

NIT No: AAI/GOA/ELE/SM(E-E)/RO UV/NIT-05/2022-23

Date: 18.06.2022

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

**CPP TENDER ID: 2022\_AAI\_119533\_1**

1. Item rate e-tenders are invited through the e-tendering CPP portal by Sr. Manager (Engg-Elect) O/o The Airport Director, Goa Airport (Bid Manager) on behalf of Chairman, AAI from **Eligible Contractors** for the work “**Miscellaneous electrical work at Goa Airport. SH: Provision of drinking water stations with inbuilt RO & UV units.**” at an estimated cost of **Rs. 10,15,000/- [Excluding GST]** with period of completion **Two (02) Months.**

The tendering process is online at CPP-portal URL address <https://etenders.gov.in/eprocure/app> or [www.aai.aero](http://www.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 [pathaai.aero/tender/e-tender/help](http://pathaai.aero/tender/e-tender/help) desk support.

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. **Refer ANNEXURE-B Help Desk Services, CPPP under Ge-PNIC for details.**

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.

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

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

For any issues/ clarifications relating the tender(s) published kindly contact the respective Tender Inviting Authority.

Tender processing fee of Rs. 1180/- (i/c GST) Non – refundable will be required to be paid online only through Payment Gateway on CPP Portal as per the date & time specified in CRITICAL DATA SHEET of tender document.

Procedure to be followed for Online Collection of Tender Fee from Bidders is at **Page ITB 4- ITB 24**. If requisite amount of Tender Fee is not received, then their tender will be liable to be rejected. AAI is not responsible for any delay due to link failure / internet problem etc. in respect to online payment of any Tender Fee amount.

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

### **CRITICAL DATA SHEET**

Publishing Date	18/06/2022
Bid Document Download/Sale Start Date (Next Day of Publishing Date)	19/06/2022 from 09:30 Hrs
Clarification Start Date	19/06/2022 from 09:30 Hrs
Clarification End Date	27 /06/2022 up to 18:00Hrs.
Bid Submission Start Date	19/06/2022 from 09:30 Hrs
Bid Submission End Date	11/07/2022 upto 18:00 Hrs
Last date of submission of Tender Processing Fees through Online portal CPP	11/07/2022 upto 18:00 Hrs
Bid Opening Date (Envelope- I) (Technical Bid)	13/07/2022 at 11:00 Hrs.
Bid Opening Date (Envelope- II) (Financial Bid)	18/07/2022 at 11:00 Hrs.
Tender Processing Fee (Non-refundable in the form of online payment through payment Gateway on CPP Portal)	Rs. 1180/- (Incl. GST) To Be submitted online
Earnest Money Deposit (EMD) –(Online payment through payment Gateway on CPP Portal)	Rs. 20,300/- (Exc. GST)

- **Envelope-I (Tender processing fee, EMD, Technical Bid and pre-qualification):-**  
Bid containing following: -

**A. Tender Processing fee and Earnest Money Deposit(EMD): -**

- Tender processing Fee of **Rs. 1180/- (i/c GST)** is required to be paid Online through payment Gateway on CPP Portal.
- Earnest Money Deposit (EMD) of **Rs. 20,300 /-** is required to be paid Online through payment Gateway on CPP Portal.

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

- Scanned copy of Unconditional Acceptance of AAI's Tender Conditions. **(Annexure- 1 under proforma page A-1 of Tender Document).**
- Scanned copy of Permanent Account Number (PAN)
- Scanned copy of GST Registration Number Certificate.
- ~~Scanned copy of valid EPF Registration.~~
- ~~Scanned copy of valid ESIC Registration.~~
- ~~Scanned copy of Valid Electrical Contractor License.~~
- ~~Scanned copy of 'Undertaking' regarding compliance of Minimum Wages guidelines of issued by Central Labour Commissioner time to time on Non-Judicial stamp paper. **(Annexure -2 under proforma page A-2 of Tender Document.)**~~
- Scanned copy of 'Undertaking' regarding GST on Company's Letter Head. **(Annexure -3 under proforma page A-3 of Tender Document.)**
- Scanned copy of 'E-Payment. **(Annexure -4 under proforma page A-4 of Tender Document.)**
- Scanned copy of 'Undertaking' regarding Blacklisting/Debarment on Company's Letter-Head **(Annexure -5 under proforma page A-5 of Tender Document.)**



