

Ref. No.: AAI/GY/AGM (E)/ AMC of Water Cooler /eNIT-02/22-23/

Date: 22.06.2022

**NOTICE INVITING e-TENDER (2 BOT -2 Envelope Open Tender)**

**Tender ID: 2022\_AAI\_ 119880\_1**

1. Item rate e-tenders are invited through the e-tendering CPP portal by **Asst. General Manager (Engg.-Elect), AAI, Gaya Airport, Gaya-823004 (Bid Manager)** on behalf of Chairman, AAI from the eligible contractors for the work of “**Annual Comprehensive Maintenance of Air Conditioners and water Cooler cum purifier for the year 2022-2025 at Gaya Airport, Gaya**” at an estimated cost of Rs. **19,36,366.00 [excluding GST]** with period of completion **36 (Thirty-Six)** months.

The tendering process is online at CPP-portal URL address <https://etenders.gov.in/eprocure/apporwww.aai.aero>. Prospective Tenderers may download and go through the tender document.

Prospective Tenderers are advised to get themselves register at 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> or [www.aai.aero](http://www.aai.aero). They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days’ time. The tenderer may also take guidance from AAI Help Desk Support through path [aai.aero/tender/e-tender/help desk support](http://aai.aero/tender/e-tender/help%20desk%20support).

- (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, Mobile: 91 8826246593,  
E-mail: [support-eproc@nic.in](mailto:support-eproc@nic.in)

Tenderers 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 further technical assistance with regard to functioning of CPP portal the tenderer may contact to the following AAI help desk numbers on all working days only between

- (ii) 08:00 hrs to 20:00 hrs (Mon-Sat)-  
011-24632950, Ext-3512, E-Mail: [-eprochelp@aai.aero](mailto:-eprochelp@aai.aero)
- (iii) 09:30 hrs to 18:00 hrs (Mon-Fri)- (After 4 hrs.)  
011-24632950, Ext-3523, E-Mail: [-etendersupport@aai.aero](mailto:-etendersupport@aai.aero),  
[sanjeevkumar@aai.aero](mailto:sanjeevkumar@aai.aero)
- (iv) 09:30 hrs to 18:00 hrs (Mon-Fri)- (After 12 hrs.)  
011-24632950, Ext-3527, E-Mail: [-dkumar@aai.aero](mailto:-dkumar@aai.aero)
- (v) 09:30 hrs to 18:00 hrs (Mon-Fri)- (After 3 days.)  
011-24657900, E-Mail: [-gmitchq@aai.aero](mailto:-gmitchq@aai.aero)

Tender processing fee of **Rs.1,120/-(i/c GST) Non-refundable** will be required to be paid online through SBI MOPS payment gateway on CPP portal. Procedure for online collection of EMD and Tender fee from bidder is given at page NIC GepNIC 1 to 20 under instruction for online bid submission.

2. Following 2 envelopes shall be submitted through online at CPP-portal by the tenderer as per the following schedule: -

### CRITICAL DATA SHEET

<b>Publishing Date</b>	<b>22.06.2022</b>
<b>Bid Document Download / Sale Start Date (Next Day of Publishing Date)</b>	<b>23.06.2022 from 0930 Hrs.</b>
<b>Clarification Start Date</b>	<b>23.06.2022 from 0930 Hrs.</b>
<b>Clarification End Date</b>	<b>30.06.2022 up to 1800 Hrs.</b>
<b>Bid Submission Start Date</b>	<b>23.06.2022 from 0930 Hrs.</b>
<b>Bid Submission End Date</b>	<b>13.07.2022 up to 1800 Hrs.</b>
<b>Bid Opening Date (Envelope- I) (Technical Bid)</b>	<b>15.07.2022 at 1100 Hrs</b>
<b>Bid Opening Date (Envelope- II) (Financial Bid)</b>	<b>22.07.2022 at 1100 Hrs</b>
<b>Tender Processing Fee (Non-refundable) - Online</b>	<b>Rs.1,120/-(i/c GST) Non-refundable.</b>
<b>Earnest Money Deposit (EMD) - Online</b>	<b>Rs. 38,727/-</b>

