



AIRPORTS AUTHORITY OF INDIA

DEPARTMENT OF OPERATIONS

TERMINAL MANAGEMENT

TENDER DOCUMENT

FOR

“JOB CONTRACT FOR PASSENGER BAGGAGE TROLLEY (PBT) RETRIEVAL SERVICES AT CALICUT INTERNATIONAL AIRPORT”

E TENDER ID : 2022_AAI_118778_1

CALICUT INTERNATIONAL AIRPORT, MALAPPURAM - 673647

I N D E X

Name of Work: “JOB WORK FOR PASSENGER BAGGAGE TROLLEY (PBT) RETRIEVAL SERVICES AT CALICUT INTERNATIONAL AIRPORT, MALAPPURAM ”

S. No.	Description	Page No.	
		From	To
1.	E-Tender Notices	1	1
2.	Notice Inviting e-tender	2	11
3.	PQ Performa/ Check list to be submitted by applicants	12	16
4.	Affidavit regarding declaration towards No dues / Non-Blacklisting	17	17
5.	Critical Date Sheet	18	18
6.	Tender	19	22
7.	General Conditions of Contract	23	69
8.	Schedule-‘A’	70	71
9.	Work Diary (Performa)	72	73
10.	Agreement Form	74	75
11.	Unconditional Acceptance Letter of AAI's Tender Conditions	76	76
13.	Special Condition of Contract	77	93
15.	SOQ	94	94

This Notice Inviting e-Tender Document Contains Pages serially numbered from 1 to 97 excluding index & cover page.

Sd/-
AGM(Ops)

For Notice Board

AIRPORTS AUTHORITY OF INDIA

e - TENDER NOTICE

E TENDER ID : 2022_AAI_118778_1

Airports Authority of India invites item rate e-Tender for the work of **“JOB CONTRACT FOR PASSENGER BAGGAGE TROLLEY (PBT) RETRIEVAL SERVICES AT CALICUT INTERNATIONAL AIRPORT, MALAPPURAM, KERALA”** for **Rs 17,17,065/- (Rupees Seventeen Lakhs Seventeen Thousand and Sixty Five Only)** excluding GST,PF,ESI & Bonus with completion period of 06 Months which can be further extended by 06 months, subject to satisfactory performance and on requirement of AAI.

Tender Fees shall be paid up to 15:00 hrs of 22.06.2022.

Last date of submission of e-bid through portal is up to 17:00 hrs on 22.06.2022.

For details information log on to web site www.aai.aero or <https://etenders.gov.in/eprocure/app>
Further clarification / corrigendum in this regard, if any, will be put up on **CPP portal/AAI website**.

Sd/-

AGM(Ops)



AIRPORTS AUTHORITY OF INDIA

CALICUT INTERNATIONAL AIRPORT, MALAPPURAM, KERALA

Date: 23.05.2022

NOTICE INVITING TENDER (Tender ID : **2022_AAI_118778_1**)

1. Digitally signed & Sealed (Encrypted) item rate(s) online e-tenders are invited through the CPP e- tendering portal by **Airport Director, Airports Authority of India, CALICUT INTERNATIONAL AIRPORT** on behalf of Chairman, A.A.I. from eligible contractors for the work of **“JOB CONTRACT FOR PASSENGER BAGGAGE TROLLEY (PBT) RETRIEVAL SERVICES AT CALICUT INTERNATIONAL AIRPORT”** at an estimated cost of Rs. 17,17,065/- (**Rupees Seventeen Lakhs Seventeen Thousand and Sixty Five only**) **plus applicable GST** with period of completion of 06 Months. It is further extendable for another period of 06 Months subject to satisfactory performance.

The tendering process is online at NIC CPP e-portal having URL address <https://etenders.gov.in/eprocure/app> Aspiring bidders may download and go through the tender document.

