



भारतीय विमानपत्तन प्राधिकरण

भावनगर हवाई अड्डा, भावनगर

AIRPORTS AUTHORITY OF INDIA
BHAVNAGAR AIRPORT, BHAVNAGAR

निविदा आमंत्रण सूचना /NOTICE INVITING TENDER

निविदा संख्या: एएआई/भावनगर/पीए सिस्टम/सीएएमसी/2022-23

Tender No: AAI/BHAVNAGAR/PA System/CAMC/2022-23

ई-निविदा आईडी: 2022_AAI_120416_1

E-tender Id: 2022_AAI_120416_1

शीर्षक: एएआई, भावनगर हवाई अड्डे पर 05 वर्षों के लिए पीए सिस्टम का व्यापक वार्षिक रखरखाव अनुबंध (सीएएमसी)।

Title: Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport.

यह प्रमाणित किया जाता है कि इस एनआईटी में कुल 35 पृष्ठ हैं।

This is to certify that this NIT contains total 35 pages.

Schedule of Important Activities	Date & Time
Published Date	28/06/2022, 16:00 Hrs
Bid Document Download/Sale start date	28/06/2022, 16:00 Hrs
Clarification Start Date	28/06/2022, 16:00 Hrs
Clarification End Date	20/07/2022, 18:00 Hrs
Bid Document Download/Sale End date	20/07/2022, 18:00 Hrs
Bid Submission start Date	28/06/2022, 16:00 Hrs
Bid Submission End Date	20/07/2022, 18:00 Hrs
Bid Opening Date (Envelope-1)	22/07/2022, 11:00 Hrs
Bid Opening Date (Envelope-2, financial Bid) Tentative	26/07/2022, 11:00 Hrs

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NOTICE INVITING TENDER

Notice Inviting E-Tender (e-NIT)

E-tender is invited through the e-tendering portal by Airport Director, AAI, Bhavnagar Airport on behalf of the Chairman, AAI from eligible vendors for “Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, BHAVNAGAR Airport.”

Detail of Work: “Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport”.

- 1. Estimated Cost: Rs. 6,48,667.00/-** Excluding GST for 05 years.
- 2.** The tendering process is online at e-portal URL address www.etenders.gov.in. Aspiring bidders may go through the tender document by login the CPP Portal. Prospective tenderers are advised to get themselves acquainted for e-tendering participation requirements at “instruction for Online Bid Submission”, register themselves at CPP portal, obtain User ID & Password and go through the self-help files available in the home page after login to the CPP portal www.etenders.gov.in. 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.
- 3. Tender Fee:** Tender fee of **Rs.590/-** (Rupees Five Hundred Ninety Only) (i/c GST) (**non-refundable**) will be required to be paid by online Payment Gateway on CPP Portal via Net Banking (SBI & Other banks) and NEFT/RTGS. State Bank of India (SBI) has been authorized as Nodal Bank and its payment gateway has been integrated/ mapped with CPP Portal for the collection of Tender Processing Fee through e-procurement portal from various bidders participating in e-Tendering/ e-Procurement process. SOP for online payment, refund and settlement of Tender Fee.
- 4. Earnest Money Deposit (EMD):** EMD of **Rs.12,973.00/-** (Rupees Twelve Thousand Nine Hundred Seventy Three Only) will be required to be paid by online Payment Gateway on CPP Portal via Net Banking (SBI & Other banks) and NEFT/RTGS. State Bank of India (SBI) has been authorized as Nodal Bank and its payment gateway has been integrated/ mapped with CPP Portal for the collection of EMD through e-procurement portal from Various bidders participating in e-Tendering/ e-Procurement process.

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 in the form of RTGS/NEFT to any AAI employee during the process of tender. In no scenario the vendors are required to submit / contact any AAI employee for physical submission of any documents before opening of the bids.

NSIC/MSME/Udyog Aadhaar registered Bidders shall upload attested/certified copy of valid Registration certificate as per Govt. rules for verifying their claim for exemption of EMD. In case, the registration certificate is found invalid during PQ evaluation, the bid of such bidder shall be rejected. The benefit as above to MSE’s shall be available only for goods / services produced and provided by MSE’s for which they are registered. Bid of the bidder not registered for the tendered

Works/services (as in the scope of the tender) such bids shall be treated as non-compliant and not submitted with EMD and such bids shall be rejected and shall not be evaluated/ considered for further processing by AAI.

Refund of EMD: The refund of EMD to tenderers who fail to qualify in the eligibility / technical criteria and for all tenderers who qualify and their financial bids are opened, the refund of EMD of all such tenderers shall be processed as per refund and settlement process 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 details are provided on the portal at the time of submission of the tender.

Following two envelopes shall be submitted through online at CPP portal by the bidder:

5. Envelope-I Shall contain the following:

- a) Copy of Permanent Account Number (PAN) & GST Registration of the tenderer/firm.
- b) Power of attorney indicating the capacity and authority of individual signing the Tender (if applicable).
- c) Tender document duly signed & stamped.
- d) **Experience:** The bidder should have successfully executed in last seven years, orders for work of maintenance or contract of PA System or similar ELV System and accessories in PSU/Govt. department/private Sector/MNCs, meeting any one of the following three criteria:
 - i. One order of value more than or equivalent to 80% of the annual estimated cost.
 - ii. Two orders each of value more than or equivalent to 50% of the annual estimated cost.
 - iii. Three orders each of value more than or equivalent to 40% of the annual estimated cost.Bidder must upload work order and work completion certificate, TDS certificate (TRACE) is mandatory in case of PO of private Enterprise) in respect of the works claimed against experience as mentioned under Para d) with valid Address and Contact Number of the end user agency for whom Works have been carried out. (**Note:** Phase/Part completion of the scope of work in a contract shall not be considered.)
- e) Annualized Average Financial Turnover: Should have annualized average financial turnover of 30 % of annual estimated cost against work executed during last three financial years ending 31st march 2022. As a proof, Photo copy of Annual Reports / Balance Sheets / Profit & Loss Accounts audited by Chartered Accountant or turnover certificate of the firm from chartered accountant should be submitted along with the application.
- f) Declaration as per (Annexure-IV)
- g) Copy of articles of Memorandum of Association or Partnership Deed or Proprietorship Deed as the case may be.
- h) Compliance to Equipment/Systems to be covered under CAMC (Annexure-IX)
- i) Scanned copy of details of payment made through online SBI payment gateway against **Tender Processing Fee** in CPP Portal.
- j) Scanned copy of details of payment made through online SBI payment gateway against **EMD** in CPP Portal.

- k) Unconditional acceptance letter (Annexure – II).
- l) Copy of valid MSME/NSIC/UDHYAM certificate of same service (if applicable).
- m) Undertaking as per (Annexure-III).
- n) CHECK LIST FOR PQQ/TECHNICAL BID (Annexure-X)

6. 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 bidders. Bidders are required to download the BOQ file, open it and complete the (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.

Bidder shall upload tender on E-Portal well in advance to avoid last minute hassles. AAI shall not entertain any queries on such subject after last date of downloading tender document.

7. Amendment to Tender document:

At any time, prior to scheduled date of submission of bids, AAI if it deems appropriate to revise any part of this tender or to issue additional data to clarify and interpretation of provisions of this tender, it may issue addendum / corrigendum to this tender. Any such addendum / corrigendum shall be deemed to be incorporated by this reference into this tender and binding on the bidders. Addendum / corrigendum will be notified through e-Procurement portal at <http://etenders.gov.in/eprocure/app>

Clarifications of Bid Documents:

Bidder, requiring any clarification of the tender Document, may submit their clarifications, if any; through provision of e-Procurement Portal at <http://etenders.gov.in/eprocure/app>. Request for clarifications received from bidders shall be responded by AAI.

