



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

ई-निविदा आवेदन सूचना (2 बोली - 2 लिफाफा खुली निविदा)
NOTICE INVITING e-TENDER (2 BOT – 2 Envelope Open Tender)

(e-Tender ID: 2022_AAI_118250_1)

REF:AAI/GONDIA/NIATAM/CAFETERIA/2022

DATE : 06.06.2022

1. Item rates e-tenders are invited through the e-tendering CPP Portal by **SM (E-C), AAI, NIATAM, Birs, Gondia (Bid Manager)** on behalf of Chairman, A.A.I. from Specialized, reputed, experienced and financially sound parties for the work of **“FACILITY MANAGEMENT AT NATIONAL INSTITUTE OF AVIATION TRAINING AND MANAGEMENT (NIATAM), AAI, BIRSI, GONDIA. SUBHEAD: CAFETERIA SERVICES FOR THE YEAR 2022.”** at an estimated cost of **Rs. 33.52 Lakhs (Excluding GST)** with period of completion **06 (Six) Months**.

The tendering process is online at CPP Portal URL address <https://etenders.gov.in/eprocure/app> or www.aai.aero. Prospective Tenders may download and go through the tender document.

Prospective tenderers are advised to get themselves registered at CPP portal, obtain ‘Login ID’ & ‘Password’ and go through the instructions available in the home page after login to the CPP portal <https://etenders.gov.in/eprocure/app> or www.aai.aero. They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days’ time. The tenderers may also take guidance from AAI Help Desk Support through path [www.aai.aero/tender/e-tender/help desk support](http://www.aai.aero/tender/e-tender/help%20desk%20support).

1. **For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002, 0120-4001005, and 0120-6277787. International Bidders are requested to prefix 91 as country code.**
Note- Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. For any issues/clarifications relating the tender(s) published kindly contact the respective Tender Inviting Authority.
Tel: 0120-4001002, 0120-4001005, 0120-6277787; E-Mail: support-eproc@nic.in
2. For any technical Issues / Clarifications relating to the publishing and submission of AAI tender(s)
 - a. In order to facilitate the Vendors / Bidders as well as internal users from AAI, Help desk services have been launched between 0800-2000 hours for the 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).
 - b. Before submitting queries, bidders are requested to follow the instructions given in “Guidelines to Bidders” and get their computer system configured according to the recommended settings as specified in the portal at “System Settings for CPPP”.

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

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

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

4. The above-mentioned help desk numbers are intended only for queries related to the issues on e-procurement portal and help needed on the operation of the portal. For queries related to the tenders published on the portal, bidders are advised to contact concerned Bid Manager of AAI.
- Tender Processing fee of **Rs. 1,180/-** (i/c GST) non-refundable will be required to be paid online through the payment gateway of State Bank of India integrated / mapped with CPP Portal by AAI.
 - EMD (Earnest Money Deposit) of **Rs. 67,040/-** will be required to be paid online through the payment gateway of State Bank of India integrated / mapped with CPP Portal by AAI.
2. Following 2 envelopes shall be submitted through online at CPP portal by the bidder as per the following schedule: -

CRITICAL DATE SHEET	
Publishing Date	06.06.2022 at 1800 Hrs.
Bid Document Download / Sale Start Date and Time	07.06.2022 From 0930 Hrs.
Bid Document Download / Sale End Date and Time	27.06.2022 up to 1500 Hrs.
Clarification start Date and Time	07.06.2022 From 0930 Hrs.
Clarification End Date and Time	23.06.2022 up to 1700 Hrs.
Bid submission Start Date and Time	07.06.2022 From 0930 Hrs.
Bid Submission End Date and Time	27.06.2022 up to 1500 Hrs.
Bid Opening Date and Time (Envelope-I)	28.06.2022 at 1530 Hrs.
Bid Opening Date and Time (Envelope-II)	29.06.2022 at 1100 Hrs.
Tender processing fee	Rs. 1,180/- (Including GST) Non-refundable through online mode only.
EMD (Earnest Money Deposit)	Rs. 67,040/- shall be paid through online mode of CPP Portal only.

Envelope-I: (Tender processing fee, EMD, Technical Bid and Pre-Qualification): -

Bid containing following:

A. Tender Processing fee, EMD:

Scanned copy of challan i.r.o. online payment done through CPP portal against Tender Processing Fee & Earnest Money Deposit (EMD).

