, Bhubaneshwar, Patna & Deoghar*

Severity Level	Definition	Maximum Primary Response Time	Resolution Time (Restore or Work-Around)	Remarks
	4. AEBAS devices 5. Edge Switches catering to specific areas.			
Level 3 - Medium	1. Systems assigned to regular users 2. Printers, Scanners, Multifunction devices (MFD) 3. UPS used for regular users. 4. Incidents whose resolution shall require additional investment in components or time or shall involve coordination with OEMs.	2 Hours	Within three Business Days	
Level 4 - Low	1. All other System/ Components not covered under Level 1, 2 and 3	3 Hours	Within one week	

Table B: SLA for Provision of Inventory Management System & Complaint Management System

Sl. No	Item Description / Particular	Start Date & Time	Remarks
1	Deployment of Inventory Management System with serviceability of 24 * 7 Hours	Commencement of the Contract	
2	Deployment of Inventory Management System with necessary customization as per the scope of the Work defined with serviceability of 24 * 7 Hours	Within 30 days from the date of commencement of the Contract	
3	Deployment of Complaint Management System with serviceability of 24 * 7 Hours	Commencement of the Contract	
4	Deployment of Complaint Management System with necessary customization as per the scope of the Work defined with serviceability of 24 * 7 Hours	Within 30 days from the date of commencement of the Contract	
5	Upload of all Asset information along with detailed Asset parameters, User Information & other related details in the deployment / provided Inventory Management System	Within 15 days from the date of commencement of the Contract	
6	Raising of Ticket / Complaints in the Complaint Management System	Commencement of the Contract	
7	Provision of Usage rights of the deployed Inventory & Complaint Management System	Commencement of the Contract	

Table C: SLA for Provision of Vehicle

Sl. No	Item Description / Particular	Start Date & Time	Remarks
1	Deployment of Vehicle & driver as per the scope of the contract with necessary permits	Commencement of the Contract	
2	In case of breakdown, replacement of vehicle with suitable replacement.	Within 2 hours of the report of incident.	

Table D: SLA for Supply of IT Consumables Items

Sl. No	Item Description / Particular	Time Schedule	Remarks
1	Delivery of UPS Batteries	Within 14 days of written communication from AAI.	
2	Delivery of Other Items within the scope of Contract	Within 21 days of written communication from AAI.	

Table E: SLA for Provision of Service Items like laying, Termination etc.

Sl. No	Item Description / Particular	Time Schedule	Remarks
1	Execution of all Service Items related to UTP Cables like laying, fixing, Termination, testing & commissioning of IO Box, Crimping of RJ45, laying of required conduit / flexible/ HDPE pipe through Channel/ Raceway/ Cable Tray / HDPE Pipe/ GI Conduit /Existing Trench/ Wall etc.	Within 2 days of written communication from AAI or as agreed by the Site Incharge / Project Manager, whichever is higher	
2	Execution of Service Items related to OFC Cable like laying of OFC Cables, fixing, termination, testing & Commissioning of Outdoor Enclosures, laying of required HDPE Pipe through Wall/ Raceway/ Cable Tray / Existing Trench etc.	Within 7 days of written communication from AAI or as agreed by the Site Incharge / Project Manager, whichever is higher	
3	Execution of Service Items related to OFC Cable like laying of HDPE pipe/ GI Conduit required for OFC Cable through Soft soil digging & Back filling / Hard soil digging & back filling / Concrete cutting & back filling/ Road cutting & back filling/ Micro- Tunnelling (HDD) & subsequent laying of OFC Cables.	Within 30 days of written communication from AAI or as agreed by the Site Incharge / Project Manager, whichever is higher	

SLA Review process:

- AAI may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- A meeting or conference call may be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- The bidder shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The bidder will then communicate the resolution to all interested parties.

SLA Change Process:

The parties may amend this SLA by mutual agreement in accordance with terms of this contract. Changes can be proposed by either party. The Bidder can initiate an SLA review with the AAI. Normally, the forum

for negotiating SLA changes will be AAI's quarterly meetings. Unresolved issues will be addressed using the issue management process.

The Bidder shall maintain and distribute current copies of the SLA document as directed by AAI. Additional copies of the current SLA will be made available at all times to authorized parties.

Escalation Procedure:

Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.

- Either AAI or Bidder can initiate the procedure
- The "moving party" should promptly notify the other party that management escalation will be initiated
- Management escalation will be defined as shown in the contact map below
- Escalation will be one level at a time and concurrently

Contact Map:

Escalation Level	Department Representative with contact Details	L-1 Bidder* Representative with contact Details
Level 1: Project Manager		
Level 2: HoD-IT, Eastern Region		

**Bidder shall provide information for the following:*

- a) Delivery Manager or Director*
- b) Project Manager*
- c) Team Members/ Engineers*

Acceptance of SLA

(To Be submitted to AAI at the time of signing the Contract)

IN WITNESS WHEREOF, the parties hereto have caused this Service Level Agreement vide Tender No. <TENDER REFERENCE NUMBER> Dated <DATE> to be executed by their respective authorized representatives.

For and on behalf of:

_____ Bidder

For and on behalf of:

_____ AAI

Place: _____

Place: _____

Date: _____

Date: _____

Name: _____

Name: _____

Title: _____

Title: _____

Office Seal: _____

Office Seal: _____

Annexure – XIV: Schedule for Preventive Maintenance and Cleaning

Sr. No.	Definition	Equipment/ Asset	Periodicity (In Months)
1	General Cleaning	Computers / Workstations	1
2	General Cleaning	Printers/ Scanners/ MFDs / Keyboard / Mouse / MM Kit	1
3	General Cleaning	UPS and all other assets allocated to Individuals	1
4	General Cleaning	Network Equipment and Other Items allocated to Departments including Servers/ Data Centres	2
5	Preventive	Patch and Anti-Virus Definition Update (Auto Scheduled Activity)	As-&-When required
6	Preventive	Computers / Workstations – Full System Diagnosis and resulting maintenance	3
7	Preventive	Printers/ Scanners/ MFDs / Keyboard / Mouse / MM Kit – System Test and resulting maintenance	3
8	Preventive	UPS and all other assets allocated to Individuals	Based on Pre-failure Warning

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Annexure – XV: Details of Recovery Calculation

1. Recovery for Failure to abide by the SLA for Comprehensive AMC for IT Hardware & End User Support:

₹ 1,500.00 (Rupees One Thousand Five Hundred Only) for each Business Day or part thereof, beyond the Resolution Time.

2. Recovery for Failure to abide by the SLA for Provision of Inventory Management System & Complaint Management System

Item	Recovery Calculation
Inventory Management System	₹ 2,000.00 (Rupees Two Thousand Only) for each Business Day or part thereof.
Complaint Management System	₹ 2,000.00 (Rupees Two Thousand Only) for each Business Day or part thereof.

3. Recovery for Failure to abide by the SLA for Provision of Vehicle

₹ 2,000.00 (Rupees Two Thousand Only) for each Business Day or part thereof.
Additionally, billing must be reduced on pro rata basis based on the number of working days in the month for non-provisioning of vehicle without replacement.

4. Recovery for Failure to abide by the SLA for Supply of IT Consumables Items

₹ 100.00 (Rupees One Hundred Only) for each Business Day or part thereof.

5. Recovery for Failure to abide by the SLA for Provision of IT Service Items like laying, Termination etc.

₹ 500.00 (Rupees Five Hundred Only) for each Business Day or part thereof.

6. Recovery for Failure to Perform Preventive Maintenance and Cleaning:

5% of the Quarterly AMC Cost.

7. Recovery for Failure to provide Conveyance for Lift and Shift of IT Equipment:

₹ 500.00 (Rupees Five Hundred Only) for each Business Day or part thereof for which conveyance is not provided.

8. Recovery for Absence of Manpower without Substitute:

Sl. No.	Type of Manpower	Skill Category	Recovery Amount
1	Hardware Maintenance Engineer	Highly Skilled	₹ 800.00 (Rupees Eight Hundred Only) per person per day
2	Application Support Engineer	Highly Skilled	₹ 800.00 (Rupees Eight Hundred Only) per person per day
3	Network Support Engineer	Highly Skilled	₹ 800.00 (Rupees Eight Hundred Only) per person per day
4	Call Coordinator	Clerical	₹ 700.00 (Rupees Seven Hundred Only) per person per day
5	Helper/ Attendant	Semi -Skilled	₹ 600.00 (Rupees Six Hundred Only) per person per day

Additionally, billing must be reduced on pro rata basis based on the number of working days in the month for the non-provisioning of replacement for absent manpower.

9. Recovery for not providing Mobile Connections for the deployed Manpower:

₹ 200.00 (Rupees Two Hundred) per person for each Business Day or part thereof.

10. Recovery for not providing Airport Entry Pass (AEP), Airside Driving Permit (ADP), Vehicle Entry Permit & other necessary clearances as required by Bureau of Civil Aviation Security (BCAS) for effective utilization of the deployed manpower / Vehicle in secured Areas

₹ 100.00 (Rupees One Hundred) per person/ Vehicle for each Business Day or part thereof for which AEP / ADP/ Vehicle Entry permit is not provided.

11. Recovery for not providing Digital/ Electronic attendance tracking system for the deployed manpower

₹ 100.00 (Rupees One Hundred) per person for each Business Day or part thereof.

12. Capping of Total Recovery Amount

- a) Overall recoveries for a particular quarter shall be capped to a maximum of 10% of the Quarterly Billed Amount. This shall be dealt in a station wise manner.
- b) If the recovery of 10% of the quarterly billed amount occurs consecutively in two quarters, the situation shall be treated as a situation of default and shall be dealt accordingly in a station wise manner.

Annexure – XVI: Proforma for Certificate of Satisfactory Service

AIRPORTS AUTHORITY OF INDIA
Information Technology Division
Eastern Region

Quarterly Certificate of Satisfactory Service
--

It is certified that the Annual Maintenance Services of Computers & Accessories by
M/s _____ had been satisfactory and as per the provisions of
the Contract laid down in the Contract Document _____ dated
_____ during the quarterly period from _____ to
_____.

(Project Manager - AAI)
Airports Authority of India

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Annexure – XVII: Proforma of Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

(The non-judicial stamp paper should be in the name of issuing Bank)

Ref: _____

Bank Guarantee No: _____

Date: _____

To,

The Joint General Manager (IT)
Airports Authority of India,
Office of Regional Executive Director (ER) New
Operational Complex, N.S.C.B.I. Airport
Kolkata- 700052.