- xi)** ~~Tenderer should deploy sufficient plant and machinery as per requirement of the work in consultation with EIC to achieve the milestone / target and overall completion within the time period. Tenderer shall submit scanned copy of "Undertaking" on company's Letter-Head. (Annexure-7 under proforma page A-7 of Tender Document.)~~
- xii)** 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.
- xiii)** PQ Performa duly filled. **(Checklist -PQ Proforma in Page ENIT Page-7 to 10).**
- xiv)** Scanned copy of Certificate of 'Net Worth from Chartered Accountant" **(Annexure-6 under proforma page-A-6 of Tender Document mentioning UDIN No.).**
- xv)** Scanned copy of Undertaking by agency regarding Under Make in India Policy **(Annexure-9 under proforma page-Anex-9 of Tender Document).**
- xvi)** Scanned copy of Undertaking by agency regarding Compliance of Restriction under Rule 144(xi) of GFR 2017 **(Annexure-10 under proforma page-Anex-10 of Tender Document).**
- xvii)** They shall download the Tender Document from the e-tendering portal, and upload the same after digitally signing to e-tendering portal.
- xviii)** If any of the supporting documents is submitted in any language other than English & Hindi, a self-attested English/Hindi version shall be submitted with the respective document.

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

- i.** 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. 4,06,000/- (Ex. GST) or two works, each of Rs. 5,07,500/- (Ex. GST) or one work of Rs. 8,12,000/- (Ex. GST) in single contract of similar nature of work i.e "supply of storage type water purifier cum cooler unit. during last seven years ending on last date or extended date of submission of bids in India.**

The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to the last date of submission of bid as per Critical Data Sheet.

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

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. The tenderer should submit work order along with detailed BOQ.**

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 mentioning UDIN No, clearly specifying the name of work, total payment received against the work and TDS amount for the work.

- i) Should have annualized average financial turnover **of Rs.3.04 Lakh (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 (**having UDIN no.**) 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.
- ii) The tenderer should have a minimum net worth **of Rs.1.52 Lakh (Ex. GST)** issued by Certified Chartered Accountants mentioning **UDIN No.**

**ii. Preference of Make in India**

Only 'Class-I Local Supplier', as defined under the "Public Procurement Policy(Preference to Make in India), order 2017 – revision dated 16.09.2020" of amended upto date, notified by Government of India, Ministry of Commerce and Industry, Department of Promotion of Industrial & Internal Trade (Policy Procurement Section) vide letter No. P-45021/2/2017-PP (BE-II) dated 16th Sep 2020 shall be eligible to bid in this tender.

'Class-I Local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for 'Class-I Local Supplier' under this order.

**Minimum Local Content:** The 'local content' requirement to categorize a supplier as 'Class- I Local Supplier' is minimum 50 %.

**Verification of Local Content :**

- (a) The 'Class-I Local Supplier' shall submit in Envelope –I an undertaking giving the percentage of local content. The format of undertaking and certificate are given under Annexure-H.
- (b) In case of false declarations, bidder or its successors can be debarred for up to two years for participating in tenders of AAI along with other actions as may be permissible under law.
- (c) A supplier who has been debarred by any other procuring entity for violation of this order shall not be eligible for participates for the duration of the debarment.

Scanned copy of all the Documents of Envelope-1 mentioned above shall be submitted on the CPP portal and originals shall form part of agreement of the work.

EMD is required to be paid online on or before date & time mentioned in CRITICAL DATE SHEET. The tenderer, whose Tender processing fee and EMD are not received by the date & time mentioned in critical data sheet, their tenders will be liable to be rejected.

Any delay on account of failed online transaction will not be entertained. EMD of the value of **Rs.20,300/-** shall be accepted **online only** as per guidelines in section "instructions to online bidders" section of tender document.