Note: EMD in the form of cash/Demand Draft or any other form shall not be accepted. Vendors shall also note that they are not required to contact any AAI employee or submit any documentary evidence of submission of EMD via Bank Transfer during the process of tender. In no scenario the vendors are required to submit/ contact any AAI employees for physical submission of any documents before opening of the bids.

OR

Scanned copy of Valid NSIC / MSME Registration Certificate (If applicable) for exemption of Tender Fee and EMD.

B. Technical Bid Containing scanned copies of following documents :-

- i) Scanned copy of Unconditional Acceptance of AAI's tender Conditions. (As per Annexure-A)
- ii) Scanned copy of Valid Permanent Account Number (PAN).
- iii) Scanned copy of Valid GST Registration.
- iv) Scanned copy of undertaking on GST (As per Annexure-B)
- v) Scanned copy of valid Shop & Establishment Registration on the Date of issue of Tender and valid License/ Registration from Food Safety and Standard Authority of India (FSSAI).
- vi) Scanned copy of valid ISO 22000 certification. In case firm do not possess the same, firm is required to obtain within 30 days of the award of work & produce the same, if becomes L1.
- vii) Should have valid EPF & ESI Registration.
- viii) Scanned copy of duly notarized affidavit on Non-Judicial stamp paper of Rs. 100/- regarding compliance of minimum wages (As per Annexure-C)
- ix) Scanned copy of undertaking regarding blacklisting/debarment on company letter head (As per Annexure-D)
- x) Companies other than propriety firm shall submit, scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of 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.
- xi) Scanned copy of duly filled & Signed PQ Proforma (Check List).
- xii) Scanned copy of E-payment. (As per Annexure-E)
- xiii) Digitally Signed Tender Document.

C. Qualifying requirements of contractors / tenderers containing the following:

- i. Agency should be in continuous catering business (excluding beverage and snacks services) and should have satisfactorily completed (Phase/Part completion of the scope of work in a contract shall not be considered, however pre-determined phasing of the work will be accepted) three works, each of **Rs. 13.40 Lacs** or two works, each of **Rs. 16.76 Lacs** or one work of **Rs. 26.81 Lacs** in single contract of similar nature of work i.e. "Catering/Cafeteria Services" during last seven years ending on date of E-Bid Submission / Extended date of Submission in India.
- ii. The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to the last date of submission of bid". The experience certificates of works completed pre-GST era, Completion amount will be divided by 1.12 (to exclude pre-GST tax of VAT 12%) to make it at par with experience certificates of post GST era but excluding GST.
- iii. In case of Hotel/Restaurant chains, 'costing' will means the annual sales of the unit concerned) Similar nature of work shall be considered as follows:
Similar nature of work means the running of the Canteen/ Mess/ Cafeteria of Institution/ organization/ company/ Guest house/ Embassies/ High Commissions/ Multi Specialty Hospitals/ Three Star Hotel/ Restaurant Chain/ International Organization/ Bodies.

- iv. Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement, actual date of completion and satisfactory completion of work **Tenderers showing work experience certificate from non-government/non - PSU organizations should submit copy of tax deduction at sources (TDS) certificate(s) alongwith a certificate issued by registered Chartered Accountant, clearly specifying the name of work, total payment received against the work and TDS amount for the work.**
- v. Should have annualized average financial turnover of **Rs. 10.05 Lacs** against works executed during the last three years ending 31st March of previous Financial Year. As a proof, copy of Abridged Balance Sheet along with profit and Loss Account Statement of the tenderer should be submitted along with the application. Tenderers showing continuous losses during the last three years in the balance sheet shall be summarily rejected.
- vi. The tenderer should have a minimum net worth of **Rs. 5.02 Lacs**, issued by certified Chartered Accountants (On letter head of the company in the format as given in **Annexure-F** in tender documents).
- vii. Scanned copy of all the documents of Envelope-I mentioned above shall be submitted on the CPP portal.

ENVELOPE-II : The Financial e-Bid through CPP portal.

All rates shall be quoted in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the Tenderers. Tenderers are required to download the BOQ file, open it and complete the blue 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 Tenderer should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the Tenderer, the bid will be rejected.

3. Bid Submission:

- The tenderer shall submit their application only at CPP Portal **<https://etenders.gov.in/e-procure/app>**. Tenderers/contractor are advised to follow the instructions provided in the tender document for Online Submission of bids. Tenderers are required to upload the digitally signed file of scanned documents as per para 2. Bid document may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Uploading of application in location other than specified above shall not be considered. Hard copy of documents shall not be entertained.
- 4. Not more than one tender shall be submitted by one tenderer or tenderers having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
 - 5. Tenderer who has downloaded the tender from Central Public Procurement Portal (CPPP) website <http://etenders.gov.in/e-procure/app>, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and tenderer is liable to be banned from doing business with AAI.

