

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

## **AIRPORTS AUTHORITY OF INDIA**

**CIVIL AIRPORT JAMMU**



### **TENDER DOCUMENT**

**TENDER NO:** AAI/VIJU/IT/Comp-CAMC/2018-21.

**TITLE:** “CAMC(Comprehensive Annual Maintenance Contract) for computers and its peripherals for three years:2018-2021 at Civil Airport, Jammu).”

**E-Bid no.:-** 2018\_AAI\_9695\_1

**Date:** 06.04.2018

**Prepared By**

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“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

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**“E-Tendering Guidelines to Bidders”**

**E- Tendering Procedure:**

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

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

**3. General guidelines for bidders:**

General guide lines for bidders to proceed further in the tender process are available in the CPPP’s e-procurement/tendering portal. Bidders shall go through the guidelines before submitting their bids on-line.

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

**CPPP under GePNIC, Help Desk Services**

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

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

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

**Mobile:** 91 8826246593E-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 Issues / Clarifications relating to the publishing and submission of AAI tender(s).**

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

(a) In order to facilitate the Vendors / Bidders as well as internal users from AAI, Help desk services have been launched between 0800-2000 hours for the CPPP under GePNIC <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)

(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”

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

1.1 The helpdesk support contact details:

SL. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1.	Help Desk Team	Instant Support	<a href="mailto:eprochelp@aai.aero">eprochelp@aai.aero</a>	<b>011-24632950</b> <b>Ext:3512</b> <b>(Six lines)</b>	0800-2000 Hrs.  (MON - SAT)
2.	Mr. Sanjeev Kumar, Jr.Exe.(IT)	After 4 Hours of Issue	<a href="mailto:etendersupport@aai.aero">etendersupport@aai.aero</a>	<b>011-24632950,</b> <b>Ext-3505</b>	0930-1730 Hrs.  (MON-FRI)
3.	Mrs. S. Nita Sr. Mgr.(IT)	After 12 Hours	<a href="mailto:snita@aai.aero">snita@aai.aero</a>	<b>011-24632950,</b> <b>Ext-3523</b>	0930-1730 Hrs.  (MON-FRI)
4.	General Manager(IT)	After 03 Days	<a href="mailto:gmitchq@aai.aero">gmitchq@aai.aero</a>	<b>011-24657900</b>	0930-1730 Hrs.  (MON-FRI)

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

## SECTION-1

### NOTICE INVITING TENDER

1. Airports Authority of India invites e-tenders from the OEM's /Authorized Service Providers (ASP's) of leading Computer & Accessories Manufacturers for the work of **“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”** as per the bill of material given in schedule “B” to the tender document with detailed Specifications given in **Annexure – VII**.
2. **Estimated cost of the purchase / work & the EMD are as given below:**

Sl. no.	Name of the Work	Estimated Cost(Rs.) (Inclusive of Taxes)	EMD (Rs.)	Tender Submission End Date	Cost of tender fee (Rs.) (Inclusive of Taxes)
1.	<b>“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”</b>	<b>Rs.21,76,950/-</b>	<b>Rs 43,540 /-</b>	<b>18.09.2017</b>	<b>Rs1120/-</b>

**Earnest Money Deposit (EMD): 43,540/- (Rs. Forty three thousand and five hundred forty only) EMD of the tender shall be accepted offline only in the form of Demand Draft (IN FAVOUR OF Airports Authority Of India PAYABLE AT JAMMU). The original Demand Draft will reach in office of Dy. GM (CNS),O/O-Airport Director, Airports Authority of India, Civil Airport, Jammu on or before 17/04/2018 upto 1800 hrs.**

3. The vendors should have successfully completed one work of Comprehensive Annual Maintenance Contract of Computers and Accessories in the Network environment against value equal to 80% or more of the estimated cost or two separate works, each of a value equal to or more than 50% of the estimated cost or three separate Work Orders, each for a value equal to or more than 40% of the estimated cost in last 7 years, for Government Departments or Public Sector Undertakings or Private sectors (with in India). Certification of satisfactory completion with complete detail of work carried out shall be submitted.
4. This tender is called through the electronic tendering process and can be downloaded from <https://etenders.gov.in/e procure/app> and submit digitally counter signed tender document online at the same portal. A copy of the tender is also available on AAI website [www.aai.aero](http://www.aai.aero). Please note that the submission of the tender is only through the e-tender portal <https://etenders.gov.in/e procure/app>. The tenders will not be accepted in any other form. Further it may be noted that Tenders just saved without submission will not be available for evaluation.
5. **Cost of tender fee shall be accepted offline only in the form of Demand Draft (IN FAVOUR OF**

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

**Airports Authority Of India PAYABLE AT JAMMU). The original Demand Draft will reach in office of Dy. GM (CNS), O/O-Airport Director, Airports Authority of India, Civil Airport, Jammu on or before 17/04/2018 upto 1800 hrs.**

There should be separate Demand Draft for Earnest Money Deposit (EMD) and Tender Fee. In no circumstances a single Demand Draft for both the amount shall be accepted.

