



# AIRPORTS AUTHORITY OF INDIA CALICUT INTERNATIONAL AIRPORT

## E-TENDER DOCUMENT

**For**

**ANNUAL MAINTENANCE CONTRACT FOR  
ENVIRONMENTAL SUPPORT SERVICES (Up-Keeping) of  
AAI STAFF RESIDENTIAL COLONY AT CALICUT  
INTERNATIONAL AIRPORT**

**E-Bid No.: 2022\_AAI\_117816**

**June 2022**

**E-tender portal: <https://etenders.gov.in/eprocure/app>**

Note: The Signed and Sealed copy of all pages of this tender document with the entries of offer have been filled up and duly attached with the original page(s) without disturbing the original page format shall be uploaded with **digital signature** along with the **Technical Bid** in the CPP portal . The changes in the content of the tender Document in any-other form will be considered as non-responsive offer.

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## **NOTICE INVITING E-TENDER**

**TENDER NO.: AAI/CL/HR/ESS (Colony Cleaning)/2022-24**

**Dated 02.06.2022**

1. E-Tenders are invited by Airport Director, Airports Authority of India, Calicut International Airport on behalf of The Chairman, Airports Authority of India under Two Bid System viz. Technical Bid and Financial Bid from the eligible bidders for the works as detailed below.

Sl.No.	Name of Work	Estimated Cost (Rs.)	e-Tender Fee	EMD
1	Annual maintenance contract for environmental support services (up-keeping) of AAI Staff Residential Colony at Calicut International Airport for 2 years.	<b>Rs. 24,38,003.37/- plus applicable taxes</b>	<b>Rs.1120/- including tax</b>	<b>Rs 48,760/-</b>

2. **Schedule:** Tender documents shall be downloaded from e-tendering portal of Airports Authority of India Website <https://etenders.gov.in/eprocure/app>. Downloaded tender documents digitally signed shall be submitted through E-tendering process described in above said portal along with the details of the non-refundable tender fee. Any amendment or corrigendum to the tender document shall be posted only on AAI website

### **Critical dates**

Sl.No.	Activity	Scheduled Dates and Time
1	Published Date	02.06.2022
2	Download/Sale of e-tender document from NIC CPP Portal	From 02.06.2022 to 22.06.2022 Up to 1500 Hrs.
3	Seek clarification Start Date	From 02.06.2022
4	Seek clarification End Date	08.06.2022
3	Online submission of Bids/Proposal(s) (Technical Bid as well as Financial Bid) on e-tender portal	From 03.06.2022 to 24.06.2022 by 1500 Hrs.
4	Opening of Technical Bids/ Proposal(s) (online only)	On 27.06.2022 at 1100 Hrs.
5	Opening of Financial Bid	On 30.06.2022 at 1530 Hrs (Tentative date)

3. **Period of contract:** Two year only (from the date of taking over) and extendable further at the same rate, terms and conditions, if required by AAI.

4. **Cost of e-tender and EMD:**

- i Cost of tender fees amounting to Rs.1,120/- (Rupees One Thousand One Hundred & Twenty Only)(Tender fee Rs.1000/- + 12% GST) non-refundable and EMD of Rs 48,760/- (Rupees Forty Eight Thousand Seven Hundred and Sixty only) will be required to be paid by way of online only through CPP portal. No other mode of payment shall be acceptable.
  - ii Non-submission of cost of tender document and EMD shall lead to disqualification of tenderers.
  - iii Concessions to MSMEs will be applicable as per Govt. of India guidelines. However bidders shall be allowed to submit their tender, Technical & Financial bids only after paying Tender Processing Fee on-line.
  - iv EMD shall be refunded to bidders who fail to qualify Pre-qualification criteria or Technical qualification criteria.
  - v The EMD of the successful bidder will be returned only after the successful bidder commences the work.
  - vi No interest or any other expenses, whatsoever, will be payable by AAI on the EMD in any manner.
5. **Submission of Tenders:** The bid along with the necessary documents should be uploaded in the e-procure.gov.in portal as per guidelines mentioned in the portal. Tender have to be submitted only online at <http://eprocure.gov.in/eprocure/app> in two bid systems i.e. (i) technical bid and (ii) financial bid in the prescribed Proforma. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Tender sent by any other mode will not be accepted. The list of documents to be submitted along with technical bid and financial bid are detailed in Annexure-V of the Tender Document.
6. AAI reserves the right to accept or reject any or all applications without assigning any reasons. AAI reserves the right to call off process of short-listing of bidders at any stage without assigning any reason.
7. AAI shall not be responsible for delay/loss/non-receipt of application/tender document if bidder fails to upload tender in time.

**Sd/-**  
**Airport Director**  
**Airports Authority of India**  
**Calicut International Airport**

## GENERAL E- TENDERING PROCEDURE GUIDELINES

### **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>.

### **REGISTRATION**

- 1) Bidders are required to enroll 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 Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of

each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "online" to pay the tender fee as applicable and enter details of the instrument.
- 4) 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.
- 5) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e, after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid.  
This acknowledgement may be used as an entry pass for any bid opening meetings.

### **CPPP under GePNIC, Help Desk Services**

1. For any technical related queries, please call the Helpdesk at 24 x 7 Help Desk Numbers:  
0120-4200462, 0120-4001002

**Note-** Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. For any issues/clarifications relating to the tender(s) published, kindly contact the respective Tender Inviting Authority.

**Tel** : 0120-4200462, 0120-4001002

**Mobile** : 91 8826246593

**E-Mail** : [support-eproc@nic.in](mailto:support-eproc@nic.in)

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

**E-Mail:** [cphp-doe@nic.in](mailto:cphp-doe@nic.in)

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

- 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).
- 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”.

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

S.No	Support Persons	Escalation Matrix	E-mail address	Help Desk Number	Timings
1.	Help Desk Team	Instant Support	<a href="mailto:eprochelp@aai.aero">eprochelp@aai.aero</a>	011-24632950, Ext-3512 (6Lines)	0800-2000 Hrs. (MON- SAT)
2.	Sh. Sanjeev Kumar, Sr. Mgr.(IT)	After 4 Hours of issue	<a href="mailto:sanjeevkumar@aai.aero">sanjeevkumar@aai.aero</a>	011-24632950, Ext- 3505	0930-1800 Hrs. (MON- FRI)

3.	Sh. Dharmendra Kumar Jt.GM(IT)	After12 Hours	<a href="mailto:dkumar@aai.aero">dkumar@aai.aero</a>	011-24632950, Ext-3523	0930-1800 Hrs. (MON- FRI)
4.	Bid Manager	After12 Hours	<a href="mailto:tgdevi@aai.aero">tgdevi@aai.aero</a>	0483-2719403	0930-1800 Hrs. (MON- FRI)
4.	General Manager(IT)	After3 days	<a href="mailto:gmitchq@aai.aero">gmitchq@aai.aero</a>	011-24657900	0930-1800 Hrs. (MON- FRI)
5.	HR In Charge	After 3 days	<a href="mailto:jerrys@aai.aero">jerrys@aai.aero</a>	0483-2719402	0930-1800 Hrs. (MON- FRI)

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

1. 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.
2. For queries related to the tenders published on the portal, bidders are advised to contact concerned Bid Manager of AAI.



**Standard Operating Procedure**  
**for**  
**Online payment, refund and settlement of EMD and Tender Fee through CPP Portal**

e-Tendering brings in economy, efficiency and transparency in the procurement of goods, works and services. CVC are inclined to force implementation of e-Tendering in all Govt. departments & PSUs. Online payment gateway for payment, refund and settlement of EMD and Tender Fee is part of the implementation of e-Tendering system i.e. CPPP <https://etenders.gov.in> .

**Stakeholders:**

1. **Tender Floating Department:** Airports Authority of India (AAI)
2. **The Technical Service Providers (TSP)** - NIC to facilitate CPP Portal with entire back end process and providing technical support to the Government Dept.
3. **Bank** - AAI has authorized State Bank of India as nodal bank provides payment gateway services and receives Tender fees and Earnest Money Deposits (EMDs) from various bidders participating in e- Tendering/ e-procurement process, holds the amount in Current/Savings Bank account till the time of finalization of tendering process. Bank will settle the Tender Fee of all bidders, Bank will refund EMD to unsuccessful bidders and the EMD of L 1 bidder will remain in the pooling account and after AOC completion on the portal, the L 1 bidders EMD amount will be refunded to their source account. This will be happened as per instruction received from TIA through online portal. Customized MIS will be provided to the Tender Floating Department i.e. AAI.
4. **The Bidders** - The bidders are organizations/corporate/individuals who apply for the tender floated by the tender floating department and participate in the tendering process.  
Bidders are directly involved in making the use of this e-System for making payments and getting refunds into their accounts.

**Eligibility (Prerequisite for e-Tendering)**

1. Tender Inviting Authorities (TIA) & the bidders should enroll on CPP Portal <https://etenders.gov.in> to carry out the procurement activities.
2. Portal login will be through two factor authentication i.e. User id & password followed by the login through DSC.
  - TIA must have Digital Signature Certificate (DSC) with Signing and Encipherment feature
  - Bidders must have DSC with Signing feature

**Bank Account Details**

- a. Common Pooling A/C for EMD and Tender Fee Collection
- b. Tender Fee Settlement A/c for Settlement of Non-refundable Tender Fee amounts
- c. Forfeited EMD Settlement A/c for Settlement of forfeited EMD amounts

**Payment gateway for End to End Procedures:**

1. **Collection Process:**
  - a. **Online collection of EMD and Tender Fee:** As per current provision in the portal, TIA will allow the option of **Online Mode** for collection of EMD and Tender Fee while publishing

tender, so that the bidders can deposit these fees through **Net Banking** (SBI and Other Banks) and **NEFT/RTGS**.

- b. **Collection of EMD through Bank Guarantee(BG)**: During the tender creation TIA will allow the option of “**EMD through BG or EMD Exemption**” so that bidders will be able to upload the copy of BG or Exemption certificate as per tender terms and condition.

***Note:** Keeping in the view of running tender status, the portal currently has both online and offline payment options for next few days, after which the offline mode will be disabled.*

2. During the collection process the amount will be debited from the bidder account and credited to the collection pooling account of the AAI.
3. Till the tender opening all the collected amount will be residing in the collection pooling account of AAI.
4. **Refund and Settlement process:**
  - a. **Step-I:** After opening the tender, bid submitted successfully along with the online payment, the tender fee settled to 'Tender Fee Settlement Account' and EMD amount will remain in 'Pooling Account'.
  - b. **Step-II: On Technical Evaluation:** After submission of technical evaluation report on the CPP portal, the 'EMD of Technically Qualified bidders will remain in the pooling account' and EMD amount of rejected bidders will be refunded to their source account.
  - c. **Step-III: On Financial Evaluation:** After submission of financial evaluation report on the CPP portal, the 'EMD of L1 bidder will remain in the pooling account' and EMD amount of rejected bidders will be refunded to their source account.
  - d. **Step-IV: EMD Refund of L1:** After AOC completion on the portal, the L1 bidders EMD amount will be refunded to their source account and for this Bid managers are advised to complete the AOC process:
    - Only after receiving the PBG and its confirmation from the bank.
    - or**
    - Adjustment of Security Deposit (SD) as per NIT Condition.
5. **In the case of "Cancellation of tender" before opening and "Re-Tender":**
  - All the submitted amount will be refunded to the bidders.
6. **In the case of "Cancellation of tender" after opening and "Re-Tender":**
  - The tender fee has already settled to the AAI's tender fee settlement account at the EoD of tender opening.
  - Now only EMD residing in the collection pooling account, the EMD will be refunded to the bidders.
7. **In case of 'Withdraw of bid' by the vendor:**
  - Procurement system allows the bidder to withdraw till the bid submission closing date, assume that the bidder has paid the amount and withdrawn the bid, eProcurement system will initiate the refund of EMD on the day of tender opening.

8. **In case of Revocation Corrigendum:**

- If TIA publishes revocation corrigendum to accept the rejected bidder than TIA must ask EMD again via offline mode before publishing the revocation corrigendum because EMD amount has already been refunded or refund initiated to the rejected bidders A/c.

9. **Procedure for Forfeiture of EMD through CPP Portal:**

Forfeiture activity can be performed at the time of rejection of the bidder.

**Step I:** Rejected the bidder during the Technical or Financial Evaluation process.

**Step II:** On the same day, use the menu “Forfeiture Menu” to Forfeit the EMD.

**Step III:** Select the tender and then the bidder to forfeit the EMD

**Step IV:** At the end of the day System will settle the Forfeited EMD to “Forfeited EMD Settlement A/c”

**Note:** *Forfeiture of EMD will have to be claimed on same day of rejection otherwise it will not be available in the system because at the end of the day CPPP will initiate refund to the rejected bidders.*

10. **Following procedures are attached on subsequent pages:**

- a. Procedure to allow the online **Payment Option** in CPP Portal by TIA
- b. Procedure for checking the **Payment Status** by TIA
- c. Procedure for **Online Collection** of EMD and Tender Fee from Bidders

## **Procedure to allow the Online Payment Option in CPP Portal by TIA**

1. TIA/Bid Manager will login to the portal <https://etenders.gov.in/> with valid User ID (i.e. User ID mapped with Digital Signature Certificate) and follow the process of tender creation.
2. After completion of Basic and Cover Details go to next stage for Fee Details and select the option as per below screen:

**Government eProcurement System**

Welcome Last login : 05-Aug-2020 11:56 AM Server Time 05-Aug-2020 13:58:29 Home Logout

**TENDER MANAGEMENT**

Tender List AAI/Test Fee Details

Work/Item Details Fee Details Critical Dates Bid Openers Work/Item Documents

Tender Reference Number : AAI/Test

Fee Payment Mode\* ☐ Offline ☒ Online ☐ Not Applicable

Tender Fee Details

Tender Fee in ₹

Exemption Allowed ☒ Yes ☐ No

Earnest Money Deposit (EMD) Details

EMD Fee ☒ Fixed ☐ Percentage

EMD Amount in ₹ \*

EMD ECV %

EMD through BQ/ST or EMD Exemption Allowed ☒ Yes ☐ No


EMD Fee Payable To \*

EMD Fee Payable At \*


Online Banks \*

☒ SBI Bank

Note



Government  
eProcurement  
System



Welcome  
Last login : 05-Aug-2020 11:56 AM

Server Time  
05-Aug-2020 13:57:39

Home Logout

Government eProcurement System

TENDER MANAGEMENT

Master Management

- Org Hierarchy Master
- View Internal Documents

User Management

- Debar User
- My Organisation Hierarchy
- My Accounts

Tender Management

- Create Tender / Tender List
- Publish Tender
- Published Tenders
- Seek Clarifications
- Pre-bid Meeting
- Downloaded Tenders
- Tender Status
- Archived Tenders
- Archived Clarification
- Stage 2 Create Tender / Tender List
- NDA Documents
- Stage 2 Publish Tender
- NDA Documents History
- Stage 2 Published Tender

Corrigendum

- Create Corrigendum
- Publish Corrigendum

Tender List

AAI/Test

Fee Details

Work/Item Details

Fee Details

Critical Dates

Bid Openers

Work/Item Documents

Tender Reference Number : AAI/Test

Fee Payment Mode\*

☐ Offline

☒ Online

☐ Not Applicable

Tender Fee Details

Tender Fee in ₹

Exemption Allowed

☒ Yes

☐ No

Earnest Money Deposit (EMD) Details

EMD Fee

☒ Fixed

☐ Percentage

EMD Amount in ₹ \*

0

EMD ECV %

0.0

EMD through BG/ST or EMD Exemption Allowed

☒ Yes

☐ No

EMD Fee Payable To \*

GM AAI

EMD Fee Payable At \*

New Delhi

Online Banks \*



☒ SBI Bank

Note

Choose Yes option for EMD payment through Bank Guarantee or for EMD Exemption

## Procedure for checking the Payment Status by TIA

1. Payment confirmation can be find out at the time of Tender Opening process.
2. TIA/Bid Manager will login to the portal <https://etenders.gov.in/> with valid User ID (i.e. User ID mapped with Digital Signature Certificate) and follow the process of tender opening.
3. After opening of tender, click on **first cover** (i.e. Fee Cover) and select Bid Opening or Quick Bid Opening option against each Bidder.
4. Payment status will be checked/verified for Individual Bidders.
5. Click on View Paid Information link and get the bidder details along with Payment detail.
6. If Status is seen as “**Success**” it means that bidder has successfully paid for Tender Fee/EMD Successfully. Screen shot is attached herewith for the reference.