Replies to Clarifications by AAI will be uploaded through CPPP's Procurement Portal. The bidders are advised to visit Central Public Procurement Portal at <http://etenders.gov.in/eprocure/app> regularly.

Clarifications and other documents, if and when issued by AAI, shall be in relation to the tender and hence shall be treated as their extension.

AAI makes no representation or warranty as to the completeness or accuracy of any response, nor does AAI undertake to answer all the queries that have been posted by the Bidders.

In order to provide reasonable time to bidders to take the amendments into account for preparing their bids, AAI may, at its discretion, extend the deadline for the submission of bids suitably.

8. Composition of Bids and General Guidelines for bid process:

Bids shall be submitted online only at CPPP website: <http://etenders.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions "Instructions to Bidder for Online Bid Submission" provided online for submission of bid. E-Procurement system shall not allow bidders to submit their tender, after the scheduled date & time. Bidders shall submit tender before the

deadline of this tender document. Technical bids and financial bids will be opened online by AAI at the time and date to be notified by AAI to qualified bidders. All the Statements, documents, certificates etc. uploaded by the bidders shall be downloaded and verified for PQQ, technical evaluation. The clarifications, particulars, if any, required from the bidders, will be obtained through query provision available in e-Procurement portal. The result of PQQ/Technical bid & financial bid evaluations shall be displayed on e-Procurement portal and shall be visible to all the bidders who participated in this Tender.

9. On-line E-Tendering General Guidelines:

System shall not permit upload of bids after the scheduled time of submission.

The bidder may correct, modify or withdraw his bid after submission but prior to scheduled last date & time of submission of Technical and Price bids.

Subject to Clause above, no bid shall be modified subsequent to the scheduled time of submission of bids.

To assist in the examination, evaluation and comparison of bids AAI may, at its discretion ask the bidder for the clarification/ confirmation of compliance of its bid. The request for clarification/ confirmation of compliance and the response shall be through query provision available in E-Tendering portal.

Bidders may submit their response to AAI queries through provision of E-Tendering Portal Only. No post bid clarification/ confirmation of compliance at the initiative of the bidder shall be entertained.

Bidder should not upload the file capacity of more than 10 MB in one file. If total capacity of file size is more than 10 MB then the files should be split in to less than 10 MB and uploaded. Zipping of file shall be avoided.

The bid uploaded on E-Tender portal & in the required folder will only be considered for evaluation.

- 10.** Airports Authority of India (AAI) reserves the right to accept or reject any or all the tenders without assigning any reason. AAI reserves the right to call-off process of short listing of Bidders at any stage without assigning any reasons.

11. General guidelines forbidders:

General guide lines for bidders to proceed further in the tender process are available in <http://etenders.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions "Instructions to Bidder for Online Bid Submission" provided online for submission of bid. Bidders shall go through the guidelines before submitting their bids on-line.

On-line E-Tendering: For all AAI tenders hosted on e-procurement site, the PQQ, the Technical Bids and Financial Bid shall be submitted on-line only.

Bidder's training support system:

Detailed information in this regard has been provided to the bidders at <http://etenders.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions "Instructions to Bidder for Online Bid Submission" provided online for submission of bid.

12. E- Tendering Procedure:

E-Tendering Participation Requirements: Vendors are required to carry out the following activities:

- i. **Registration:** Registration shall be on CPPP's e-Procurement Portal at <http://etenders.gov.in/eprocure/app>.

- ii. **General guidelines forbidders:** General guide lines for bidders to proceed further in the tender process are available in the CPPP's e-procurement portal. Bidders shall go through the guidelines before submitting their bids on-line.
- iii. **On-line E-Tendering:** For all AAI tenders hosted on CPPP's e-procurement site, PQQ, the Financial Bid and Technical Bids shall be submitted on-line only.

13. CPPP under GePNIC, Help Desk Services:

- i. For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002
- ii. **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.
- iii. **Mobile:** +91 8826246593
- iv. **E-Mail:** support-eproc@nic.in
- v. For any Policy related matter / Clarifications please contact Dept of Expenditure, Ministry of Finance.
- vi. **E-Mail:** cphp-doe@nic.in For any Issues / Clarifications relating to the publishing and submission of AAI tender(s).
- vii. 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 <http://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).

14. 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"

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

Sl. No.	Support Person	Escalation Matrix	Help Desk Number	E-mail address	Timings
1	Help Desk Team	Instant Support	011-24632950, Ext-3512	eprochelp@aai.aero	08:00-20:00 Hrs. (MON-SAT)
2	Mr. Sanjiv Kumar JE (IT)	After 4 Hours	011-24632950, Ext-3505	sanjeevkumar@aai.aero	09:30-18:00 Hrs. (MON-FRI)
3	Mr. A.K. Sharma Joint General Manager (IT)	After 12 Hours	011-24647596	aniruddhasharma@aai.aero	09:30-18:00 Hrs. (MON-FRI)
4	General Manager (IT)	After 24 Hours	011-24651507	prabhakar@aai.aero	09:30-18:00 Hrs. (MON-FRI)
5	General Manager (IT)	After 03 Days	011-24657900	gmitchq@aai.aero	09:30-18:00 Hrs. (MON-FRI)

***Note:** Help Desk Services shall remain closed on all Govt. Gazetted Holidays.

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

SECTION-A

GENERAL INFORMATION AND GUIDELINES

1. Purpose and Scope of Tender Document:

- 1.1 These tender sets out the terms and conditions, general, operational and qualitative requirements to be met Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport.
- 1.2 The tender must be valid for a minimum of 180 days from the date following the date of opening of Bid.

2. Tender Document:

- 2.1 The tender document consists of three sections. The bidder shall go through all these sections (Section A-General Information Guidelines; Section B-Terms & Conditions; Section C-special terms and conditions of the tender document and Section D- Technical specifications shall comply with each clause of all the four 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 Bidder shall be required to demonstrate / practically verify the specific / all features of the equipment, as deemed fit by AAI, for the evaluation of the bid.
- 2.4 Each and every page of submitted tender document including technical documentation should be serially numbered, indexed and digitally signed.

3. Tender submission and enquiry for clarification: All completed tender documents and enquiries regarding clarification/interpretation should be uploaded on e-tender portal <https://etenders.gov.in>.

4. Tendering Procedure:

- 4.1 Tenders once submitted/uploaded shall be final and no amendment thereto shall be permitted. One bidder shall submit/upload only one tender.
- 4.2 Tender shall consist of two stages -Fees/ PQQ/Technical Bid & Financial Bid.
Note: Non submission of any of the documents or, manner which is in non-conformance with the relevant clause of the tender document or irrelevant documents, may result in rejection of tender.

5. Financial Bid:

- 5.1 "Financial Bid" shall be filled as per the price bid format given on E-Portal. The pricing schedule document as per format given in Annexure-VIII.
- 5.2 The prices quoted by the bidder shall remain firm during the entire period of contract and shall not be subject to variation on any account.
- 5.3 Price (Excluding GST,) shall be indicated as per (Annexure -VIII).
- 5.4 Taxes and duties as applicable shall be charged extra as per prevailing Govt. rates.
- 5.5 Deviations in Statutory Taxes shall be payable by AAI as per the terms and conditions defined under tender.
- 5.6 Currency of Quotes and other details regarding pricing:
- 5.7 Bidders shall quote price in INR (Indian Rupees) only. Any bid with other than INR quote is liable to be rejected.