Prospective Tenderers are advised to get themselves register at NIC CPP portal, obtain “Login ID” & “Password” and go through the instructions available in the Home Page after log in to the CPP-Portal <https://etenders.gov.in/eprocure/app>. 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 tenderer may also take guidance from AAI Help Desk Support through path **www.aai.aero>>tender>>e-tender>>help desk support**

- (i) For any Technical related queries please call the Helpdesk.

The 24 x 7 Help Desk details are as below:-

Tel.:- 0120-4200462, 0120-4001002, 0120-4001005

E-mail:- support-eproc@nic.in

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.

- (ii) For any technical assistance with regard to functioning of CPP Portal the bidder may contact to following AAI help desk number between 08:00hrs to 20:00(Mon-Sat) on 011-24632950, Ext-3512 (Six Lines), E-mail:- eproc@aa.aero.

2. Tender fee (Non –Refundable) of Rs 1120/- non-refundable will be required to be paid by way of Online only through CPP portal.

Last date and time of submission of tender documents through CPP portal is **22.06.2022 up to 17 00 hrs.**

EMD of the Value of **Rs 34341/- (Rupees Thirty Four Thousand Three Hundred and Forty One only)** shall be accepted online through CPP portal only. Last date and time of submission of tender documents through CPP portal is **22.06.2022 up to 17 00 hrs.**

Note: Tender Processing Fee 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 during the process of the tender. In no scenario the vendors are required to submit /contact any AAI employee before opening of the Bids.

CRITICAL DATE SHEET

Published Date	10.06.2022 , 18 00 hrs
Bid Document Download/Sale Start Date	10.06.2022, 18 00 hrs
Bidder's Query Start Date	10.06.2022, 18 00 hrs
Bidder's Query End Date	20.06.2022, 15 00 hrs
Bid Document Download / Sale End Date	22.06.2022, 15 00 hrs
Bid Submission Start Date	10.06.2022, 18 00 hrs
Bid Submission End Date	22.06.2022, 17 00 hrs
Bid Opening Date (Envelope-1)	23.06.2022, 17 00 hrs
Opening of Price Bid (Envelope-II)	28.06.2022, 11 00 hrs

1. Bid Submission:

Bidders are advised to visit this website regularly to keep themselves updated as any change/modification in the tender will be intimated through this website only. Bids shall be submitted online only at CPP portal: <http://etenders.gov.in/e procure/app>.

Tenderer/Agency are advised to follow the instructions "Instructions to Bidder for Online Bid Submission" provided in the **Annexure "A"** for online submission of bids.

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Following 2 covers shall be submitted through online CPP-portal by the bidder.

Cover I (EMD,Tender Fee + PQ + Technical Bid folder): -

The tenderer shall upload the digitally signed file of scanned documents in support of their meeting each criterion in Cover I as mentioned below.

A. Proof of EMD & Tender Fee payment made online through CPPP

B. **Qualifying requirements of Agencies / firms:-**

- (i) Agency specialized in the similar nature of work having Permanent Account Number. The agency shall submit the relevant proof in this regard.
- (ii) The Bidder should have experience of similar works (definition of similar works as below) during the last five years ending on 30.04.2022. The bidder has to submit the relevant **work experience certificates** to the tune of 03 works each of Rs 686826/- (40% of estimated value) (or) 02 works each of Rs 858533/- (50% of the estimated value) (or) 01 work of Rs 1373652/- (80% value of the estimated value) in last 05 years.

Similar works mean – Similar work means minimum 02 Years experience for **Providing manpower for Airports/Airlines/GHA/** facility management services/ **Sales/ Maintenance/** Office Support/Housekeeping/Passenger Baggage Trolley Retrieval Service/ facilitation services (i.e. Swagat Seva, Meet & Greet services etc.) at Hotels/Government Organizations/Airports/Malls/Corporate offices/MNCs etc.

Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement / status of ongoing work. Firms showing work experience certificate from non-government / non-PSU organizations should submit copy of tax deduction at sources certificate in support of their claim for having experience of stipulated value of work.

- (iii) Permanent Account Number (PAN), PF & ESI Registration and Goods and Services Tax Registration No.
- (iv) Scanned copy of duly signed and stamped Unconditional Acceptance of AAI Tender Conditions (Performa given in Annexure-I).
- (v) Scanned copy of Affidavit (regarding payment of minimum wages & deduction of EPF/ESIC on non-judicial stamp paper value of 100/-)
- (vi) Undertaking stating Agency has not been black listed by AAI/ Any Govt./ PSU Organization.
- (vii) Digitally signed tender document duly shall be uploaded in "PQ Folder".
- (viii) Should have annualized average financial turnover of 515120/- (**Rupees Five lakhs Fifteen Thousand One Hundred and Twenty only**) against works executed during last three years ending 31st March of the previous financial year. As a proof, copy of **Abridged Balance Sheet** along with **Profit and Loss Account Statement** of the firm and certificate from Chartered accountant with UDIN for the last 3 financial years 2018-19, 2019-20, 2020-21 should be submitted along with the application. Firms showing continuous losses for the last three years in the balance sheet shall be summarily rejected.

Cover II (Financial Bid): -

The Financial e-Bid through CPP portal.

1. All rates shall be quoted in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
2. Refund of EMD of unsuccessful bidders who fail to qualify the eligibility / technical stage shall be initiated within minimum 7 days of their rejection. For all bidders who qualify and their financial bids are opened the refund of EMD of all unsuccessful bidders shall be processed within minimum 7 days of opening of the financial bid.
3. 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.
4. AAI reserves the right to disallow issue of tender document to working agencies whose performance at ongoing project(s) is below par and usually poor and has been issued letter of restrain / temporary / permanent debar by any department of AAI. AAI reserve the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm then AAI shall take the following action:
 - a) Forfeit the entire amount of EMD submitted by the firm.
 - b) The agency shall be liable for debarment from tendering in AAI, apart from any other appropriate contractual /legal action.
5. Consortium /JV companies shall not be permitted. No single firm shall be permitted to submit two separate applications.
6. If the entity participating in any of the tenders is a private or public limited company, Partnership firm or proprietary firm and any of the Directors / Partners / Proprietor of such company is also a director of any other company or partner of a concern or a sole proprietor having established business with AAI and has outstanding dues payable to the Authority, then the said entity shall not be allowed to participate in AAI tenders.

SUBMISSION OF BID

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "online" to pay the tender fee / EMD as

applicable and enter details of the instrument.

- 4) ~~Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official latest by the last date of bid submission or as specified in the tender document. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.~~
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk

CPP under GePNIC, Help Desk Services

1) For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002

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

Tel: 0120-4200462, 0120-4001002.

Mobile: 91 8826246593

E-Mail: support-eproc@nic.in

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

E-Mail: CPP-doe@nic.in

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

a. In order to facilitate the Vendors / Bidders as well as internal users from AAI, Help desk services have been launched between 0800-2000 hours for the CPP under GePNIC <http://etenders.gov.in/eprocure/app>. The help desk services shall be available on all working days (Except Sunday and Gazetted Holiday) between 0800-2000 hours and shall assist users on issues related to the use of Central Public Procurement Portal (CPP).

b. Before submitting queries, bidders are requested to follow the instructions given in "Guidelines to Bidders" and get their computer system configured according to the recommended settings as specified in the portal at "System Settings for CPP".

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

SL. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings
1	Help Desk Team	Instant Support	eprochelp@aai.aero	011-24632950, Ext-3512 (Six Lines)	0800-2000hrs. (MON-SAT)

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

4) The above mentioned help desk numbers are intended only for queries related to the issues on e-procurement portal and help needed on the operation of the portal. For queries related to the tenders published on the portal, bidders are advised to contact concerned Tender Inviting Authority of AAI.