6. Annualized average financial turnover: Vendor should have average annualized abridged financial turnover of at least Rs 6,53,085/- (Rupees Six Lakhs Fifty three Thousand Eighty five only) or equivalent during last 3 years ending 31<sup>st</sup> March of previous financial year. As a proof of financial turnover, copy of abridged Balance Sheet along with profit & loss account of the bidder for the last three year should be submitted.
5. The critical dates for this tender are as given below:

<b>Schedule of Important Activities.</b>	<b>Date &amp; Time</b>
Publishing Date	<b>06/04/2018 1800 Hrs</b>
Document Download/Sale Start Date	<b>06/04/2018 1800 Hrs</b>
Seek clarification Start date	<b>06/04/2018 1800 Hrs</b>
Seek clarification End date	<b>12/04/2018 1800 Hrs</b>
Bid submission start date	<b>06/04/2018 1800 Hrs</b>
Bid submission closing date	<b>16/04/2018 1800 Hrs</b>
Bid opening date	<b>26/04/2018 1500 Hrs</b>
Last date and time of submission of original Demand Draft against EMD and Tender Fee, Signed hard copy of AAI Unconditional Acceptance Letter	<b>25/04/2018 1800 Hrs</b>

7. Last date for the online submission of e-bid is at 1800 hours on 16.04.2018(Scheduled Date). Following sealed e-envelopes shall be submitted through online submission at e-portal by the bidder.

**E-Bid no.:-**

**Envelope - I** - Eligibility Bid e-Bid through e-portal.

**Envelope – II**:-The Technical e-Bid through e-portal.

**Envelope – III** : - The Financial e-Bid through e-portal.

8. **AAI** Worksites for the project shall be Civil Airport, Jammu.
9. Clarification needed if any may be sent through e-tendering portal only.

**IssuedOn:**

**Dy.G.M.(CNS)**

## SECTION-II

### INSTRUCTIONS TO BIDDERS

#### A. INTRODUCTION

##### 1. DEFINITIONS

- 1.1 “AAI / The Buyer” means the Airports Authority of India
- 1.2 "The Bidder/Vendor" means the individual or firm who participates in this tender and submits its bid.
- 1.3 “Project Manager AAI” means the AAI executive responsible for signing all documents from AAI side and shall coordinate all the activities of the project with the bidder / contractor.
- 1.4 "The Supplier/Contractor" means the individual or firm taking up the work as defined under the Notice Inviting Tender.
- 1.5 "The Works Order" means the order placed for the supply, installation, testing & commissioning of systems/works by the Buyer on the Contractor signed by the Buyer including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.6 "The Purchase Order/Supply Order” means the order placed for the supply of items by the Buyer on the Supplier signed by the Buyer including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.7 “The Contract” means the agreement signed between the Buyer and the Contractor as per the terms and conditions contained in the Works Order / Purchase Order.
- 1.8 "The Contract Price” means the price payable to the Contractor under the Works Order / Purchase Order for the full and proper performance of its contractual obligations.
- 1.9 “Non-responsive Bid” means a bid, which is not submitted as per the instructions to the bidders or Earnest Money Deposit has not been attached, or the required data has not been provided with the Bid or intentional errors have been committed in the Bid.

##### 2. ELIGIBILITY CRITERIA:

**(Bidders shall upload scanned copy of following documents in readable format AAI e-tendering portal corresponding to each criterion mentioned below :**

- 2.1 PAN (Permanent Account Number).
- 2.2 Concessions to the NSIC registered bidders shall be applicable as per Govt. of India directives on the subject.
- 2.3 **Annualized average financial turnover:** Vendor should have average annualized abridged financial turnover of at least Rs. Rs 6,53,085/- (Rupees Six Lakhs Fifty three Thousand Eighty five only) or equivalent during last 03 years ending 31st March of previous financial year. As a proof of financial turnover, copy of abridged Balance Sheet along with profit & loss account of the bidder for the last three year should be submitted.

- 2.4 Proof of execution of works:-** Vendor should have successfully completed works of Annual Maintenance Contract of Computers and Accessories in the Network environment against value equal to 80% or more of the estimated cost or two separate Works Orders, each for a value equal to or more than 50% of the estimated cost or three separate Work Orders, each for a value equal to or more than 40% of the estimated cost in last 7 years, for Government Departments or Public Undertakings or Private sectors (with in India). Certification of satisfactory completion with complete detail of work carried out shall be submitted.
- 2.5 Proof of satisfactory service** for CAMC of Computers and Accessories in the Network environment for the above experience claimed from the user shall be attached.
- 2.6 The bidder should be an OEM/Authorized Service Providers(ASP’s) of OEM /Letter of Authorization** from OEM of leading Computer & Accessories Manufacturers namely:
- 1. Computers: - HP/ HCL/ACER/Dell/Zebronics. (At least anyone).**
- 2.7** The bidder should have valid latest ISO: 20000/9001 certification w.r.t Services (AMC) specifically.
- 2.8 A list of clients served**(with contact address& telephone no.) shall also be attached.
- 2.9 Earnest Money Deposit (EMD): 43,540/-**(Rs. Forty three thousand and five hundred forty only) **EMD of the tender shall be accepted offline only in the form of Demand Draft (IN FAVOUR OF Airports Authority of India PAYABLE AT JAMMU). The original Demand Draft should reach in office of Dy. GM (CNS), O/O-Airport Director, Airports Authority of India, Civil Airport, Jammu on or before 02/05/2018 upto 1800 hrs.**
- 2.10** Non submission of EMD by bidders within stipulated date towards the tender shall be rejected outright.
- 2.10.1** Deposit of EMD shall not be applicable for NSIC registered bidders.
- 2.11 List of documents to be attached with Eligibility Bid:**
- a) **GST (Goods and Services Tax) Number.**
  - b) **PAN/TIN- Registration Number.**
  - c) **Annualized averages financial turn over.**
  - d) **Proof of satisfactory work execution.**
  - e) **Scanned copy of Demand Draft of EMD and Tender Fee along with letter.**
  - f) **Proof of having firm office infrastructure located at Jammu with details as per Annexure XV.**
  - g) **A valid ASP(Authorized Service Provider) / Authorization letter from OEM**
  - h) **Proof of Valid ISO: 20000/9001 certification.**
  - i) **A list of clients served** (with contact address and telephone no.)
  - j) **NSIC certificate if applicable.**
  - k) **Self-attested copy of E.P.F. Registration and ESIC Registration.**
- 2.12 Eligibility for Technical Evaluation-** Documents to be submitted along with the Technical Bid of Tender Document.