 Government eProcurement System		Government eProcurement System	
		Bid Submission Confirmation	
		Date : 30-Jul-2020 06:20 PM	
		 Print	
<b>Bid Information</b>			
Bid ID :	181504		
Bidder Name :			
Organisation Chain :	Airports Authority of India  Western Region - AAI  AHMEDABAD - AAI  ENGG ELECT-VAAH - AAI		
Tender Ref No :	AAI_AH_COMML_112_PPE OUTLET		
Tender ID :	2020_AAI_52772_1		
Tender Title :	PPE Equipment Outlet		
Bid Submitted Date & Time :	19-Jul-2020 05:36 PM		
<b>Corporate Tenderer Details</b>			
Login ID:	satyatraders94@gmail.com	User Type:	Corporate/Bidder
Company Name:	SATYA TRADERS	Registration Number:	AS03E0003466
Registered Address :	Ground Floor, Intuc Complex, K.C. Sen Road, Opp. Tribeni Lodge, Paltan Bazar, Rehabari, Guwahati	Name of Partners / Directors :	SATYANARAYAN ROY
City :	GUWAHATI	State :	Assam
Postal Code :	781008	PAN Number:	ARXPR8246F
Company's Establishment Year (yyyy):	2009	Company's Nature of Business:	TRADING AND SERVICES
Company's Legal Status:	Others	Company Category :	Micro Unit as per MSME
Title :	Mr	Contact Name:	SATYANARAYAN ROY
DOB (Date Of Birth):	12-Apr-1985	Designation :	PROPRIETOR
Correspondence Email:	satyatraders94@gmail.com	Phone :	91 - 0 - 9864036333
Mobile:	91-9864036333		
<b>Bank Response On Payment Details</b>			
eProcurement Ref. Number :	56707181504		
PRN Number :	56707181504		
Bank / UTR Number :	CPAAFAKS08		
Bank Name :	SBI Bank		
Status :	Success		
Tender Fee in ₹ :	2,000		
EMD Fee in ₹ :	50,000		
Total Fee in ₹ :	52,000		

EMD and Tender Fee both paid successfully



## Procedure for Online Collection of EMD and Tender Fee from Bidders

1. Bidder will login to the portal <https://etenders.gov.in/> with valid User ID (i.e. User ID mapped with Digital Signature Certificate) and follow the process of participation to the tender.
2. After Login search the tender in “Search Active Tender” tab with different criteria after that click on “set as favorite” to move on “My Tender”. Then click on “My tender” and view the tender details and click on proceed for Bid Submission.
3. For submission of online Tender Fee and EMD, click on Button as “Pay Online”
4. **In case of Tender Fee:** If the Bidder is exempted from the tender fee payment, then select the option to “Yes” other wise “NO” as per below screenshot:

The screenshot shows the Government eProcurement System (GEP) portal. The left sidebar contains navigation links: User Management (My Accounts, My Documents), Auction Management (My Auctions, Live Auctions, View Auction History), and Bid Management (Search Active Tenders, My Tenders, Clarification, My Active Bids, Bid Opening (Live), Short fall Documents). The main content area is titled 'BID SUBMISSION' and shows 'My Tenders + Tender Fee Exemption'. A message states: 'If, You are exempted from Tender Fee payment, then select the option to 'Yes' and provide the details.' Below this, a question asks 'Are you exempted from Tender Fee payment:' with radio buttons for 'Yes' and 'No'. The 'No' option is selected. A 'Next' button is visible at the bottom right.

5. **In case of EMD:** If Bidder is paying EMD through any of below options, Select the option “Yes” (as per below screenshot) and provide the details and upload copy as a proof.
  - **Bank Guarantee (BG)/Swift Transfer (ST)**
  - **Exempted from EMD Payment,**

*Note: For submitting “EMD through BG/ST” or “Exemption from EMD payment” bidder must select “Yes” otherwise bidders will not have the option to pay EMD through Bank Guarantee. Once proceeded it is not possible to revert the option.*

6. Select option “NO” (as per below screenshot) for proceeding for Online EMD payment.

The screenshot shows the Government eProcurement System (GEP) portal. The left sidebar contains navigation links: User Management (My Accounts, My Documents), Auction Management (My Auctions, Live Auctions, View Auction History), and Bid Management (Search Active Tenders, My Tenders, Clarification, My Active Bids, Bid Opening (Live)). The main content area is titled 'BID SUBMISSION' and shows 'My Tenders + EMD Exemption'. A message states: 'If you are paying EMD through Bank Guarantee(BG) / Swift Transfer(ST) or exempted from EMD payment, then select the option Yes and provide the details. For submitting EMD through Bank Guarantee/Swift Transfer, select 100% EMD Exemption and upload the copy of BG / ST slip. Select No for proceeding for Online EMD payment.' Below this, a question asks 'Are you submitting EMD through BG/ST or Exempted from EMD payment:' with radio buttons for 'Yes' and 'No'. The 'No' option is selected. A 'Next' button is visible at the bottom right.

After selecting the option, click on “Next” Button as per above screenshot. Further process to be followed as per subsequent screen.

## STEPS FOR MAKING TENDER PAYMENTS IN ETENDERS SYSTEM VIA SBI BANK GATEWAY

(SBI AND NON SBI ACCOUNT HOLDERS)

Home Page.

Login as a bidder into [etenders.gov.in](https://etenders.gov.in) to proceed for payment.





**Step 1)** Click “Pay Online” when you reach below page while Online Bid Submission.

The screenshot displays the 'BID MANAGEMENT' section of a web application. On the left is a sidebar menu with categories like 'User Management', 'Auction Management', and 'Bid Management'. The main content area shows details for a specific tender (2018\_LSGD\_204397\_1) and includes a 'Bid Process List' and a 'Bid Payment Details' table.

**BID MANAGEMENT**

My Tenders → 2018\_LSGD\_204397\_1 → Transaction Message

Organization Chain : NIC|NIC Contracts  
Tender Reference Number : PW3/23401/18  
Tender ID : 2018\_LSGD\_204397\_1  
Tender Title : PW3/23401/18 PRO.NO.604/18-19 DVN.30 VARIOUS LANES INTERLOCKING AND CONCRETING

**Bid Process List**

S.No	Bid Process	Action
1	Profile	

**Bid Payment Details**

S.No	Fee Type	Actual Fee	Exempted Fee	Fee To Be Paid	Paid Fee
1	Tender Fee	2500.00 (INR)	0.00	2500.00 (INR)	0.00
2	Emd Fee	37500.00 (INR)	0.00	37500.00 (INR)	0.00

Pay Online      Encrypt&Upload

Version:1.09.06 04-Feb-2018 (c) 2008 Tenders NIC, All rights reserved.

**Step 2)** Click “Confirm to Pay” to proceed with the payment gateway, as below.

**Note:** Please ensure that you have availed Tender Fee / EMD Exemption, if eligible. Further, there would not be any provision to change back, under any circumstances.

**User Management**

My Accounts
My Documents

**Auction Management**

My Auctions
Live Auctions
View Auction History

**Bid Management**

Search Active Tenders
My Tenders
Clarification
My Active Bids
Bid Opening (Live)
Short fall Documents
Online Payment Status
My Bids History
Short Fall Documents History
Archived Clarification
Tender Status
My Withdrawn Bids

**BID MANAGEMENT**

Offline/OnLine Payment Confirmation

Organization Chain : NIC||NIC Contracts

Tender Reference Number : PW3/23401/18

Tender ID : 2018\_LSGD\_204397\_1

Tender Title : PW3/23401/18 PRO.NO.604/18-19 DVN.30 VARIOUS LANES INTERLOCKING AND CONCRETING

Bid Payment Details				
S.No	Fee Type	Actual Fee	Exempted Fee	Fee To Be Paid
1	Tender Fee	2128.00 (INR)	0.00	2128.00 (INR)
2	Emd Fee	23100.00 (INR)	0.00	23100.00 (INR)

**Portal Alert :**

- Beyond this stage, you will not be able to edit Fee or Exemption details.
- Please confirm that the exemption and amount to be paid are correct.

I hereby confirm that the above payment details are correct.

Back
Confirm to Pay

Version:1.09.06 04-Feb-2018 (c) 2008 Tenders NIC, All rights reserved.

**Step3)** Verify that the Tender fee and EMD shown are correct, as per tender document. Then, select the payment option **SBI MOPS** and Submit, as below.

**Note:** In case of any mismatch in tender payments, with reference to tender documents, please contact TIA for clarifications.

**BID MANAGEMENT**

**OnLine Payment Gateway**

Organization Chain : NIC||NIC Contracts  
Tender Reference Number : PW3/23401/18  
Tender ID : 2018\_LSGD\_204397\_1  
Tender Title : PW3/23401/18 PRO.NO.604/18-19 DVN.30 VARIOUS LANES INTERLOCKING AND CONCRETING

Bid Payment Details			
Fee Type	Actual Fee	Exempted Fee	Fee To be Paid
Tender Fee	2,500	0	2,500
Emd Fee	37,500	0	37,500
<b>Total Fee</b>			<b>40,000</b>

**Choose Payment Option**

☒ SBI MOPS

[Back](#) [Submit](#)

Version:1.09.06 04-Feb-2018 (c) 2008 Tenders NIC, All rights reserved.

Step 4) Check and Follow the **Terms and Conditions**, and then **Submit**, as below.

The screenshot displays the 'BID MANAGEMENT' section of a web application. On the left is a sidebar menu with categories: 'User Management' (My Accounts, My Documents), 'Auction Management' (My Auctions, Live Auctions, View Auction History), and 'Bid Management' (Search Active Tenders, My Tenders, Clarification, My Active Bids, Bid Opening (Live), Short fall Documents, Online Payment Status, My Bids History, Short Fall Documents History, Archived Clarification, Tender Status, My Withdrawn Bids). The main content area is titled 'OnLine Payment Gateway' and 'Payment Verification'. It shows the following details:

- Organization Chain : NIC||NIC Contracts
- Tender Reference Number : PW3/23401/18
- Tender ID : 2018\_LSGD\_204397\_1
- Tender Title : PW3/23401/18 PRO.NO.604/18-19 DVN.30 VARIOUS LANES INTERLOCKING AND CONCRETING

Below this, a yellow box highlights the 'Pay Model : SBI MOPS' and 'Terms And Conditions'.

**Pay Model : SBI MOPS**

✓ **Terms And Conditions.**

- You are being redirected to the SBI MOPS site.
- You have to complete the transaction with in the session time which is approximately 15 minutes.
- Money once transferred towards tender fee shall not be refunded at any point of time. This is applicable even in case you have not completed the tender process.
- Once payment is successfully completed, you will be automatically redirected back to e-Procurement site.
- It is the responsibility of the Individual to ensure that the payment is successfully completed and eProcurement system is not responsible for any malfunctions in the Bank payment gateway.
- please take print screen for bank acknowledgement page.

At the bottom of the yellow box are 'Back' and 'Submit' buttons. The footer of the page indicates 'Version:1.09.06 04-Feb-2018' and '(c) 2008 Tenders NIC, All rights reserved.'

Step 5) Bidders may choose the type of transaction and proceed for payment.

The screenshot shows the 'SBI ONLINE' payment gateway interface. At the top, it says 'STATE BANK MULTI OPTION PAYMENT SYSTEM' and 'Please Select Appropriate Card Type To Avoid Failures (C-Credit Card Options/D For Debit Card)'. The interface is divided into three main sections:

- Net Banking:** Contains two options: 'SBI' with 'Bank Charges: 11.8' and 'Click Here' button, and 'Other Banks' with 'Bank Charges: 132.5' and 'Click Here' button.
- Card Payments:** A section header with no visible options.
- Other Payments Modes:** Contains one option: 'NEFT/RTGS' with 'Bank Charges: 133.0' and 'Click Here' button.

At the bottom, there is a 'Cancel' button. The footer includes '© State Bank of India' and 'Site best viewed in I.E 10 +, Mozilla 30 +, Google Chrome 30 +'.

**Step 6)** Once the Payment type is selected it navigates to the respective landing page.

**a) SBI**

i. Bidders with SBI account may click **SBI** option to proceed to its Net Banking Page

The screenshot displays the SBI Online Banking login interface. At the top, the browser address bar shows the URL <https://merchant.onlinesbi.com/merchant/merchantpreloginbanking.htm>. The page features the SBI logo and a 'Login to OnlineSBI' section. Below the logo, there are two tabs: 'PERSONAL BANKING' (selected) and 'CORPORATE BANKING'. The login form includes fields for 'Username\*' and 'Password\*', both marked with an asterisk to indicate they are mandatory. To the right of the password field, there are links for 'New User? Register here', 'Forgot Login Password', and 'Forgot Username'. Below the login fields are 'Login' and 'Reset' buttons. A message states 'For better security use the Online Virtual Keyboard to login.' and a link for 'FAQ | About Phishing' is provided. A security notice box contains the following instructions:

- ✓ Mandatory fields are marked with an asterisk (\*)
- ✓ Do not provide your username and password anywhere other than in this page
- ✓ Your username and password are highly confidential. Never part with them. SBI will never ask for this information.
- ✓ Please do not call Contact Centre or try to raise CMS complaint on the day of transaction.

At the bottom of the page, there is a 'Privacy Statement | Disclosure | Terms of Service(Terms & Conditions)' link, a 'Secure' badge, and the text '© State Bank of India'. A footer note mentions 'Site best viewed at 1024 x 768 resolution in IE 7 or above, Mozilla 3.5 or above, Google Chrome 3 or above, Safari 5.0 +'.

ii. Bidders may enter SBI Net banking user ID and Password and Click on **Login** to proceed.

https://merchant.onlinesbi.com/... Identified by ... State Bank of India - Internet Banking

**SBI** **ONLINE**

**Login to OnlineSBI** Welcome to Internet Banking

(CARE: Username and password are case sensitive.)