**Envelope-I (Technical Bid and Pre-Qualification):-** Bid containing following:

**A. Technical Bid** containing the following:-

- i) Scanned copy of Unconditional Acceptance of AAI's Tender Conditions.
- ii) Scanned copy of Permanent Account Number (PAN) and GST Registration Number.
- iii) MSMEs seeking exemption and benefit as per the procurement policy for MSMEs shall enclose the attested /self-certified scanned copy of valid registration certificate failing which they run the risk of their bid being passed over as ineligible for the benefit applicable to MSMEs
- iv) Scanned copy of 'Undertaking' regarding Blacklisting/ Debarment on Company's Letter Head.
- v) Tenderer should deploy sufficient plant and machinery as per the requirement of work in Consultation with the Engineer-in-Charge (EIC) to achieve the milestones/ targets and overall completion within the time period. Tenderer shall submit scanned copy of 'Undertaking' on Company's Letter Head.
- vi) Companies other than propriety firm shall submit, scanned copy of Authorization Letter/ Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/ LLPIN/ Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney.  
  
Proprietary firm shall submit scanned copy of Authorization Letter/ Power of Attorney only if the tender is processed by a person other than proprietor.
- vii) Scanned copy of ESI, EPF registration
- viii) PQ Performa (Check List) duly filled.

**B. Qualifying requirements of contractors / tenderers containing the following:**

Should have satisfactorily completed (# Phase/Part completion of the scope of work in a contract shall not be considered, **however pre-determined phasing of the work will be accepted**) three works, each of Rs. 2,58,182.00 (Excl. GST) or two works, each of Rs. 3,22,728.00 (Excl. GST) or one work of Rs. 5,16,364.00 (Excl. GST) in single contract of similar nature of “AMC/CMC of Air-conditioners/Air-conditioning systems.” during last seven years ending on the last date (extended date) of submission of bid.

**Note:- For the experience certificates of works completed pre GST era, the Completion amount will be divided by 1.12 (to exclude pre GST tax of VAT 12%) to make it at par with experience certificates of post GST era but excluding GST.**

**“The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to the last date of submission (extended date) of submission of bid.**

Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement, actual date of completion and satisfactory completion of work. **Tenderers showing work experience certificate from non-government/non-PSU organizations should submit copy of tax deduction at sources (TDS) certificate(s) along with a certificate issued by registered Chartered Accountant, clearly specifying the name of work, total payment received against the work and TDS amount for the work.**

- ii) Should have annualized average financial turnover of **Rs. 1,93,637.00 (Excl. GST)** 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 tenderer should be submitted along with the application. Tenderers showing continuous losses during the last three years in the balance sheet shall be summarily rejected.
- iii) The tenderer should have a minimum net worth of **Rs. 96,818.00 (Excl. GST)** issued by Certified Chartered Accountants.
- iv) Tenderers have to submit UDIN generated documents like Balance Sheet/Turnover certificate, Net worth Certificate, Tax Deduction at Source (TDS) Certificates for Non-Govt. works etc. as per NIT conditions duly certified by CA and having UDIN. The documents submitted by bidders without UDIN shall not be entertained.

Scanned copy of all the Documents of Envelope-I mentioned above shall be submitted on the CPP portal. EMD of Value of **Rs. 38,727/-** shall be accepted online through payment gateway on CPP portal only.

**Refund of EMD:-**

As per the Refund and settlement process given at page RSP-1 of tender document.

**Envelope-II: -The Financial e-Bid through CPP portal.**

All rates shall be quoted in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the tenderers. Tenderers are required to download the BOQ file, open it and complete the **Blue coloured** (unprotected) cells with their respective financial quotes and other details (such as name of the tenderer). No other cells should be changed. Once the details have been completed, the tenderer should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the tenderer, the bid will be rejected.

### 3. Bid Submission:-

The tenderer shall submit their application only at CPP Portal: <https://etenders.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions provided in the tender document for online submission of bids. Tenderers are required to upload the digitally signed file of scanned documents as per Para 2. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Uploading of application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.

4. Not more than one tender shall be submitted by one tenderer or tenderers having business relationship. Under no circumstances will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner (s)/ director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
5. Tenderer who has downloaded the tender from the Central Public Procurement portal (CPPP) website <http://etenders.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AAI.
6. **Bids Opening Process is as below: - Envelope-I (Technical bid and Pre-qualification):** Envelope-I containing documents as Para 2(A) and (B) (uploaded by the tenderers) shall be opened on date & time mentioned in CRITICAL DATA SHEET.