Subject: Performance Bank Guarantee

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_1

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar

Dear Sir,

In consideration of the Airports Authority Of India (hereinafter referred to as the Owner", which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s ----- (hereinafter referred to as the 'Contractor', which expression shall unless repugnant to the context of meaning thereof, include its successors, administrators executors and assigns), a contract. Bearing No. ----- dated ----- valued at ----- for ----- and the contractor having (scope of contract) agreed to provide a Contract Performance of the entire Contract equivalent to ----- (3 per cent) of the said value of the Contract to the Owner. We at ----- (hereinafter referred to as the 'BANK', which expression shall, unless repugnant to the context or meaning thereof, include the successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the Owner, on demand any and all money payable by the Contractor to the extent of ----- as aforesaid at any time up to ----- (day/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the owner the Bank shall be conclusive and binding notwithstanding any difference between the owner and contractor or any dispute pending before any court, tribunal or any authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Owner and further agrees that the guarantee herein contained shall continue to be enforceable till the Owner discharges this guarantee. The Owner shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, to postpone from time to time the exercise of any powers vested in then or of any right which they might have against the Contractor, And to exercise the same at any time in any manner, and either to enforce or to forebear to enforce any covenants, contained or implied, in the Contract between the Owner and the Contractor or any other course of or remedy or security available to the Owner. The Bank shall not be released of its obligations under these presents by any exercise by the Owner or by any other matters or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and

*Title: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports
except Raipur, Bhubaneswar, Patna & Deoghar*

notwithstanding any security or other guarantee that the Owner may have in relation to the Contractors liabilities.

Apart from other guarantees this Bank Guarantee explicitly provides for the following:

- A) The Hardware / Software where the major spares involved under the contract and services shall be free from all defects / bugs and upon written notice from AAI, the successful bidder shall fully remedy, free of expenses to AAI, all such defects / bug as developed under the normal use of the said hardware / software within the period of guarantee/Warranty/AMC.
- B) The performance guarantee is intended to secure the performance of the entire system. However, it is not to be construed as limiting the damages stipulated in any other clause.

Notwithstanding anything mentioned herein above our liability under this guarantee is restricted to Rs. ----- and it shall remain in force up to and including ----- and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s ----- on whose behalf this guarantee has been given.

WITNESS

Dated this ----- day of ----- 2020 at -----

Signature ----- Signature -----

Name ----- (Bank's Rubber Stamp)

Official address ----- Name -----

Designation with Bank Stamp

Attorney as per Power of

Attorney No. -----

Annexure – XVIII: Proforma for Extension of Time / Performance Notice

Application for Extension of Time

Part-I

1. Name of the Contractor
2. Name of the work as given in the agreement
3. Agreement No.
4. Contract Amount
5. Date of Commencement of work as per agreement
6. Period allowed for completion of work as per agreement
7. Date of completion stipulated in agreement
8. Date of actual completion of work
9. Period for which extension is applied for.
10. Hindrances on account of which extension is applied for with dates on which hindrances occurred and the period for which these are likely to last.

Sl. No	Name of Hindrance	Date of occurrence of hindrance	Date of over of hindrance	Period of hindrance	Overlapping Period	Net extension applied for	Remarks if any
1	2	3	4	5	6	7	8

Total period for which extension is now applied for on account of hindrances mentioned above.

Month

Days

11. Extension of time required for extra work.

12. Details of extra work and the amount involved: -

Total value of extra work	Proportionate period of extension of time based on estimated amount put to tender on account of extra work.
(a)	(b)

13. Total extension of time required for 10 & 11.
Submitted to the Project Leader_____.

Date: _____

Signature & Stamp

Part II

(For Official Use)

1. Date of receipt of application from M/s _____ Contractor for the work of “**Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar**” in the office of the Joint General Manager (IT) Eastern Region.
2. Recommendations of the project Leader as to whether the reasons given by the contractor are correct and what extension, if any, is recommended by him. If he does not recommend the extension, reasons for rejection should be given.

Dated:

Signature of the Installation In-charge

(To be filled in by the Project Leader)

1. Date of receipt in the Office: -
2. Project Leader’s remarks regarding hindrances mentioned by the contractor.
 - (i) Serial No
 - (ii) Nature of hindrance
 - (iii) Date of occurrence of hindrance
 - (iv) Period for which hindrance is likely to last
 - (v) Extension of time applied for by the contractor
 - (vi) Overlapping period, if any, giving reference to items which overlap
 - (vii) Net period for which extension is recommended
 - (viii) Remarks as to why the hindrance occurred and justification for extension recommended.
3. Project Leader’s Recommendations. The present progress of the work should be stated and whether the work is likely to be completed by the date up to which extension has been applied for. If extension of time is not recommended, what compensation is proposed to be levied under Clause 10 of the agreement?

Signature of Project Leader

Signature of Accepting Authority

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Annexure - XIX: Proforma for Intimation of Force Majeure

Format for Intimation of Force Majeure Occurrence

The Joint General Manager (IT),
Airports Authority of India,
Office of Regional Executive Director
(ER) New Operational Complex,
N.S.C.B.I. Airport, Kolkata- 700 052.

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_1

**Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for
RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar**

Subject: Intimation regarding Force Majeure Case:

Sir,

Pursuant to Clause No. 11 - FORCE MAJEURE of Section-III, it is for your kind information that a case of force majeure has since occurred. Details are given below:

Date of occurrence	Detail of Incident	Activity affected	Likely Delay	Requested Extension

We are entitled to an extension in the date of completion as requested above. Bar Chart with revised schedule of activities is attached. Please approve the extension in the time. Evidence of the date of occurrence is also enclosed.

It is certified that performance of the Contract has been interfered with. It is also certified that the incident has not occurred due to our own action and that there has not been any lack of action by us in preventing the occurrence.

We are only claiming the extension in the date of completion of the activity (ies) and not claiming the loss incurred in the course of the incident.

Yours truly,

(Project Leader)

Enclosures:

1. Revised Bar Chart.
2. Evidence of the occurrence of the Force Majeure case (..... sheets)

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Annexure – XX: List of Hardware's

1. Desktop Computers

Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
1	RHQ ER	DELL	Dell OptiPlex 5050mt	Intel Core i5-7500 (3.4 GHz, 6 MB Cache, 4 Cores) 4GB DDR4 1TB	2	Expired	N/A
2	RHQ ER	DELL	Dell OptiPlex 7010	Intel (R) Core (TM) i5-3470 CPU @ 3.20GHz, 8 GB DDR3 RAM, 500 GB HDD	36	Expired	N/A
3	RHQ ER	HP	Hp 406 G1 Mt Business Pc	Intel (R) Core (TM) i5-4570 CPU @ 3.20GHz, 8 GB DDR3 RAM, 500 GB HDD	84	Expired	N/A
4	RHQ ER	HP	Hp Compaq Elite 8300 Small Form Factor	Processor- Core i7-3770,3.4GHz, RAM-4GB DDR3 1600, PC3-12800, HDD- 500 GB	2	Expired	N/A
5	RHQ ER	HP	Hp Elite desk 800g1 Tower	Intel (R) Core (TM) i5-4570 CPU @ 3.20GHz, 8 GB DDR3 RAM, 500 GB HDD	42	Expired	N/A
6	RHQ ER	LENOVO	Lenovo Think Centre M910t Mt	Intel® Core™ i7- 7700 CPU,3.60 Ghz,8 GB RAM DDR 4, HDD-1 TB	5	Active	02-11-2022
7	RHQ ER	LENOVO	Lenovo Think Centre M910t Mt	Intel® Core™ i7- 7700 CPU,3.60 Ghz,8 GB RAM DDR 4, HDD-1 TB	17	Active	29-04-2023
8	Pakyong	LENOVO	M910t i5-7500 Q270 4gb T1b	4GB RAM, 1TB win 10 pro, Intel Core i5-7500 CPU @3.40GHz, 64-Bit OS	10	Active	13.10.2022
9	Pakyong	HP	Hp ProDesk G2 Mt	4GB RAM, 1 TB, win 7 professional, Intel Pentium CPU G32240@ 3.10 GHz, 32-Bit OS	2	Expired	N/A
10	Gaya	HP	406 G1 Mt Business Pc	i5-4th generation/a BG/ HDD 500 GB/windows 8.1 upgraded to windows	6	Expired	N/A

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Airports & Regional Head Quarters – Eastern Region, Kolkata*

Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
				10 with 18.5 TFT monitor			
11	Gaya	LENOVO	M910	i5-7th generation/ 4 GB/ HDD 1TB/windows 10 pro with 19.5 TFT monitor	20	Expired	N/A
12	Gaya	DELL	Vostro 3250	i5-6th generation 4GBI 1 TB HDD/ upgraded windows 10 enterprise with 22inch full HD monitor	2	Expired	N/A
13	Gaya	DELL	Vostro 270s	i5-6th generation/ 4GB/ 1TB HDD/ upgraded windows 10 enterprise with 18.5-inch full HD monitor	7	Expired	N/A
14	Gaya	HP	Hp ProDesk 400g4 Mt, Business	Intel R pentium o CPU G4400@ 3.30 GHz, RAM 4 GB, HDD 512 GB, Window 10	1	Expired	N/A
15	Bagdogra	LENEVO	Think Center M910t	Intel Core i5-7500 CPU, 4GB RAM, Win 10 pro (64 bit)	12	Expired	N/A
16	Bagdogra	HP	Elitdesk 800 G1 Tower Pc	Intel Core i5-4570 CPU, 4GB RAM, Win 8.1 pro (64 bit)	3	Expired	N/A
17	Bagdogra	HP	Pro 3090mt	Intel Core 2 Duo CPU, 2 GB RAM, Windows 7 Professional SP1 (32Bit)	3	Expired	N/A
18	Bagdogra	HP	406gmt	Intel Core i5-4570 CPU, 4GB RAM, Win 10 pro (64 bit)	2	Expired	N/A
19	Cooch Behar	DELL	Dell Optiplex 5050 Mt	i5-4GB-1Tb- windows 10 Pro	2	Expired	N/A
20	Cooch Behar	DELL	Vostro	i5-4GB-1Tb- windows 10 Home	1	Expired	N/A
21	Ranchi	ACER	Veriton	Core i5/4GB	5	Expired	N/A
22	Ranchi	CIRCLE PIXERNET	Pixernet	Core i5/4GB	4	Expired	N/A