Please select the customer Segment: ☒ PERSONAL BANKING ☐ CORPORATE BANKING

Username\*

Password\*

[New User? Register here](#)

[Forgot Login Password](#)

[Forgot Username](#)

For better security use the Online Virtual Keyboard to login. [FAQ](#) | [About Phishing](#)

✓ Mandatory fields are marked with an asterisk (\*)

✓ Do not provide your username and password anywhere other than in this page

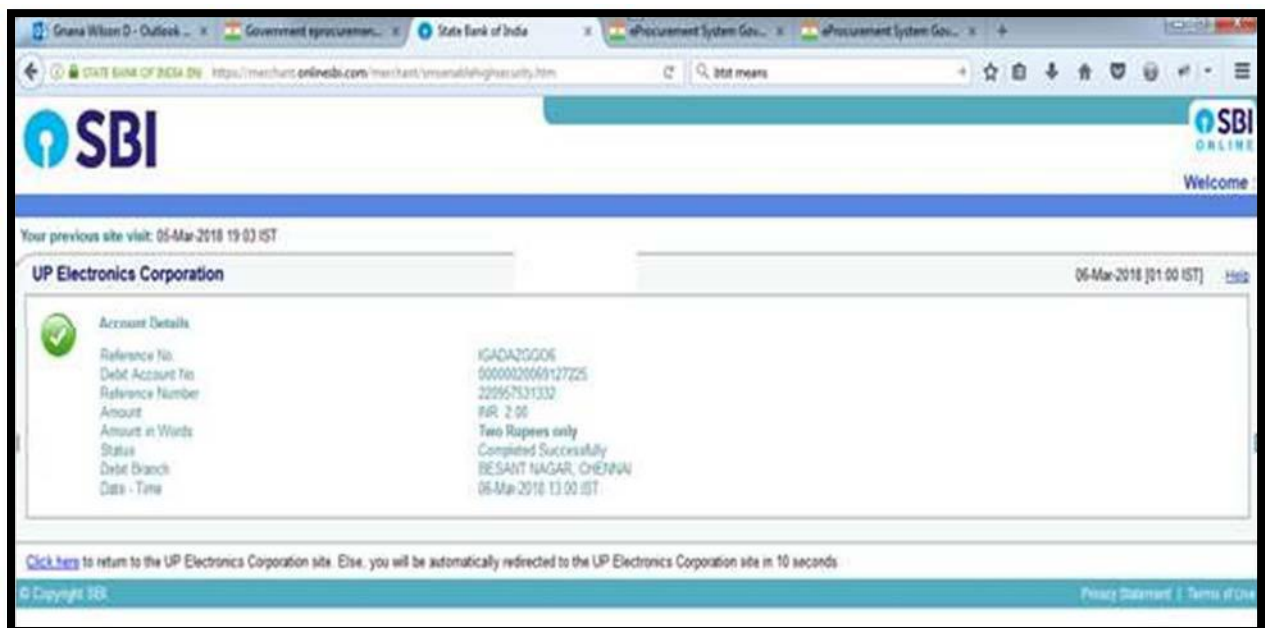
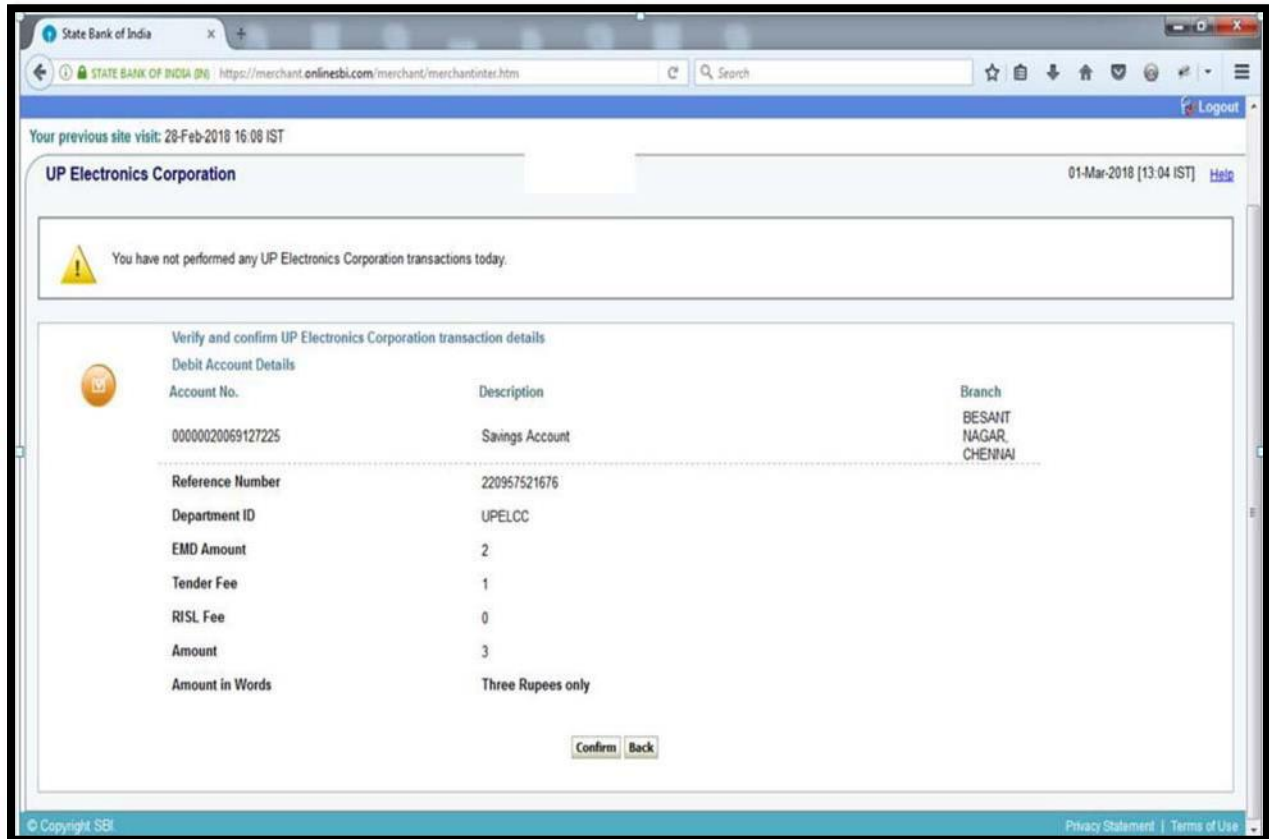
✓ Your username and password are highly confidential. Never part with them. SBI will never ask for this information.

✓ Please do not call Contact Centre or try to raise CMS complaint on the day of transaction.

[Privacy Statement](#) | [Disclosure](#) | [Terms of Service\(Terms & Conditions\)](#)



iii. Please ensure that your account has sufficient balance, before proceeding further. After checking the same, Click **Confirm** button as below, to transfer payment. After account debit, MOPS gateway will automatically re-direct to the eProcurement System, with the Success transaction.



iv. As in below, you will receive bank response immediately by verifying the payment status, whether **Success** or not. In case, payment was debited from account and further, **Payment Failure** is shown, immediately contact the eProcurement helpdesk, for resolution, before tender closing time.

Click **Next** to go to Bid Preparation details, as in screenshot.

The screenshot displays the 'BID MANAGEMENT' section of a web application. On the left is a sidebar menu with categories: 'User Management' (My Accounts, My Documents), 'Auction Management' (My Auctions, Live Auctions, View Auction History), and 'Bid Management' (Search Active Tenders, My Tenders, Clarification, My Active Bids, Short fall Documents, Online Payment Status, My Bids History, Short Fall Documents History, Archived Clarification, Tender Status, My Withdrawn Bids). The main content area is titled 'BID MANAGEMENT' and shows a 'Bank Response On Payment Details' section. A yellow banner at the top states: 'Your Online transaction has been completed successfully.' Below this, transaction details are listed: Organization Chain : NIC||NIC Contracts, Tender Reference Number : PW3/23401/18, Tender ID : 2018\_LSGD\_204397\_1, and Tender Title : PW3/23401/18 PRO.NO.604/18-19 DVN.30 VARIOUS LANES INTERLOCKING AND CONCRETING. A second 'Bank Response On Payment Details' box contains: eProcurement Ref. Number : 220957531332, PRN Number : 220957531332, Bank / UTR Number : IGADAZGG06, Bank Name : SBI Bank, Status : Success, Status Description : Completed successfully, Tender Fee in ₹ : 1, EMD Fee in ₹ : 1, and Total Fee in ₹ : 2. A 'Next' button is located at the bottom right of the main content area.

BID MANAGEMENT	
<b>User Management</b> → My Accounts → My Documents <b>Auction Management</b> → My Auctions → Live Auctions → View Auction History <b>Bid Management</b> → Search Active Tenders → My Tenders → Clarification → My Active Bids → Short fall Documents → Online Payment Status → My Bids History → Short Fall Documents History → Archived Clarification → Tender Status → My Withdrawn Bids	<b>Bank Response On Payment Details</b>  <div> Your Online transaction has been completed successfully.</div> <div>Organization Chain : NIC  NIC Contracts Tender Reference Number : PW3/23401/18 Tender ID : 2018_LSGD_204397_1 Tender Title : PW3/23401/18 PRO.NO.604/18-19 DVN.30 VARIOUS LANES INTERLOCKING AND CONCRETING</div> <div><b>Bank Response On Payment Details</b> eProcurement Ref. Number : 220957531332 PRN Number : 220957531332 Bank / UTR Number : IGADAZGG06 Bank Name : SBI Bank Status : Success Status Description : Completed successfully. Tender Fee in ₹ : 1 EMD Fee in ₹ : 1 Total Fee in ₹ : 2</div> <div>Next</div>



v. Please ensure that the **Pay Online** option is not shown after successful payment, as below, for confirmation. From here, you may proceed with **Encrypt and Upload** to upload tender documents, and further submission process.

User Management

My Accounts
My Documents

Auction Management

My Auctions
Live Auctions
View Auction History

Bid Management

Search Active Tenders
My Tenders
Clarification
My Active Bids
Bid Opening (Live)
Short fall Documents
Online Payment Status
My Bids History
Short Fall Documents History
Archived Clarification
Tender Status
My Withdrawn Bids

BID MANAGEMENT

My Tenders
2018\_KSITM\_203916\_2
Transaction Message

Organization Chain : NIC||NIC Contracts  
Tender Reference Number : PW3/23401/18  
Tender ID : 2018\_LSGD\_204397\_1  
Tender Title : PW3/23401/18 PRO.NO.604/18-19 DVN.30 VARIOUS LANES INTERLOCKING AND CONCRETING

Bid Process List

S.No	Bid Process	Action
1	Profile	

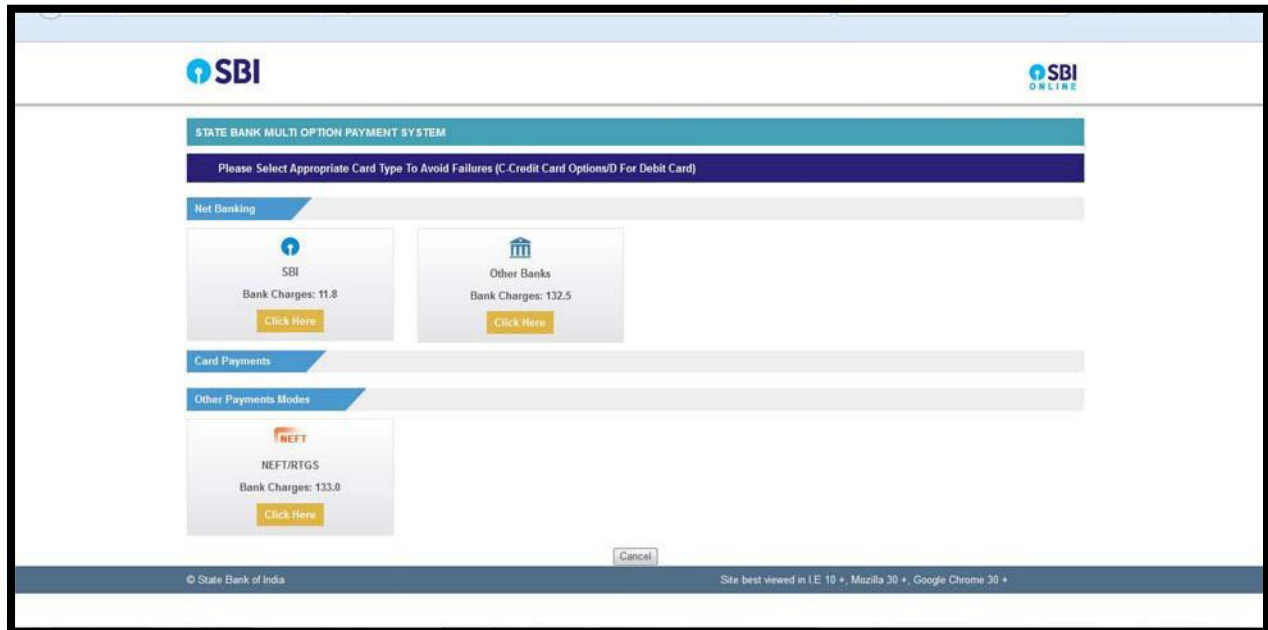
Bid Payment Details

S.No	Fee Type	Actual Fee	Exempted Fee	Fee To Be Paid	Paid Fee
1	Tender Fee	1.00 (INR)	0.00	0.00	1.00 (INR)
2	Emd Fee	2.00 (INR)	0.00	0.00	2.00 (INR)