3. Bids Opening Process is as below:-

Envelope-I: -Containing Documents for pre-qualification bid and Technical bid (uploaded by the Contractors / firms) shall be opened as per CRITICAL DATE SHEET. The intimation regarding acceptance / rejection of their bids will be intimated to the contractors/ firms through CPP portal.

If any clarification is needed from the bidder about the deficiency in

uploaded documents in Envelope –I, he will be asked to provide it through “Short Fall Documents” folder on CPP Portal. The bidder shall upload the requisite clarification/documents within time specified by AAI, failing which tender will be liable for rejection.

Envelope- II: -The Financial Bids of the Contractors / Firms found to be meeting the qualifying requirements and technical criteria shall be opened as per CRITICAL DATE SHEET. (Depending on the Technical bid evaluation the date shall be intimated through CPP portal).

4. AAI reserves the right to accept or reject any or all applications without assigning any reasons. AAI also reserves the right to call off tender process at any stage without assigning any reason.
5. AAI reserve the right to disallow issue of tender document to working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/ Temporary/ Permanent debar by any department of AAI.

6. **AAI reserve the right to verify the credential submitted by the agency at any stage (before or after the award the work) . If at any stage, any information /documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm then AAI shall take the following action:**
- a)) Forfeit the entire amount of EMD submitted by the firm.
 - b) The agency shall be liable for debarment from tendering in AAI, apart from any other appropriate contractual / legal action.
7. AAI is not responsible for any delay due to link failure /internet problem etc. in respect of submission/receipt of any documents or in submission of e-Bid. Bidders 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 Bidder to make sure that the required documents /e- Bid is submitted in time.
8. If the entity participating in any of the tenders is a private or public limited company, partnership firm or proprietary firm and any of the Directors/Partners/ Proprietor of such company is also a director of any other company or partner of a concern or a sole proprietor having established business with AAI and has outstanding dues payable to the Authority, then the said entity shall not be allowed to participate in AAI tenders.
9. Tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their Tenders as to the nature of the work (so far as is practicable), the form and nature of the site, the means of access to the site etc. and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or effect their Tender. A Tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.
10. In the event of the tender being submitted by a firm, it must be signed separately by each partner thereof or in the event of the absence of any partner, it must be signed on his behalf by a person holding a power-of-attorney authorizing him to do so. Such power of attorney to be uploaded with the tender and it must disclose that the firm is duly registered under the Indian Partnership Act, 1952.
11. Submission of a Tender by a Tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the works to be done and of conditions, local conditions, local material rates and other factors bearing on the execution of the works.
12. A **responsive bidder** is one who submits priced Tender and accepts all terms and conditions of the specifications and contract documents. A tenderer shall submit the tender which satisfies each and every condition laid down in this notice failing which the Tender will be liable to be rejected.
13. As this tender is an Item rate Tender, rates for all items quoted shall only be considered. Any tender containing percentage below / above the total estimated cost is liable to be rejected. Tenderers which propose any alteration in the works specified in the said form of invitation to tender, or in the time allowed for carrying out the work, or which contain any other conditions of any sort including conditional rebates will be summarily rejected.
14. ~~**Refund of EMD** EMD of unsuccessful bidders received through bank transfer mode (RTGS/NEFT) shall be refunded online through the same mode only and it shall be refunded in the bank account whose detail is required as per “Annexure 2” on Page~~