6. Bids Opening Process is as below: -

Envelope-I (Tender processing fee, EMD, Technical bid and Pre-qualification):

Envelope-I containing documents as per Para 2 (A) (B) (C) shall be opened on date & time mentioned in CRITICAL DATE SHEET.

If the bidder has any query related to the Bid Document of the work, they should use 'Seek Clarification' on CPP portal to seek clarifications. No other means of communication in this regard shall be entertained.

If any clarification is needed from the tenderer about the deficiency in his uploaded documents in Envelope-I, he will be asked to provide it through CPP portal or email if required. The tenderer shall upload the requisite clarification/documents within time specified by AAI, failing which it shall be presumed that bidder does not have anything to submit and bid shall be evaluated accordingly.

The intimation regarding acceptance/rejection of their bids will be intimated to the tenderers through CPP portal.

Envelope-II (Financial Bid): Envelope-II containing financial bid of the tenderers found to be meeting the technical criteria and qualifying requirements shall be opened on date & time mentioned in CRITICAL DATE SHEET. **(In case the date and time for opening of Envelope-II (Financial bid) is required to be changed, the same shall be intimated through CPP Portal).**

7. AAI reserves the right to accept or reject any or all applications without assigning any reasons. AAI also reserves the right to call off tender process at any stage without assigning any reason.
8. AAI reserves the right to disallow the working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/Temporary or Permanent debarment/black listing by any department of AAI or Central /State Govt. Depts./PSUs/World Bank/ADB etc. AAI reserves the right to verify the credential submitted by the tenderer at any stage (before or after the award the work). If at any stage, any information /documents submitted by the applicant is found to be incorrect/false or have some discrepancy which disqualifies the tenderer then AAI shall take the following action:
 - a. The tenderer shall be liable for debarment from tendering in AAI, including termination of the contract apart from any other appropriate contractual/legal action.
9. Consortium / JV companies shall not be permitted.
10. Purchase preference to Central Public Sector Undertaking shall be applicable as per the directive of Govt. of India prevalent on the date of acceptance.
11. 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 up to date amendments, shall be applicable for tenders of supply/services and shall not be extended to construction work.

Note:

- a) The benefit as above MSEs shall be available only for goods/services produced and provided by MSEs for which they are registered.
 - b) MSEs seeking exempting and benefits shall enclose an attested/self-certified copy of valid registration certificate, giving details of such validity, stores/services etc. in Envelope-I, failing which they run the risk of their bid being passed over as ineligible for the benefits applicable to MSEs.
12. AAI is not responsible for delay in online submission of tender processing fee and also delay due to link failure/internet problem, etc. in respect of submission of any documents of e-bid. Tenderers who are intending to submit responsive e-Bids are requested to submit the same well in advance before the due date & time. It is the responsibility of the tenderer to make sure that the required documents/e-Bid submitted in time.

13.If bidder has any clarification(s) related to the Tender Document of the work, they should use “Seek Clarification” tab in CPP-tendering portal to seek clarifications. No other means of communication in this regards shall be entertained. Last date and time for making clarification is as stipulated in the CRITICAL DATE SHEET.

Sr. Manager (Engg-Civil)
AAI, NIATAM, Birsi, Gondia

PQ PROFORMA (Check List)
(To be uploaded in Envelope-I)

NAME OF WORK : “FACILITY MANAGEMENT AT NATIONAL INSTITUTE OF AVIATION TRAINING AND MANAGEMENT (NIATAM), AAI, BIRSI, GONDIA.” SUBHEAD: CAFETERIA SERVICES FOR THE YEAR 2022.