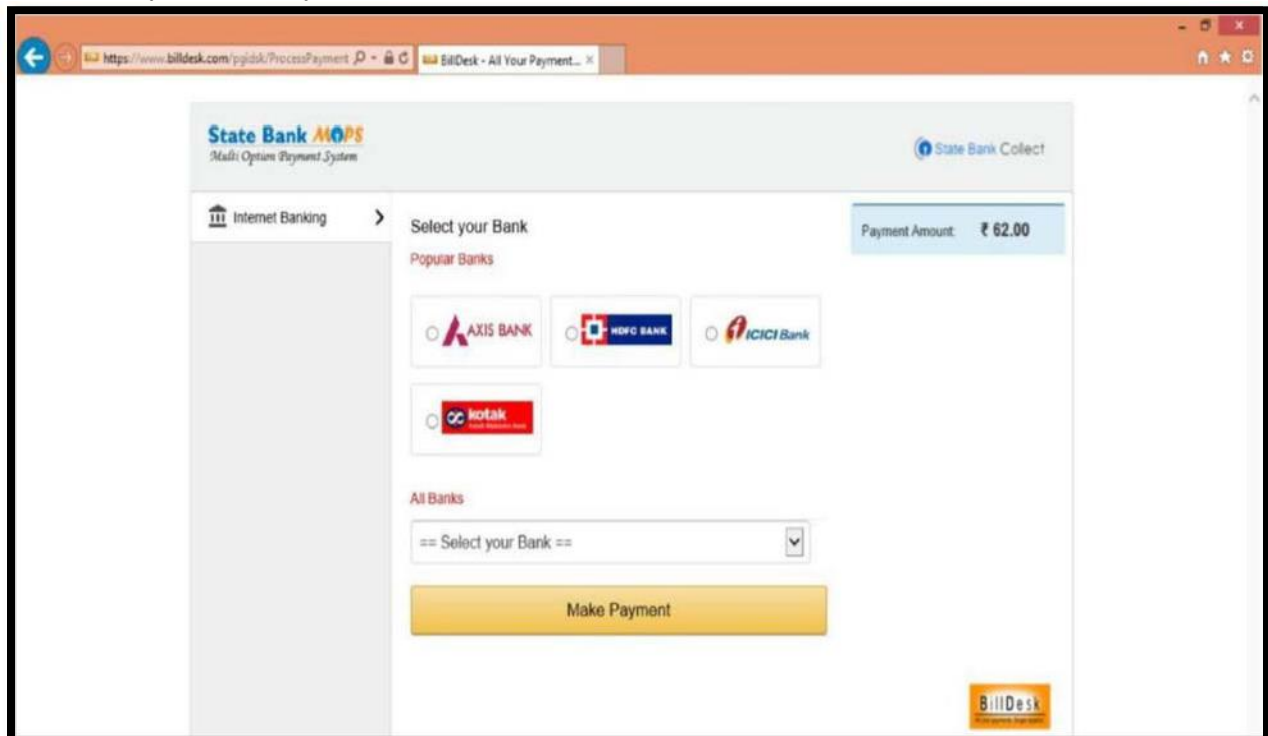
Encrypt&Upload

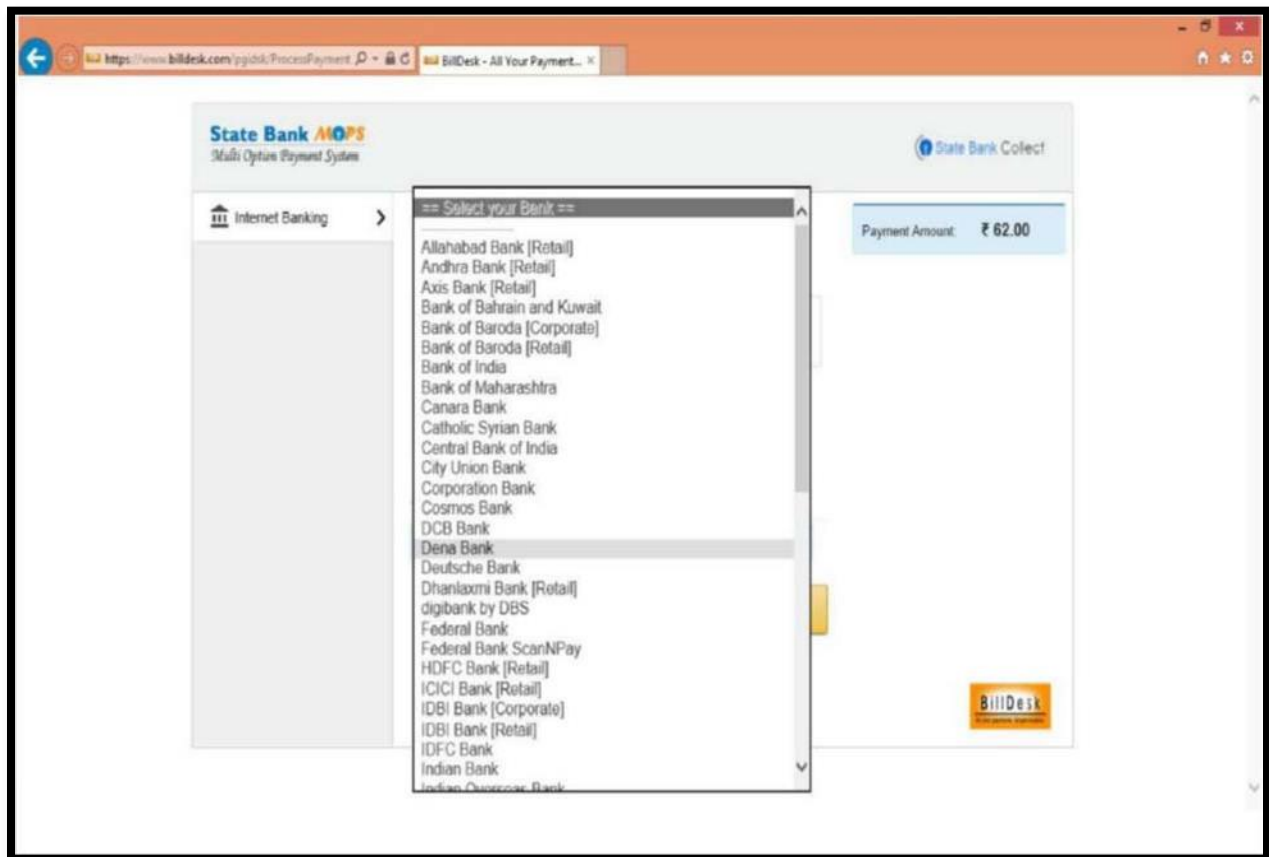
**b) OTHER BANKS :**

- i. Bidders with other bank account may click **Other Banks** option to proceed to SBI Net Banking Page

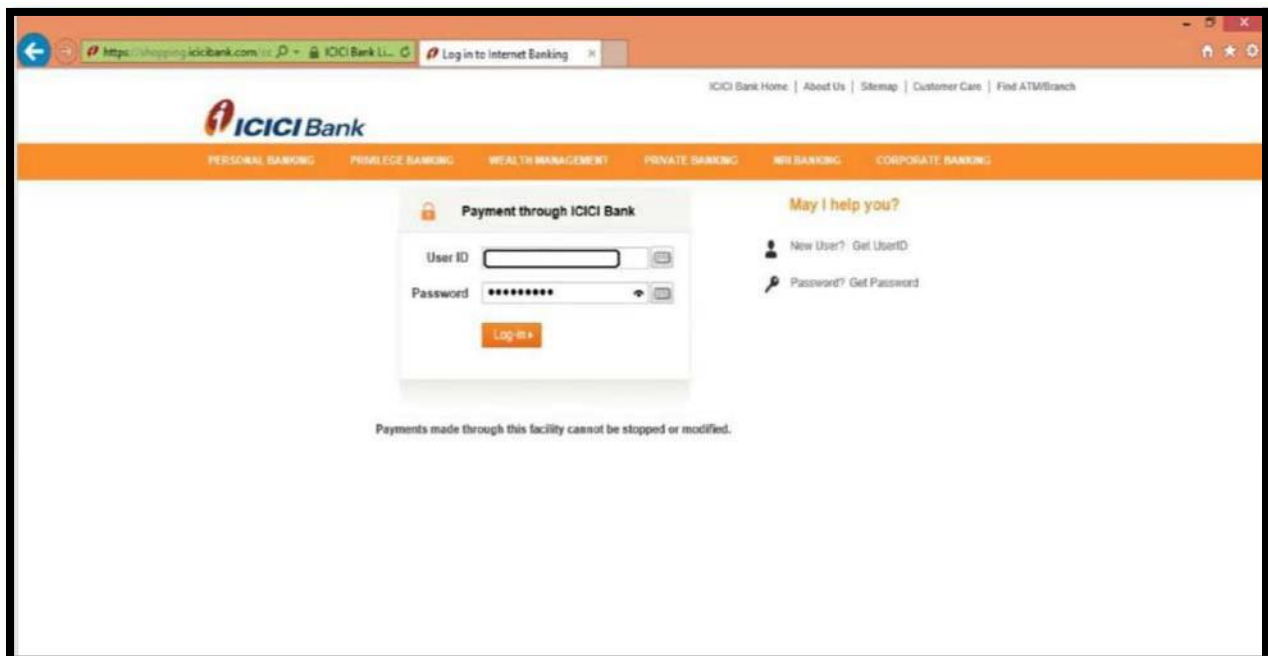
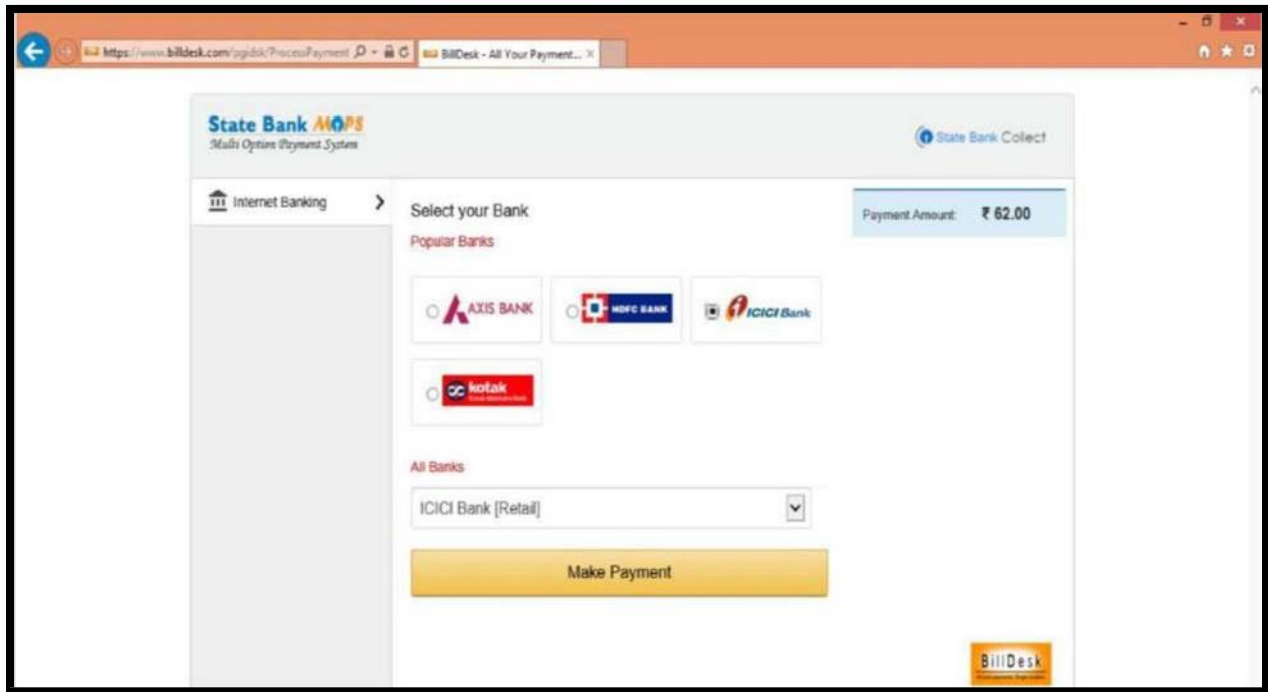


You may select the appropriate Bank from selection page. As an example, we are proceeding with ICICI Bank in the provided dropdown box of **All Banks**.





- ii. After selecting ICICI Retail Banking, Click **Make Payment** Button to proceed to its internet banking page. Further steps may depend on the Bank Procedure.



**Make a Payment**

You now have the option of paying from either your savings account or Pockets wallet.

**Payment Details**

Pay From:

Pay To: State Bank Of India - INB Dept (BA)

Amount (INR): 52.00

Remarks:

[Click here to view terms & conditions.](#)

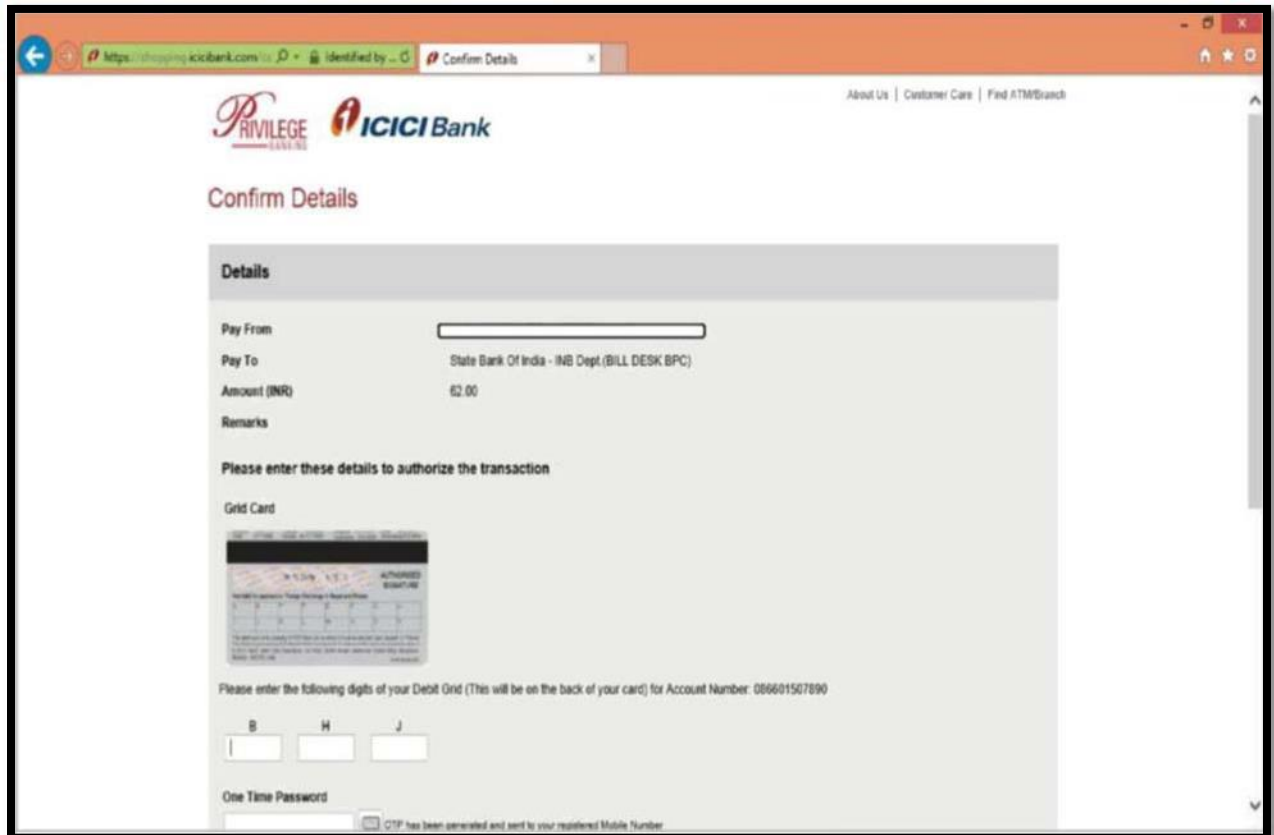
**Notes:**

1. By clicking on the 'Pay' button, you are agreeing to the terms and conditions as given above.
2. After clicking the 'Pay' button, please wait for sometime while we pass on your payment details to the bank.
3. Please do not refresh or close the browser window.
4. Please check the status of the payment with the merchant after 7 days of transaction date. In case the merchant does not update the payment with in 7 days, please contact our [24x7 Customer Care](#) for further assistance.