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Airports & Regional Head Quarters – Eastern Region, Kolkata*

Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
23	Ranchi	DELL	Optiplex	D Core	2	Expired	N/A
24	Ranchi	FIJSTU	Fijtusu W2013	Core i5/4GB	2	Expired	N/A
25	Ranchi	HCL	Hcl	Core i5/4GB	2	Expired	N/A
26	Ranchi	HP	Elitedesk	Core i5/4GB	19	Expired	N/A
27	Ranchi	LENOVO	ThinkCentre	Core i7/8GB	10	Active	10-09-2022
28	Jharsuguda	LENOVO	M910t Mt	i7-7700/ 8GB/ 1TB/W10P/ TFT 19.5"	16	Active	01-04-2023
29	Jharsuguda	DELL	Optiplex 5050 Mt	i5-7500/8GB/ 1TB/W10P/ TFT 20"	2	Expired	N/A
30	Jharsuguda	HP	Elite 800 Gt	i5-4570 /4GB/ 500GB/W8P/ TFT 19.5"	1	Expired	N/A
31	Jharsuguda	HP	406 G1 Mt	i5-4570 /8GB/ 500GB/W8P/ TFT 19.5"	3	Expired	N/A
32	Jharsuguda	LENOVO	V520	i5 7th GEN/4GB / 1TB/W10P/ TFT 19.5"	1	Expired	N/A
33	Port Blair	KBS	Desktop	Windows -Win 10 pro, RAM- 8 GB, HDD- 1 TB, Processor- i5	6	Expired	N/A
34	Port Blair	DELL	Desktop	Windows -Win 10 pro, RAM- 4 GB, HDD- 1 TB, Processor- i7	5	Expired	N/A
35	Port Blair	DELL	Desktop	Windows -Win 10 pro, RAM- 4 GB, HDD- 1 TB, Processor- i5	5	Expired	N/A
36	Port Blair	DELL	Desktop	Windows -Win 10 pro, RAM- 4 GB, HDD- 500 GB, Processor- i5	2	Expired	N/A
37	Port Blair	DELL	Desktop	Windows -Win 10 pro, RAM- 4 GB, HDD- 232 GB, Processor- i5	1	Expired	N/A
38	Port Blair	HP	Desktop	Windows -Win 10 pro, RAM- 4 GB,	8	Expired	N/A

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Airports & Regional Head Quarters – Eastern Region, Kolkata*

Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
				HDD- 500 GB, Processor- i5			
39	Port Blair	ACER	Desktop	Windows -Win 10 pro, RAM- 4 GB, HDD- 1TB, Processor- i5	5	Expired	N/A
40	Port Blair	HCL	Desktop	Windows -Win 10 pro, RAM- 4 GB, HDD- 500 GB, Processor- i3	2	Expired	N/A
41	Port Blair	HCL	Desktop	Windows -Win 10 pro, RAM- 2 GB, HDD- 500 GB, Processor- Core to duo	2	Expired	N/A
42	Port Blair	HP	Desktop	Windows -Win 10 pro, RAM- 8 GB, HDD- 1TBGB, Processor- i7	2	Expired	N/A
43	Darbhanga	HP	HP 280 G4 MT	Core I5,4 GB RAM	1	Expired	N/A

2. Monitor

Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
1	Port Blair	KBS	Monitor- BENQ	21.5-inch LED Monitor	6	Expired	N/A
2	Port Blair	ACER	Monitor- ACER	LED Monitor	6	Expired	N/A
3	Port Blair	DELL	Monitor- DELL	LED Monitor	8	Expired	N/A
4	Port Blair	HP	Monitor- HP	LED Monitor	18	Expired	N/A
5	Port Blair	HCL	Monitor- HCL	LED Monitor	2	Expired	N/A

3. All in One Computers

Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
--	--	--	--	--	--	--	--

*Title: Comprehensive Annual Maintenance Contract of IT Infrastructure for Eastern Region
Airports & Regional Head Quarters – Eastern Region, Kolkata*

Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
1	RHQ ER	ACER	Acer Veriton M200-H81all-In-One	Processor- Core i5 4590 @3.30 GHz, RAM- 4GB DDR3 1600, HDD- 500 GB	9	Expired	N/A
2	RHQ ER	ACER	Acer Veriton M200-H81all-In-One	Processor- Core i5 4590 @3.30 GHz, RAM- 4GB DDR3 1600, HDD- 500 GB	2	Expired	N/A
3	RHQ ER	HP	HP Elite One 800 G2 23-In Touch GPU All-In-One PC	Processor- Core i5 6550 @ 3.20 GHz, RAM- 8GB DDR4, HDD- 1 TB	1	Expired	N/A

4. Laptop

Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
1	RHQ ER	HP	Hp Pro Book 440 G1	Intel Core i7, RAM- 4GB DDR3 1600, 500GB HDD	15	Expired	N/A
2	RHQ ER	HP	HP ProBook 445 G2	Intel Core i7 8550U (1.8 GHz, 8MB Cache, 4 Cores), 4GB DDR3 RAM, 500 GB HDD	2	Expired	N/A
3	Pakyong	HP	Hp ProBook 450 G2	4 GB RAM, 1 TB, windows 7 Professional, Intel Pentium 3805 U @1.90GHz, 64-Bit OS	3	Expired	N/A
4	Gaya	HP	ProBook 440 G2	i5/4 GB/HDD 1TB/windows 10 with 14 inches	1	Expired	N/A
5	Gaya	LENOVO	V510	i5 7th generation/ 4 GB/ 1 TB HDD/ windows 10 with 14" TFT monitor	1	Expired	N/A
6	Gaya	LENOVO	80e5	i3 5th generation/ + GB /1 TB/ windows 10 with 15.5" LCD monitor	1	Expired	N/A
7	Gaya	HP	Hp ProBook 650 G2b	i5 RAM 4 GB, HDD 512, Window-7 Professional	3	Expired	N/A

*Title: Comprehensive Annual Maintenance Contract of IT Infrastructure for Eastern Region
Airports & Regional Head Quarters – Eastern Region, Kolkata*

Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
8	Bagdogra	DELL	Latitude 3490	Intel Core i5 8250U Processor, 8GB RAM, Windows 10 professional	1	Expired	N/A
9	Ranchi	ASUS	X541ua	core i3/4GB	2	Expired	N/A
10	Jharsuguda	DELL	Inspiron15, 3000 Series	Intel core i5, Window 8.	1	Expired	N/A
11	Port Blair	HP	Hp Laptop	Windows -Win 10 pro, RAM- 4 GB, HDD- 500 GB, Processor- i7	1	Expired	N/A

5. Laptop batteries

Consumables Items for Model during 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
1	RHQ ER	HP	Hp Pro Book 440 G1	Intel Core i7, RAM- 4GB DDR3 1600, 500GB HDD	15	Expired	N/A
2	RHQ ER	HP	HP ProBook 445 G2	Intel Core i7 8550U (1.8 GHz,8MB Cache,4 Cores),4GB DDR3 RAM, 500 GB HDD	2	Expired	N/A
3	RHQ ER	HP	Hp Pro Book 440 G5 (2018)	Intel Core i7 8550U (1.8 GHz,8MB ache,4 Cores),8 GB DDR4 RAM	8	Expired	N/A
4	RHQ ER	HP	Hp Pro Book 440 G5 (2019)	Intel Core i7 8550U (1.8 GHz,8MB ache,4 Cores),8 GB DDR4 RAM	64	Expired	N/A
5	RHQ ER	DELL	Dell Latitude 3400	8th Gen Intel Core i7- 8565U processor, 8 GB DDR4 RAM, 1TB HDD	3	Expired	N/A
6	RHQ ER	HP	Hp Pro Book X360 440 G1	Intel Core i7 800(1.99 GH),8 GB DDR4 RAM, 1 TB HDD	13	Expired	N/A

*Title: Comprehensive Annual Maintenance Contract of IT Infrastructure for Eastern Region
Airports & Regional Head Quarters – Eastern Region, Kolkata*

Consumables Items for Model during 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
7	Pakyong	HP	Hp ProBook 450 G2	4 GB RAM, 1 TB, windows 7 Professional, Intel Pentium 3805 U @1.90GHz, 64-Bit OS	3	Expired	N/A
8	Gaya	HP	ProBook 440 G2	i5/4 GB/HDD 1TB/windows 10 with 14 inches	1	Expired	N/A
9	Gaya	LENOVO	V510	i5 7th generation/ 4 GB/ 1 TB HDD/ windows 10 with 14" TFT monitor	1	Expired	N/A
10	Gaya	LENOVO	80e5	i3 5th generation/ + GB /1 TB/ windows 10 with 15.5" LCD monitor	1	Expired	N/A
11	Gaya	HP	Hp ProBook 650 G2b	i5 RAM 4 GB, HDD 512, Window-7 Professional	3	Expired	N/A
12	Gaya	HP	Hp 440 G6	i7-8th Generation I 8GB/TB win10P/14inch.	1	Active	29.11.2022
13	Bagdogra	DELL	Latitude 3490	Intel Core i5 8250U Processor, 8GB RAM, Windows 10 professional	1	Expired	N/A
14	Ranchi	ASUS	X541ua	core i3/4GB	2	Expired	N/A
15	Jharsuguda	DELL	Inspiron15, 3000 Series	Intel core i5, Window 8.	1	Expired	N/A
16	Port Blair	HP	Hp Laptop	Windows -Win 10 pro, RAM- 4 GB, HDD- 500 GB, Processor- i7	1	Expired	N/A

6. UPS/Online UPS

Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
1	RHQ ER	BPE	Bpe 650-V	Bpe-650va Ups	11	Expired	N/A
2	RHQ ER	EATON	Eaton 1000va	AURORA 1KVA	17	Expired	N/A