6. Opening of Tender:

6.1 Opening of Bids:

- 6.1.1.** Bidders may remain present at the venue i.e. AAI's premises during the opening of bid or Bidders can monitor the "Bid" opening process On-line.
- 6.1.2.** To shortlist technically qualified bidders, Technical bid shall be scrutinized by AAI to ensure whether the same are in conformity to Section B, section C and Section D Requirement. Bidders shall provide complete information to substantiate compliance of the Section B 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 while submitting the bid.
- 6.1.3.** AAI may seek clarification on technical details or any other information deemed necessary. Such queries raised on-line one-Procurement portal shall be replied on-line positively by the bidder, within the time specified, failing which the evaluation shall be done on the basis of the information available.

7. Opening of the Financial Bids:

- 7.1** Financial Bids of those bidders who qualify in Technical bid evaluation shall be opened by AAI. Venue, Date and Time of opening of financial bid shall be notified to successful bidders through e-Procurement Portal. Bidders may present at the venue during opening of financial bid or can monitor On-Line the bid opening process.
- 7.2** No correspondence shall be entertained from the bidders after opening of Financial Bid of the Tender. Date of acceptance and opening of tender can be extended on sole discretion of Airport Director, AAI, Bhavnagar Airport.

8. Comparison and Evaluation of Financial bid:

- 8.1** 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 requirements as defined in "Section B, Section C and Section D".
- 8.2** The tenders found technically acceptable shall be compared on the basis of price quoted by the bidders for entire scope of work. The comparison for evaluations shall be of the total cost, indicating the pricing schedule of Annexure-VIII of the bid. A short list of first three lowest bidders in ascending order shall be drawn and named L1, L2, and L3.
In the evaluation of Tenders, the overall quality and economy of 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.
- 8.3** Taxes and duties as applicable shall be charged extra as per prevailing Govt. rates.

9. Concessions to NSIC/MSME (Udyam certified), Small Scale Industries (SSI) Units & Central Public Sector Enterprises (CPSEs) will be applicable as per Govt. of India guidelines.

10. Rejection & Return of Tender:

- 10.1** Airports Authority of India (hereinafter abbreviated as AAI) reserves the right to reject any or part of tender without assigning any reason. 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.

- 10.2** 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 tenders.
- 10.3** 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.
- 10.4** 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.
- 10.5** 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.

11. Award of Contract:

- 11.1** The acceptance of the tender will be intimated to the successful bidder by issuing.
- 11.2** letter of intent (LOI). On receipt of letter of intent, successful bidder shall send unconditional acceptance of letter of intent to the Airport Director, Airports Authority of India, Bhavnagar Airport, Bhavnagar within five working days of issue of letter of intent through Fax / Courier/ E-mail / by Authorized representative or as deemed appropriate, failing which it should be constituted that he is not interested in the offer and hence not accepted the letter of intent unconditionally.
- 11.3** AAI shall issue the Purchase order to successful bidder on receipt of unconditional acceptance of the letter of intent. Successful bidder shall return one copy of purchase order within three working days as a confirmation to acceptance of terms and conditions of purchase order duly signed by him on each page of the order.
- 11.4** Successful bidder has to enter into an agreement with AAI on terms and Conditions mentioned in the tender, its corrigendum and technical queries and responses against which purchase order has been issued.
- 11.5** AAI shall be the sole judge in the matter of award of contract and the decision of AAI shall be final and binding.

12. Execution of Works:

The works shall be carried out under the supervision of CNS In-charge AAI, Bhavnagar Airport or nominated project officer according to the terms and conditions of the contract.

13. Declaration:

The General Information and Guidelines given in the Tender Document are here by accepted unconditionally and shall be complied with.

Signature of bidder:

Name:

Telephone Fax:

E-mail:

Stamp:

SECTION-B

GENERAL TERMS & CONDITIONS OF THE CONTRACT

1. Scope of work:

The scope of work shall be as specified in the Schedule of quantities and as per the details given in the technical/particular specifications (Annexure-I) of Comprehensive Annual Maintenance Contract for PA SYSTEMs and its accessories including software and hardware for 5 years at Bhavnagar Airport.

- 1.1. The contractor shall provide preventive and corrective maintenance of all hardware including replacement of defective parts, installation and configuration during CAMC period and maintain the records.
- 1.2. The contractor shall provide free upgrade of supplied software during CAMC period.
- 1.3. The contractor shall be directly responsible for carrying out all necessary support services including that of third-party OEMs visit during the entire contractual period
- 1.4. Preparation of preventive maintenance schedule and execution as per OEM recommendations and in consultation with the AAI CNS In-Charge.
- 1.5. Report generation for each call/complaint and resolution with time and date. Analysis of the call/complaint and action taken for rectification, to prevent recurrence.
- 1.6. Restoration of operation of system after any failure using hot standby/spare equipment. Installation of software and OS as and when required:
- 1.7. Restoration of system operation of server after any failure using back-up data. Performing quarterly system performance tuning for optimum performance.
- 1.8. Changing the system configuration, parameters and reorganizing disk space etc. if required.
- 1.9. Complaints shall be lodged to the Maintenance Engineer for rectification and restoration of systems. The Maintenance Engineer of the contractor shall ensure serviceability by periodic monitoring/inspections, etc., and in case of any un serviceability shall take immediate corrective action. AAI Officer In charge or his authorized representative shall be informed of any scheduled and corrective maintenance and post- restoration of any unserviceable equipment/system/facility.
- 1.10. In case of any breakdown, the contractor shall rectify the fault and restore the equipment and system to the satisfaction of the AAI CNS In-Charge within 48 Hours of reporting of the fault.
- 1.11. After rectification, operation and performance of the system shall be checked and maintained to the satisfaction of the AAI CNS In-charge.
- 1.12. Contractor shall replace all the faulty components such as modules, speakers, Announcement console, Cable and connectors etc. as per Annexure-I at his own cost to make system serviceable. Used and old component shall not be accepted.
- 1.13. All Maintenance log-books, reports, records, etc. shall be property of AAI, and the same shall not be removed from AAI premises or disclosed to any third party, without prior written permission of the AAI CNS In-charge.
- 1.14. The rates quoted for the CAMC shall be inclusive of all spares and services excluding UPS Batteries.
- 1.15. Contractor shall maintain sufficient inventory of spares to ensure compliance of terms and conditions of CAMC. Component level/card level maintenance shall have to be carried out by the contractor. It is therefore necessary that sufficient stock of spares is kept with the maintenance engineer of the contractor, so that un-serviceability can be attended by the method of replacement in order to have minimum down time.
- 1.16. If the contractor is unable to replace the defective parts within 48 Hrs. then such replacements shall be carried out by AAI at its own cost and the same shall be deducted from running payments/PBG.
- 1.17. Contractor shall ensure periodic backup of systems, programs and data. In case of corruption or damage to the Program/ Data due to any reason, the replacement, reprogramming and restoration shall be the responsibility of the contractor.

- 1.18. The repairs/maintenance of equipment is to be carried out at site. In case of an effect in equipment/its accessories, necessitating major repairs at the service center of the contractor, the same may be taken to service center under intimation to the AAI CNS In-Charge. In such cases, all expenditure and arrangement to dispatch, repair and return of the equipment/sub-assembly shall be borne/carried out by the contractor. Penalty shall be levied for delay beyond the prescribed time in setting right the equipment. The original equipment has to be reinstated at site after the repairs have been carried out at service center at the earliest.
- 1.19. The work shall be included Quarterly physical check of installation and submission of serviceability report.
- 1.20. Provision of necessary Test equipment, tools, cleaning material, etc. at site shall be the responsibility of the contractor.