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

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

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

#### **Envelope-II (Financial Bid):**

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

7. AAI reserves the right to accept or reject any or all applications without assigning any reasons. AAI also reserves the right to call off tender process at any stage without assigning any reason.
8. AAI reserve the right to disallow the working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/Temporary or Permanent debarment/black listing by any department of AAI or Central/State Govt. Depts./PSUs/World bank/ADB etc. **AAI reserve the right to verify the credential submitted by the tenderer at any stage (before or after the award the work). If at any stage, any information/ documents submitted by the applicant**

is found to be incorrect/false or have some discrepancy which disqualifies the tenderer then AAI shall take the following action:

a) Forfeit the entire amount of EMD submitted by the firm.

b) The tenderer shall be liable for debarment from tendering in AAI, including termination of the contract apart from any other appropriate contractual/legal action.

9. Consortium /JV companies shall not be permitted.

10. Purchase preference to Central Public Sector Undertaking shall be applicable as per the directive of Govt. of India prevalent on the date of acceptance.

11. Concession to Indian Micro & Small Enterprises (MSMEs) units registered with DIC/NSIC/KVIC/KVIB/Directorate of Handcraft and handloom etc., to be given as per the provisions of Public Procurement Policy for MSMEs order 2012 with up to date amendments, shall be applicable for tenders of supply/ services and shall not be extended to construction work.

SD/-

(Syed Tanweer Ashraf)  
AGM (Engg.-Elect.)  
For and on behalf of Chairman,  
AAI, Gaya Airport, Gaya.

Encl.: Annexure-A (Check List)  
Annexure-B (INSTRUCTIONS FOR ONLINE BID SUBMISSION)  
Annexure-C (CPPP under GePNIC, Help Desk Services)

**CHECK LIST (PQ Proforma)**

(TO BE UPLOADED BY THE BIDDER ALONG WITH TENDER APPLICATION)

**Name of Work: - Annual Comprehensive Maintenance of Air Conditioners and water Cooler cum purifier for the year 2022-2025 at Gaya Airport, Gaya.**

S. No.	Particulars	ATTACHMENTS/ ENCLOSURES CHECK LIST (To be uploaded /enclosed)	
1.	Name & registered office Address of the Applicant.		
2.	Name, address, telephone, Fax No., e mail address of the authorized contact person of the agency for further communication.	<div>Name:</div> <div>Address:</div> <div>Ph. No.:</div> <div>Mobile No.:</div> <div>Fax No.:</div> <div>E-Mail ID:</div>	
3.	<b>ENVELOPE-I:</b> It shall contain the scanned copy of		
a)	EMD and Tender fee. MSMEs shall enclose the attested /self-certified scanned copy of valid registration certificate (if MSMEs claiming exemption of tender processing fee & EMD).	EMD for an amount of Rs. <b>38,727.00</b> and Tender Fee of <b>Rs.1,120.00</b> to be paid online through payment gateway on CPP portal.	EMD & Tender fee paid online. YES/NO
b)	Unconditional Acceptance Letter	Format given at Page- PR-1 (Annexure-1) of Tender document as per e-NIT	Scanned copy of duly signed & stamped Unconditional Acceptance Letter uploaded YES/NO
c)	Details of PAN card	Enclose documentary proof in support of PAN.	Self-attested scanned copy of PAN Card uploaded. YES/NO
d)	GST Undertaking and GST Registration Certificate.	Enclose documentary proof in support of GST Undertaking as per enclosed format.	Copy of GST Undertaking. YES/NO
e)	Scanned copy of ESI, EPF registration	Enclose documentary proof of ESI, EPF registration.	Self-attested scanned copy uploaded. YES/NO
f)	Undertaking regarding blacklisting/debarment on Company's letter head.	Enclose documentary proof in support of Undertaking as per NIT.	Self-attested scanned copy of Undertaking uploaded. YES/NO
g)	Undertaking regarding Tools & Plants on Company's letter head.	Enclose documentary proof in support of Undertaking as per NIT.	Self-attested scanned copy of Undertaking uploaded. YES/NO