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Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
3	RHQ ER	NETSTAR	Netstar 600	Netstar 600VA	40	Expired	N/A
4	RHQ ER	NUMERIC	Numeric Digital 600 Ex-V	Numeric 600Va Digital 600EX	34	Expired	N/A
5	RHQ ER	PARADYNE	Paradyne 1kva	1 Kva Line Interactive UPS	30	Expired	N/A
6	RHQ ER	APC	APC 1kva Ups (SUAI000I-IN)		15	Expired	N/A
7	RHQ ER	APC	APC 6 kva Ups (SRC6KUXI)		2	Expired	N/A
8	RHQ ER	EATON	Eaton 9145 3kva	Eaton 9145 3KVA/2496VAH	2	Expired	N/A
9	RHQ ER	EATON	EATON 9145 2KVA	2KVA	2	Expired	N/A
10	Pakyong	BPE	Ups1000v	1KVA	9	Expired	N/A
11	Gaya	APC	1000 VA (Double Battery)		4	Expired	N/A
12	Gaya	APC	700 Va		7	Expired	N/A
13	Gaya	APC	800 Va		1	Expired	N/A
14	Gaya	UNILINE	1 Kva		1	Expired	N/A
15	Gaya	NUMERIC	600 Va		6	Expired	N/A
16	Gaya	BPE	1 Kva		5	Expired	N/A
17	Gaya	EATON	600 Va		19	Expired	N/A
18	Gaya	MICROTEK	800 VA (Double Battery)		1	Expired	N/A
19	Gaya	APC	Apc-500	500 VA	1	Expired	N/A
20	Gaya	LUMINOUS	Lb600 Pro	600 VA	22	Expired	N/A
21	Gaya	MICROTEK	Legend 1000 VA (Double Battery)		3	Active	UPS - 22.06.2023
22	Gaya	EATON	Eaton Aurora- 1kva	1KVA	2	Expired	N/A
23	Bagdogra	ELNOVA	I1002	1KVA	6	Expired	N/A
24	Bagdogra	ELNOVA	T620	600VA	6	Expired	N/A
25	Bagdogra	NUMERIC	Digital 600 EX-V	600VA	3	Expired	N/A
26	Bagdogra	EATON	Eaton 600va	600VA	2	Expired	N/A
27	Cooch Behar	BPE	Bpe Ups 650	0.650KVA	2	Expired	N/A

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Sl. No.	Location	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
28	Cooch Behar	EMERSION	Liebert It ON CX1000	01KVA	7	Expired	N/A
29	Ranchi	APC	1 Kva		14	Expired	N/A
30	Ranchi	EMERSON	1 Kva		10	Expired	N/A
31	Ranchi	ETON	1 Kva		2	Expired	N/A
32	Ranchi	MICROTEK	1 Kva		4	Expired	N/A
33	Ranchi	NUMERIC	1 Kva		8	Expired	N/A
34	Ranchi	ZEBRONICS	1 Kva		4	Expired	N/A
35	Jharsuguda	EATON	1000va	1kv 2 battery	17	Expired	N/A
36	Jharsuguda	ELNOVA	l1002	1kv 2 battery	16	Expired	N/A
37	Jharsuguda	APC		1kv 2 battery	1	Expired	N/A
38	Jharsuguda	APC		600VA 1 battery	1	Expired	N/A
39	Jharsuguda	NUMERIC	Digital 600EX-V	600VA 1 battery	1	Expired	N/A
40	Jharsuguda	BPE	650va	650VA 1battery	2	Expired	N/A
41	Jharsuguda	EMERSON	On Cx1000	1kv 2 battery	7	Expired	N/A
42	Jharsuguda	EMERSON	2kv		1	Expired	N/A
43	Port Blair	CHAMPION	Line Interactive Ups with Avr	800 VA	6	Expired	N/A
44	Port Blair	MICROTECH	Microtech	1 KVA	1	Expired	N/A
45	Port Blair	MICROTECH	Microtech	600 VA	2	Expired	N/A
46	Port Blair	V-GUARD	V Guard	1KVA	2	Expired	N/A
47	Port Blair	NUMERIC	Numeric	1KVA	1	Expired	N/A
48	Port Blair	NUMERIC	Numeric	600 VA	8	Expired	N/A
49	Port Blair	APC	Apc	600 VA	10	Expired	N/A
50	Port Blair	FRONTECH	Frontech	600 VA	2	Expired	N/A
51	Port Blair	EMERSON	Emerson	1KVA	1	Expired	N/A
52	Port Blair	SESTO	600 Kva	600 KVA	2	Expired	N/A
53	Darbhanga	APC 600 VA	Bx600c-In		2	Expired	N/A
54	Darbhanga	UNILINE 1 KVA	2k10-G-056		1	Expired	N/A

7. MFD A4/A3 Monochrome/Colour

Demand for Comprehensive AMC for 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)

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1	RHQ ER	HP	HP Laserjet Pro MFP M427fdw 2018	Duplex, Network, Wi-Fi, DADF	21	Expired	N/A
2	RHQ ER	CANON	Canon Image Runner 2530	A4, B/W Mfd	2	Expired	N/A
3	RHQ ER	HP	HP Color Laserjet CM6030f MFP	HP Color Laserjet MFP Jambo	1	Expired	N/A
4	RHQ ER	CANON	Canon Imageclass LBP151dw	Portable B/W Monochrome Printer	1	Expired	N/A
5	RHQ ER	CANON	Canon Image CLASS MF3010	A4, B/W Mfd, Simplex	53	Expired	N/A
6	RHQ ER	CANON	Canon Imageclass MF244dw	A4, B/W Mfd	2	Expired	N/A
7	RHQ ER	HP	HP Laserjet Pro 400 MFP M425dn	Mfp Colour Printer	2	Expired	N/A
8	RHQ ER	HP	HP Laserjet Pro M202dw	Colour Printer	6	Expired	N/A
9	RHQ ER	HP	HP Laserjet Pro MFP M128fn	A4, B/W Mfd	4	Expired	N/A
10	RHQ ER	LEXMAR K	Lexmark MS415dn	B/W Monochrome Laserjet	1	Expired	N/A
11	RHQ ER	HP	HP Color Laserjet Pro MFP M476dw	Duplex, Network, Wi-Fi, DADF, Colour	3	Expired	N/A
12	RHQ ER	HP	HP Color Laserjet Pro MFP M477fdw	Duplex, Network, Wi-Fi, DADF, Colour	1	Expired	N/A
13	RHQ ER	HP	HP Laserjet Pro 400 Color M451dn	Colour Printer	6	Expired	N/A
14	RHQ ER	LEXMAR K	Lexmark Cs310dn	Colour Laserjet	2	Expired	N/A
15	Pakyong	CANON	MF244d Canon DW Canon		5	Expired	N/A
16	Gaya	HP	Laserjet 1022		2	Expired	N/A
17	Gaya	HP	Laserjet P1566		1	Expired	N/A
18	Gaya	HP	Laserjet Pro M203d		15	Expired	N/A
19	Gaya	CANON	Lbp6030b		5	Expired	N/A
20	Gaya	EPSON	Dmp Lx310		1	Expired	N/A
21	Gaya	BROTHER	2820/2840	Printer Cum Fax Machine	6	Expired	N/A
22	Gaya	HP	Laserjet MFP M128fn		1	Expired	N/A
23	Gaya	HP	Laserjet M126 Nw		2	Expired	N/A

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24	Gaya	HP	Laserjet M436DN		5	Expired	N/A
25	Gaya	HP	Laserjet Pro M451dn		1	Expired	N/A
26	Gaya	LEXMARK	Cs310n		2	Expired	N/A
27	Gaya	BROTHER	Mfc9140cdn		1	Expired	N/A
28	Bagdogra	CANON	Image Class Lbp6030-B	Laser Printer (Black & White), Resolution: 600x600 DPI, Paper Size: A4, A5, Legal, Letter	5	Expired	N/A
29	Bagdogra	HP	Laserjet P1007	Laser Printer (Black & White), Resolution: 600x600 DPI, Paper: A4, A5, B5, Legal, Letter.	1	Expired	N/A
30	Bagdogra	HP	Laserjet PRO M202DW	Laser Printer (Black & White), Resolution: 1200x1200 DPI, Paper Size: A4, A5, Legal, Letter, Ethernet 10/100, Wifi 802.11 B/G/N.	3	Expired	N/A
31	Bagdogra	SAMSUNG	ML-2161	Laser Printer (Black & White), Resolution: 1200x1200 DPI, Paper Size: A4, A5, Legal, Letter	12	Expired	N/A
32	Bagdogra	CANON	Imagerunner 1435	Photocopier Machine	1	Expired	N/A
33	Cooch Behar	CANON MFD	Mp258	Scanner/Colour Printer	1	Expired	N/A
34	Cooch Behar	CANON MFD	MF 244dw	Printer/Scanner/Fax/Xerox	2	Active	07.09.2022
35	Cooch Behar	PHOTOCOPIER MACHINE	Image Runner 2004		1	Expired	N/A
36	Ranchi	HP	Hp M252dw		1	Expired	N/A
37	Ranchi	BROTHER	HL-L2321d		5	Expired	N/A
38	Ranchi	CANON	Image Class Lbp 6030b		3	Expired	N/A
39	Ranchi	HP	Laserjet M202dw		8	Expired	N/A

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40	Jharsuguda	HP	M427fdw	Mfp	10	Expired	N/A
41	Jharsuguda	CANON	Mf244dw	Mfp	2	Expired	N/A
42	Jharsuguda	HP	M128fdw	Mfp	1	Expired	N/A
43	Jharsuguda	BROTHER	Mfc9140cdn	Mfp	1	Expired	N/A
44	Jharsuguda	HP	Laserjet Pro M202dw	Mfp	1	Expired	N/A
45	Port Blair	HP	Hp Laserjet P1108		7	Expired	N/A
46	Port Blair	HP	HP LASERJET PRO M12a		5	Expired	N/A
47	Port Blair	BROTHER	Brother HI111		1	Expired	N/A
48	Port Blair	HP	HP LASERJET M203 Dw		2	Expired	N/A
49	Port Blair	CANON	Canon F166400		3	Expired	N/A
50	Port Blair	HP	HP LASERJECT PRO 202 Dw		1	Expired	N/A
51	Port Blair	LEXMARK	Lexmark Ms312dn		3	Expired	N/A
52	Port Blair	HP	HP COLOR LASERJET PRO M154 A		1	Expired	N/A
53	Port Blair	HP	Hp Color Laserjet Cp152n		1	Expired	N/A
54	Port Blair	HP	HP COLOR LASERJET PRO M252 A		1	Expired	N/A
55	Port Blair	HP	Hp Laserjet 3050		1	Expired	N/A
56	Port Blair	HP	HP LASERJET MFP M227 Fdn		1	Expired	N/A
57	Port Blair	RICOH	RICOH S310 Fn		1	Expired	N/A
58	Port Blair	XEROX	Xerox Machine B1025		1	Expired	N/A
59	Port Blair	KYOCERA	Xerox Machine		1	Expired	N/A
60	Port Blair	XEROX	Ricoh Aficio Mp 2000 Le		1	Expired	N/A
61	Darbhangha	HP	HP 203dw		1	Expired	N/A
62	Darbhangha	HP	HP Laserjet MFP M433a		1	Expired	N/A
63	Darbhangha	HP	HP Laserjet Pro M203DN		1	Expired	N/A