2. Compliance:

- 2.1. The unconditional acceptance of all the terms & conditions of the NIT has to be submitted as per the format of the letter attached at Annexure-II.
- 2.2. The submission of the tender will imply acceptance of all the tender condition by the bidder laid in tender document including all the Annexure(s) & schedules to the tender document.
- 2.3. The compliance to the terms & conditions should be supported by authenticated documentation wherever required.
- 2.4. The submission of unconditional acceptance as described above is essential for the tender evaluation. The failure to submit the unconditional acceptance statement in the said format shall result in his tender being rejected.

3. Language and Currency:

The bidder shall quote the rates in international numerals. The rates shall be in whole numbers. In the event of the order being awarded, the language of all services, manuals, instructions, technical documentation etc. provided under this contract will be English. The bidders should quote only in Indian Rupees and the bids in currencies other than Indian rupees shall not be accepted. Follow the instructions available on NIC-CPP Portal.

4. Standard Conditions:

- 4.1. Standard printed conditions of the bidder to the offer, other than the conditions specified here, will not be acceptable.
- 4.2. For the purpose of the tender, the metric system of units shall be used.
- 4.3. The bidder shall duly attest all corrections, cancellation and insertions.
- 4.4. Bidder's offers shall be with reference to section and clause numbers given in the tender schedules.
- 4.5. In case, Successful bidder is responsible for delivering the items up to consignee Airport, then he shall make his own arrangement for obtaining Road permits/entry passes for transporting the system to consignee airport, however, AAI will provide the requisite Documents for obtaining road permits i.e. copy of purchase order, authorization letter etc. Nothing extra shall be paid by AAI.
- 4.6. Bidders shall quote prices Exclusive of GST.
- 4.7. Price quoted shall be Exclusive of cost of all taxes and duties applicable inland taxes in India.

5. Clarification of bids:

To assist in the evaluation, comparison and an examination of bids, AAI may, at its sole discretion, ask the Bidder for a clarification of its bid including breakdown of rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, AAI reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder.

6. Performance Bank Guarantee:

- 6.1. The successful bidder shall submit an unqualified Contract performance guarantee (in lieu of Contract Performance security) of the value equivalent to 3% (three percent) of the contract value in the form of an irrevocable and unconditional bank guarantee on scheduled commercial bank. In case, the successful bidder fails to submit the PBG within stipulated period (in 30 days from acceptance of work order), interest @ 12% p.a. on Performance Guarantee amount would be levied (non-refundable) for delayed period of submission.
- 6.2. The performance guarantee amount shall be payable to AAI without any condition whatsoever and the guarantee shall be irrevocable.
- 6.3. The performance guarantee is intended to secure the performance of the entire AMC. However, it is not to be construed as limiting the damages stipulated in any other clause.
- 6.4. The performance guarantee will be returned to the successful bidder 03 months after the end of the period without interest.
- 6.5. No interest or any other expenses, whatsoever, will be payable by AAI on the PBG in any manner.

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

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

8. Correspondence:

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

9. Settlement of Disputes:

- 9.1. If a dispute of any kind whatsoever arises between the AAI and the Contractor in connection with, or arising out of the Contract or the execution of the works, whether during the execution of the Works or after their completion and whether before or after repudiation or after termination of the contract, including any disagreement by either party with any action, inaction, opinion, instruction, determination, certificate or valuation of the Airport Director, AAI, Bhavnagar or officer nominated by him, the matter in dispute shall, in first place be referred to the Airport Director, AAI, Bhavnagar who shall act as the conciliator on the matter. The disputes will firstly be settled by the Conciliator, failing which any party may invoke arbitration clause.
- 9.2. Unless the Contract has already been repudiated or terminated or frustrated, the Contractor shall in every case, continue to proceed with the works with all due diligence and the Contractor and AAI shall give effect forthwith to every decision of the Airport Director or his nominee unless and until the same shall be revised, as hereinafter provided, by the Conciliator or in an Arbitral Award.

10. Settlement of Disputes:

- 10.1. If a dispute of any kind whatsoever arises between the AAI and the Contractor in connection with, or arising out of the Contract or the execution of the works, whether during the execution of the Works or after their completion and whether before or after repudiation or after termination of the contract, including any disagreement by either party with any action, inaction, opinion, instruction, determination, certificate or valuation of the Airport Director, AAI, Bhavnagar or officer nominated by him, the matter in dispute shall, in first place be referred to the Airport Director, AAI, Bhavnagar who shall act as the conciliator on the matter. The disputes will firstly be settled by the Conciliator, failing which any party may invoke arbitration clause.

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

11. Force Majeure:

- 11.1. AAI may grant an extension of time limit set for the completion of the work in case the timely completion of the work is delayed by force majeure beyond the contractor's control, subject to what is stated in the following sub paragraphs and to the procedures detailed there in being followed. Force majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotions and strikes (only those which exceed a duration of ten continuous days) at successful Bidders factory. The successful bidder's right to an extension of the time limit for completion of the work in above mentioned cases is subject to the following procedures.

11.1.1. That within 10 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the bidder informs the AAI in writing that the Bidder considers himself entitled to an extension of the time limit.

11.1.2. That the Successful Bidder produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.

11.1.3. That the Successful Bidder proves that the said conditions have actually been interfered with the carrying out of the Contract.

11.1.4. That the Successful Bidder proves that the delay occurred is not due to his own action or lack of action.

11.1.5. That within 10 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the bidder informs the AAI in writing that the Bidder considers himself entitled to an extension of the time limit.

11.1.6. That the Successful Bidder produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.

11.1.7. That the Successful Bidder proves that the said conditions have actually been interfered with the carrying out of the Contract.

11.1.8. That the Successful Bidder proves that the delay occurred is not due to his own action or lack of action.

- 11.2. Apart from the extension of the time limit, force majeure does not entitle the successful bidder for any relaxation or to any compensation of damage or loss suffered.

12. Arbitration and Law:

- 12.1. Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, 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. The single Arbitrator for settlement of any dispute with regard to this contract shall be appointed by the Chairman, AAI. The venue of Arbitration shall be New Delhi, India. The arbitration resolution shall be final and binding upon the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.

- 12.2. Indian laws shall govern this contract.

13. Termination for Default & Risk Purchase:

- 13.1. AAI may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Contractor, terminate this Contract in whole or in part in any or the following events if the Contractor fails to perform any other obligation(s) under Contract.

13.2. As a penalty to the Contractor the AAI shall en-cash Contract Performance Bank Guarantee. The AAI in such case shall pay for the assessed value of the executed work that can be used. No payment shall be made for the efforts put in by the Contractor in case the same are of no value to AAI. The balance unfinished work of the project will be got done by fresh tendering on Contractor's risk and that extra expenditure will be recovered.

14. Termination for Insolvency:

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

15. Termination of Contract at Purchaser's Initiative:

15.1. The AAI reserves the right to terminate the contract either in part or in full due to the reasons other than specified herein. The AAI shall in such an event give notice in writing to the Contractor of their decision to do so. The Contractor upon receipt of such notice shall discontinue the work on the date and to the extent specified in the notice, make all reasonable efforts to obtain cancellation of all orders and contracts to the extent they are related to the work terminated and terms satisfactory to the AAI, stop all further subcontracting or purchasing activity related to the work terminated, and assist the AAI in maintenance protection, and disposition of the works acquired under the contract by the AAI.

