

## **SECTION-I**

### **NOTICE INVITING TENDER**

1. Airports Authority of India invites e-tenders from Authorized Service Providers for the work **“Provision of Technical support & helpdesk services for e-Tendering application at AAI for three years”** as per the bill of quantity given in **Annexure-VII** in this tender document with detailed Technical Specifications as given in **Annexure – VIIA** of tender document.
2. **Estimated cost of the purchase / work & the EMD are given below.**

<b>Sr. No.</b>	<b>Name of the Work</b>	<b>Estimated Cost (INR)</b>	<b>EMD Amount in (INR)</b>	<b>COST OF TENDER (INR)</b>
1	Tender for “Provision of Technical support & helpdesk services for e-Tendering application at AAI for three years” CPP Portal Tender ID: - <b>2022 AAI 117263 1</b>	INR 50,25,457 (Inclusive of all taxes but exclusive of GST)	INR 1,00,509/-	INR. 1,770/- (Inclusive of 18% GST)



3. **Tender Fee & EMD:** The cost of tender & EMD shall be paid **“Online”** through CPP Portal. Any other mode of submission of Tender Fee and EMD shall not be accepted and bidder shall be responsible for non-submission of the same.
4. Office Address for sending any document are given below -  
  
O/o General Manager (IT), IT Division,  
Safdarjung Airport, AAI, New Delhi-110003
5. This tender is invited through the electronic tendering process and can be downloaded from the Central Public Procurement Portal with URL address <http://etenders.gov.in> . A copy of the tender is also available on AAI website ([www.aai.aero](http://www.aai.aero)). Please note that the submission of the tender is only through the e-Procurement portal <http://etenders.gov.in> .The tenders will not be accepted in any other form. Further, it may be noted that tenders which are duly submitted on e-Procurement portal shall only be final and tenders just saved without submission / publish will not be available to the evaluation committee. Bidders are requested to go through the e-Procurement portal for guidelines, procedures & system requirements. In case of any technical difficulty, bidders may contact on the following help desk numbers & email ids.

✚ Any Queries relating to the process of online bid submission or queries relating to CPP portal Technical Assistance, please call the technical helpdesk, on following Telephone Numbers Tel: +91-120-4200462, +91-120-4001002, +91-8826246593. & Email Address: [support-eproc@nic.in](mailto:support-eproc@nic.in)


✚ Before submitting queries related to system, bidders are requested to follow the instructions given in e-procurement portal and get their computer system configured according to the

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recommended settings for the e-procurement portal.

-  In order to facilitate the bidders, the AAI technical help-desk services shall be available on all working days (except Sunday) between 0800-2000 hours and shall assist users related to the use of the CPP e-Procurement portal. The below mentioned help desk numbers are intended only for queries related to the ease of use on e-procurement portal. However, AAI shall not be responsible for any reason to bidders for not submitting the bids in the e-procurement portal.
-  For any technical assistance with regard to the functioning of the portal, the bidders as well as AAI users may contact according to the escalation matrix as mentioned below:

SL. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1.	Help Desk Team	Instant Support	<a href="mailto:eprochelp@aai.aero">eprochelp@aai.aero</a>	<b>011-24632950</b> <b>Ext. 3512</b>	0800-2000 Hrs. (MON - SAT)
2.	Mr. Sanjeev Kumar Senior Manager (IT)	After 4 Hours of Issue	<a href="mailto:etendersupport@aai.aero">etendersupport@aai.aero</a> or <a href="mailto:sanjeevkumar@aai.aero">sanjeevkumar@aai.aero</a>	011-24632950, Ext-3523	0930-1730 Hrs. (MON-FRI)
3.	Mr. Dharmendra Joint GM (IT)	After 12 hours of Issue	<a href="mailto:dkumar@aai.aero">dkumar@aai.aero</a>	011-2462950, Ext-3527	0930-1730 Hrs. (MON-FRI)
3.	General Manager (IT)	After 03 Days	<a href="mailto:gmitchq@aai.aero">gmitchq@aai.aero</a>	011-24657900	0930-1730 Hrs. (MON-FRI)

-  For queries related to the tender published on the portal, bidders are advised to send clarifications (if any) through e-procurement portal only. For any issues/ clarifications **relating to the understanding of the tender(s) published** kindly contact the respective Tender Inviting Authority / Bid Manager whose details are given below:

SL N	Name of Bid manager	Designation	Email ID	Contact No.
1.	Mr. Sanjeev Kumar	SM (IT)	<a href="mailto:sanjeevkumar@aai.aero">sanjeevkumar@aai.aero</a>	011-2462950, Ext-3523

-  **The AAI Help Desk services shall remain closed on Sundays & all Government Gazetted Holidays**

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

SL. No.	Activity	Up to Date & Time (IST)
1	Publishing Date & Time	<b>17:00 Hrs 02-06-2022</b>
2	Document download / sale start Date & Time	<b>17:00 Hrs 02-06-2022</b>
3	Seek clarification Start Date & Time	<b>17:00 Hrs 02-06-2022</b>
5	Seek Clarification End Date	<b>17:00 Hrs 08-06-2022</b>
6	AAI Response to bidders' queries' (Tentative)	<b>17:00 Hrs 14-06-2022</b>
7	Bid Submission Start Date & Time	<b>17:00 Hrs 02-06-2022</b>

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8	Bid Submission Closing Date & Time	<b>17:00 Hrs 23-06-2022</b>
9	Bid Opening Date & Time	<b>17:30 Hrs 24-06-2022</b>
10	Opening of Financial Bid (Tentative)	<b>15:00 Hrs 08-07-2022</b>

7. AAI may at its discretion, extend/change the schedule of any activity by issuing an addendum/corrigendum on the e-procurement portal <http://etenders.gov.in/eprocure/app>. In such cases, all rights and obligations of AAI and the Bidders previously subject to the original schedule will thereafter be subject to the schedule as extended/changed.
8. Deployed resources related to Technical Support & Helpdesk will have to work at CHQ- New Delhi.

**(General Manager-IT Dte.)**