- 2.13** The bidders should have qualified support staff (information on the qualification of the staff is

to be attached in the format attached in the NIT). Necessary proof in support of their claim shall be submitted.

**2.14** Articles of Memorandum of Association or Partnership Deed or proprietorship deed as the case may be.

**2.15** Acceptance of all tender conditions in the format enclosed as Annexure-I of the tender document.

**2.16 List of documents to be attached with Technical Bid:**

- a) Power of attorney, if applicable.
- b) Letter for Un-conditional Acceptance of terms & conditions of tender on Company/Firm Letter head.
- c) Qualified Support Staff List as per Annexure-III.
- d) Memorandum of association /Partnership deed/ proprietorship deed.
- e) Undertaking (Annexure-XIII) by the bidder to maintain computers & accessories as per details specification given in Annexure-VII on Company Letter head.

**3. COST OF BIDDING:**

The Bidder shall bear all costs associated with the preparation and submission of the bid. The Buyer, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

**B. THE BID DOCUMENTS:**

**4. BID DOCUMENTS**

**4.1** The required materials, bidding procedures and contract terms are prescribed in the Bid Documents. The Bid Documents include-

Section	- I	:-	(Notice Inviting Tender)
Section	- II	:-	(Instructions to Bidders)
Section	- III	:-	(General Terms & Conditions of the Contract)
Section	- IV	:-	(Special Conditions of the Contract)
Annexure	-I	:-	(Acceptance Letter)
Annexure	-II	:-	(Not Applicable)
Annexure	-III	:-	(List of support staff) with qualification.
Annexure	-IV	:-	(Not Applicable)
Annexure	-V	:-	(Format for intimation of force Majeure)
Annexure	-VI	:-	(Application for extension of time)
Annexure	-VII	:-	(Specification of the equipment)
Annexure	- VIII	:-	(Maintenance Schedule)
Annexure	- IX	:-	(Format for General Cleaning)
Annexure	- X	:-	(Quarterly Certificate of Satisfactory Service)
Annexure	- XI	:-	(Manpower Deployment Matrix)
Annexure	- XII	:-	(Not Applicable)
Annexure	- XIII	:-	(Undertaking (Annexure-XIII)of maintenance of Computers & Accessories as per specifications at Annexure-VII).
Schedule	A	:-	Addendum to the tender document.
Schedule	B	:-	As per BOQ.
Annexure	- XIV	:-	GST(Goods and Services Tax) details.
Annexure	- XV	:-	Details of the vendor Firm/Company and Declaration by tenderer

- 4.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all information required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and shall result in rejection of the bid.**

## **5. AMENDMENTS TO BID DOCUMENTS**

- 5.1 At any time, prior to the date of submission of bids, the Buyer may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.
- 5.2 The amendments shall be notified through e-tendering portal, CPPP or by Fax/E-mail to all prospective bidders on the address intimated at the time of purchase of bid document from the Buyer and these amendments will be binding on them.

## **C. PREPARATION OF BIDS:**

### **6. DOCUMENTS COMPRISING THE BID:**

- 6.1 The bid prepared by the bidder shall be in three parts to be submitted as per Para Dof this section. Each part to contain the following components:
- 6.1.1 Eligibility Bid: for provision of “Name of the work as given in Schedule-ASl.No.1” consisting of the following documents.
- 6.1.1.1 All the relevant documents as asked for Eligibility for issue of tender.
- 6.1.2 **Technical Bid:** for provision of “Name of the work as given in Schedule-A Sl.No.1” Consisting of the following documents.
- 6.1.2.1 Documentary evidence established in accordance with Clause8 of this section that the bidder is eligible to bid and is qualified to perform the contract if his bid is accepted.
- 6.1.2.2 Earnest Money Deposit in accordance with Clause 5 of Section–III.
- 6.1.2.3 Undertaking to confirm to maintain computers, printers/ UPS/ Plotters/ scanner etc. as per details specifications given in Annexure -VII as per Clause 8.1.2
- 6.1.3 **Financial Bid:** for provision of “Name of the work as given in Schedule-A Sl. No. 1” consisting of the following documents and filled as per clause 7.
- 6.1.3.1 Financial Bid form as per Schedule–B (To be filled up Online).