- ~~no. 97 to be submitted as part of technical bid. The refund of EMD to bidders who fail to qualify the eligibility /technical stage shall be initiated automatically within 15 days of opening of financial bid.~~
- ~~15. On acceptance of Tender, earnest money will be treated as part of the security deposit.~~
16. Notification of Award of contract will be made in writing to the successful Bidder by the Accepting Authority or his representative. The contract will normally be awarded to the qualified and responsive Bidder offering lowest evaluated bid in conformity with the requirements of the specifications and contract documents and the Accepting Authority shall be the sole judge in this regard. The Accepting Authority does not bind himself to accept the lowest or, any tender or to give any reason for his decision.
 17. The Accepting Authority reserves to himself the right of accepting the whole or any part of the Tender and Tenderer shall be bound to perform the same at his quoted rates.
 18. Canvassing in connection with Tenders is strictly prohibited and the Tenders submitted by the Tenderers who resort to canvassing will be liable to rejection.
 19. The Tenderer shall not be permitted to tender for works in Airports Authority of India responsible for award and execution of contracts, in which his near relative is posted as Manager or Sr. Officer in any capacity. He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any officer in Airports Authority of India. Any breach of this condition by the contractor would render him liable to be debarred from Tendering for next 2 years.
 20. The Tender for works shall remain open for acceptance for a period of ninety days from the date of opening of Tenders. If any Tenderer withdraws his Tender before the said period or makes any modifications in the terms and conditions of the Tender which are not acceptable to the Department, then Airports Authority of India shall without prejudice to any other right or remedy, be at liberty to forfeit the full said earnest money absolutely.
 21. On acceptance of the Tender, the name of the accredited representative(s) of the contractor who would be responsible for taking instructions from the Airport Director or his authorised representative shall be communicated to the Airport Director or his authorised representative.
 22. All tendered rates shall be inclusive of all taxes and levies excluding GST payable under respective statutes. However, pursuant to the Constitution (46th Amendment Act. 1982, if any further tax or levy is imposed by Statute, after the last stipulated date for the receipt of tender including extensions if any and the contractor there upon necessarily and properly pays such taxes / levies, the contractor shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of the Airport Director or his authorised representative (whose decision shall be final and binding on the contractor) attributable to delay in execution of work within the control of the contractor

The contractor shall keep necessary books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorized representative of Airports Authority of India and / or Airport Director or his authorised representative and further shall furnish such other information/document as the Airport Director or his authorised representative may require from time to time.

23. The contractor shall, within a period of 30 days of the imposition of any such further tax or levy, pursuant to the Constitution (46th amendment) Act 1982, give a written notice thereof to the Airport Director or his authorised representative that the same is given pursuant to this condition, together with all necessary information relating thereto.
24. The site for the work is available.
25. Any party either a firm or an individual falling under the following categories is not eligible:
 - a) De-barred/black listed by CBI or AAI or Undertakings/ Departments like; Railway, Defence, or any other Department of Govt. of India, State Govt. Dept. etc.
 - b) Parties facing action under PPE Act, with AAI.
 - c) Parties either an individual or a business establishment, who has been ordered by a Court of Law to pay the outstanding dues of AAI at any of the airports as a whole and has not paid such dues to AAI shall also not be eligible for the tender.
26. This notice of Tender shall form part of the contract documents. The successful Tenderer / contractor, on acceptance of his Tender by the Accepting Authority, shall within 15 days from the date of award of work sign the contract consisting of Notice inviting Tenders, General conditions of contract, special / additional condition, General and particular specifications, Tender conditions as issued at the time of invitation of Tender and acceptance thereof with any correspondence leading there to.
27. Consortium /JV companies shall not be permitted. No single firm shall be permitted to submit two separate applications.
28. Purchase preference to Central Public Sector Undertaking shall be applicable as per the directive of Govt. of India prevalent on the date of acceptance.
29. Concessions to Indian Micro & Small Enterprises (MSEs) units will be given as per the provisions (para-10) of public procurement policy for MSEs order 2012, MSEs (Micro & Small Enterprises) registered with DIC/NSIC/KVIC/KVIB/Directorate of Handicraft and handloom etc.
30. The tender rates quoted by the contractor shall be Exclusive of GST.

Sd/-
AGM(OPS)
Airports Authority of India
CALICUT INTERNATIONAL
AIRPORT, MALAPPURAM