**Customer Service**  
Customer Care Numbers

**Useful Links**  
Get User ID | Ways To Bank | Online Banking | Savings Account | PPF | Personal Finance Tools | Forex Center | Gold Rate Today | Media Gallery | Credit

**Visit Other ICICI Bank Sites**  
ICICI Group | ICICI Foundation | ICICI Lombard General Insurance | ICICI Securities | ICICI Prudential Life Insurance | ICICI Prudential AMC | ICICI Ventures | ICICI Direct | DSIHA Financial Consulting | ICICI Home Finance | Enrich The Bank of Rajasthan | Canara | Bahrain | Canada | Germany |




The screenshot shows the 'Confirm Details' page on the ICICI Bank website. The page header includes the 'PRIVILEGE' and 'ICICI Bank' logos, and links for 'About Us', 'Customer Care', and 'Find ATM/Branch'. The main heading is 'Confirm Details'. Below it, a 'Details' section contains the following information:

Pay From	
Pay To	State Bank Of India - INB Dept.(BILL DESK BPC)
Amount (INR)	62.00
Remarks	

Please enter these details to authorize the transaction

Grid Card

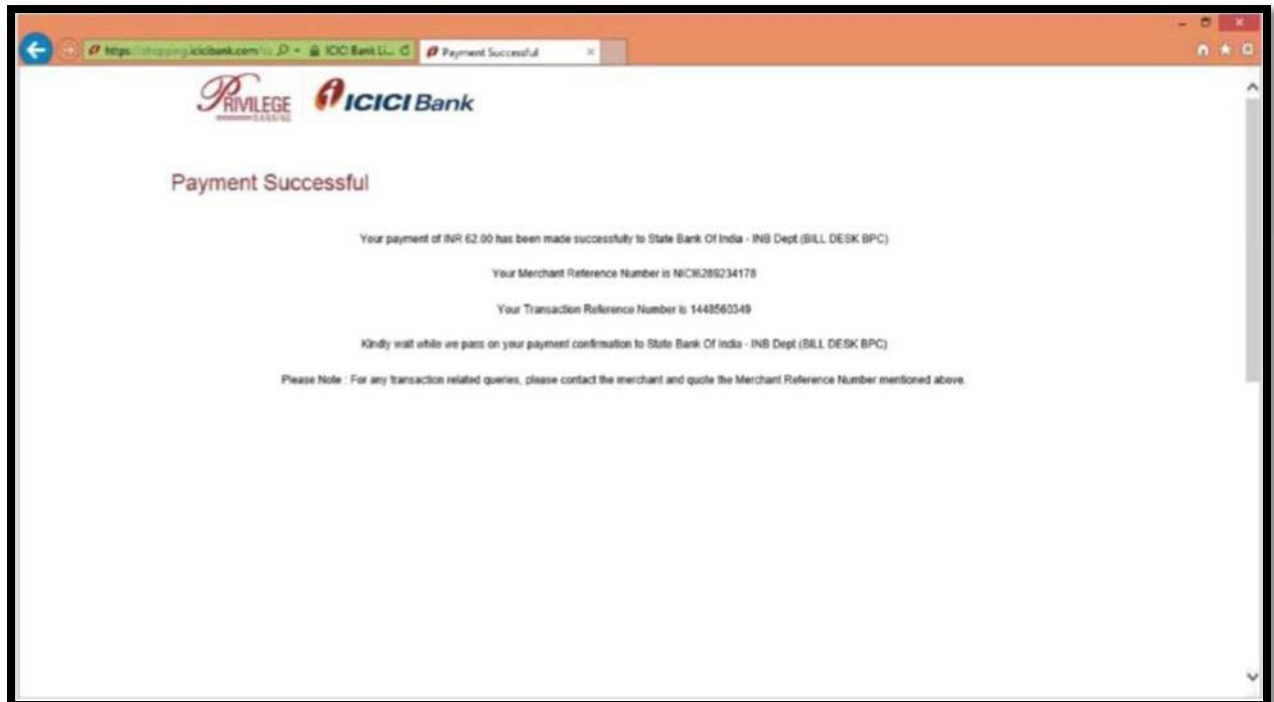


Please enter the following digits of your Debit Grid (This will be on the back of your card) for Account Number: 086601507890

B	H	J

One Time Password

OTP has been generated and sent to your registered Mobile Number



The screenshot shows the 'Payment Successful' page on the ICICI Bank website. The page header includes the 'PRIVILEGE' and 'ICICI Bank' logos, and links for 'About Us', 'Customer Care', and 'Find ATM/Branch'. The main heading is 'Payment Successful'. Below it, the following information is displayed:

Your payment of INR 62.00 has been made successfully to State Bank Of India - INB Dept.(BILL DESK BPC)

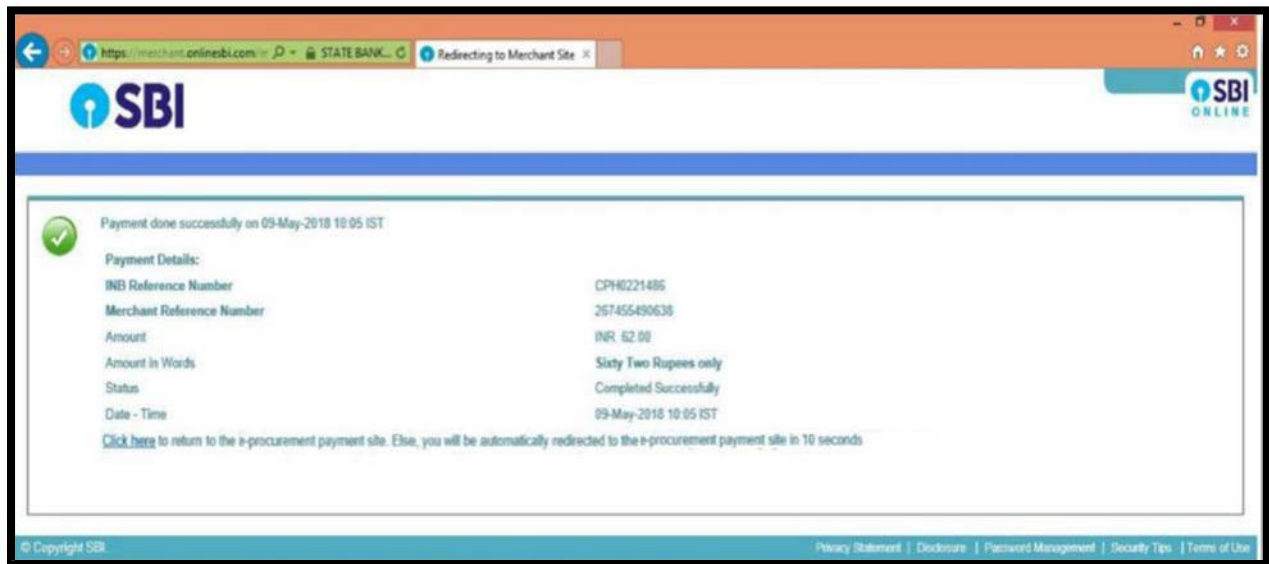
Your Merchant Reference Number is NIC6285234178

Your Transaction Reference Number is 1448560349

Kindly wait while we pass on your payment confirmation to State Bank Of India - INB Dept.(BILL DESK BPC)

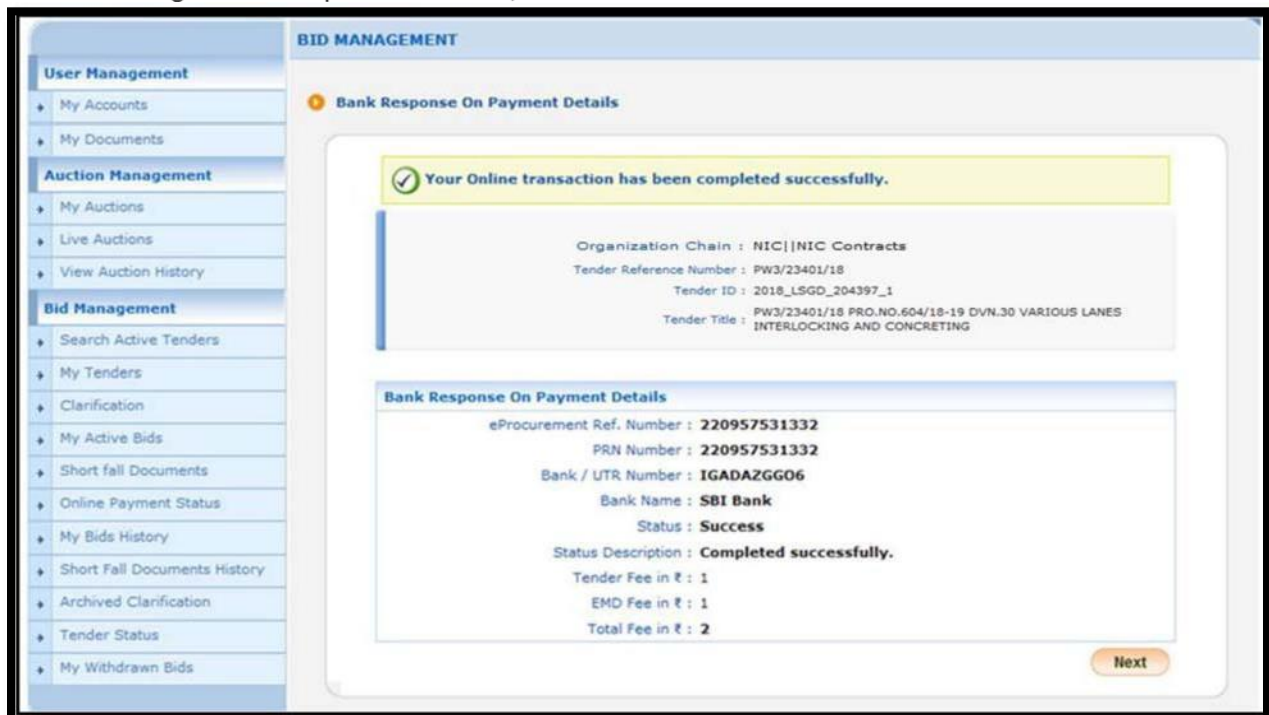
Please Note : For any transaction related queries, please contact the merchant and quote the Merchant Reference Number mentioned above.

- iii. After, successful payment, system will direct you to payment confirmation page.



- iv. As in below, you will receive bank response immediately by verifying the payment status, whether Success or not. In case, payment was debited from account and further, **Payment Failure** is shown, immediately contact the eProcurement helpdesk, for resolution, before tender closing time.

Click **Next** to go to Bid Preparation details, as in screenshot.



v. Please ensure that the **Pay Online** option is not shown after successful payment, as below, for confirmation. From here, you may proceed with **Encrypt and Upload** to upload tender documents, and further submission process.

**BID MANAGEMENT**

My Tenders » 2018\_KSETM\_203916\_2 » Transaction Message

Organization Chain : NIC||NIC Contracts  
Tender Reference Number : PW3/23401/18  
Tender ID : 2018\_LSGD\_204397\_1  
Tender Title : PW3/23401/18 PRO.NO.604/18-19 DVN.30 VARIOUS LANES INTERLOCKING AND CONCRETING

**Bid Process List**

S.No	Bid Process	Action
1	Profile	

**Bid Payment Details**

S.No	Fee Type	Actual Fee	Exempted Fee	Fee To Be Paid	Paid Fee
1	Tender Fee	1.00 (INR)	0.00	0.00	1.00 (INR)
2	Emd Fee	2.00 (INR)	0.00	0.00	2.00 (INR)

[Encrypt&Upload](#)

### C) NEFT/RTGS

(i) Bidders may choose the type of transaction and proceed for payment.

**SBI ONLINE**

STATE BANK MULTI OPTION PAYMENT SYSTEM

Please Select Appropriate Card Type To Avoid Failures (C.Credit Card Options/D For Debit Card)

**Net Banking**

SBI

Bank Charges:

[Click Here](#)

Other Banks

Bank Charges: 59.0

[Click Here](#)

**Card Payments**

**Other Payments Modes**

NEFT/RTGS

Bank Charges: 0.0

[Click Here](#)

[Cancel](#)

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Site best viewed in IE 10 +, Mozilla 30 +, Google Chrome 30 +

(ii) Please click the check Box to proceed to the payment and click on the Confirm Button.





**SBI**

### Disclaimer Clause

SBI does not have any control over third party websites and accepts no responsibility or liability for any of the material contained on those servers. You will be using such third party websites at your own risk and responsibility and SBI will not be responsible for any loss, damage, costs & charges, direct or indirect incurred by you, arising out of or in connection with your access to the external website or for any deficiency in the products and services of the third party or for the failure or disruption of the website of the third party.

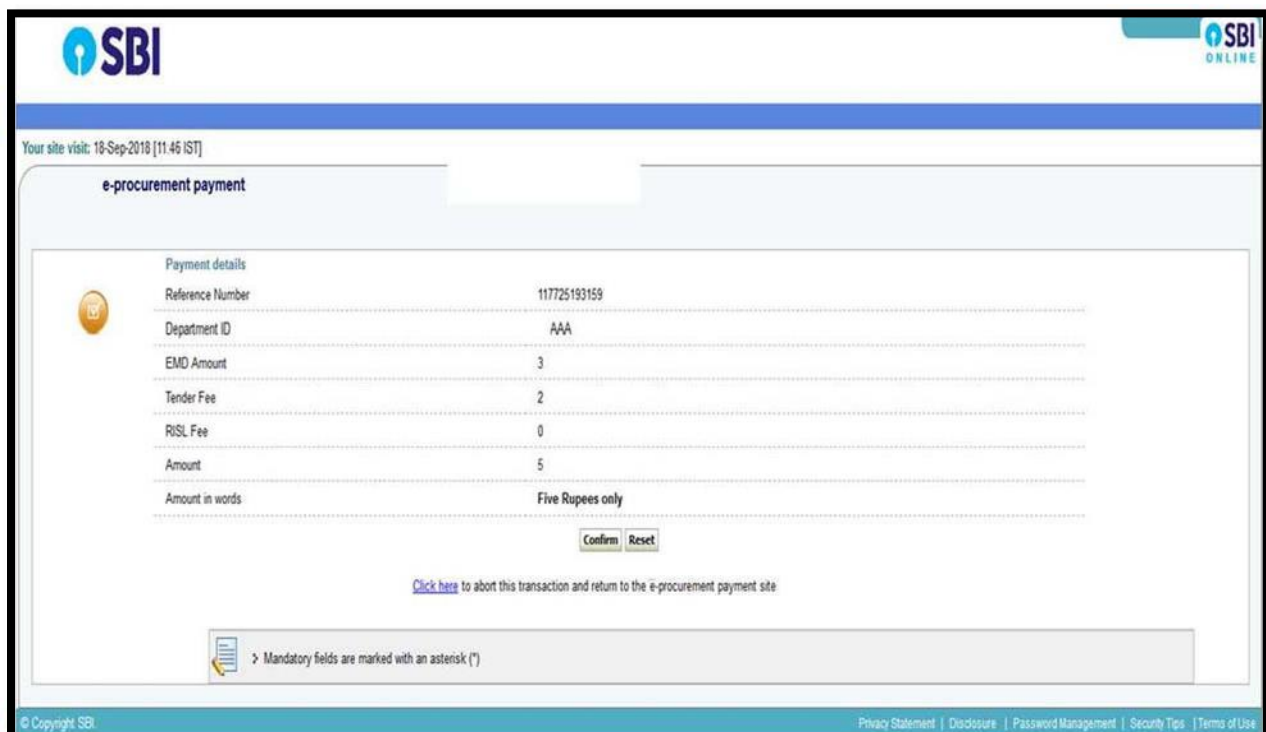
SBI is not in any way liable for the contents of any linked websites or webpages. By integrating with an external website or web page, SBI shall not be deemed to endorse, recommend, approve, guarantee, indemnify or introduce any third parties or the services/products they provide on their websites. Please note SBI is only facilitating the online transaction and will not be a party to any contractual arrangements entered into between you and the provider of the external website unless otherwise expressly specified or agreed to by SBI. Such external websites are governed by their respective policies.

☐ I have read and accepted the terms and conditions stated above.  
(Click Check Box to proceed for payment)

[Confirm](#)

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- (iii) Please ensure that your account has sufficient balance, before proceeding further. After checking the same, Click **Confirm** button as below, to transfer payment.



**SBI** **ONLINE**


Your site visit: 18-Sep-2018 [11:46 IST]

### e-procurement payment

Payment details	
Reference Number	117725193159
Department ID	AAA
EMD Amount	3
Tender Fee	2
RISL Fee	0
Amount	5
Amount in words	Five Rupees only

[Confirm](#) [Reset](#)

[Click here](#) to abort this transaction and return to the e-procurement payment site

 > Mandatory fields are marked with an asterisk (\*)

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- (iv) Click **Confirm** button as below, to transfer payment.

Your site visit: 15-Sep-2018 [11:46 IST]

**e-procurement payment**

Payment details

Reference Number	117725193159
Department ID	AAA
EMD Amount	3
Tender Fee	2
RISL Fee	0
Amount	5
Amount in words	Five Rupees only

[Confirm](#)

> Mandatory fields are marked with an asterisk (\*)

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- (v) The challan is generated after successful transaction.