### **7. BID PRICES:**

- 7.1.1 The bidder shall fill the price schedule as follows:
- 7.1.2 The Financial Bid shows the bill of material for all items with scheduled quantities. This Financial Bid shall be submitted online on the e-tendering portal. It may be noted that only duly submitted

bids shall be evaluated and bids just saved but not submitted shall not be part of the evaluation process.

7.1.3 The Rate offered by the bidder shall be inclusive of all taxes.

7.1.4 The Rate (Inclusive of all taxes) shall be used for calculating the total amount in the Financial Bid.

7.1.5 In the event of any errors or Ambiguity in Rate itself the Price Bid of the Vendor shall be rejected.

7.1.6 The prices quoted by the bidder shall remain firm on the date of submission of the Bid and shall not be subject to variation on any account.

7.1.7 Post offer discount, if any, offered by the bidders shall not be considered. Bidders' planning to offer discount shall therefore modify their offers suitably while quoting and shall quote clearly net price taking into account discount, free supply etc.

## **8. DOCUMENTS ESTABLISHING ITEMS CONFORMITY TO BID DOCUMENTS:**

8.1 Pursuant to **Clause6**, the bidder shall furnish, as part of his bid, documents establishing the Conformity of his bid to the Bid document of all Items and services, which he proposes to supply under the Contract. Submission shall be as follows:

8.1.1 The documentary evidence of the Items and services in conformity to the Bid Documents shall be in the form of literature, drawings and data that the Bidder shall furnish along with eligibility and technical bid as mentioned in para 2.11 and 2.16 respectively in the tender document.

8.1.2 An undertaking to be given in the form as mentioned in annexure XIII by the vendors on their **Company letter head** to confirm that they will maintain computers/ UPS/ Printers/ Plotters as per details specifications mentioned in Annexure-VII (Compliance Statement).

## **9 PERIOD OF VALIDITY OF TENDER (BID)**

9.1.1 The tender (Bid) shall remain valid for a minimum of 90 days from the date of opening of the tender. The bidder shall not be entitled, to revoke or cancel the offer or to vary any term thereof, during the said period of validity without the consent in writing of AAI. In case of the bidder revoking or canceling the offer or varying any term in regard thereof, the bidder's earnest money deposit shall be forfeited.

9.1.2 If there is any delay in finalization due to unforeseen factors, all the bidders shall be asked to extend the validity for an appropriate period, specifying a date by which tender is expected to be finalized. However, the tender process shall not be vitiated if any tenderer declines to extend the offer as requested for.

## **10. FORMATS AND SIGNING OF BID:**

**10.1** Three-Bid shall be digitally signed by the bidder at e-tendering portal duly authorized to bind the bidder to the contract. Written power-of-attorney accompanying the bid shall indicate the letter of authorization. The person or persons signing three-bid shall sign the bid, except for printed literature. Three-bid submitted shall be in properly readable form and encrypted as per e-tendering portal requirements. Standard printed terms and conditions of the company other than the NIT conditions shall not be considered.

**D. SUBMISSION OF BID DOCUMENTS:**

**11. SEALING AND MARKING OF BIDS:**

**11.1** The bidders shall digitally sign & encrypt their bid and upload the bid online at CPPP’s e-tendering portal.

**11.2** Bids which are not digitally signed & encrypted and Duly Submitted shall not be accepted and such bids shall be liable to be rejected as the e-tendering portal does not allow such e-bids submission.

**12. SUBMISSION OF BIDS:**

**12.1** The buyer shall receive the bids online through e-portal only not later than that the schedule date specified in the NIT.

**12.2** The Buyer may, at its discretion extend this deadline for the submission of the bids by amending the bid documents in accordance with Clause5 in which case all rights and obligations of the Buyer and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

**12.3** The bidder shall submit his bid offer online at e-tendering portal, only in the digitally bid documents downloaded by him from e-portal. No separate document shall be acceptable. Only relevant attachments, if any other than the tender document, shall be listed out for reference.

**13. LATE BIDS:**

**13.1** e-Tendering portals do not allow any e-bid uploading after schedule time of submission dead line published at e-portal system.

**14. CORRECTIONS / MODIFICATIONS AND WITHDRAWAL OF BIDS:**

**14.1** The bidder may correct, modify his bid after submission prior to the deadline digitally signed bids through provisions of e-tendering portal.

**14.2** Subject to Clause16, no bid shall be modified subsequent to the deadline for submission of bids.

**E BID OPENING AND EVALUATION:**

**15. OPENING OF BIDS:**

**15.1.** The Buyer shall open Eligibility, Technical and Financial Bids on-line through e-tendering portal as per schedule. The bidders may monitor the bid opening event on-line. They may even depute an authorized representative to witness the event if they so desire.

**15.2.** The bidder shall submit authority letter to this effect before they are allowed to participate in bid opening event.

**15.3.** Representative whose bid is not opened cannot monitor or witness the bid opening event.

## **16 CLARIFICATION / CONFIRMATION OF COMPLIANCE OF BIDS**

- 16.1 The general eligibility criteria shall be evaluated during preliminary stage and the vendors who have not submitted requisite documents shall be asked **through CPPP’s e-tendering portal** to substantiate their claims with documentary evidence before a given date failing which their bids shall not be considered further for detailed evaluation.
- 16.2 It may be noted that the enquiries/clarifications shall be responded only through CPPP’s E-Tendering Portal as per the schedule dates given in the tender. Accordingly, reply shall be uploaded through e-tendering portal. Written responses and no verbal/telephonic enquiry shall be entertained during the tender process.
- 16.3 The firm should have its office in Jammu; necessary proof of having office infrastructure located at Jammu along with complete details as per Annexure XV should be submitted along with tender document.