8. Flat Bed Scanner/High-Speed Scanner

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Demand for Comprehensive AMC for Period 01-07-2022 to 30-06-2023							
Sl. No.	Location	Make	Model	Configuration	Qty	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
1	RHQ ER	CANON	Canon Lide 120	Flat Bed Scanner	20	Expired	N/A
2	RHQ ER	CANON	Canon Lide 220	Flat Bed Scanner	2	Active	April, 2023
3	RHQ ER	HP	HP Scanjet 200	Flat Bed Scanner	25	Expired	N/A
4	RHQ ER	HP	HP Scanjet Pro 2000 S1	High-Speed Scanner	1	Expired	N/A
5	RHQ ER	CANON	Dr-C130I	High-Speed Document Scanner	31	Expired	N/A
6	Gaya	CANON	C130I	ADF/High-Speed scanner	7	Expired	N/A
7	Gaya	EPSON	V39	Flatbed Scanner	13	Expired	N/A
8	Bagdogra	HP	Scanjet 200	Flatbed Scanner	1	Expired	N/A
9	Bagdogra	CANON	Dr-C130I	Document Scanner	8	Expired	N/A
10	Ranchi	CANON	Dr-F120		2	Expired	N/A
11	Ranchi	CANON	Dr-C130I		4	Expired	N/A
12	Jharsuguda	HP	Scanjet 200		1	Expired	N/A
13	Jharsuguda	HP	Scanjet Pro 2000s1	Sheet feed Scanner	3	Expired	N/A
14	Port Blair	HP	Hp Scanjet G2410		1	Expired	N/A
15	Port Blair	EPSON	Epson V39		4	Expired	N/A
16	Port Blair	CANON	Dr-C-130-L		3	Expired	N/A

9. Network Items / Biometric Attendance Device

Demand for Comprehensive AMC for 01-07-2022 to 30-06-2023								
Sl. No.	Location	Item Description	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
1	RHQ ER	Layer 3 Core Switches	CISCO	C1-WSC3850-24XS-S		4	Expired	N/A
2	RHQ ER	Layer 2 Edge Switches (24 Ports)	CISCO	WS-C2960X		14	Expired	N/A
3	RHQ ER	Layer 2 Edge Switches (48 Ports)	CISCO	WS-C2960X		3	Expired	N/A
4	RHQ ER	Digisol 24 Port Gigabit	2 NOS			2	Expired	N/A

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		Switch Dg- Cs 1528						
5	RHQ ER	8 port Switch	Anda telecom			1	Expired	
6	RHQ ER	AEBAS Devices	MATRIX	COSEC VEGA FAXQ	Embedded Linux Based Biometric Attendance System	15	Active	17.02.2023
7	Pakyong	AEBAS Devices	COSEC	COSEC VEGA FAXQ		2	Active	06.01.2023
8	Pakyong	Layer 2 Edge Switches (Upto 48 Ports)	CISCO	WS-C29 0X-48 TS- LL		1	Expired	N/A
9	Gaya	AEBAS Devices	MATRIX	COSEC VEGA FAXQ		10	Active	19.02.2023
10	Gaya	Switch	CISCO	C2960X- 24TD-L	EDGE switch 24 port (Non- PoE)	1	Expired	N/A
11	Gaya	Switch	CISCO CATALYST 2960	WS- C3960X- 48TD-L	EDGE switch 48 port (Non- PoE)	1	Expired	N/A
12	Bagdogra	AEBAS Devices	MATRIX	COSEC VEGA FAXQ	Embedded Linux Based Biometric Attendance System	2	Active	26-01-2023
13	Ranchi	Layer 2 Edge Switches (8 Ports)	D LINK	8/16 PORT		5	Expired	N/A
14	Ranchi	Layer 2 Edge Switches (Upto 24 Ports)		CISCO C3650		4	Active	25/08/2022
15	Ranchi	Layer 2 Edge Switches (Upto 48 Ports)	CISCO	CISCO 3560		2	Expired	N/A
16	Ranchi	Layer 2 Edge Switches (Upto 48 Ports)	NORTEL	NORTEL /4548GT		4	Expired	N/A

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17	Ranchi	Layer 2 Edge Switches (Upto 48 Ports)	EXTREME	EXTREME		2	Active	25/08/2022
18	Jharsuguda	Access Point	CISCO	AIR- AP1852I- D-K9		4	Expired	N/A
19	Jharsuguda	Layer 3 Core Switches	CISCO	WS- C3850- 125-E		2	Expired	N/A
20	Jharsuguda	Layer 2 Edge Switches (8 Ports)	CISCO	WS- C2960CX- 8TC-L		3	Expired	N/A
21	Jharsuguda	Layer 2 Edge Switches (8 Ports Poe)	CISCO	WS- C2960CX- 8PC-L		1	Expired	N/A
22	Jharsuguda	Layer 2 Edge Switches (Upto 24 Ports)	CISCO	WS- C2960CX- 24TSIN		4	Expired	N/A
23	Port Blair	Layer 2 Edge Switches (Upto 24 Ports)	CISCO	CISCO 2960 X SERIES		1	Expired	N/A
24	Port Blair	Switch (28 Ports)	TECH ROUTES	TECH ROUTES ER-S25- 28 D		1	Expired	N/A
25	Port Blair	Layer 2 Switch 24 Ports	DIGISOL	DG- G51528 HP		2	Expired	N/A
26	Darbhanga	Layer 2 Edge Switches (Upto 24 Ports)	CISCO	CATALYST 2960-X SERIES		2	Expired	N/A
27	Darbhanga	Layer 2 Edge Switches (Upto 24 Ports)	DIGISOL	DIGISOL 24 PORT		1	Expired	N/A

10. Miscellaneous Items

Demand for Comprehensive AMC for 01-07-2022 to 30-06-2023

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Sl. No.	Location	Item Description	Make	Model	Configuration	Qty No.	Warranty Status (Active/Expired)	Date of Warranty Expiration (If Active)
1	RHQ ER	Display Screen/ Television (Up to 55" Inches)	Sony	49*7500e	49*7500E	2	Expired	N/A
2	RHQ ER	Display Screen/ Television (Above 55" Inches)	Sony	75*9400e	75*9400E	2	Expired	N/A
3	RHQ ER	Projector	Epson	Epson-Eb-U05-3400 Lumens	Epson-EB-U05- 3400 Lumens	1	Expired	N/A
4	RHQ ER	Motorized Projector Screen		120 Inch Diagonal Projector Screen with Cordless Remote	Motorised 8, feet*6 feet 120-inch diagonal projector screen with cordless remote	1	Expired	N/A
5	RHQ ER	Amplifier	Bosch	Plena Mixer Amplifier (BOSCH)	120 W	1	Expired	N/A
6	RHQ ER	Amplifier	Bosch	Plena Mixer Amplifier (BOSCH)	240 W	1	Expired	N/A
7	RHQ ER	Microphone - Handheld Along with Receiver/ Transmitter		Ahuja-Awm-520vl (Wireless Microphone)	Ahuja-AWM-520VL (Wireless Microphone)	1	Expired	N/A
8	RHQ ER	Speakers		Ahuja Speaker Ps-440 T	Ahuja Speaker PS-440 T	1	Expired	N/A
9	RHQ ER	Speakers	Bosch	LBD 3903/00 12 W Wooden Box Cabinet Speaker	LBD 3903/00 12 W Wooden Box Cabinet speaker	6	Expired	N/A
10	RHQ ER	Lapel Microphon		Electro Voice BP-	Electro-Voice	1	Expired	N/A

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		e Along with Receiver/ Transmitter		300 618.5- 633.500 Mhz	R300(UHF Wireless Microphon e System)			
11	RHQ ER	Handheld Microphon e		Dynamic Cardioid PL22 Electro- Voice	Dynamic Cardioid PL22 Electro- Voice	1	Expired	N/A
12	RHQ ER	Gooseneck Microphon e Along with Receiver/ Transmitter		Bosch	Bosch	1	Expired	N/A
13	RHQ ER	Receiver		Electro- Voice R300 (Uhf Wireless Microphon e System	Electro- Voice BP- 300 618.5- 633.500 MHz	4	Expired	N/A
14	RHQ ER	Tablets	I ball	BRACE - XJ	1280*800 IPS display batteries 7000mah	60	Expired	N/A
15	RHQ ER	Server	Tyrone Camarer o	SS4COTR- 34- E5QC161	Tower intel E52630, C600 series DDR4 16 GB RAM, SAS hard disc redundant power supply	1	Expired	N/A
16	Gaya	Web Camera	LOGITEC H	C270	Logitech USB Camera with Integrated Speaker Phone for Video Conferenci ng System (1280x720 progressive signal)	15	Expired	N/A

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17	Gaya	Web Camera	RAVTRO N	Ravtron Web Cam Rav17/01	Ravtron USB Camera without Speaker Phone for Video Conferencing System Full HD (1920x1080 progressive signal)	2	Expired	N/A
18	Gaya	Speakers	FINGERS	Fingers Rock-N-Roll H2	fingers Wireless Headset	3	Expired	N/A
19	Gaya	Speakers	FRONTECH	Ft-3400	FRONTECH Two Way PA Speaker	2	Expired	N/A
20	Gaya	Projector	SHARP	Pglx2000		1	Expired	N/A
21	Gaya	Projector	RICHO	Projector PJS 2340		1	Expired	N/A
22	Gaya	Projector	SUNLITE (MOTORIZED SCREEN)	8*10 Feet		1	Expired	N/A
23	Gaya	Document Visualiser	GENIUS VISUAL PRESENTER	Gvp30hd		1	Expired	N/A
24	Bagdogra	Projector	VIEWSO NIC	Pjd5255	Projector	1	Expired	N/A
25	Port Blair	Projector	EPSON	Epson Eb-X31		1	Expired	N/A
26	Port Blair	Amplifier	AHUJA	Xpa-1510dp Portable Pa Amplifier System		1	Expired	N/A
27	Port Blair	Microphone - Handheld Along with Receiver/ Transmitter	AHUJA	Wireless Handheld Microphone		2	Expired	N/A

Annexure – XXI Proforma for GST Declaration for previous RA bills

(On Vendor's Letterhead)

Name of the vendor: -

GSTIN of the vendor: -

Invoice No. & Date: -

Place of Supply: -

AAI GSTIN mentioned in the Invoice: -

CGST/ SGST/IGST Amount: -

Month & Date of GSTR1 return filed of the above invoice: -

Copies of GSRR1 / IFF and screen shot of Invoice uploaded on GST Portal: -

Frequency of Return _____ [Month / Quarterly (QRMP)]

In this connection, I/We hereby agree and undertake to furnish you proof of GST payment and Tax Invoice details in GSTR-1 / IFF, as applicable, at the time of submission of subsequent bill. Further I/We hereby declare that we shall file GSTR 3B return related to the above-mentioned invoices within the timelines prescribed in the GST law and I / We (vendor) shall keep AAI indemnified of such GST, if the same is not reflected in GSTR-2B of AAI GSTIN.