SECTION – C

SPECIAL CONDITIONS OF THE CONTRACT

1. Special additional Conditions of the Contract:

- 1.1. **Liability period:** shall be for a period of 03 MONTHS from the certified date of completion of the contract. Security deposit shall be released after successful completion of defect liability period.
- 1.2. The successful bidder shall, at their sole cost and expenses, furnish and provide for rendering services covered by this contract to the entire satisfaction of Airports Authority of India, Bhavnagar Airport.
- 1.3. The successful bidder shall comply with all applicable laws, ordinances, rules & Regulations in respect of this contract and shall pay all charges in connection therewith.
- 1.4. Necessary safety measures shall be ensured by the successful bidder for the on-duty personnel engaged by him. AAI shall not be held responsible for any such accident arising from compromising safety measures/negligence.
- 1.5. If the services rendered by the successful bidder are not up to the standard, the same shall be brought to the notice of the firm with a view to improve the same in a stipulated period; else shall take necessary action as per the provisions of contract. AAI may even terminate the contract without any intimation at any time if the performance is found unsatisfactory.
- 1.6. The successful bidder has to ensure that the services are not disturbed either due to absenteeism or due to willful act of his staff. In case workforce deployed by the successful bidder resort to any kind of industrial action the successful bidder shall arrange to deploy alternate work force of sufficient strength.
- 1.7. The authority shall reserve the right to terminate the contract after following the conditions specified in the tender document.
- 1.8. This contract is initially for a period of 05 years commencing from the “Date of signing of the
- 1.9. Agreement”. Contract may be extended on mutual agreement.

2. Terms & Conditions for Payment:

- 2.1. No mobilization advance shall be paid for any activity.
- 2.2. The payment shall be made on quarterly basis after successful completion of period. The payment shall be made after deducting Security Deposit, Income Tax; etc. and other recoveries / penalties (if any) for which the contractor has rendered himself liable under the contract.
- 2.3. The certificate of satisfactory service during the quarter for which the payment has been requisitioned from the AAI Officer In-Charge shall be a mandatory requirement for the release of the payment. The certificate shall be as per the format attached in Annexure-XII.
- 2.4. The 100% of the charges minus the recoveries if any shall be paid after the successful completion of period and on satisfactory performance certification from the CNS In-Charge AAI.
- 2.5. The AAI has defined the maintenance procedures on general cleaning, preventive, Predictive & corrective maintenance & their periodicity. The Contractor shall be responsible for the implementation of these maintenance schedules as per pre- defined periodicity & procedures (A Copy of the maintenance schedule & procedures is enclosed as Annexure XI). This contract shall include the general cleaning, preventive, predictive & corrective maintenance by the Contractor of the PA SYSTEM & other accessories under the purview of the Contract. The contractor shall be responsible to deploy minimum that many number of maintenance & supportive staff at AAI sites as and when required. The staff will maintain a log for all the activities carried out during the Maintenance.
- 2.6. Additional manpower shall be deputed by the contractor as and when required by AAI to maintain the SLA as per contract agreement. The contractor shall assign a single point of contact maintenance personal contact number for the AMC day to day co-ordination and communication purpose. Non - compliance will invite penalty @ Rs 100/- per day per AMC engineer & staff basis. Mobile no. of engineers/ staff will be made available to CNS In-Charge.

- 2.7. The supply and replacement of the consumables. The consumables shall be supplied by the Contractor, replacement of such parts by the Contractor shall be within the purview of the contract. However, the contractor shall undertake such replacements only after registration of complaint by AAI & following the fault registration procedures outlined in the contract.
- 2.8. In the event of irreparability (A condition where the contractor feels that he cannot repair an item under AMC due any reason) of an item /component which is under the purview of this contract the 'Contractor' shall have to replace the item / component with equivalent or a higher / better item /component maintaining SLA at all times. The replaced item in such an event shall become the property of AAI & the irreparable item shall become the property of the Contractor. In case the Contractor fails to replace the item within the above-stipulated period, AAI shall be free to replace the item from other sources & the cost of the replaced item shall be deducted from the quarterly payment of the Contractor.
- 2.9. Any third party (works done by a party other than AAI or the maintenance contractor) up-gradation / addition / modification / alteration shall be done in the presence of the CNS In-Charge AAI. Contractor shall have no objection to such an up-gradation / addition / modification / alteration & such changes shall have no impact on the AMC of the original machine. However, a prior intimation of such up-gradation / addition / modification / alteration shall be given to the Contractor & he may depute his representative to observe the changes at the time of execution of the work. AAI reserves the right to get such an up-gradation / addition /modification/ alteration done from the representative of the Contractor by giving him the items to be up-graded or replaced. The contractor shall not be entitled to any extra payment for such an up-gradation / implementation.
- 2.10. Any shifting of a items mentioned in the description of work shall be done by the maintenance staff of the Contractor and any damage, which occurs as a result of such a shifting shall be the responsibility of the Contractor. No extra payment shall be made for such a shifting when the shifting is done within the CATC premises.
- 2.11. In case of emergency situations AAI shall undertake the first level of maintenance under which the AAI maintenance staff shall replace the external faulty components such as items mentioned in the description of work. The cost of such parts shall be recovered from the contractor as per actuals. The Contractor shall be handed over the faulty component with a detailed history of the nature of complaint reported by the user, fault diagnosed / suspected by the maintenance staff of AAI, the date of recoding of complaint with the Contractor.
The Contractor shall repair the component & replace the same in the original equipment & show its satisfactory functioning to the user & the CNS In-Charge of AAI. The Contractor shall have no objection to AAI maintenance staff directly handling such faults of external nature as mentioned above. However, the maintenance staff of the Contractor may be asked to attend such problems if such problems are reported when the maintenance staff of the Contractor is available at the site. Such faults may be attended in coordination with the CNS In-charge AAI.
- 2.12. The Annual Maintenance Contractor shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement as per OEM's specifications. The contractor shall not use any spurious components for replacement / repair & shall use only the original OEM spares as & when required. All such replacements shall be one with the prior approval of the CNS In-charge before the maintenance is undertaken.
The original specifications / characteristics / features / configurations shall not be changed without any written approval from CNS In-charge AAI. When it becomes necessary to change the system specifications / characteristics / features / configurations it should be changed up-ward in terms of capacity / performance. No downward modification / change shall be acceptable at any point of time.

- 2.13. AAI reserves the right to shift the equipment to any location Inside Bhavnagar Airport premises. An intimation of such a shifting shall be given in writing to the Contractor. AAI may ask the Contractor to undertake such a shifting on its behalf & the Contractor shall be responsible for any damage caused during the shifting by the maintenance staff of the Contractor. However, such a shifting shall not violate any of the AMC clauses & no extra payment shall be made to the Contractor for such a de- installation & re-installation.
- However, in case of any large scale shifting at one time requiring the CAMC contractor to deploy extra manpower for shifting, extra payment as mutually agreeable and approved by AAI Officers shall be payable to the contractor.
- 2.14. It shall be the responsibility of AAI to maintain the Original Equipment Manufacturer specified conditions for the operation of the systems. The Contractor may bring any violation to these conditions to the notice of the CNS In-charge AAI in writing. AAI shall not be liable to any damage caused by non-standard conditions if not reported timely by the Contractor. This shall, however, exempt situations caused by pest problems (Rat Bites) etc. However, problems arising out of pests (Rat Bite) etc. have to be certified by the CNS In-charge AAI and the Contractor may submit an estimate for such a repair / maintenance. The contractor may undertake the repair only after obtaining a specific approval of his estimate from the CNS In-charge AAI.
- 2.15. The AMC of the equipment under the purview of this contract is irrespective of the usage of the system. All AMC clauses shall be applicable even when a third party (other than AAI & AMC Contractor) is using the system. However, AAI shall be responsible to inform the Contractor in writing for any such usage. Usage of systems / equipment under the purview of this contract, by operators hired by AAI for any specific application or purpose, shall be treated as the authorized usage of the systems / equipment without violating any of the clauses of this contract.
- 2.16. The contractor shall always ensure the availability of reasonable no. (Approx. 10% of the inventory) of spare parts as Buffer stock in consultation with CNS in- charge AAI so that he should be able to meet service level agreement and this shall be verified on weekly basis or as frequently as deemed fit by CNS In- charge at AAI and non-availability of spare parts shall invite penalty clause as mentioned in tender document.
- 2.17. All complaint calls should invariably be registered with the Complaint Registration Center either in writing or on EPABX / direct number provided for this purpose.
- 2.18. The Contractor shall ensure that any system / equipment under the purview of this contract is maintained as per the service level agreement (SLA) defined in Annexure- VII and is not out of service beyond the time lines specified in the SLA from the time of registration of complaint with the Complaint Registration Center. The above period shall however exclude Saturday, Sunday and other public holidays or other periods when access to the user premises is restricted due security or other reasons, not directly under the control of AAI or the Contractor. The Contractor shall be responsible for providing alternate equipment in case the anticipated period of un- serviceability is beyond SLA so that the SLA is adhered at all times. The adequate inventory of spares required for this purpose shall be maintained at Bhavnagar location.