Your site visit: 15-Sep-2018 [11:46 IST]

**e-procurement payment NEFT/RTGS Form**

Beneficiary Details

Beneficiary Account Number (to be entered as it appears)	PSBGACR3982347
Amount	Rs. 5
Amount In Words	Five Rupees only
Beneficiary Bank	State Bank of India
Beneficiary IFSC Code	SBIN0027676
Name & Address	e-procurement payment
Beneficiary Reference Number	117725193159

**State for Bidders:**

a. The remittance should be within the prescribed time and as per the terms and conditions specified in tender.  
b. Please ensure the correctness of details inputted while remittance through RTGS/NEFT. SBI and Gnt would not be responsible for the transactions rejected due to incorrect details inputted.  
c. For RTGS/NEFT transactions, Date and time at which payment is received in SBI would be relevant for the purpose of determining the issue as to whether payment was received in time or not. Therefore, bidders should make transactions well in advance so as to ensure that the payment reaches SBI before due time for submission of tender.  
d. Bids for which payment is received after closing date time for submission of tender bid would be rejected and would not be considered for further processing. The payment would be returned back to the bank account from which the transaction was made.  
e. Bidders should verify/check the payment status on e-procurement portal. The transaction for which payment is received before bid tender closing date and time would be designated as SUCCESSFUL. In the portal/bidder can connect their bank from which the transaction was made.  
f. Bidders should ensure that tender document fee and EMD are remitted as one single transaction and not separate.  
g. Bidders should ensure that account no. entered during RTGS/NEFT remittance at any bank counter or Internet banking site is the same as it appears in e-procurement remittance form. Bidders should not mistake this account number.  
h. No additional information like bidder's name, company name, etc. should be entered in the account no. column along with account no. for RTGS/NEFT remittance.  
i. Cash or Cheque across the counter in SBI and Associates Bank not allowed and the payment may be treated as invalid and the respective bid is liable to be rejected.  
j. Please advise 178 no. from your remittance bank for your remittance reference.  
k. Please note that this is only a remittance information form and not an acknowledgment of remittance.

**In case the above points are not followed, the payments may be treated as invalid and the respective bid is liable to be rejected.**

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(vi) The Downloaded challan of the e-procurement RTGS/NEFT Remittance Information

e-procurement payment RTGS/NEFT Remittance Information Form	
Beneficiary Details	
Beneficiary Details	
Beneficiary Account Number (to be entered as it appears)	PSEGACPJ8923167
Amount	Rs. 5
Amount In Words	Five Rupees only
Beneficiary Bank	State Bank of India
Beneficiary IFSC Code	SBIN0017676
Name and Address	e-procurement payment
Beneficiary Reference No	117725193159
<b>Instructions for remitting Bank:</b> <p>a. This form is valid for remittance through non-SBI branches.</p> <p>b. Beneficiary account no. is alpha-numeric and case sensitive. It should be entered as it appears above.</p> <p>c. Amount to be remitted should not be higher or lesser and should be the same as shown above.</p>	
<b>Note for Bidders:</b> <p>a. Bidder should ensure that account no. entered during RTGS/NEFT remittance at any bank counter or Internet banking site is the same as it appears in this remittance form. Bidder should not truncate or add any other detail to the above account number.</p> <p>b. No additional information like bidder name, company name, etc. should be entered in the account no. column along with account no. for RTGS/NEFT remittance.</p> <p>c. Account to Account transfers or Cash payments are not allowed and are invalid mode of payments. Hence, this remittance form is to be used only for RTGS or NEFT payment.</p> <p>d. Bidder should ensure that tender document fees and EMD are remitted as one single transaction and not separate. The remittance should be within the prescribed time and as per the terms and conditions specified in tender.</p> <p>e. Please ensure the correctness of details inputted while remittance through RTGS/NEFT. Please also ensure that your banker keys in the Account Number (which is case sensitive) as displayed in this form. SBI and Merchant Bankers should ensure that the details are correctly inputted.</p> <p>f. For RTGS the purpose of remittance should be relevant for the tender. Therefore, bidders should make the remittance before date and time for submission of tender.</p> <p>g. Bids for which Payment is received after closing date/time for submission of tender/bid would be rejected.</p>	

## **INSTRUCTIONS TO THE BIDDER**

### **SECTION A**

#### **1. Purpose and Scope of Tender Document :**

- 1.1 This tender sets of the terms and conditions, general, operational and qualitative requirements to be met for Annual Maintenance Contract for Environmental Support Services (ESS) - Up-Keeping of AAI Staff Colony at Calicut International Airport as per specifications given in Section-B of the tender Document.
- 1.2 The Technical bid will be opened in presence of bidders or their agents in the O/o Manager(HR), Airports Authority of India, Calicut International Airport, Malappuram – 673 647 by duly constituted committee as per dates given in Page 3 and the financial bid shall be opened later for the vendors found to be meeting the technical eligibility criteria. Bidders qualifying the technical bid will be intimated.
- 1.3 AAI reserves the right to vary the quantities mentioned in the schedule of work attached in Section-B to the extent of 25%.
- 1.4 The tender must be valid for a minimum of 90 days from the date following the date of opening of Technical Bid.

#### **2. Tender Document:**

- 2.1. The tender document consists of two Sections. The bidder should go through all these sections (Section-A - General Information and Guidelines; Section-B - Terms & Conditions) of the tender document and must comply with each clause of all the two sections.
- 2.2. The instructions given in the tender document are binding on the bidder and submission of the tender will imply unconditional acceptance of all the terms & conditions by the bidder.
- 2.3. Deviations, if any, from the laid down requirements/specifications shall be brought out separately in the deviation sheets to be attached with relevant section of the tender. The scanned copy of deviation sheet shall be uploaded along with the technical bid documents in E-tender.
- 2.4. Each and every page of submitted tender document including technical documentation should be serially numbered & indexed.
- 2.5. The scanned copy uploaded on the e-tender portal shall be treated as master copy and will be referred during Technical evaluation process.
- 2.6. Only one tender document shall be submitted by a single party either a firm or an individual. The proprietor of more than one company or firm will be considered as single party and one legal entity.

#### **3. Address for Correspondence:**

All completed tender documents and enquiries regarding clarification/interpretation should be uploaded on AAI e-tender portal before the date prescribed in Tender. Enquiries can be made in person or send a copy of enquiries regarding clarification/interpretation by e-mail to the following address:

**The Manager(HR)**  
**Airports Authority of India,**  
**Calicut Airport P.O.,**  
**Malappuram - 673 647.**  
**E-mail : [jerrys@aai.aero](mailto:jerrys@aai.aero) / [tgdevi@aai.aero](mailto:tgdevi@aai.aero)**

#### **4. Eligibility Criteria:**

4.1 Bidder shall submit an undertaking stating its firm or its partners or its Directors have not been black listed or any case is pending or any complaint regarding irregularities is pending in India or abroad, or any Indian State/Central Governments Departments or Public Sector Undertaking of India or a semi-governmental, body owned and/or controlled by govt.

4.2 **Experience:** Bidder should have satisfactorily completed at least one work costing not less than **6,09,501/-** (25% of estimated cost) pertaining to Environmental Support Services (Up-keeping of residential buildings or non-residential buildings, Airports, Railway Station etc. during the last 7 years as on the date of publishing in NIT.

4.3 The bidder should have valid PAN, GST registration, PF Registration, Contract Labor Registration and ESI registration.

4.4 The bidder shall possess the required tools, manpower, etc. required for execution of the schedule of work in the tender.

4.5 Date of publishing of NIT in AAI site will be taken as reference for assessing the eligibility criteria.

4.6 The tenderers are advised to inspect and examine the site and satisfy themselves about the nature of work before submitting the tender. A tenderer shall be deemed to have full knowledge of the site, whether they inspect or not and no extra charges consequent upon any misunderstanding or otherwise shall be allowed or paid.

**5. Certificates to be submitted:** E-Tender shall consist of two Bid Process, technical bid and financial bid process. Concessions to the bidders registered with MSME/NSIC, shall be applicable as per the directives of Govt. of India. However, bidders shall be allowed to submit their tender, Technical & Financial bids only after paying Tender Processing Fee. Concessions to Indian Micro & Small Enterprises (MSEs) units registered with DIC/NSIC/KVIC/KVIB/Directorate of Handicraft and Handloom etc, to be given as per the provisions of Public Procurement Policy for MSEs order 2012 with upto date amendments, shall be applicable for tenders of supply/services.

The documents and certificate that are to be submitted in the two stages are mentioned separately below:

**5.1. The vendor shall scan and upload the documents in Sl. No. 5.1.1 to 5.1.11 in e-portal for Technical Bid.** The documents shall be digitally signed. Original documents submitted online at AAI e-portal during technical bid submission shall only be accepted for verification.

5.1.1 Bidder or agencies are required to produce documentary evidence in support of their claim for having the experience of stipulated value of works as mentioned under Para 4.2. These certificates should be issued by the end user agencies for whom the works have been carried out and endorsed by the bidder. Certified English translation shall be enclosed if language is other than English. Such performance/experience certificates should clearly indicate the following:

5.1.1.1 Value of order or contract,

5.1.1.2 Scope of order or contract,

5.1.1.3 Order or Contract No., Award date

5.1.1.4 Order or Contract Completion date.

5.1.1.5 That the works have been carried out satisfactorily.

5.1.2 Duly filled "Unconditional acceptance of tender conditions (Annexure - I)". Non submission of this document shall result in rejection of tender submitted by the bidder.

5.1.3 Valid PF Registration, GST Registration and ESI registration.

5.1.4 Bidder firm shall submit/up-load an undertaking stating its firm or its partners or its directors have not been black listed or sub-judice in India or abroad, or any Indian State/Central Governments Departments or Public Sector Undertaking of India. (Annexure – V)

5.1.5 Bidders shall provide copy of the Permanent Account Number (PAN).

5.1.6 Bidder firm shall submit/up-load scanned copy of receipt for online payment of Tender Processing Fee and EMD

5.1.7 Bidder firm shall submit/up-load scanned copy of NSIC / MSME Registration and the form denoting monetary limit if the firm is availing the benefits of NSIC/MSME Registration.

5.1.8 Bidder firm shall submit/up-load a scanned copy of 'Undertaking' regarding Evasion of GST Act on Company's Letter Head (Annexure VI) & Minimum wages affidavit on Company' Letter Head (Annexure VII).

5.1.9 Bidder firm shall submit/up-load signed Tender Document with the compliance statement for section-A – Instruction to the Bidder and Section-B General Terms and conditions complete in all respect.

5.1.10 Tenderer should deploy sufficient manpower and machinery as per the requirement of work in to achieve overall maintenance of the area. Tenderer shall submit scanned copy of 'Undertaking' on company's Letter Head (Annexure II).

5.1.11 Companies other than proprietary firm shall submit, scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney. Proprietary firm shall submit scanned copy of Authorization Letter/Power of Attorney only if the tender is processed by a person other than proprietor.

## 5.2 "Financial Bid" will contain the following:

5.2.1 The Financial Bid document as per format given in Sample Financial Bid (Annexure-3) shall be filled as per instruction as given in E-tender Portal.

5.2.2 Price break-up indicating Taxes and duties etc should be indicated. Price bid should be submitted strictly as per the Performa in e-tender portal, only in the financial bid and NOT in technical bid. The bid shall be liable to rejection if the price/financial bid is uploaded anywhere other than the Financial Bid.

5.2.3 AAI shall pay the taxes and duties indicated in (Annexure-3). Nothing extra shall be paid by AAI on account of non-inclusion of any cost component for the purpose of calculating taxes.

5.2.4 Deviations in Statutory Taxes shall be payable by AAI as per the terms and conditions defined under tender clause (Taxes and Duties). No additional price break up is permitted.

**5.2.5 After opening the Financial Bid, if it found that the quoted bid amount is lower than the estimated cost by more than 25%, clarification shall be sought from the lowest bidder to justify the detailed cost/price analysis/ breakup of the bid vis-a-vis ensuring quantity and quality of the work, which shall further be scrutinized by a duly constituted committee. In case the committee recommends rejection of the bid after scrutiny/analysis the bid shall be rejected and the bidder shall be blacklisted from participating in all tenders of AAI for a period of 02 years w.e.f. the last date of submission of the tender, after extensions, if any.**

## 6. Opening of Tender Documents:

6.1 AAI shall open Technical Bids as per scheduled Tender Opening Date and Time. Authorized representatives of AAI shall download all the up-loaded documents against Technical Bid and evaluate bids for Technical Eligibility. Interested Bidders may remain present at the venue i.e. AAI's premises during the opening of Technical or Bidders can

monitor the Technical Bid opening process On-line.

- 6.2 Technical Bids of bidders shall be scrutinized by AAI to ensure whether the same are in conformity with the eligibility, operational requirement & technical specifications. Bidder should provide complete information to substantiate compliance of the technical specifications listed in the tender. In case of incomplete compliance statement or inadequate information, tenders shall be finalized on the basis of the information available. It shall, therefore, be in the bidders' interest to give complete and comprehensive technical particulars, description and details while submitting the bid.
- 6.3 AAI may seek clarifications on technical details or any other information deemed necessary. The queries raised should be replied positively within the time specified, failing which the evaluation will be done on the basis of the information available.
- 6.4 The bidder shall not make any 'suo-moto' changes in the specifications.
- 6.5 Price Bid, only for the bidders found technically qualified by AAI shall be opened. Date and Time of opening of Price bid shall be notified to successful bidders through AAI's e-Procurement Portal. Bidders may present at the venue during opening of Price bid or can monitor On-Line the bid opening process. The Price shall be quoted in Indian Rupees only. Only price bid in the format indicated in e-tender portal shall be considered for the purpose of evaluation.
- 6.6 It may be clearly understood and noted that in Price Bid of the tender document is for pricing alone. No condition, whatsoever, should be stipulated in this part. Everything that the bidder has to say, regarding tender, other than pricing should be stated only in Technical Bid of the tender. If any conditions are stipulated in the Price Bid of the tender, the tender is liable to be rejected.
- 6.7 All changes, alterations, corrections in the bid shall be signed in full, with date, by the person(s) signing the bid. Erasure and/or overwriting on correcting fluid are not permissible.
- 6.8 Tenders, in which any of the particulars and prescribed information are missing or are incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non responsive and are liable to be rejected.
- 6.9 No correspondence shall be entertained from the bidders after opening of Price Bid of the Tender. Date of acceptance and opening of tender can be extended on sole discretion of the Airport Director.
- 6.10 Terms and conditions if any, related to Price Bid. Deviations if any from the laid down requirements of this tender shall be prepared indicating the para number and page number of the Tender document.
- 6.11 Tenders once submitted/uploaded shall be final and no amendment thereto shall be permitted. One bidder shall submit only one tender.

## **7. Comparison and Evaluation of Tenders**

- 7.1 The tenders received and accepted will be evaluated by AAI to ascertain the complete scope contained in the tender document. The objective of the evaluation is to select a bidder that can provide the desired service with maximum efficiency and quality and meeting the Technical requirements defined in Section "C".

- 7.2 In the evaluation of tenders, the overall quality and economy of the system offered will



be kept in view. Such offers which necessitate, additional expenditure required to be made by AAI may have to be loaded to make the offer compatible with the tender document requirement.

7.3 Tenders meeting Technical bid criteria as specified herein shall only be informed and considered for opening and evaluation of Price bid. However, tenders not meeting Technical bid criteria shall be informed.

7.4 The tenders found technically acceptable shall be compared on the basis of price quoted by the bidders for the entire scope of proposal. The amount indicated in the pricing schedule will only be taken for price comparison. While evaluating the Tenders, the total cost inclusive of All Taxes will be considered. GST has to be shown separately. Bidders may consider all Indian/ Kerala state Tax Laws / work contract Tax/GST as applicable to this Tender while Quoting the price.

## **8. Rejection & Return of Tender:**

8.1 Airports Authority of India (hereinafter abbreviated as AAI) reserves the right to reject any or part of tender without assigning any reason. The un-opened price bids for the bidders which do not technically qualify to participate in price bid opening shall be returned back after finalizing the award of tender, if requested by the bidder. AAI also reserves the right at its sole discretion not to award any order under the tender called. AAI shall not pay any cost incurred in the preparation and submission of any tender or any cost incidental to it.

8.2 Tenders, in which any of the particulars and prescribed information is vague, missing or is incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non-responsive and are liable to be rejected. 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 forfeit the Earnest Money Deposit. AAI reserves the right to debar such bidders to participate in future tender.