Sr. No.	Qualifying Criteria / Parameters / Supporting Documents	Attachments / Enclosures / Check List (To be uploaded / Enclosed)	
A	Name & Registered Office Address of the Applicant		
B	Details of Authorized Contact Person / Signatory of the Agency	Name & Designation:	
		Address:	
		Mobile No:	
		E-mail ID:	
		Fax No:	
C	Envelope- I (Fee Details, Technical Bid and Pre-Qualification) shall contain scanned copies of:		
1	Tender Fee of Rs 1180.00 to be paid online on CPP Portal.	Reference No:	Copy of challan i.r.o. online payment done through CPP portal against Tender Processing Fee. YES/NO
2	EMD of Rs. 67,040.00 to be paid online on CPP Portal.	Reference No.:	Copy of challan i.r.o. online payment done through CPP portal against EMD. YES/NO
3	If Tender Processing Fee & EMD not paid:		
3.1	Valid NSIC / MSME Registration Certificate as per e-NIT		Copy Uploaded. Yes / No.
4	Unconditional Acceptance Letter	As per format given in tender documents at Annexure-A	Copy Uploaded. YES/NO
5	Copy of Permanent Account Number (PAN)		Copy Uploaded. Yes / No.
6	Copy of valid GSTIN Registration		Copy Uploaded. Yes / No.
7	GST Undertaking	As per format given in tender documents at Annexure-B	Copy Uploaded. Yes / No
8	Valid Shop & Establishment Registration on the Date of issue of Tender and valid License/ Registration from Food Safety and Standard Authority of India (FSSAI).		Copy Uploaded. Yes / No.
9	Copy of EPF Registration		Copy Uploaded. Yes / No
10	Copy of ESI Registration		Copy Uploaded. Yes / No

11	A duly notarized affidavit executed on Rs. 100/- non-judicial stamp paper for compliance of minimum wages.	As per format given in tender documents at Annexure-C	Copy Uploaded. Yes / No
12	Undertaking i.r.o. Debarment / Black listing	As per format given in tender documents at Annexure-D	Copy Uploaded. Yes / No
13	ISO 22000 Certificate		Copy Uploaded. Yes / No
14	E-Payment Proforma	As per format given in tender documents at Annexure-E	Copy Uploaded. Yes / No
15	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.	Copy Uploaded. Yes / No
16	Work Experience Details		
16.1	Work Experience Certificates from clients of having satisfactorily completed works of similar nature of work "Catering and Mess Services" (a) Three works Each of Rs. 13.40 Lakhs or (b) Two works Each of Rs. 16.76 Lakhs or (c) One work of Rs. 26.81 Lakhs in single contract during last (07) seven years ending on last date/ extended date of submission of e-Bid. Completion Certificates shall have following details:		Copy of the Completion Certificates with PO/BOQ Documents uploaded: Yes / No
a)	Name of Client		
	Name of work		
	Work Order No. / Agreement No. & Date		
	Completion Cost		
	Stipulated Date of Completion as per Contract Agreement		
	Actual Date of Completion		
b)	Name of Client		
	Name of work		
	Work Order No. / Agreement No. & Date		
	Completion Cost		
	Stipulated Date of Completion as per Contract Agreement		
	Actual Date of Completion		
c)	Name of Client		
	Name of work		
	Work Order No. / Agreement No. & Date		
	Completion Cost		
	Stipulated Date of Completion as per Contract Agreement		
	Actual Date of Completion		

16.2	(TDS) certificate(s) along with a certificate issued by registered Chartered Accountant, clearly specifying the name of work, total payment received against the work and TDS amount for the work.	For work experience certificate(s) from non-government/non-PSU organizations only. (If Applicable)			Copy Uploaded. Yes / No
17	Annualized average financial turnover of Rs. 10.05 lakhs during the last three financial years	Year	Turnover (In lakhs)	Profit/ Loss (In lakhs)	Proof of Turnover Details Uploaded (Abridged Balance Sheet and Profit & Loss Account) Yes/No
		2019-20			
		2020-21:			
		2021-22:			
		Average:			
18	Net Worth Certificate from Chartered Accountant showing UDIN	As per format given in tender documents at Annexure F			Copy Uploaded. Yes / No
19	Scanned copy of Duly filled & Signed PQ Proforma (Check List).				Copy Uploaded. Yes / No.
20	Digitally Signed Tender Documents				Copy Uploaded. Yes / No.
D	Envelope-II (Price Bid) shall contain digitally signed Schedule of Price Bid in the form of BOQ.xls.				
21	Financial/Price Bid - BOQ.xls Uploaded through CPP Portal				Uploaded on Portal: Yes/No.
22	Details of any other information				

Declaration

I/We, () hereby declare that the documents submitted/enclosed for the tender are true to the best of my/our knowledge and belief. I/We further undertake that, in case, any of the documents submitted by me/us, is found to be forged/false at any stage, I/We may be debarred from AAI for taking participation in all future AAI works, suitable action may be taken against me/us as deemed fit by AAI.

Date:

Place:

SIGNATURE WITH STAMP

(Authorized signatory of the Firm / Contractor)