The EMD to tenderers who fail to qualify in the eligibility/technical criteria, shall be refunded to their source account through online only. For all bidders whose financial bids are opened, the refund of EMD except L1 bidder shall be refunded online only after completion of all formalities of the bid.

➤ **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.

**2. 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.

3. 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.
4. 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 tenderer is liable to be banned from doing business with AAI.

**5. Bids Opening Process is as below: -**

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

Envelope-I containing documents as Para 2(A), (B) and (C) (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 regard shall be entertained.

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

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



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

Envelope-II containing financial bid of the tenderers found to be meeting the technical criteria and qualifying requirements shall be opened; date & time of the same shall be intimated through CPP Portal.

6. 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.
7. 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(s):**
  - a) Forfeit the entire amount of EMD submitted by the tenderer.
  - 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.
8. Consortium /JV companies shall not be permitted.
9. Purchase preference to Central Public Sector Undertaking shall be applicable as per the directive of Govt. of India prevalent on the date of acceptance.
- ~~10. Concessions to Indian Micro & Small Enterprises (MSEs) units registered with DIC/NSIC/KVIC/KVIB/ Directorate of Handicraft and Handloom etc., to be given as per the provisions of Public Procurement Policy for MSEs order 2012 with up to date amendments, shall be applicable for tenders of supply / services and shall not be extended to construction work.~~
- 11. Tenderers have to submit UDIN generated documents like Balance Sheet/Turnover certificate, Working Capital Certificate (works done during last 5 financial years & works in hand), 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."**

SD/-

Asst. Gen. Manager (Engg-Elect),  
O/o. The Airport Director,  
Goa Airport,  
For and on behalf of Chairman, AAI.

Encl: Check list (PQ Proforma)  
(CPP under Ge PNIC, Help Desk Services)

### **CHECK LIST (PQ Proforma)**

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

**Name of Work: “Miscellaneous electrical work at Goa Airport. SH: Provision of drinking water stations with inbuilt RO & UV units.”**

S. No.	Particulars (of Bidder)	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.	Name: Address: Ph. No.: Mobile No.: Fax No.: E-Mail ID:	
3.	<b>ENVELOPE-I:</b> It shall contain the scanned copy of		
a)	EMD and Tender fee.	EMD- <b>Rs. 20,300/-</b> to be submitted online through payment gateway on CPP portal. TENDER Processing FEE-Rs. <b>1180/-</b> to be submitted online through payment gateway on CPP portal.	EMD paid online. <input type="checkbox"/> YES/ <input type="checkbox"/> NO. Tender processing fee paid online. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
b)	Unconditional Acceptance Letter	Format given at Page- A-1 (Annexure-1) of Tender document as per e-NIT	Scanned copy of duly signed & stamped Letter uploaded <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
c)	Details of PAN card, GST registration Certificate	Enclose documentary proof in support of PAN and GST registration certificate.	Self-attested scanned copy of PAN Card& GST certificate uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
d)	Undertaking' regarding GST on C o m p a n y' s Letter- Head	Annexure-3 under proforma page-A-3 of Tender Document). NIT.	Scanned copy of duly signed & stamped Undertaking uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
e)	Scanned copy of Valid Electrical Contractor License	Enclose documentary proof of Electrical Contractors License	Self-attested scanned Copy uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
f)	Scanned copy of EPF and ESIC registration certificate.		Self-attested scanned Copy uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.