8.3 The information contained in the tender should be comprehensive and to the point. The tenders containing information other than sought, with a motive to confuse or delay the finalization process are likely to be rejected.

8.4 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.

8.5 Should a bidder have a relation or relations employed in the capacity of an officer of AAI, the authority inviting tender shall be informed of the fact along with the offer, failing which AAI, at its sole discretion may reject the tender or cancel the contract and forfeit the Earnest Money Deposit.

8.6 Non submission of any of the aforesaid documents or, submission of any of the aforesaid documents in a manner which is in non-conformance with the relevant clause of the tender document may result in rejection of tender.

## **9. Award of Contract**

9.1 The acceptance of the tender will be intimated to the successful bidder by issuing

letter of intent. On receipt of letter of intent successful bidder shall send unconditional acceptance of letter of intent to The Airport Director, Airports Authority of India, Calicut International Airport, Malappuram – 673 647 within Ten working days of issue of letter of intent through Fax / Courier / by authorized representative or as deemed appropriate, failing which it shall be construed that he is not interested in the offer and hence not accepted the letter of intent unconditionally.

9.2 AAI shall issue the work order to successful bidder on receipt of acceptance of letter of intent. Successful bidder shall return one copy of work order within seven working days as a confirmation to acceptance of terms and conditions of purchase order duly signed by him on each page of the order.

9.3 AAI shall be the sole judge in the matter of award of contract and the decision of AAI shall be final and binding.

**10. Execution of Works:** The works shall be carried out under the supervision of the HR In-charge, Airports Authority of India, Calicut International Airport (as mentioned under ultimate consignee) or the nominated project officer as the case may be, according to the terms and conditions of the contract.

**11. Formats and signing of bid:** 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 in proper format accompanying the bid shall indicate the letter of authorization. The person or persons signing the bid shall sign all pages of the bid, except for printed literature. The bids submitted shall be in proper readable format, encrypted as per e-tendering portal requirements. Standard Printed terms and conditions of the company other than the NIT conditions shall not be considered.

**12. Declaration:** The General Information and Guidelines given in the Tender Document are hereby accepted unconditionally and shall be complied with.

Signature of Bidder

Name: .....

Telephone: .....

Fax: .....

E-mail : .....

Stamp : .....

## Section B

### **GENERAL TERMS & CONDITIONS**

#### **1. Payment terms:-**

- a. The contractor shall pay to labor employed by him wages not less than minimum wages and Bonus as per section 10 of Bonus Act, as defined in the provisions of the Contract Labor (Regulation and Abolition) Act, 1970, the contract labor (Regulation and Abolition) Central Rules, 1971, wherever applicable and as per Govt of India Minimum Wages Act, 1948 (11 of 1948), of the Government of India in the Ministry of Labor and Employment and Kerala State Government/ Kerala Minimum Wages Notification.
- b. The salary payment to the Employees by the contractors shall be made before 7<sup>th</sup> of every month through NEFT only. The copy of the Bank statement consisting of the transaction may be produced. (The payment of minimum wages as mentioned in above para along with the proportionate eligible Bonus portion will be verified and certified by AAI official.)
- c. The payment to the contractor by AAI shall be made on Monthly basis after the production of bill, subject to satisfactory performance and compliance of all applicable statutory requirements. The following receipts of payments shall be submitted to AAI for verification at the time of submission of bills. Payment will be made only after verifying these documents.

(The time to time increase in the minimum wages after commencement of ESS Contract will be borne by AAI provided it is claimed by the Contractor with the supporting documents / Ministry order, by considering the minimum wages at the time of ESS Contract commencement as the base value. No increase in the Profit margin to the contractor will be permissible.)

- d. The receipt for payment towards EPF and ESI for the Employees should be submitted.  
  
(ESIC @ 3.25 % and EPF @ 13% on the minimum wages, paid to the statutory authorities by the contractor shall be reimbursed on submission of documentary evidence. Any changes made by government on ESIC and EPF % will be made effective on production of the official order.)
- e. Income Tax or any other tax applicable shall be governed by the Government policies and be deducted at source at the rate in force at the time of payment. In case of any such deduction, the necessary certificate in due shall be provided by AAI.

#### **2. Award of ESS Contract:** AAI at its sole discretion awarding the ESS Contract and AAI may also at its sole discretion to terminate contract.

#### **3. Renewal of the Contract:** It shall be the responsibility of AAI to renew the ESS contract before the date of expiry of the contract. If not renewed on regular or temporary basis before the expiry of the contract then the contractor shall not be responsible for provision of services during the intermediate period when no maintenance contract is applicable. If the contract is extended temporarily then the pro-rata payment for actual period of

extension shall only be made to the contractor on fulfillment of other payment conditions as applicable in the contract.

**4. Termination of ESS Contract:**

- The ESS Contract can be terminated either by AAI or contractor with notice of three months. However, AAI reserves the right to terminate without notice period due non-compliance / mis-conduct if any noticed.
- AAI shall terminate the contract and takeover the system maintenance at any time without notice, in case the services are not found satisfactorily. Under such conditions, all the defects shall be rectified at the risk and cost of contractor.

**5. Price:** ESS Contract rate should be quoted as per the BOQ format in E-Tender portal. No Deviation in the given format is acceptable. The rate quoted per month shall be inclusive of all statutory levies.

**6. Taxes:**

- The State Government has started levying the KVAT/Service Tax/GST/Work contract Tax etc. The contractor is advised to get himself fully appraised to the financial implications while offering his rates. No claim whatsoever will be entertained in this regard at a later stage. Mandatory deductions will be deducted from the monthly payment.
- In addition, bidder shall be responsible for payment of all Indian duties, levies and taxes lawfully assessed against bidder for both corporate and personal Income and also all other taxes etc. relevant and applicable in respect of his property. Successful bidder shall arrange the Tax withholding order well in advance before claiming payment otherwise AAI will deduct the applicable tax at source as per prevailing rules.
- Successful bidder is required to produce Government of India notification towards taxes prevailing at the time of opening Technical Bid versus time of supply of the items while seeking claim towards increase in statutory taxes in India/State of India.
- In case no payment is claimed by the bidder towards increase in statutory taxes, a certificate/undertaking is required to be given by bidder that statutory tax has not decreased during the period between date of opening Technical Bid & date of supply of the items. Any decrease in statutory taxes between the above said period shall be passed to AAI while claiming payments.

**7. Advance:** No advance payment shall be made to the contractor. However, Monthly payment shall be made by AAI against the bill for the actual work done by the contractor after making statutory deductions including security deposit income tax etc. Security deposit shall be released after 3 (three) months from the date of expiry of the contract.

**8. Penalties:** The contractor will be penalized for the poor maintenance as follows:

- a. **Absence of ESS – Up-Keeping service staff:** Rs.1000/- per day will be charged if the maintenance staff is found absent that particular day.
- b. **For unattended ESS maintenance work:** All complaints have to be attended and rectified within 02 working days. In case the contractor requires more days for rectifying a complaint, the approval for the same shall be sought from the Competent Authority. Failing to rectify complaints within 02 working days shall attract a penalty at the rate of Rs.500/- per day will be recovered, subject to a maximum of Rs.2,000/- per week. A Complaints Register in required format, as stipulated by the Competent Authority, shall be maintained at the Colony premises for monitoring this.

**9. Rates Quoted:**

- The rates quoted in the tender shall remain valid for a period of 90 days from the date of opening of Technical bid.
- The rates once approved shall be final and no escalation; deviation shall be accepted under any circumstances except in the cases of any changes in Minimum Wages Act, PF and ESIC Act in the manner as stipulated in this tender document.

**10. Security Deposit:**

- The bidder, whose tender is accepted, shall within 30 calendar days of the issue of letter of acceptance of the bid, shall submit a security deposit of 10% (Ten Per Cent) of the total price to AAI in the form of a demand draft from a Nationalized Bank under the Reserve Bank of India (RBI) Schedule, in favour of Airports Authority of India, payable at Calicut International Airport.
- The Security Deposit shall be valid for three months beyond the contract or shall remain valid as per provisional extension granted by AAI. If the agency fails to extend the validity of the Security Deposit, the same shall be forfeited with or without notice.
- Security Deposit will be returned to the successful bidder at the end of the period of liability without interest.

- 11. Requirements: Total 05 manpower** is required for ESS Up-keeping (Colony area) works. The unskilled person deployed for the work shall not be aged lesser than 18 years and more than 55 years. He/she shall have good health. The Contractor shall use sufficient quantities of environment friendly Cleaning & Sanitation solutions with ECO MARK as recommended by Bureau of Indian Standards (BIS) and deploy sufficient number of trained personnel to maintain the required level of up-keeping & maintenance to the satisfaction of In-charge. Rate to be inclusive of all these. Following are the minimum monthly requirements of Consumables to be used. However, Contractor may have to bring the materials / consumables in excess of the one mentioned below on need basis at no extra Cost. Decision of the In-charge is final and binding on the Contractor. Consumables indicated below are required to be deposited in advance in the beginning of every month

with the notified officer of AAI, who in turn shall issue the Consumables to the Contractor for daily use.

**LIST OF EQUIPMENTS. MATERIALS.CONSUMABLE ETC. TO BE USED**

Sl. No.	Materials	Total Qty.
1	Hard Broom (Ordinary)	24
2	Hard Broom (Long Handle)	12
3	Soft Broom	12
4	Cob web Broom	2
5	Waste Basket (Big - Plastic)	3
6	Garbage Bag (packets of 15 each)	60
7	Hand Gloves	6 pair
8	Plastic Dust Pan (Big)	8
9	Plastic Bucket (15 ltr.)	8
10	Plastic Mug (1 ltr.)	8
11	Wiper (Big)	2
12	Toilet Brush	2
13	Toilet Cleaner	12
14	Trolley for shifting garbage	1
15	Grass cutting machine	1
16	Axe (small) for pruning	1
17	Branch cutting knife	1
18	Drainage cleaners & Misc. items (including broom, spade, pick axe, water hose etc.)	1 each or on need basis

In the event of less consumption to the extent of -10% than what is mentioned above, necessary recoveries against the item less consumed shall be effected at market price. Similarly, if the consumption exceeds the quantity/materials what is mentioned above, AAI shall not pay anything extra towards excess consumption. Contractor shall not have any claim whatsoever in this regard and the decision of the work In-charge is final and binding on the Contractor.

Area for up-keep has been arrived based on the present area which is now in use. So also, the quantities of consumables, mentioned above. In the event of any reduction in scope of work arising out of non-availability of the area for carrying out any repairs and modifications or due to any other reasons, incase, the area calculated above is reduced, measurement for that areas shall not be included for payment. Necessary reduction in quantities of consumables shall also be notified. Thereafter, Contractor could bring the consumables accordingly. Decision of In-charge with regard to any reduction under the circumstances mentioned above shall be final and binding on the Contractor. No claim whatsoever shall be entertained on this account.

**12. Replacing the contract person:** The contractor is liable to replace the contract person on the directives of AAI in the following conditions:

- a) If the person is not proficient enough to the requirement of the work.
- b) If the person is misbehavior is of doubtful character/integrity or if any criminal case is pending or contemplated.
- c) If the person acting against the interest of AAI.
- d) If the person is not punctual or irregular.
- e) If the output of the person is not to the expectation of AAI.

The decision/assessment of AAI Colony Monitoring Committee on this matter will be final and binding.

**13. Safety Regulation:** In respect of person engaged directly and indirectly on the work, the successful tenderer (hereinafter called contractor) at his own expense will have to arrange the safety provisions to comply with the statutory regulation and CPWD safety codes for the persons deputed for the work. AAI shall not be responsible for any non-compliance.

**14. PF contribution:**

- Contractor should have Valid EPF Registration number. Certificate to this effect has to be produced.
- The contractor shall register himself with labor licensing authority and obtain labor license number in this regard. The payments towards PF shall be paid by the contractor directly to the concerned governing bodies as per existing rules. The receipts of payments shall be submitted to AAI for verification at the time of submission of bills.

**15. ESIC contribution:**

- Contractor should have Valid ESIC Registration number. Certificate to this effect has to be produced.
- The contractor shall obtain ESIC registration or ESIC's workmen compensation policy as applicable as per the prevailing labor legislation for workmen engaged for the work within a month from award of work.



## **16. Other Requirements:**

- It shall be the sole liability of the contractor (Including the contracting firm/company) to obtain and to abide by all necessary licenses/permission from authorities concerned as provided under the various labor legislation including the labor license obtained as per the provisions of the contract Labor Act,1970.
- Contractor has to maintain the record for labor wages in the prescribed Performa.
- The contractor shall be responsible for the following points during period of contract:-
  - a. The contractor will be bound by the labor laws, industrial rules and the contract labor (Regulation and abolition) act 1970 with up to date amendments.
  - b. The minimum rates of the wages of the staffs shall be payable as per the minimum wage Act 1948 and as per the notification of the regional labor commissioner (Central / State) from time to time.
  - c. Maintaining of all the records of workers deployed for the works as per contract labor (regulation) and abolition act 1970.
  - d. The payment to the workmen engaged by the contractor has to be made on or before 7<sup>th</sup> of every month through e-payment.
  - e. The contractor has to maintain the wage register for his employees and has to be produced for verification of the principal employer (AAI) as and when required.

## **18. Arbitration and Laws:**

- Indian laws shall govern this contract.
- Except where otherwise provided for in the contract, all questions and disputes relating to the meeting of the specifications, designs, drawings, and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works, or the execution or failure to execute the same whether arising during the progress of the work or after the completion or abandonment thereof shall be settled within thirty (30) days (or such longer period as may be mutually agreed upon) from the date that either party notifies in writing that such dispute or disagreement exists. Provided that any dispute that remains unresolved shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996. The venue of Arbitration shall be in Calicut, India. The arbitration award shall be final and binding upon the parties and judgment may be rendered thereon, upon the application of either party, by any court having jurisdiction.

## **19. Force Majeure:**

a. Force majeure is here in defined as any cause which is beyond the control of the contractor or the purchaser as the case may be which could not be foreseen or with a reasonable amount of diligence could not have foreseen which substantially affect the performance of the contract such as Act of Government including but not limited to war declared or undeclared priorities, quarantines, embargoes, provided either party shall within fifteen days from the occurrence of such cause notify the other in writing of such cause. In this context the decision of AAI is final.

b. The contractor shall not be liable for delays in performing his obligations resulting from any force majeure clause as referred to and or defined above. The date of completion will subject to herein after provided, to extended by a reasonable time

20. AAI reserves the right to extend the ESS contract before the expiry of contract if required.

The terms and conditions given under Section-B - General Information and Guidelines are hereby complied and agreed.

Signature of Bidder

Name : .....

Telephone : .....

Fax : .....

E-mail : .....

Stamp : .....

### **SCOPE OF WORK FOR ENVIRONMENTAL SUPPORT SERVICES (UP-KEEPING) OF AAI STAFF COLONY AREA AT CALICUT INTERNATIONAL AIRPORT.**

1. The areas specified in the schedule shall always be maintained neat and clean.
2. The Contractor shall procure sufficient quantities of branded cleaning material in advance and store near the work premises. The in-charge shall have the right to check the quality and quantity held in the stock of contractor.
3. The Contractor shall comply with the security rules and regulations being enforced from time to time at the work place.
4. The AAI shall not provide any equipment, cleaning equipment/consumables etc.
5. Before start of work, the Contractor shall submit the detailed plan of the frequency of above proposed cleaning and manpower per shift so as to ensure that all the above specified cleaning and up-keeping jobs are carried out to the entire satisfaction of in-charge or his authorized representative. The decisions of the in-charge shall be final and binding on the Contractor.
6. The Contractor shall deploy sufficient manpower to ensure the cleanliness of the areas mentioned in the work. The status of manpower deployed in each shift should be intimated to the officer-in-charge of work.
7. The work shall be carried out on 6 days in a week and no interruption in proper maintenance is allowed ensuring 5 workers on all the 6 days in a week working in General Shift.