Signature of the Vendor with Rubber Stamp

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Annexure – XXII: Proforma for Self-Declaration u/s 206AB/206CCA of 'The Income Tax Act, 1961 regarding Deduction/Collection of Tax

TO WHOMSOEVER IT MAY CONCERN

**Subject: Self Declaration u/s 206AB/206CCA of 'The Income Tax
Act, 1961 regarding Deduction/Collection of Tax**

With reference to the above subject matter, we, Company Name (PAN XXXXXXXXXX) hereby confirm that; we have filed Income Tax Returns for below mentioned immediately preceding Financial Years relevant to the year of declaration i.e. FY 2021-22 (as per para 3 of Circular no. 11 of 2021 dated 21.06.2021).

Financial Year	Whether aggregate amount of TDS & TCS is more than Rs.50,000	Due Date of Filing of ITR	Actual Date of Filing of ITR	ITR-V Acknowledgement No.
2020-21				
2019-20				

We have read and understood the provisions of Section 206AB/206CCA of the Act and related applicable rules, notifications, circulars. Further, above mentioned PAN and Income Tax returns details are correct.

'We, Company Name, authorize our Customer/Sellers to recover the differential tax at higher rates along with applicable interest and penalties in case above mentioned information is proved to be incorrect.

While submitting this declaration, it is requested to consider us to be compliant with the requirements of the Section 206AB/206CCA of the Act and deduct/collect tax at appropriate rates.

Authorized person signature & Stamp

Name:

Designation:

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Annexure – XXIII: Proforma for Installation cum Site Acceptance Test Report

Installation cum Site Acceptance Test Report

Location:	
Name of Vender:	
Date of work completion:	

S. No	Description of Items	Unit	Installed Qty.	Remarks

Vendor
Kolkata
(Authorized Signatory)

Airport Authority of India,
(Authorized Signatory)

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Annexure – XXIV: Proforma for Agreement by L-1 Bidder

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_1

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for
RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar

Agreement No. AAI/ER/IT/CONTRACT/2021-22/___/

Dated: _____

1. This Agreement made on _____ between Airports Authority of India , a statutory corporation Incorporate under Airports Authority of India act, 1994 having its head office at **Rajiv Gandhi Bhavan, Safdarjung Airport, New Delhi – 110003 and the Regional Officers at Delhi , Mumbai, Kolkata, Chennai and Guwahati Airports through its Joint General Manager(IT), Airports Authority of India , IT Division**, Office of the Regional Executive Director(ER) , Operational Officers, NSCBI Airport, Kolkata – 700052, hereinafter called “AAI” which expression shall include the Administrators, Successor, Executive and assign, on the one part and _____ hereinafter called the “Contractor” expression shall include the Administrator, Successors, and Executors and permitted assigns on the other part.
2. Whereas, AAI is desirous of getting the work of Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar (hereinafter called “WORK”) and whereas _____; has submitted vide their offer in Tender ID _____, and the AAI accepted their aforesaid offer awarded the work to _____ as per the terms and conditions contained in its award letter no. _____ and documents referred as therein, which have been accepted by _____, resulting into a “CONTRACT”.

NOW THEREFORE THIS DEED WITNESS AS UNDER:

Article 1.0 Work Order:

Airports Authority of India had awarded the contract to _____; for the _____ contained as in Annexure of the purchase order no _____, dated _____ with the terms and conditions contained in its award letter no. _____, dated _____ and documents referred as therein. The award has taken effect from _____. The terms and expressions used in this agreement shall have the same meaning as are assigned to them in the “CONTRACT DOCUMENT” referred to this succeeding article.

Article 2.0 CONTRACTOR DOCUMENTS:

The contract shall be performed strictly as per the terms and conditions as per NIT. The following documents attached herewith (hereinafter referred to as “CONTRACT DOCUMENT”).

Reference:

1. Tender Ref. No. _____
2. Tender ID No. _____

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3. Pre-Qualification and Technical Bid of _____ received through CPP tender Portal and opened on _____.
4. Financial Bid of _____ received through CPP Portal and opened on _____.

All the aforesaid contract documents contain condition as mentioned against individual and are initialled by both the parties by their authorized representatives.

All the aforesaid contract documents shall form an integral part of this agreement, in so far as the same or any part thereof confirm to the tender and what has been specially agreed to by the owner in its letter of award. Any matter inconsistent therewith, contrary or repugnant there to or any deviation taken by the contractor in its "proposal" not agreed by the owner in its letter of award shall be deemed to have been withdrawn by the contractor unless justified and mutually agreed by both the parties. For the sake of brevity, this agreement along with its aforesaid contract documents shall be referred to as the "AGREEMENT"

Article 3.0 CONDITIONS & CO-VENANTS:

- a) The scope of contract, consideration, terms of payment, period of completion, defects liability period, taxes wherever applicable, Insurance, liquidated damages and all other terms and condition are contained in the aforesaid contract document. The contractor shall duly perform the contract strictly and faithfully in accordance with terms of agreement.
- b) The agreement constitutes full and complete understanding between the parties and the term of the presents. It shall supersede all prior correspondence to the extent inconsistency or repugnancy to the terms and conditions contained in the agreement. Any modification of the agreement shall be affected only by a written instruction signed by the authorized Representation of both the parties.

Article 4.0 SETTLEMENT OF DISPUTES:

If a dispute of any kind whatsoever arises between AAI and the Contractor in connection with, or arising out of the Contract or the execution of the works, whether during the execution of the Works or after their completion and whether before or after repudiation or after termination of the contract, including any disagreement by either party with any action, inaction, opinion, instruction, determination, certificate or valuation of the Project Leader or his nominee, the matter in dispute shall, in first place be referred to the Dispute Resolution Committee (DRC) appointed by the Executive Director / Member (Planning) / Chairman, Airports Authority of India. It is also a term of contract that fees and other expense if payable to DRC shall be paid equally by both the parties i.e. AAI and Contractor. The disputes will firstly be settled by the DRC, failing which any party may invoke arbitration clause.

Unless the Contract has already been repudiated or terminated or frustrated, the Contractor shall in every case, continue to proceed with the works with all due diligence and the Contractor and AAI shall give effect forthwith to every decision of the Project Leader or his nominee unless and until the same shall be revised, as hereinafter provided, by the DRC or in an Arbitral Award.

It is also a term of contract that If the contractor does not make any demand for Dispute Resolution Committee in respect of any claim in writing within 90 (Ninety) days of receiving the intimation from the AAI that the bill is ready for payment, the claim of contractor(s) will be deemed to have been waved and absolutely barred and the AAI shall be discharged and released of all liabilities under the contract in respect of these claims.

Article 4.1 ARBITRATION & LAW:

Except where the decision has become final, binding and conclusive in terms of Settlement of Disputes as mentioned above in this section, disputes or differences shall be referred for adjudication through arbitration by a sole arbitrator appointed by the Member (Ops) / Chairman, AAI. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever, another sole arbitrator shall be appointed in the manner aforesaid. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

It is also a term of contract that If the contractor does not make any demand for appointment of Arbitrator in respect of any claim in writing within 120 (One hundred Twenty) days of receiving the decision / award from Dispute Resolution Committee, the claim of contractor(s) will be deemed to have been waved and absolutely barred and the AAI shall be discharged and released of all liabilities under the contract in respect of these claims.

It is term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each such disputes along with the notice for appointment of arbitrator and giving reference to the rejection of their claims by the Dispute Resolution Committee.

It is also a term of this contract that no person, other than a person appointed by above mentioned appointing authority, should act as arbitrator and if for any reason that is not possible, the matter shall not be referred to arbitration at all.

The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (26 of 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.

It is also a term of this contract that the arbitrator shall adjudicate on only such disputes as are referred to him by the appointing authority and give separate award against each dispute and claim referred to him and, in all cases, where the total amount of the claims by any party exceeds Rs.1,00,000/-, the arbitrator shall give reasons for the award.

It is also a term of the contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties.

It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

Indian laws shall govern this contract.

Article 4.2 NOTICE OF Defaults:

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Notice of defaults given by either party to the other party under the agreement shall be in writing and shall deemed to have been duly and properly served up on the parties there to if delivered against acknowledgment, duly addressed to the signatories at the address mentioned herein above.

This Contract Agreement is allotted the number No. _____

In WITNESS thereof, the parties through their duly authorized representative have executed those presents (execution thereof has been approved by the competent authorities of both the parties) on the day, month and year first mentioned at Kolkata.

WITNESS

1.

2.

Owner's Signature:

Printed Name: _____

Designation: _____

Company Stamp:

Contractor's Name: _____

Printed Name:

Designation:

Company's Stamp:

Annexure – XXV: Proforma for Undertaking by L1 Bidder/ Agency regarding GST

(To be submitted by L1 agency)

To
The Joint General Manager (IT),
Airports Authority of India,
Office of Regional Executive Director (ER)
New Operational Complex, N.S.C.B.I. Airport,
Kolkata- 700 052.