## **17. EVALUATIONS AND COMPARISON OF SUBSTANTIALLY RESPONSIVE TECHNICAL BIDS:**

### **17.1 Preliminary Evaluation:**

- 17.1.1 The general eligibility criteria shall be evaluated during preliminary stage based on the document submitted by the bidder.

### **17.2 Detailed Evaluation:**

- 17.2.1 The technical bids of the bidders found to be meeting all general eligibility criteria in the preliminary evaluation shall be evaluated further against the technical requirements of the tender. The requirements shall be verified against the manuals/technical literature submitted by the vendors. The vendors may be asked **through CPPP’s e-tendering portal** to substantiate their compliance submitted in the tender by suitable documentation from OEM wherever the same is lacking. The Technical evaluators on their own may download the information from the websites of the OEM(S) to verify the claims of the vendors. The technical Bids of the vendors who fail to substantiate their claim on meeting the technical requirements even after the above process shall be rejected.
- 17.2.2 AAI may seek performance report on a vendor from other clients whose reference is given in the tender. An adverse report from a client shall make the vendor technically unfit leading to his rejection. The process of seeking performance report shall be kept confidential so that the vendor is not able to influence the process.
- 17.3 A short-list of bidders qualifying technically shall be drawn and thereafter these short-listed bids shall be treated at par for the purpose of financial comparison. In case deviations are necessary on technology up-gradation all the bidders qualifying technically shall be given an opportunity to revise Financial Bids by way of submitting supplementary Financial Bids. Only technically successful bids will be considered for financial bid opening.

## **18. OPENING OF THE FINANCIAL BIDS:**

18.1 Financial Bids of those vendors who qualify technically shall be opened electronically at CPPP’s e-portal. Time and date of opening shall be notified in writing through e-tendering portal.

**18.1.1 Financial Bid Evaluation Criteria:**

The comparison for evaluation shall be based on the total cost of the bid inclusive of all taxes (CGST, SGST, and IGST), levies and charges etc. The items in Schedule-B shall be used for evaluation and comparison of bids.

18.1.2 Bidder shall quote item wise rates.

**19 CONTACTING THE BUYER:**

19.1 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. Such rejected tenders will not be returned at e-portal, AAI does not allow return of e-bids.

19.2 No bidder shall try to influence directly or through external source, the Buyer on any matter relating to its bid, from the time of publication of NIT till the time the contract is awarded.

19.3 Any effort by a bidder to influence the Buyer in the bid evaluation, bid comparison or contract award decisions shall result in the rejection of the bid, and such actions will be considered as bad performance for future Projects.

**20 AWARD OF CONTRACT:**

20.1 The acceptance of the tender will be intimated to the successful bidder by AAI, either by fax/e-mail or by letter or e-portal.

20.2 AAI shall be the sole judge in the matter of award of contract and decision of AAI shall be final and binding.

**21 RIGHT TO ACCEPT OR REJECT THE TENDERS:**

21.1 The right to accept the tender in full or in part/parts will rest with AAI. However, AAI does not bind itself to accept the lowest tender and reserves to it-self the authority to reject any or all the tenders received without assigning any reason whatsoever.

21.2 Tenders not accompanied with prescribed information or are incomplete in any respect, and/or not meeting prescribed conditions, shall be considered non-responsive and are liable to be rejected.

21.3 AAI reserves the right to accept or reject any bid or apart of the bid or to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without there by incurring any liability to the affected bidder or bidders on the grounds for the Buyer’s action.

21.4 AAI also reserves the right at its sole discretion not to award any order under the tender called. AAI shall not pay any costs incurred in the preparation and submission of any tender to any

agency.

21.5 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 in full amount.

**21.6 Tenders that are not accompanied with Earnest Money Deposit (EMD) shall be rejected outright.**

21.7 Should a bidder have a relation or relations employed in AAI in the capacity of an officer, the authority inviting tender, shall be informed. In the event of failure to inform and in a situation where it is established that the relation or relations employed in AAI has / have tried to influence the tender proceedings then AAI at its sole discretion may reject the tender or cancel the contract and forfeit the Earnest Money.

21.8 The requirements indicated in this NIT are the minimum and bids of the firms not complying with these minimum requirements or having deviations equivalent to the minimum requirements shall be rejected. However, higher than the minimum requirements shall be technically acceptable without any additional financial implication.

21.9 Any correspondence after the opening of the technical bid, from the bidder, regarding the bid unless specifically sought by AAI shall not be considered. Such post bid offers / clarifications may be liable for action as per clause 19 above.

## **22 ISSUE OF WORKS ORDER:**

22.1 The acceptance of the tender will be intimated to the successful bidder by AAI, either by fax/e-mail or by letter, e-portal.

22.2 The issue of a Work Order/Purchase Order shall constitute the intention of Buyer to enter into the contract with the bidder.

22.3 Acceptance of the Work order/Purchase Order will be deemed as effective from the date of issue of Works Order/Purchase Order. All formalities of signing of the contract shall be completed within 15 days of the Work Order.