g)	Scanned copy 'Undertaking' regarding compliance of Minimum Wages on Non-Judicial stamp paper	Annexure-2 under proforma page-A-2 of Tender Document	Scanned copy of duly signed & stamped Undertaking uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
h)	Scanned copy of 'E-Payment' Proforma.	Annexure-4 under proforma page-A-4 of Tender Document	Scanned copy of signed uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
i)	Scanned copy of 'Undertaking' regarding Blacklisting / Debarment on Company's Letter-Head	Format as in (Annexure-5 under proforma page-A-5 of Tender Document).	Scanned copy of duly signed Undertaking uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
j)	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 uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
k)	Undertaking Regarding Development of Sufficient Men and Material (I/C Plant and Machinery)	Format as in (Annexure-7 under proforma page-A-7 of Tender Document).	Scanned copy of duly signed Undertaking uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
l)	PQ proforma Duly filled	Tenderer should submit scanned copy of PQ proforma Duly filled as in Page E-NIT-7 of tender document.	Scanned copy of PQ proforma Duly filled uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
m)	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 <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
	(i) Three separate works each costing not less than of <b>Rs. 4,06,000 /- (Ex. GST)</b>	Name of client :-	
		Name of work :-	
		Completion Value: -	
		Date of Start :-	
		Date of completion as per agreement :-	
		Actual Date of completion of work :-	





	(ii) Two separate works each costing not less than <b>Rs. 5,07,500/- (Ex. GST)</b>	Name of client :-	
		Name of work :-	
		Completion Value: -	
		Date of Start :-	
		Date of completion as per agreement :-	
		Actual Date of completion of work:-	
	(iii) One separate work costing not less than <b>Rs. 8,12,000/- (Ex. GST)</b>	Name of client :-	
		Name of work :-	
		Completion Value: -	
		Date of Start :-	
		Date of completion as per agreement :-	
		Actual Date of completion of work :-	
m)	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. (certified by CA having UDIN No): <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
n)	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. (certified by CA having UDIN No): <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
o)	Net worth certificate issued by CA.	The Tenderers should submit net worth certificate issued by CA having <b>UDIN No.</b> (Annexure- 6) page PR-6.	Net worth certificates Uploaded(certified by CA having UDIN No): <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
p)	Scanned copy of Undertaking by agency regarding Under Make in India Policy	<b>(Annexure-9 under proforma page-Anex-9 of Tender Document).</b>	Scanned copy of duly signed Undertaking uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.

q)	Scanned copy of Undertaking by agency regarding Compliance of Restriction under Rule 144(xi) of GFR 2017	<b>(Annexure-10 under proforma page-Anex-10 of Tender Document).</b>	Scanned copy of duly signed Undertaking uploaded. <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
r)	<del>Scanned copy of in case of MSE's, Registration Certificate issued by DIC/NSIC/KVIC/KVIB/Directorate of Handicraft and handloom etc. as per Public Procurement Policy for MSEs order 2012 with up to date amendments.</del>	As per e-NIT	<del>Scanned copy of duly signed uploaded.</del> <input type="checkbox"/> YES/ <input type="checkbox"/> NO.
s)	Digitally signed Tender document.	As per e-NIT	Digitally Signed Scanned copy uploaded <input type="checkbox"/> YES/ <input type="checkbox"/> 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 <input type="checkbox"/> YES/ <input type="checkbox"/> 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 and action for debarment from tendering in AAI, apart from any other appropriate contractual/legal action be taken.

**Signature with stamp  
Authorized Signatory of the Agency**

**Place:**

**Date:**

## **CPPP under GePNIC, Help Desk Services**

**1. For any technical related queries please call the Helpdesk. The 24x7 Helpdesk Number 0120-4200462, 0120-4001002, 0120-4001005, and 0120-6277787. International Bidders are requested to prefix 91 as country code.**

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

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

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

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

**E-Mail:** [cphp-doe@nic.in](mailto:cphp-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, Helpdesk services have been launched between 0800-2000 hours for the CPPP under GePNIC <https://etenders.gov.in>. The help desk services shall be available on all working days (Except Sunday and Gazetted Holiday) between 0800-2000 hours and shall assist users on issues related to the use of Central Public Procurement Portal (CPPP).

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

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

SL. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1.	Technical Help Desk Team	Instant Support	<a href="mailto:eprochelp@aai.aero">eprochelp@aai.aero</a>	011-24632950, Ext-3512	0800-2000Hrs. (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	0930-1800Hrs. (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	0930-1800Hrs. (MON-FRI)
5.	General Manager(IT)	After 03 Days	<a href="mailto:gmitchq@aai.aero">gmitchq@aai.aero</a>	011-24657900	0930-1800Hrs. (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 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**