3. Penalty for delay in attending maintenance:

- 3.1. The contractor provider shall provide necessary trained work force for the management and monitoring of the SLA. In case the bidder fails to rectify the problem as per the time lines specified in SLA, AAI at its discretion shall get the faulty items repaired through other sources at the risk & cost of the contractor. In such an event AAI shall deduct a fine @ Rs 100 per day from the quarterly bill of the CAMC.
- 3.2. No total Breakdown is acceptable. In case of total Breakdown due to negligence of the contractor or his workers suitable recovery proposed by CNS In-Charge will be final and binding on the contractor. Special care is required in attending the faults for the equipment where no standby is available.

Note: In any case the total penalty at any point of time on account of any or all the categories put together shall not exceed 15% of the total contract value per month. Once the total penalty reaches this limit, the contract shall be liable for review/rescind as per the provisions of the contract agreement and the decision of CNS In-Charge in this regard shall be final and binding on the contractor. If any equipment damaged due to the negligence of the work force, the agency shall repair the same and nothing extra shall be paid on this account by the AAI.

3.3. Penalties recovery: The decision of CNS In-Charge in classification of faults/ complaints and imposition of penalty as per the guidelines given below is final & binding upon the contractor.

Sl. No.	Class of Complaint	Type of Complaint/Fault	Time Period for Rectification	Penalty per day per complaint after given time period for rectification
01	Minor	All day-to-day complaints where no spare parts are required for replacement.	48 Hours	100.00
02	Major	Complaints where replacement of Hardware is required.	72 Hours	150.00

3.4. AAI at its sole discretion may not award an CAMC for all the items included in the NIT and May exclude some of the items which may have become obsolete over the period of time or May have been replaced/upgraded by AAI. AAI may also at its sole discretion terminate the contract for some of the items which have become obsolete or have been replaced/upgraded by AAI during the contract. The contract value of such items shall not be paid in the subsequent bills. AAI shall terminate the contract and takeover the system maintenance at any time without notice, in case the services are not found satisfactory. Under such conditions, all the defects shall be rectified at risk and cost of contractor.

4. Defect liability:

4.1. At the time of completion of the AMC contract, the contractor shall handover all the systems/ subsystems in working conditions to AAI. Any unserviceable system/subsystem shall be covered under defect liability and payment of last Quarter Bill shall be released only after satisfactory certificate issued by AAI CNS In-charge.

5. Misconduct:

5.1. The contractor shall be held responsible for any action / misdeeds, in terms of theft / pilferage or any other misdeed or any other undesirable activities by any of their staff engaged in Airport Complex. AAI shall furnish copy of FIR lodged with police for all such case for taking immediate action to dispense with the services of such individual involved. This will be without prejudice to any other liability on the part of the contractor, arising out of court directions/claims etc. on account of such misdeeds. Any loss suffered by AAI on account of misconduct by the workers of the firm shall be recovered from contractor's bill.

SECTION- D

COMPLIANCE OF TECHNICAL SPECIFICATIONS

Sl. No.	Product	Make	Model	Quantity
1	Controller Unit	Honeywell	X-DCS2000/EN	1
2	Mic	Honeywell	HN-PTT	1
3	Call Station Unit	Honeywell	X-NPMI	2
4	Amplifier	Honeywell	HN-A480, HN-RTR	2
5	Speakers	Honeywell	HN-CL06	43
		Honeywell	SS-WM06	6
		Honeywell	L-PHP15A	4
6	Noise Detectors	Honeywell	HN-D32N	2
7	UPS	Numeric	Onfiniti (2KVA)	1

Maintenance Procedures, Service Level Agreement & Maintenance Schedules

1. Classification of Maintenance Problems:

The problems observed on day-to-day basis are categorized as follows:

1.1. Minor Repairs & Maintenance: Maximum time taken for restoration from the time of call registration: 48 Hrs.

1.1.1. General functioning check of all Equipment of PA System on daily basis.

1.1.2. Minor Problem & cleaning (Affecting individual system not resulting in Loss of service).

1.1.3. PA System & accessories faults (Repairable): which does not require opening of the system

1.2. Major Repairs & Maintenance of PA System & Accessories: Maximum time taken for restoration from the time of call registration: 72 Hrs.

1.2.1. PA SYSTEM & accessories (Resulting in breakdown of service).

1.2.2. Repair of faulty equipment's/ items in given stipulated time period.

1.2.3. Configuration, diagnostic and tuning up of the system. Testing and servicing of cables, connectors etc.

2. Procedure to be followed for Maintenance:

The following events/procedures shall be followed on the registration of a complaint from a user and maintenance of system under contract:

2.1. Give a unique fault / Complaint number.

2.2. Identify the nature of fault & the faulty components.

2.3. A complete history of each fault shall be maintained & necessary formats required for this purpose shall be prepared as agreed mutually.

2.4. Acceptance of system after maintenance and closure of cases.

3. Maintenance Matrix /Schedule:

The periodical maintenance activities are categorized as follows:

3.1. General Cleaning: This will include cleaning of equipment's externally using the following tools:
- Soft cloth, Pest Spray, Checking Termination points/joints, etc.

3.2. Precaution: Equipment should not be isolated without proper authorization. Each cleaning has to be recorded.

3.3. Preventive maintenance includes the Periodic internal cleaning of the equipment (using vacuum cleaners) activities.

4. Predictive maintenance includes the following scope:

4.1. Observe pre-failure warning on the system and take necessary steps.

4.2. Observe Error codes from time to time & take action as per error messages. Also make a history of error messages & the corrective action taken.

4.3. The scope of each maintenance shall depend on the nature / category of faults.

Annexure- I

Inventory statement for Comprehensive Annual Maintenance Contract

Sl. No.	Product	Make	Model	Quantity
1	Controller Unit	Honeywell	X-DCS2000/EN	1
2	Mic	Honeywell	HN-PTT	1
3	Call Station Unit	Honeywell	X-NPMI	2
4	Amplifier	Honeywell	HN-A480, HN-RTR	2
5	Speakers	Honeywell	HN-CL06	43
		Honeywell	SS-WM06	6
		Honeywell	L-PHP15A	4
6	Noise Detectors	Honeywell	HN-D32N	2
7	UPS	Numeric	Onfiniti (2KVA)	1

Annexure- II

(UNCONDITIONAL ACCEPTANCE LETTER)

(To be submitted on company letter head)

To,
The Airport Director,
Airports Authority of India,
Bhavnagar Airport, Bhavnagar
Gujarat-364001

Sub: “Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI Bhavnagar Airport.”