22.4 AAI shall be the sole judge in the matter of award of contract and decision of AAI shall be final and binding.

## **23 SIGNING OF CONTRACT:**

23.1 The issue of Work Order/Purchase Order shall constitute the award of contract on the bidder. The signing of the Contract shall be completed within 15 days of the acceptance of the Works Order / Purchase Order.

23.2 The firm shall enter into agreement with AAI, which shall be on non-judicial stamp paper of Rs.100/- within 15 days from the date of award of contract. The cost of the stamp papers will be borne by the contractor.

## **24 ANNULMENT OF AWARD:**

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

- 24.1 Failure of the successful bidder to comply with the requirement of Clause 23 shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD in which event the Buyer may make the award to any other bidder at his discretion or call for new bids.

**25 TRANSFER OF TENDER DOCUMENT:**

- 25.1 Transfer of Tender Documents by one bidder to another is not permissible. Similarly transfer of tenders submitted by one bidder in the name of another vendor is not permissible.

### SECTION -III

## GENERAL TERMS & CONDITIONS OF THE CONTRACT

### 1. Purpose & Scope

- 1.1** This document sets out the terms & conditions to be met in connection with the provision of **“Name of the work as given in Schedule-A Sr.No.1”** to AAI for the work as per details given in the notice inviting Tender with specifications in Annexure-VII.

This tender document includes details like quantity, delivery, installation, commissioning (including Operating system & other software as tendered for) & support services for maintenance, etc.

### 1.2 Scope of maintenance liability of CAMC vendor:

- 1.2.1** CAMC vendor shall be responsible for all kind of maintenance, all types of cable & connectors, Monitor, TFTs and other peripherals necessary for restoration of systems at his cost & risk. Vendor is also responsible for maintaining the maintenance procedures, SLA (Service Level Agreement) & maintenance schedule as notified in the Annexure-VIII of the tender document.

- 1.2.2 Inventory Management:** Each Hardware item will be given a unique identification number which will be mapped to an employee. The CAMC vendor will be required to maintain the mapping of each inventory to the specific employee. Any shifting if required will be with the approval of Engineer in charge AAI and will be re-mapped in the system.

- 1.2.3 Data Recovery from HDD of computer:** CAMC Vendor shall provide data recovery facility from HDD as and when during concurrency of CAMC period at his own cost & risk.

### 1.2.4

- (i) Maintenance of Computers, Printers, UPS, Scanners etc.: The CAMC vendor shall be responsible for all kind of maintenance w.r.t TFT, Printers, UPS, Scanners etc. as part of comprehensive AMC taken over under his contract.
- (ii) The consumable items like USB Cables, Power Cables, CMOS Batteries (for computers), UPS Batteries etc. shall be provided by CAMC vendor. However, printer cartridges (refilling, recycling, replacement etc. in part or whole) are not covered in the contract.
- (iii) Computer system comprising of system motherboard, RAM, CPU, I/O Devices etc. any of the component found unserviceable will be treated as computer out of order and shall be covered under the contract agreement. Similarly, printers, UPS, scanners, will be treated as separate individual system.
- (iv) The CAMC vendor shall also rectify the problem regarding burnt cases w.r.t mother board and UPS card etc.

- 1.2.6 Engineers and Helper requirement:** CAMC vendor shall provide maintenance staff of engineers, helper, as per “Annexure-XI”. The number of resources shown in Annexure-XI is minimum which may vary from time to time as per the assessment of requirement. Penalty clause shall be applicable for absentee of maintenance staff as per tender document.
- 1.2.6.1 CAMC vendor shall provide PF, ESI whichever/wherever applicable details of maintenance Staff as engineer& helper etc.**
- 1.2.6.2** CAMC vendor shall submit proof of salary disbursement/compliance as required under minimum wage act of Government of India for skilled, semi-skilled and non-skilled manpower.
- 1.2.7** The site is where maintenance staff shall be deployed (Ref (Annexure-XI) as follow:
1. Civil Airport, Jammu
- 1.2.8** Sub-contracting of CAMC work to other vendor in any form/manner is strictly prohibited. At any point of time if it is observed that contract is subcontracted the contract shall be liable to be terminated and Security Deposit may be forfeited.
- 2. Compliance:**
- 2.1 The unconditional acceptance of all the terms & conditions of the NIT (**Digitally signed**) has to be submitted on Company Letter Head through e-portal. The format of the letter is attached at Annexure-I.
  - 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 **Each page of the Bid and cuttings/corrections shall be duly signed with stamp by the bidder.**
  - 2.5 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:**
- a. The bidder shall quote the rates in English language and international numerals. The rates shall be in whole numbers. **The rates shall be written in both figures as well as in words. Over writing is not permitted. In the event of any discrepancy/ambiguity, the price quoted in words will be taken as the correct basis.** In case of any ambiguity, all calculations will be carried out taking unit rate as the base, whereas the unit rate shall be considered written in words (in Rupees). In the event of the order being awarded, the language of all services, manuals, instructions, technical documentation etc. provided for 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.

#### 4. **Standard Conditions.**

Standard printed conditions of the bidder to the offer, other than the conditions specified here, will not be acceptable. For the purpose of the tender, the metric system of units shall be used. All entries in the tender shall either be typed or be in ink. Erasures shall render such tenders liable to summarily rejection. The bidder shall duly attest all corrections, cancellation and insertions. Bidder's offers shall be with reference to section and clause numbers given in the tender schedules.