h)	Companies/proprietary firms to upload Authorization letter/POA and other documents required as per NIT.	Enclose documentary proof in support of Companies/proprietary firms as per NIT.	Self-attested scanned copy of Companies/proprietary firms uploaded. YES/NO
i)	PQ performa Duly filled	Tenderer should submit scanned copy of PQ performa Duly filled	Scanned copy of PQ performa Duly filled uploaded YES/NO
j)	Work Experience Certificates from clients of having satisfactorily completed works of similar nature.	Details of similar nature works completed during last seven year showing the nature of work done, the value of work, date of start date of completion as per agreement, actual date of completion and satisfactory completion of works as per the e-NIT Completion Certificates should have the following details: -	Self-attested scanned copy of Completion Certificates with PO and BOQ /Documents in support of e-NIT uploaded YES/NO
(i)	Name of client :-		
	Name of work :-		
	Completion Value: -		
	Date of Start :-		
	Date of completion as per agreement :-		
	Actual Date of completion of work :-		
(ii)	Name of client :-		
	Name of work :-		
	Completion Value: -		
	Date of Start :-		
	Date of completion as per agreement :-		
	Actual Date of completion of work:-		
(iii)	Name of client :-		
	Name of work :-		
	Completion Value: -		





	Date of Start :-		
	Date of completion as per agreement :-		
	Actual Date of completion of work :-		
k)	Whether experience from private clients?	Non-Government/ Non PSU organizations as per e-NIT	Self-attested scanned copy of TDS certificates of stipulated value of works from clients enclosed: YES/NO
l)	Annualized average financial turnover details (Abridged Balance Sheet and Profit & Loss Account) during last three financial years	Abridged Balance Sheet and Profit & Loss account for last three financial year as per e-NIT	Self-attested scanned copy of Annual Report i.e. Abridged Balance Sheet and Profit & Loss A/c Statement Uploaded. YES/NO
m)	Net worth certificate issued by CA. as per performa -1	The Tenderers should submit net worth certificate issued by CA.	Net worth certificate Uploaded Yes/NO
n)	Digitally signed Tender document.	As per e-NIT	Digitally Signed Scanned copy uploaded YES/NO
4.	<b>ENVELOPE-II (PRICE BID FOLDER):</b> It shall contain.		
a)	Price/Financial e- Bid	To be quoted online through CPP portal <a href="http://www.etenders.gov.in">www.etenders.gov.in</a>	Uploaded YES/NO

Declaration

I, ( ) hereby declare that the documents submitted / enclosed are true and correct. In case any document at any stage found fake / incorrect, my EMD may be forfeited.

Place:

Date

Signature with stamp  
Authorized Signatory of the Agency



## **ANNEXURE –B**

### **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

[www.etenders.gov.in](http://www.etenders.gov.in)

### **REGISTRATION**

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

### **SEARCHING FOR TENDER DOCUMENTS**

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

## PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important documents” area available to them to upload such documents and keep it as a repository.

**Note:** My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

## 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. Detailed SOP for online payment of Tender fee & EMD is given from page NIC-GePNIC 1 to 20.
- 4) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 5) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the DATE. The DATE 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. DATE 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.

- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) 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.
- 9) 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.

**ANNEXURE –C**

**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, 0120-4001005 and 0120-6277787. International bidders are requested to prefix 91 as country code.**

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

Tel: 0120-4001002, 0120-4001005, 0120-6277787.

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

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

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

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

- a. In order to facilitate the Vendors / Bidders as well as internal users from AAI, Help desk services have been launched between 0800-2000 hours for the CPP under GePNIC <https://eprocure.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 (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**”.

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

Sl. No	Support Person	Escalation Matrix	E-Mail Address	Contact Number	Timings
1.	Technical Help Desk Team	Instant Support	<a href="mailto:eprochelp@aai.aero">eprochelp@aai.aero</a>	011-24632950, Ext-3512	0800- 2000 hrs. (Mon-Sat)
2.	Sh. Sanjeev Kumar, Sr. Mgr.(IT)	After 4 Hrs. of Issue	<a href="mailto:etendersupport@aai.aero">etendersupport@aai.aero</a> or <a href="mailto:sanjeevkumar@aai.aero">sanjeevkumar@aai.aero</a>	011-24632950, Ext-3523	0930- 1800 hrs. (Mon-Fri)
3.	Sh. Dharmendra Kumar, Jt.GM (IT)	After 12 Hrs.	<a href="mailto:dkumar@aai.aero">dkumar@aai.aero</a>	011-24632950, Ext-3527	0930- 1800 hrs. (Mon-Fri)
4.	General Manager (IT)	After 03 Days	<a href="mailto:gmitqh@aai.aero">gmitqh@aai.aero</a>	011-24657900	0930- 1800 hrs. (Mon-Fri)

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

- 5) The above mentioned help desk numbers are intended only for queries related to the issues one-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.**