E-Tender ID: 2022_AAI_120416_1

Tender No: AAI/BHAVNAGAR/PA System/CAMC/2022-23

Sir,

Having examined the conditions of contract and specifications including addenda, I/we, the undersigned, offer to “Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI Bhavnagar Airport.” in conformity with the specifications, terms & conditions of Tender.

- i. I/We agree to abide by the terms and provisions of the said conditions of the contract and provisions contained in the notice inviting tender. I/We hereby unconditionally accept(s) the tender conditions of AAI’s tender documents in its entirety for the above work. It is certified that I/we have not stipulated any condition(s) in our tender offer. In case any condition(s) are found in our tender offer violated after opening tender, 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 EMD absolutely.
- ii. I/We hereby submit the Performa of earnest money for the Tender for the above-mentioned work.
- iii. Bid uploaded by us is digitally signed, and prepared so as to prevent any subsequent alteration and replacement.
- iv. That, I/We declare that I/we have not paid and shall not pay any bribe to any officer of AAI for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of AAI asks for bribe/gratification, I shall immediately report it to the Appropriate Authority in AAI.
- v. That, I/We undertake that AAI’s tender document shall form part of contract agreement.

We understand that you are not bound to accept the lowest or any bid, you shall receive.

Thanking you

Yours faithfully

Dated:

Signature of Bidder

Name:

Telephone:

Fax/Email/Stamp.....

Annexure –III

UNDERTAKING

(To be submitted on company letter head)

(TO BE SUBMITTED IN ENVELOPE - A)

To,

The Airport Director,
Airports Authority of India,
Bhavnagar Airport, Bhavnagar
Gujarat-364001

Sub: “Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI Bhavnagar Airport.”

E-Tender ID: 2022_AAI_120416_1

Tender No: AAI/BHAVNAGAR/PA System/CAMC/2022-23

Dear Sir,

I/We under taking that the downloaded tender document as not been edited or altered advertently or inadvertently while downloading for submission as the bid and that the tender for mused for submission of the bid is a simple print out and that downloaded tender document has been verified and attested to be a true copy of the tender document NIT number: AAI/BHAVNAGAR/PA System/CAMC/2022-23, published on the AAI website www.aai.aero OR <https://etenders.gov.in/eprocure/app>.

Yours Faithfully,

(Name & Signature of the Tenderer with rubber stamp)

Date: _____

Place: _____

Annexure- IV

DECLARATION BY THE CONTRACTOR/TENDERER

(To be submitted on company letter head)

I /We, the undersigned do hereby declare that, I /We have never ever been blacklisted and /or there were no debarring actions against us for any default in supply of material/equipment's/services by the Airports Authority of India.

In the event of any such information pertaining to the aforesaid matter found at any given point of time either during the course of the contract or at the bidding stage, my bid /contract shall be liable for truncation /cancellation /termination without any notice at the sole discretion of the AAI.

Signature of the Tenderer Name

Date:

Seal:

E-mail Address:

Annexure- V

PROFORMA OF LETTER FOR E-PAYMENT

To,
The Airport Director,
Airports Authority of India,
Bhavnagar Airport, Bhavnagar
Gujarat-364001

Sub: Request for E-Payment

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

Sl. No.	Particulars Details	Description	Remarks
1	Name of the Party		
2	Office of Party		
3	Type of Party's Organization		
	a) Sole Proprietor		
	b) Partnership		
	c) Private Ltd Company		
	d) Public Ltd Company		
4	Name of the Bank in which Party maintains A/C		
5	Bank Branch Code		
6	Bank Account No		
7	IFSC Code		
8	PAN No		
9	VAT/Sale Tax No		
10	MIRC Code		
11	NEFT Code		
12	GST No.		

Thanking you.

(Authorized Signatory)

Note: Any errors information may lead to harmful transaction for which either AAI or the Bank will not be liable/responsible.

Annexure- VI

PROFORMA FOR PERFORMANCE BANK GUARANTEE

1. In consideration of the Chairman, Airports Authority of India [hereinafter called “AAI”] having offered to accept the terms and conditions of the proposed agreement between _____ and _____ [here-in-after called “the said Contractor(s)”] for the works _____ [here-in-after called “the said agreement”] vide Order no. _____ Dated _____ having agreed to production of irrevocable Bank Guarantee for Rs _____ (Rupees _____ only) as a security / guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

We _____ (Indicate the name of the Bank) [here-in-after referred to as “the bank”] hereby undertake to pay to the Chairman, AAI, an amount not exceeding Rs _____ (Rupees _____ only) on demand by AAI.
2. We _____ (indicated the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from AAI stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs _____ (Rupees _____ only).
3. We, _____ (indicated the name of the Bank) further undertakes to pay to the Chairman, AAI any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal.
4. The payments made by us under this bond shall be a valid discharge of our liability for payment thereunder and the contractor(s) shall have no claim against us for making such payment. We _____ (indicate the name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all dues of AAI under or by virtue of the said agreement have been fully paid and its claims satisfied or discharge or till contract-In-Charge on behalf of AAI certified that terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee.
5. We _____ (indicate the name of the bank) further agree with AAI that AAI shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of terms and conditions of said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time to time any of the powers exercisable by AAI against the said contractor(s) and to forbearer enforce any of the terms and conditions relating to the said agreement and we shall not be relived from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, actor omission on the part of AAI or any indulgence by the AAI to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effects relieving us.

This guarantee shall not be discharged due to the change in the constitution of the bank or the contractor(s).

6. We _____ (indicated the name of the bank) lastly undertake not to revoke this guarantee except with the previous consent of AAI in writing.
7. This guarantee shall be valid up to _____ unless extended on demand by AAI. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs _____ (Rupees _____ only) and unless a claim in writing is lodged with three months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the _____ (Day) of _____ (Month) _____ (Year)

For _____ (Indicate the name of bank).

Annexure-VII

DRAFT AGREEMENT

AGREEMENT FOR “Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport.”

BETWEEN

**AIRPORTS AUTHORITY OF INDIA, RAJIV GANDHI BHAWAN, SAFDARJUNG AIRPORT,
NEW DELHI - 110 003**

AND

M/s. _____

This agreement made on this ____ Day of _____ 2022 between AIRPORTS AUTHORITY OF INDIA, a body corporate constituted by the Central Government under the Airports Authority Act (Act 55 of 1994) and having its Corporate office at RAJIV GANDHI BHAWAN, SAFDURJUNG AIRPORT, NEW DELHI-110003 and office AAI, BHAVNAGAR Airport, BHAVNAGAR (DNH and D&D) represented by Airport Director, BHAVNAGAR hereinafter called the ‘AAI’ (which term shall unless excluded by or is repugnant to the context be deemed to include its Chairman ,or Member, Executive Directors ,General Managers, Officers or any of them specified by the Chairman on his behalf and shall also include its successors and assigns) of the one part and

_____ represented by _____ of the other part hereinafter called the CONTRACTOR (which term shall unless excluded by or is repugnant to the context, be deemed to include its heirs, representative, successors and assigns of the contractor).

WHEREAS, the AAI wants **Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport** and CONTRACTOR _____ is desirous of supplying the same.