#### 5. **Earnest Money:**

The Earnest Money Deposit (EMD) amount of Rs. (a) (**As Specified in Schedule-A Sr.No. 3(a))**) (Rupees)(b) (**As Specified in Schedule-ASr.No.3(b))**) shall be submitted The E.M.D Shall be furnished in the form of a bank Demand draft in favor of **Airports Authority of India payable at Jammu** from any scheduled Nationalized Bank only.

- 5.1. The EMD of the technically unsuccessful bidders shall be discharged / returned after the completion of the technical evaluation process.
- 5.2. The EMD of the unsuccessful bidders other than the lowest bidder shall be returned as soon as the work is awarded.
- 5.3. The EMD of the successful bidder can be released after the deduction of security deposit from bill/bills submitted by the contractor subject to condition that total accumulated value of Security deposit shall not be less than the amount of Earnest money deposit (EMD).
- 5.4. The EMD amount shall be forfeited in the following events.
  - 5.4.1. If the successful bidder fails to enter in to a contract with AAI within 15(Fifteen)calendar days after the receipt of the purchase order / work order as specified under clause 23.1 of section-II.
  - 5.4.2. In the event of not accepting the conditions of the contract even after agreeing to do so and submitting the letter of un-conditional acceptance of terms as per letter in Annexure-I.
  - 5.4.3. In a situation referred in clause 21.7of section-II. No interest or any other expenses, what so ever, will be payable by AAI on the EMD in any manner.

#### 6. **Contract performance and security deposit**

- 6.1 The person/persons whose tender(s) may be accepted (hereinafter called the contractor) shall permit AAI at the time of making any payment to him for work done under the contract to deduct the security deposit at the rate of 10% (Ten Percent) of gross amount of each running bill. The security deposit shall be collected from the running bills of the contractor at the rate mentioned above and the Earnest money deposited at the time of tenders will be treated as part of Security deposit. The Earnest money deposit (EMD) can be released after the deduction of security deposit from bill/bills submitted by the contractor subject to condition that total accumulated value of Security deposit shall not be less than the amount of Earnest money deposit(EMD).
- 6.3 The Security deposit shall be deemed to govern the following guarantees from the successful bidder, in addition to other provisions of the guarantee:

- 6.3.1 Defect liability period is to cover the defects which remain pending after the completion of the AMC period. It includes unserviceabilities occurring immediately prior to the end of the AMC period, unserviceabilities which remains unattended at the end of the AMC period, repairs of unserviceable parts or subsystems which became unserviceable prior to completion of AMC period etc.
- 6.3.2 At the time of completion of the AMC contract, the bidder shall handover all the systems/subsystems in working conditions to AAI. Any unserviceable system/ subsystem shall be covered under defect liability.
- 6.3.3 The Hardware/Software/ services under the contract shall be free from all defects/bugs and upon written notice from AAI, the successful bidder shall fully remedy, free of expenses to AAI, all such defects / bug as developed under the normal use of the said hardware / software within the period of guarantee/Warranty.
- 6.3.4 The Security deposit is intended to secure the performance of the entire system. However, it is not to be construed as limiting the damages stipulated in any other clause.
- 6.4 The Security deposit will be returned to the successful bidder at the end of the period of liability without interest.
- 6.5** A fine calculated@1% of the total value of CAMC charges of that particular system (AMC rate value for the faulty system / Item) per week or part there of subject to a maximum value equal to the CAMC amount for that system can be imposed in case of delay in rectification of the problem beyond Service Level Agreement (SLA) timings. The acceptance of valid reasons for delay beyond the permitted period shall rest with the Accepting Authority and his decision with regard to imposition of the fine shall be final. The fine shall be recovered from the quarterly payment of the contractor. **Persistent non-adherence to SLA shall be viewed seriously. 10(Ten) or more cases of violation each for minor faults and major faults in a month shall invite termination of the contract.**
- 6.7 Apart from the fine, no payment towards CAMC shall be made to the vendor against the system which remained unserviceable beyond the SLA.

## **7. Correspondence:**

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

## **8. Extension of Time:**

- 8.1** This work is urgent and hence the completion period as per contract shall be adhered to strictly. However, in case of extraordinary situations which may delay the completion of the service as per SLA, the contractor shall apply for extension of time as perform at contained in **Annexure- VI**.

## **9. Compensation for Delay:**

- 9.1 Time is the essence of the Contract.**

9.2 The amount of compensation for delay and waiver of compensation for delay in case of justified reasons shall be decided at the discretion of Accepting Authority and the same shall be final and binding on the contractor. Time taken by AAI and local statutory authorities for approval of drawings, design, estimate etc, force majeure reasons and any other reasons beyond control of the contractor shall be considered as justified reasons. The amount of compensation may be adjusted or set off against any sum payable to the contractor under this or any other contract with AAI.

## **10. Force Majeure:**

**10.1** AAI may grant an extension of time limit set for the completion of the work/repair in case the timely completion of the work is delayed by force majeure beyond the contractors control, subject to what is stated in the following sub paragraphs and to the procedures detailed therein being followed. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, flood, storms etc), acts of states, the direct and indirect consequences of wars (declared or un-declared), hostilities, national emergencies, civil commotion and strikes (only those which exceed a duration of ten continuous days) at successful Bidder's 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.