#### **SCHEDULE OF MINIMUM WORKS TO BE EXECUTED**

Sl. No.	Description	Qty	Scope of work	Frequency of work
1	APD- Residence-Surroundings	1 Block	Sweeping of surroundings in a neat and tidy manner including car shed	Daily (Inside the entire compound and approach road)
2	A-Type quarters-Surroundings	4 Block	Sweeping of surroundings in a neat and tidy manner	Daily
3	B1-Type quarters-Surroundings	4 Block	Sweeping of surroundings in a neat and tidy manner	Daily
4	B2-Type quarters-Surroundings	8 Block	Sweeping of surroundings in a neat and tidy manner	Daily
5	C-Type quarters-Surroundings	3 Block	Sweeping of surroundings in a neat and tidy manner	Daily
6	D-Type quarters-Surroundings	2 Block	Sweeping of surroundings in a neat and tidy manner	Daily
7	Children's parks	2	Sweeping of surroundings in a neat and tidy manner.	Daily
8	Indoor stadium-Surroundings & inside	1	Sweeping of surroundings in a neat and tidy manner & plain water wash inside.	Weekly

Annual maintenance contract for ESS(Up-Keeping) of AAI Staff  
Residential Colony

9	Shuttle court (outdoor)	1	Sweeping of dust in a neat and tidy manner.	Daily
10	AASRC-Inside	1 Block	Dusting, moping, cobweb removing, Toilet cleaning and general Up-keep.	Daily
11	AASRC-Surroundings	1 Block	Sweeping in a neat and tidy manner.	Daily
12	Main road through colony	1	Sweeping in a neat and tidy manner.	Daily
13	Approach road to Quarters	1	Sweeping in a neat and tidy manner.	Daily
14	Vehicle parking sheds at colony	25	Sweeping inside the sheds in a neat and tidy manner.	Monthly once
15	Stair case-Quarters	21 Block	Cobweb removal & Plain water wash.	Fortnightly
16	Conveyance waiting shed	1	Sweeping inside and surroundings in a neat and tidy manner.	Weekly
17	Burning of tree leaves/ branches/Paper waste etc.	1	Burn the items by keeping a distance from each block for avoiding any disturbance to the occupants.	Daily / As required
18	Security hut near colony gate	1	Sweeping of surroundings in a neat and tidy manner.	Daily
19	Removal & proper burial of dead body of animals & birds	1	Immediate removal and Proper burial by keeping a distance from quarters for avoiding any disturbance to occupants.	As and when detected
20	The grass/bush cutting in and around the entire colony. (upto Airport school)	17500 m <sup>2</sup> (approx.)	The grass & bushes shall not be allowed to grow not more than 1 inch at no time/any season	Fortnightly
21	Pruning of branches of trees and related works	1	The branches of the trees shall not obstruct/disturb the vehicle/people movements and overhead cables. The cut branches of the trees shall be moved to an isolated area and destroyed/burned.	Monthly
22	All Quarters	87 Nos.	1. Picking-up non bio-degradable waste from the door step of each quarter and dumping at the earmarked position available at the plant. 2. Ensuing smooth flow of drainages.	Daily.
	<b>Minimum workers required daily</b>	<b>05</b>		

## **SECTION-C**

### **GUIDELINES FOR FILLING THE FINANCIAL BID**

The contractor shall quote the rates very carefully in financial Bid considering current rates of minimum wages & all statutory requirements as per above. Quoted rates by the firm shall include the following cost components.

- a. Total cost including the minimum wage to be paid to all the laborers employed (should not be less than minimum wages rates applicable).ESS-UP-Keeping of AAI Colony area personnel are in the category of Un-Skilled labor as per the Gazette Notification dated 27.10.2020 and Malappuram is classified as Area B.

(The time to time increase in the minimum wages after commencement of ESS will be borne by AAI provided it is claimed by the contractor with the supporting documents/ Ministry order, by considering the minimum wages at the time of ESS commencement as the base value. No increase in the Profit margin to the contractor will be permissible.)

- b. Total Cost of PF contribution for total manpower @ 13% on minimum wages per year for each worker.

- c. Total cost of ESIC policy premium for total manpower @ 3.25% per year for each worker.

(ESI and EPF paid to the statutory authorities by the contractor shall be reimbursed on actual basis on submission of documentary evidence along with the bill of the subsequent month. Any changes made by government on ESIC and EPF contribution will be made effective on production of the official order.)

- e. Profit and overhead charges

- f. Statutory levies/Taxes as applicable.

After opening the Financial Bid, if it found that the quoted bid amount is lower than the estimated cost by more than 25%, clarification shall be sought from the lowest bidder to justify the detailed cost/price analysis/ breakup of the bid vis-a-vis ensuring quantity and quality of the work, which shall further be scrutinized by a duly constituted committee. In case the committee recommends rejection of the bid after scrutiny/analysis the bid shall be rejected and the bidder shall be blacklisted from participating in all tenders of AAI for a period of 02 years w.e.f. the last date of submission of the tender, after extensions, if any.

The contractor has to produce the copy of challan of the PF, ESI premium paid to the concerned regulating bodies, Bank transaction statement of minimum wage paid for each month to their staff at the time of submission of bills. No payments shall be made to the firm without submission of these documents.

The contractor has to produce details of maintenance carried out as per the maintenance schedule for the preventive maintenance work in each month as per AAI norms and instructions of engineer-in-charge in the first week of successive month before submission of bill.

**ANNEXURE-I**

**UNCONDITIONAL ACCEPTANCE LETTER**

To  
The Airport Director,  
Airports Authority of India  
Calicut Int'l Airport  
Calicut-673647

(To be submitted in Cover A)

Sub: Acceptance of Terms and Conditions of Tender.

Ref: E-Bid No.: 2022\_AAI\_108922

Name of work: AMC for Environmental Support Services (Up-Keeping) of AAI Staff Colony area at Calicut  
International Airport for 2022-2024

Sir,

1. The tender document of AAI for the above mentioned work have been downloaded from AAI website/ Central Public Procurement Portal (eprocure.gov.in) 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 Airport Director, AAI, Calicut International Airport, Malappuram/ AAI website/ Central Public Procurement Portal (eprocure.gov.in) 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.
3. It is certified that after unconditionally accepting the tender document in its entirety, it is not permissible to put any remarks/conditions (except unconditional rebates on quoted rates if any) in the tender. In case any provisions of this tender are found violated after opening the bids, 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. I/We have not paid/will not pay any bribe to any official of AAI for awarding this contract at any stage during its execution or at the time of payment of bills and further if any official asks for any bribe/gratification, I/We will report it to the appropriate authority in AAI.

Yours faithfully,

Signature of the bidder with seal

Date:

**ANNEXURE-II**

**UNDERTAKING ON SUFFICIENT MANPOWER AND MACHINERY**

**(TO BE SUBMITTED IN COVER - A)**

**To be submitted on letter head of contractor in Cover - A**

**Name of work: AMC for Environmental Support Services (Up-Keeping) of AAI Staff  
Residential Colony area at Calicut International Airport.**

The tender document for the above work has been sold to me by Airports Authority of India and in addition to entire tender conditions of above work. I/We hereby give undertaking as below:

If my/our offer is accepted and work will be awarded to me/us:

- a. I/we shall be engaging the required numbers of un-skilled maintenance persons and sufficient machinery as per the requirement of work in to achieve overall maintenance of the area.
- b. I/We shall strictly follow all regulations and the prevailing rules/instructions of the labor regulating authority and other statutory regulating authority pertaining to the all labor issues such as wages, facilities, and other labor welfare.
- c. I/we shall be fully responsible for any complaint/dispute relating to labor issues in labor court/civil court/in front of any other regulatory body and I/ We will settle all such issues/matters ourselves without involving Airports Authority of India. Contractor will indemnify the AAI if any expenditure is incurred by AAI for any default on part of the Contractor.

Yours faithfully,

Signature of the bidder with seal



**ANNEXURE-III**

**(Sample Financial Bid – actual to be filled in e-tender portal)**

**Name of work: ANNUAL MAINTENANCE CONTRACT FOR ENVIRONMENTAL  
SUPPORT SERVICES (Up-Keeping) OF AAI Staff Residential Colony at  
Calicut International Airport for 2 year.**

<b>Sl No</b>	<b>Description of Work</b>	<b>Rate per month  A</b>	<b>Quantity  B</b>	<b>Amount  (In figures) (rate for 24 months)  C=AxB</b>
<b>1</b>	Monthly Charges for Annual Maintenance Contract for Environmental Support Services(Up-keeping) of AAI Staff Residential Colony at Calicut International Airport in NIT including all costs for engaging 5 unskilled person {Amount including wages (which shall not be less than the minimum wages as per minimum wages act), overtime, cost of mobilization of manpower, tools, machinery, cost of cleaning material, uniform, all statutory components, Overhead charges and/ or profit margin}.		24 months	
<b>2</b>	<b>GST @ 18% ( of Total amount)</b>		I No.	
	<b>Total</b>			

**( total Rupees... ..only)**

### **INSTRUCTION TO QUOTE FINANCIAL BID**

- 1)** The Minimum wages for Un-Skilled labor is taken as Rs.546.00 per day at Malappuram District, Kerala (Category of Un-Skilled labor as per the Gazette Notification dated 27.10.2020 and Malappuram is classified as Area B). The contractor has the liberty to pay higher pay (But not lesser than the minimum wages) as per his recruitment policy though AAI will be reimbursing only the Minimum Wages as defined by the statutory organization.
- 2)** Presently the Minimum Bonus 8.33% of the wages paid on the minimum wages paid per year. The bonus paid will be reimbursed on production of payment details.
- 3)** The time to time increase in the minimum wages after commencement of AMC will be borne by AAI provided it is claimed by the contractor with the supporting documents/ Ministry order, by considering the minimum wages at the time of AMC commencement as the base value. No increase in the Profit margin to the contractor will be permissible.
- 4)** The ESI and EPF contributions on the part of employer in respect of this contract shall be paid by the contractor. These contributions on the part of the employer paid by the contractor shall be reimbursed.
- 5)** The contractor shall comply with all the provision of the Minimum Wages Act, 1948, and Contract Labor (Regulation and Abolition) Act, 1970 amended from time to time and rules framed thereunder and other labor laws affecting contract labor that may be brought into force from time to time.
- 6)** **After opening the Financial Bid, if it found that the quoted bid amount is lower than the estimated cost by more than 25%, clarification shall be sought from the lowest bidder to justify the detailed cost/price analysis/ breakup of the bid vis-a-vis ensuring quantity and quality of the work, which shall further be scrutinized by a duly constituted committee. In case the committee recommends rejection of the bid after scrutiny/analysis the bid shall be rejected and the bidder shall be blacklisted from participating in all tenders of AAI for a period of 02 years w.e.f. the last date of submission of the tender, after extensions, if any.**

#### **7) Taxes:**

- a. Rates to be quoted by the parties should be inclusive of all taxes, duties, CESS, fee, royalty charges etc. levied under any statute but exclusive of GST for all the items.
- b. However GST, as applicable, shall be paid to the contractor, for any taxable supply/services/ construction rendered by the agency to AAI, against a valid GST invoice as per terms and conditions of the contract.
- c. In case supplies/services/works involve imports; the same should be identified separately. Basic Custom Duty & IGST will be paid directly by AAI by utilizing EPCG license/Duty Credit Scrip under service Export from India Scheme (SEIS) of Govt of India.

**Note:- Any Quote less than the minimum wages and Minimum bonus will not be accepted and the Bid will be rejected without seeking any further clarification.**

Signature of the bidder  
Name & Seal

**Annexure –IV**

**PROFORMA OF LETTER FOR E-PAYMENT**

To,

The Airport Director,  
Airports Authority of India,  
Calicut International Airport,  
Malappuram – 673 647.

Subject: Request for E-Payment.

Sir,

Following particulars are given for effecting E-payment in respect of our claim / Bill.

S. No.	Particulars Details		Remarks
1	Name of the Party		
2	Office Address		
3	Type of Bidder's Company		
	(a) Sole Proprietor		
	(b) Partnership		
	(c) Private Ltd. Company		
	(d) Public Ltd. Company		
4	Name of Bank in which Party maintains A/c		
5	Bank Branch Code		
6	Bank Account No.		
7	IFSC Code		
8	PAN No.		
9	GST No		
10	MICR Code		
11	NEFT Code		

We also enclose herewith a duly cancelled cheque of our bank account.

Thanking you,

Yours faithfully,  
Signature of authorized signatory  
With seal

Note: Any erroneous information may lead to harmful transaction for which neither AAI or the Bank will be liable/ responsible.

**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.

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

Date:

Place:

Note: Above undertaking is to be given on company's letter head.

**Annexure –VI**

**UNDERTAKING REGARDING EVASION OF GST ACT**

I/we \_\_\_\_\_ (Name of the company/firm) hereby declare that our company has not defaulted with GST authority and not received any notice or DIN letter from GST Commissionerate. In case, in future, if it is found to be false at any stage, I/we may be debarred from AAI for taking participation in all future AAI works & any other suitable action may be taken against our company/firm as deemed fit by AAI.

(Seal & Stamp of  
agency)

**Note:** This undertaking is to be made on tenderer's letter head and submitted through CPP portal

**Annexure –VII**

**AFFIDAVIT**  
**(For payment of minimum wages)**

I.....(Name) aged ..... years,  
S/O..... (Name), Proprietor/ Managing Partner/  
Managing Director of..... (Name of the Agency) do hereby  
solemnly affirm and state as follows:

I am competent to swear this affidavit on behalf of  
..... (Name of agency). I state that, in the event  
of work is awarded to our agency, the wages to be paid to the workers  
engaged shall not be less than the minimum wages determined by appropriate  
Govt. Authority from time to time.

Dated this, the ..... day of ..... month.....year.

DEPONENT  
(Seal & Stamp of agency)

Note: This affidavit is to be made on tenderer's letter head and submitted  
through CPP portal

## Annexure-VIII

### Check list for Technical Bid

1. Scanned copy of Permanent Account Number (PAN) and GST Registration Number.
2. Performance/Experience Certificate as per para 4.2, Page no. 10 of Tender document.
3. Scanned copy of receipt for online payment of Tender Processing Fee and EMD.
4. Scanned copy of NSIC / MSME Registration and the form denoting monetary limit if the firm is availing the benefits of NSIC / MSME Registration
5. Scanned copy of 'Undertaking' regarding Blacklisting/Debarment (Annexure – V) & Minimum wages affidavit on Company' Letter Head (Annexure – VII).
6. Scanned copy of 'Undertaking' regarding Evasion of GST Act on Company's Letter Head (Annexure – VI).
7. Unconditional acceptance of Tender Conditions. (Annexure-I)
8. Duly signed Tender Document with the compliance statement for section-A – Instruction to the Bidder and Section-B General Terms and conditions complete in all respect.
9. Scanned Copy of Valid EPF and ESIC registration.
10. Tenderer should deploy sufficient manpower and machinery as per the requirement of work in to achieve overall maintenance of the area. Tenderer shall submit scanned copy of 'Undertaking' on company's Letter Head. (Annexure II)
11. Companies other than proprietary firm shall submit, scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney. Proprietary firm shall submit scanned copy of Authorization Letter/Power of Attorney only if the tender is processed by a person other than proprietor.

**All the documents shall be signed, sealed and digitally signed by the bidder before Uploading in the e-tender portal.**