Name of the Work: Extension and Establishment of IT infrastructure for upcoming ATC Tower cum
Technical Block at Gaya Airport

Tender Reference No: AAI/ER/IT/NIT/2021-22/02

Tender ID: 2021_AAI_92480_1

Subject: Undertaking by L1 Agency / Bidder Regarding GST

Sir,

1. The agency / bidder _____
_____ is registered under GST and is fully compliant with GST provisions.
2. The GSTIN No _____
for my agency/company.
3. In case of non-compliance of GST and blockage of any input credit, I/We shall be
responsible to indemnify Airports Authority of India.
4. I/ We shall pass all the input credits to Airports Authority of India.

Yours faithfully,

Date: _____

Signature with rubber stamp

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Schedule – A: Schedule of Anticipated Quantities

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar

Sl. No.	Items Description	Qty	Unit	Unit Cost excluding GST	Total Cost excluding GST
1	RHQ ER, Kolkata				
1.01	Onsite Hardware Maintenance Engineer for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 8 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
1.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
1.03	Onsite Application Support Engineer for Supporting E-Office Application/GeM/E-Tender (CPP Portal)/SAP FI/ SAP MM/ Other In-house application of AAI as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 6 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
1.04	Onsite Network Support Engineer for Supporting AAI Network as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 3 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		

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1.05	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 4 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
1.06	Driver for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. Skilled driver including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
1.07	Deployment of Vehicle 1 no – SUV Segment dedicated vehicle, preferably Bolero / TUV300 / Sumo / Qualis / Tavera / Force One or equivalent with minimum monthly usage of 1300 km X 221 Hours, Service – local i.e. travel within the city limits or upto 50 km of one-way travel, whichever is higher, Fuel included	1	Year		
1.08	Comprehensive AMC of Desktop Computers	188	no		
1.09	Comprehensive AMC of All in One PC	12	no		
1.1	Comprehensive AMC of Laptop excluding laptop battery	17	no		
1.11	Comprehensive AMC of UPS <1KVA excluding batteries	85	no		
1.12	Comprehensive AMC of UPS 1KVA excluding batteries	47	no		
1.13	Comprehensive AMC of Online UPS 1KVA excluding batteries	15	no		
1.14	Comprehensive AMC of Online UPS 2KVA excluding batteries	2	no		
1.15	Comprehensive AMC of Online UPS 3KVA excluding batteries	2	no		
1.16	Comprehensive AMC of Online UPS 6KVA excluding batteries	2	no		
1.17	Comprehensive AMC of MFD A4 Mono	82	no		
1.18	Comprehensive AMC of MFD A4 Colour	20	no		
1.19	Comprehensive AMC of A3 Mono	2	no		
1.2	Comprehensive AMC of A3 Colour	1	no		
1.21	Comprehensive AMC of High-Speed Scanner	32	no		
1.22	Comprehensive AMC of Flatbed Scanner	47	no		
1.23	Comprehensive AMC of Layer 2 Switch 8port	1	no		
1.24	Comprehensive AMC of Layer 2 Switch 24port	16	no		
1.25	Comprehensive AMC of Layer 2 Switch 48port	3	no		

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1.26	Comprehensive AMC of Layer 3 Switch	4	no		
1.27	Comprehensive AMC of Display Screen 75"	2	no		
1.28	Comprehensive AMC of Display Screen 49"	2	no		
1.29	Comprehensive AMC of Projector	1	no		
1.3	Comprehensive AMC of Speaker	6	no		
1.31	Comprehensive AMC of Microphone	10	no		
1.32	Comprehensive AMC of Amplifier	2	no		
1.33	Comprehensive AMC of AEBAS Devices	15	no		
1.34	Comprehensive AMC of Tablets	60	no		
1.35	Comprehensive AMC of Server	1	no		
1.36	Inventory Management Software for Usage Only	1	Year		
1.37	Complaint Management Software for Usage Only	1	year		
2	Pakyong				
2.01	Onsite Hardware Maintenance Engineer for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
2.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
2.03	Comprehensive AMC of Desktop Computers	12	no		
2.04	Comprehensive AMC of Laptop excluding laptop battery	3	no		
2.05	Comprehensive AMC of UPS 1KVA excluding batteries	9	no		
2.06	Comprehensive AMC of MFD A4 Mono	5	no		
2.07	Comprehensive AMC of Layer 2 Switch 48port	1	no		
2.08	Comprehensive AMC of AEBAS Devices	2	no		
2.09	Inventory Management Software for Usage Only	1	Year		
2.10	Complaint Management Software for Usage Only	1	year		
3	Gaya				

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3.01	Onsite Hardware Maintenance Engineer for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
3.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
3.03	Comprehensive AMC of Desktop Computers	36	no		
3.04	Comprehensive AMC of Laptop excluding laptop battery	6	no		
3.05	Comprehensive AMC of UPS <1KVA excluding batteries	57	no		
3.06	Comprehensive AMC of UPS 1KVA excluding batteries	15	no		
3.07	Comprehensive AMC of MFD A4 Mono	38	no		
3.08	Comprehensive AMC of MFD A4 Colour	4	no		
3.09	Comprehensive AMC of High-Speed Scanner	20	no		
3.10	Comprehensive AMC of AEBAS Devices	10	no		
3.11	Comprehensive AMC of Layer 2 Switch 24port	1	no		
3.12	Comprehensive AMC of Layer 2 Switch 48port	1	no		
3.13	Comprehensive AMC of Web Came	17	no		
3.14	Comprehensive AMC of Projector	3	no		
3.15	Comprehensive AMC of Speaker	5	no		
3.16	Comprehensive AMC of Document Visualiser	1	no		
3.17	Inventory Management Software for Usage Only	1	Year		
3.18	Complaint Management Software for Usage Only	1	year		
4	Bagdogra				
4.01	Onsite Hardware Maintenance Engineer for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		

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4.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
4.03	Comprehensive AMC of Desktop Computers	20	no		
4.04	Comprehensive AMC of Laptop excluding laptop battery	1	no		
4.05	Comprehensive AMC of UPS <1KVA excluding batteries	8	no		
4.06	Comprehensive AMC of UPS 1KVA excluding batteries	9	no		
4.07	Comprehensive AMC of MFD A4 Mono	21	no		
4.08	Comprehensive AMC of A3 Mono	1	no		
4.09	Comprehensive AMC of High-Speed Scanner	8	no		
4.10	Comprehensive AMC of Flatbed Scanner	1	no		
4.11	Comprehensive AMC of AEBAS Devices	2	no		
4.12	Comprehensive AMC of Projector	1	no		
4.13	Inventory Management Software for Usage Only	1	Year		
4.14	Complaint Management Software for Usage Only	1	year		
5	Coochbehar				
5.01	Onsite Hardware Maintenance Engineer for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
5.02	Comprehensive AMC of Desktop Computers	3	no		
5.03	Comprehensive AMC of UPS <1KVA excluding batteries	2	no		
5.04	Comprehensive AMC of UPS 1KVA excluding batteries	7	no		
5.05	Comprehensive AMC of MFD A4 Mono	2	no		
5.06	Comprehensive AMC of MFD A4 Colour	2	no		
5.07	Inventory Management Software for Usage Only	1	Year		
5.08	Complaint Management Software for Usage Only	1	year		
6	Ranchi				

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6.01	Onsite Hardware Maintenance Engineer for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
6.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
6.03	Comprehensive AMC of Desktop Computers	44	no		
6.04	Comprehensive AMC of Laptop excluding laptop battery	2	no		
6.05	Comprehensive AMC of UPS 1KVA excluding batteries	42	no		
6.06	Comprehensive AMC of MFD A4 Mono	16	no		
6.07	Comprehensive AMC of MFD A4 Colour	1	no		
6.08	Comprehensive AMC of High-Speed Scanner	2	no		
6.09	Comprehensive AMC of Flat Bet Scanner	4	no		
6.10	Comprehensive AMC of Layer 2 Switch 8port	5	no		
6.11	Comprehensive AMC of Layer 2 Switch 24port	4	no		
6.12	Comprehensive AMC of Layer 2 Switch 48port	8	no		
6.13	Inventory Management Software for Usage Only	1	Year		
6.14	Complaint Management Software for Usage Only	1	year		
7	Jharsuguda				
7.01	Onsite Hardware Maintenance Engineer for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
7.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special	12	Month		

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	Terms and Conditions of the Contract) Point#1 (Scope of Work)				
7.03	Comprehensive AMC of Desktop Computers	23	no		
7.04	Comprehensive AMC of Laptop excluding laptop battery	1	no		
7.05	Comprehensive AMC of UPS <1KVA excluding batteries	4	no		
7.06	Comprehensive AMC of UPS 1KVA excluding batteries	41	no		
7.07	Comprehensive AMC of Online UPS 2KVA	1	no		
7.08	Comprehensive AMC of MFD A4 Mono	14	no		
7.09	Comprehensive AMC of MFD A4 Colour	1	no		
7.10	Comprehensive AMC of High-Speed Scanner	3	no		
7.11	Comprehensive AMC of Flat Bet Scanner	1	no		
7.12	Comprehensive AMC of Access Point	4	no		
7.13	Comprehensive AMC of Layer 2 Switch 8 port	4	no		
7.14	Comprehensive AMC of Layer 2 Switch 48 port	4	no		
7.15	Comprehensive AMC of Layer 3 Switch	2	no		
7.16	Inventory Management Software for Usage Only	1	Year		
7.17	Complaint Management Software for Usage Only	1	year		
8	Port Blair				
8.01	Onsite Hardware Maintenance Engineer for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
8.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
8.03	Comprehensive AMC of Desktop Computers	38	no		
8.04	Comprehensive AMC of Monitor	40	no		
8.05	Comprehensive AMC of Laptop excluding laptop battery	1	no		