WHEREAS, AAI invited offers for the Comprehensive Annual Maintenance Contract (CAMC) Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport, in accordance with their Price Bid for Rs. _____ opened on _____. This Price is inclusive of patents, handling charges, VAT/Sales Tax/Entry Tax/work contract tax/Service against Supply and warranty services on each site and AAI has accepted its offer;

Now, therefore, in consideration of the promises and mutual covenants contained herein, the CONTRACTOR and the AAI (hereinafter referred to as the “parties”) agree as follows:

For the purpose of this contract, the following constitutes part of the agreement:

- a. AAI Tender Documents for the Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport
- b. Tender corrigendum no. 1, 2
- c. Contract Period – for **five year** with effect from award of contract up to _____ Authority's Tender Documents for the Scope of Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport comprised of Tender no. _____ and CONTRACTOR Price bid opened on _____
- d. Bid Response Documents submitted by the CONTRACTOR in fulfilling the tender requirements that includes the signed Compliance.
- e. Unconditional acceptance of AAI's Tender conditions as given by the CONTRACTOR.
- f. Replies to Queries raised by AAI during Technical evaluation and technical clarifications submitted by the CONTRACTOR in response thereof.
- g. The price bid of the CONTRACTOR opened on _____ and accepted by AAI.
- h. AAI's Letter of Intent stating acceptance dated _____ and the CONTRACTOR's acknowledgement dated _____.
- i. AAI's Work Order No. _____.

IN WITNESS WHEREOF, the parties have caused this agreement and executed by their respected duly authorized representatives on the _____ day _____ and _____ year.

ON BEHALF OF

ON BEHALF OF

(M/S _____)

(AIRPORTS AUTHORITY OF INDIA)

Signature:

Signature:

Name of the Executive:

Name:

Designation:

Designation:

1. Witness:

2. Witness:

Annexure- VIII

PRICE SCHEDULE FOR: Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport.

[Validate](#) [Print](#) [Help](#) Item Rate BoQ

Tender Inviting Authority: Airport Director, Airport Authority of India, Bhavnagar Airport, Gujarat - 364001

Name of Work: Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport.

Contract No: 2022_AAI_120416_1

Name of the Bidder/ Bidding Firm / Company :						
PRICE SCHEDULE <small>(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only.)</small>						
NUMBER # Sl. No.	TEXT # Item Description	NUMBER # Quantity	TEXT # Units	NUMBER # BASIC RATE (per Quantity) Including Service Charges, Octroi, Entry Taxes etc. Excluding GST in Figures To be entered by the Bidder Rs. P	NUMBER # TOTAL AMOUNT Without Taxes in Rs. P	TEXT # TOTAL AMOUNT in Words
1	2	4	5	13	55	55
1.01	CAMC of PA System including software & hardware as per Annexure-I of NIT for First Year .	1.000	Year		0.00	INR Zero Only
1.02	CAMC of PA System including software & hardware as per Annexure-I of NIT for Second Year .	1.000	Year		0.00	INR Zero Only
1.03	CAMC of PA System including software & hardware as per Annexure-I of NIT for Third Year .	1.000	Year		0.00	INR Zero Only
1.04	CAMC of PA System including software & hardware as per Annexure-I of NIT for Fourth Year .	1.000	Year		0.00	INR Zero Only
1.05	CAMC of PA System including software & hardware as per Annexure-I of NIT for Fifth Year .	1.000	Year		0.00	INR Zero Only
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words					INR Zero Only	

Cost of CAMC of Items cost should be quoted without GST and GST will be calculated automatically accordingly.

Yours Sincerely,

Name of the firm: _____

Address of the firm: _____

Telephone & Fax Nos.: _____

Mobile No.: _____

E-mail Id: _____

Annexure - IX

Compliance to Equipment/Systems to be covered under CAMC

(To be uploaded in PQQ/Technical Bid)

Name of Work: Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport.

E-Tender ID: 2022_AAI_120416_1

Tender No: AAI/BHAVNAGAR/PA System/CAMC/2022-23

Sl. No.	Product	Make	Model	Quantity	Compliance (Yes/No)
1	Controller Unit	Honeywell	X-DCS2000/EN	1	
2	Mic	Honeywell	HN-PTT	1	
3	Call Station Unit	Honeywell	X-NPMI	2	
4	Amplifier	Honeywell	HN-A480, HN-RTR	2	
5	Speakers	Honeywell	HN-CL06	43	
		Honeywell	SS-WM06	6	
		Honeywell	L-PHP15A	4	
6	Noise Detectors	Honeywell	HN-D32N	2	
7	UPS	Numeric	Onfiniti (2KVA)	1	

Date: _____

Signature of the Bidder

Annexure - X

CHECK LIST FOR POO/TECHNICAL BID

(TO BE SUBMITTED IN ENVELOPE - I)

Name of Work: Comprehensive Annual Maintenance Contract (CAMC) of PA System for 05 years at AAI, Bhavnagar Airport.

E-Tender ID: 2022_AAI_120416_1

Tender No: AAI/BHAVNAGAR/PA System/CAMC/2022-23

Sl. No.	Eligibility Criteria	Documents Uploaded
1.	Copy of Permanent Account Number (PAN) & GST Registration of the tenderer/firm.	Yes / No
2.	Power of attorney indicating the capacity and authority of individual signing the Tender (if applicable).	Yes / No
3.	Tender document duly signed & stamped	Yes / No
4.	Experience Certificate as per para 5(d), Page 4 of NleT	Yes / No
5.	Annualized Average Financial Turnover As per para 5(e), Page 4 of NleT. Copies of abridged balance sheets to be enclosed.	Yes / No
6.	Declaration as per (Annexure –IV)	Yes / No
7.	Copy of articles of Memorandum of Association or Partnership Deed or Proprietorship Deed as the case may be	Yes / No
8.	Scanned copy of details of payment made through online SBI payment gateway against Tender Processing Fee in CPP Portal.	Yes / No
9.	Scanned copy of details of payment made through online SBI payment gateway against EMD in CPP Portal.	Yes / No
10.	Unconditional acceptance letter (Annexure – II).	Yes / No
11.	Copy of valid MSME/NSIC/UDHYAM certificate of same service (if applicable).	Yes / No
12.	Undertaking as per (Annexure-III).	Yes / No
13.	CHECK LIST FOR PQQ/TECHNICAL BID (Annexure-X)	Yes / No

NOTE: Self-attested, scanned and digitally signed copies of above documents should be uploaded in “Envelope - I”.

Signature of the Tenderer

Name:

Date:

Seal:

Annexure – X

AAI, BHAVNAGAR AIRPORT
(PA SYSTEM)

PREVENTIVE MAINTENANCE / GENERAL CLEANING REPORT (Quarterly)

- Preventive maintenance of all items, which will include cleaning of all the equipment's, checking individual and complete performance of the equipment's of the PA SYSTEM.
- Preventive maintenance will include monitoring the conditions in which the hardware is working and forewarning the in charge of any factors detrimental to the satisfactory functioning of the hardware.

Date/Time of cleaning/Preventive Maintenance: _____

Date /Time of receipt of Item after Cleaning / Preventive Maintenance: _____

Cleaning / Preventive Maintenance done on the following machines and Peripherals.

Sr. No.	Machine / Peripheral Description	Serial Number of the Machine	Status Before Maintenance / Cleaning	Type of Maintenance Cleaning / Preventive	Status after Maintenance	Signature / Remarks
1.						
2.						
3.						
4.						
5.						
6.						
7.						

Signature of Maintenance Person
Name:

Signature of CNS In-charge
Name:

Annexure-XII

AAI, BHAVNAGAR AIRPORT
(PA SYSTEM)

Quarterly Certificate of Satisfactory Service

It is certified that the Quarterly Maintenance Services of PA SYSTEM by M/s _____ had been satisfactory and as per the Provisions of the Contract laid down in the Contract Document No. _____ Dated _____ During the Quarterly period _____ to _____

(CNS In-charge)

AAI,

Bhavnagar Airport