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8.06	Comprehensive AMC of UPS <1KVA excluding batteries	30	no		
8.07	Comprehensive AMC of UPS 1KVA excluding batteries	5	no		
8.08	Comprehensive AMC of MFD A4 Mono	28	no		
8.09	Comprehensive AMC of MFD A4 Colour	3	no		
8.10	Comprehensive AMC of High-Speed Scanner	3	no		
8.11	Comprehensive AMC of Flat Bet Scanner	5	no		
8.12	Comprehensive AMC of Layer 2 Switch upto 24port	3	no		
8.13	Comprehensive AMC of Layer 2 Switch 28port	1	no		
8.14	Comprehensive AMC of Projector	1	no		
8.15	Comprehensive AMC of Microphone	2	no		
8.16	Comprehensive AMC of Amplifier	1	no		
8.17	Inventory Management Software for Usage Only	1	Year		
8.18	Complaint Management Software for Usage Only	1	year		
9	Darbhanga				
9.01	Onsite Hardware Maintenance Engineer for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
9.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work). The Contractor has to engage the minimum 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month		
9.03	Comprehensive AMC of Desktop Computers	1	no		
9.04	Comprehensive AMC of UPS <1KVA excluding batteries	2	no		
9.05	Comprehensive AMC of UPS 1KVA excluding batteries	1	no		
9.06	Comprehensive AMC of MFD A4 Mono	3	no		
9.07	Comprehensive AMC of Layer 2 Switch 24port	3	no		
9.08	Inventory Management Software for Usage Only	1	Year		
9.09	Complaint Management Software for Usage Only	1	year		
10	RHQ – ER and all ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar				

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10.01	Supply of Laptop batteries (Li-ion or better) with minimum Working Hour Capacity 8 hours with 1-year Warranty	100	no		
10.02	Supply of UPS batteries with 1-year warranty (7Ah, 12V)	1200	no		
10.03	Supply of UPS batteries with 1-year warranty (9Ah, 12V)	30	no		
10.04	Supply of UPS batteries with 1-year warranty (18Ah, 12V)	30	no		
10.05	Supply of UPS batteries with 1-year warranty (26Ah, 12V)	100	no		
10.06	Supply of Wired Keyboard and USB Mouse (3.0) Combo with at least 1-year OEM Warranty	20	no		
10.07	Supply of Wireless keyboard & Mouse with compatible Alkaline batteries for both keyboard & Mouse. Both items should have minimum 1-year OEM Warranty.	10	no		
10.08	Supply of Metal Pen drive 64GB USB 3.0 with minimum 1-year OEM Warranty.	40	no		
10.09	Supply of Portable SSD 500GB with minimum 1-year OEM Warranty	10	no		
10.10	Supply of Ultra-High-Speed HDMI Cable (2m)	10	no		
10.11	Supply of Ultra-High-Speed HDMI Cable (5m)	10	no		
10.12	Supply of Ultra-High-Speed HDMI Cable (10m)	5	no		
10.13	Supply of 4GB RAM DDR 4 with minimum 1 year warranty	100	no		
10.14	<p>Laying of CAT6/CAT6A UTP/ Outdoor UTP/ Outdoor STP Cable through Channel/ Conduit/ Raceway/ Cable Tray/ HDPE Pipe/ GI Conduit / Wall etc.</p> <p>CAT 6/CAT6A UTP/Outdoor UTP/STP/ OFC cable should be laid through Conduit/ Channel / Raceway /Cable Tray/ HDPE Pipe/ GI Conduit of required size on the wall surface or/ through trench/raceway etc. as per site requirement. Proper clamping or fixing should be done for assuring stability & finishing, as required. Proper distance from electrical cable should be maintain to reduce electromagnetic interference. Proper marking/ferruling/Tagging if applicable should be done at both end of cable run.</p>	6000	meter		

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10.15	Fixing, Termination, Testing and Commissioning of IO Box (Single Module) including Back box & Face plate with Marking. Proper fixing back box on wall/ furniture/ as per site requirement should be done. Termination of Information Outlet (dual/single) as per the IT standard should done. Proper marking/ferruling/Tagging if applicable should be done.	100	meter		
10.16	Fixing, Termination, Testing and Commissioning of IO Box (Dual Module) including Back box & Face plate with Marking. Proper fixing back box on wall/ furniture/ as per site requirement should be done. Termination of Information Outlet (dual/single) as per the IT standard should done. Proper marking/ferruling/Tagging if applicable should be done.	100	meter		
10.17	Crimping and Testing of RJ45 Connector. Crimping of RJ45 connector should be done with professional tool kit.	500	meter		
10.18	Laying of Outdoor/Indoor OFC Cable 12 Core SM through HDPE Pipe/ GI Conduit/Raceway/ Cable Tray etc.	3000	meter		
10.19	Laying of Outdoor/Indoor OFC Cable 6 Core SM through HDPE Pipe/ GI Conduit/Raceway/ Cable Tray etc.	2000	meter		
10.20	Fixing, Termination, Testing and Commissioning of Outdoor Enclosure for 12 Core OFC including Pigtail Connectors, Patch Cords, Splicing, Marking etc.	7	meter		
10.21	Fixing, Termination, Testing and Commissioning of Outdoor Enclosure for 6 OFC including Pigtail Connectors, Patch Cords, Splicing, Marking etc.	3	meter		
10.22	Laying of PVC/ Metal Flexible. Flexible shall be used in conduit bents / joints / rack end/ as per site requirement. Flexibles should be tightly fixed to the corresponding conduits in joints. No Gaps should be left between the joints.	100	meter		
10.23	Laying of HDPE Pipe/ GI Conduit through Wall/ Raceway/ Cable Tray/ Existing Trench etc. Required size HDPE/GI conduit should be laid through the wall/ Raceway/ Cable Tray/ Existing Trench surface as per site requirement. Marking for identification with suitable material should be done. Proper clamping (metal/PVC) & fixing at suitable distance should be done for assuring stability &	2500	meter		

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	finishing of laid Pipe/Conduit. Coupler as per site requirement should be used.				
10.24	Laying of HDPE Pipe/ GI Conduit through Soft Soil digging and back filling with sand & brick. Required size HDPE/GI conduit should be laid through soft soil. Coupler as per site requirement should be used to join the conduits. Digging of soft soil includes earth digging & back filling the trench with sand & bricks and finally compacting the trench with excavated soil. The depth of the trench from top of the surface shall be approx. 100 cm and minimum 20 cm width. Sand & bricks filling up to 80 cm from below & rest soil compacting (earth surface side).	1500	meter		
10.25	Laying of HDPE Pipe/ GI Conduit through Hard Soil digging and back filling with sand & brick. Required size HDPE/GI conduit should be laid through the hard soil. Coupler as per site requirement should be used to join the conduits. Digging of hard soil includes earth digging & back filling the trench with sand & bricks and finally compacting the trench with excavated soil. The depth of the trench from top of the surface shall be approx. 100 cm and minimum 20 cm width. Sand & bricks filling up to 80 cm from below & rest soil compacting (earth surface side).	500	meter		
10.26	Laying of HDPE Pipe/ GI Conduit through Concrete cutting and back filling with sand & brick including restoration of Concrete. Required size HDPE/GI conduit should be laid inside the concrete. Coupler as per site requirement should be used to join the conduits. Laying through the concrete includes concrete cutting & back filling with sand & bricks and restoration with concrete The depth of the trench from top of the surface shall be approx. 30 cm and minimum 10 cm back filling with Sand & brick Final, restoration with concrete should be ensured.	300	meter		

10.27	<p>Laying of HDPE Pipe/ GI Conduit through Road cutting and back filling with sand & brick including restoration of Road. Required size HDPE/GI conduit should be laid inside the road.</p> <p>Laying through the Road includes road cutting either by making trench on the surface or by drilling across the roads. The road should be dig and refilled with sand & brick including restoration of Road. Or manual boring /drilled at suitable depth below the road & restoration with sand & bricks.</p>	100	meter		
10.28	<p>Laying of HDPE Pipe/ GI Conduit through Micro-Tunnelling (HDD). Required size HDPE/GI conduit should be laid through micro tunnel. Tunnel hole should be in line with the respective conduit size. Micro tunneling or HDD should be done at a depth of minimum 3 meter. Conduit joining should be done with proper Joint Kit/ coupler as per the industry standard. All kinds of gaps or leakages should be fixed.</p>	100	meter		
10.29	<p>Laying/ Fixing of PVC Channel/ Conduit/ Box Channel through Wall/ Raceway/ Cable Tray/ Existing Trench/ False Ceiling etc.</p> <p>Through Wall Required size PVC Channel/Conduit/ Box channel/Tray should be laid through the wall surface as per site requirement. Proper clamping (metal/PVC) & fixing at suitable distance should be done for assuring stability & finishing of laid product. Required size of joint kit/Coupler should be used at joints & bending. Marking for identification with suitable material should be done.</p> <p>Through Raceway/ Cable Tray/ Existing Trench/ False Ceiling etc. Required size PVC Channel/Conduit/ Box channel/Tray should be laid on existing Raceway/ Cable Tray/ Existing Trench/ False ceiling etc as per site requirement. Proper clamping (metal/PVC) & fixing in suitable distance should be done for assuring stability & finishing of laid product. Marking for identification with suitable material should be done.</p>	4000	meter		

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10.30	<p>Laying & Fixing of Tray through Wall/Raceway/Trench/ Ceiling etc.</p> <p>Through Wall Required size PVC Channel/Conduit/ Box channel/Tray should be laid through the wall surface as per site requirement. Proper clamping (metal/PVC) & fixing at suitable distance should be done for assuring stability & finishing of laid product. Required size of joint kit/Coupler should be used at joints & bending. Marking for identification with suitable material should be done.</p> <p>Through Existing Trench/ False Ceiling etc. Required size PVC Channel/Conduit/ Box channel/Tray should be laid on Existing Trench/ False ceiling etc as per site requirement. Proper clamping (metal/PVC) & fixing in suitable distance should be done for assuring stability & finishing of laid product. Marking for identification with suitable material should be done.</p>	100	meter		
10.31	<p>Supply, Fixing & Installation of Manhole Chambers along with Cover.</p> <p>Size: Min Depth 3 feet, Min. breadth 2 feet, Min. Width 2 feet.</p> <p>Thickness: Min. 50mm (+-10%) Non-Corrosive Metal Cover should be provided. Cover should have a handle for lifting it.</p> <p>Shape: Preferable Square</p> <p>Fixing of Chamber along with digging of Soil/Soil cutting as per requirement, refilling with a layer of Sand/Brick/ combination of both, then a layer of Brick & over that a layer of PCC.</p>	20	no		
Total Cost					