**10.2** That within 3 (three) 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 about the occurrence of Force Majeure Condition (as per Annexure-V to the tender document) and that the Bidder considers himself entitled to an extension of the time limit. The contractor shall submit the application for extension of time as attached in Annexure-VI.

**10.3** That the contract or 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.

**10.4** That the contractor proves that the said conditions have actually been interfered with the carrying out of the contract.

**10.5** That the contractor proves that the delay occurred is not due to his own action or lack of action.

**10.6** A part from the extension of the time limit, force majeure does not entitle the successful bidder to any relaxation or to any compensation of damage or loss suffered.

## **11. Patents, Successful bidder's Liability & Compliance of Regulations**

**11.1** Successful bidder shall protect and fully indemnify the AAI from any claims for infringement of patents, copyright, trademark, license violation or the like.

**11.2** Successful bidder shall also protect and fully indemnify the AAI from any claims from successful bidder's workmen/employees, their heirs, dependents, representative sector from any person(s) or bodies/ companies etc. for any act of commission or omission while executing the order.

**11.3** 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 and indemnify completely the AAI from any claims/penalties arising out of any infringements.

## **12. Settlement of Disputes:**

- 12.1** If a dispute of any kind what so ever 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 Project Leader or his nominee, the matter in dispute shall, in first place be referred to the Airport Director, Jammu who shall act as the conciliator on the matter. The disputes will firstly be settled by the Conciliator, failing which matter shall be referred to Dispute Resolution Committee (DRC) appointed by the Regional Executive Director (NR), Airports Authority of India. It is also a term of contract that fees and other expense if payable to DRC shall be paid equally by both the parties i.e. AAI and Contractor.
- 12.2** Unless the Contract has already been repudiated or terminated 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 Project Leader or his nominee unless and until the same shall be revised, as here in after provided, by the Conciliator or in an Arbitral Award.

## **13. Arbitration and Law:**

- 13.1** 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(Amendment) Act,2015,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 Jammu. 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.
- 13.2** Indian laws shall govern this contract.

## **14. TERMINATION FOR DEFAULT& RISK PURCHASE:**

- 14.1** The 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.
- 14.2** If the Contractor fails to deliver any or all of the Services within the time period(s) specified in the Contract or any extension thereof granted by the AAI pursuant to Clause-9 of Section - III.
- 14.3** If the Contractor fails to perform any other obligation(s) under Contract.
- 14.4** If the Contractor, in either of the above circumstances, does not remedy his failure within a period of 30 days (or such longer period as AAI may authorize in writing) after receipt of the default notice from AAI.
- 14.5** As a penalty to the Contractor the AAI shall forfeit the Security Deposit. 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.

**15. TERMINATION FOR INSOLVENCY:**

**15.1** The AAI may at any time terminate the Contract by giving written notice to the supplier, 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. In the event of termination for penalty to the contractor Clause 14.5 shall be applicable.

**16. SET OFF:**

**16.1** Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by the Buyer to set off the same against any claim of the Buyer for payment of a sum of money arising out of this contract made by the Contractor with Buyer.

**17. Deviation in Quantity:**

**During the contract period, any no. of items as Computer, printer, scanner and UPS may be added or deleted from the item list covered under contract agreement. Price for the item shall be derived from the average price offered for the same item in the corresponding year by the contractor. Price for the same (added or deleted extra item) shall be calculated on monthly basis.**

**18. Bidder are requested to comply with the provision of Employees Provident Fund & Miscellaneous Provisions Act 1952, Employees State Insurance (ESI) Act, 1948, the Contract labour (Regulation and Abolition) central rules 1971, Inter- State Migrant workman (regulation of Employment & Conditions of Service) Act 1979, minimum wages act rules thereof Central and State Governments and the other Relevant Act, Rules and Regulations, Instructions etc are issued/enforced from time to time.**

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## **SECTION -IV**

### **SPECIAL CONDITIONS OF THE CONTRACT**

#### **1. Definition of Terms:**

- 1.1 For the purpose of the terms and conditions Airports Authority of India will be referred to as AAI and the firm providing CAMC services shall be referred as the Contractor.

#### **2. Period of contract:**

- 2.1 This contract is for a period of Three year commencing from “Service Commencing Date” as indicated in the contract document. However, contract shall be reviewed on quarterly basis during the contract period for satisfactory service rendered by the Contractor. AAI shall appoint an engineer in-charge for the purpose of implementation & monitoring of the contract.

#### **3. Terms of Payment:**

- 3.1 No mobilization advance shall be paid for any activity.
- 3.2 The payment shall be made on quarterly basis after successful completion of period.
- 3.3 The certificate of satisfactory service during the quarter for which the payment has been requisitioned from the Engineer in-charge AAI shall be a mandatory requirement for the release of the payment. The certificate shall be as per the format attached in Annexure-X.
- 3.4 The 100% of the charges minus the recoveries if any shall be paid after the successful completion of period as described above at Para 3.2 and on satisfactory performance certification from the Maintenance in-charge AAI.
- 3.5 The vendor shall have to submit invoices including taxes as applicable at time of claiming quarterly payment against AMC services.
- 3.6 In case of change in rate of Tax or any provision relating to levy of Tax resulting in increase in the burden of Tax on the contractor, the contractor shall be entitled to receive any compensation for any such increase in quantum of Tax payable by contractor. Similarly recovery shall be made from the contractor on account of decrease of rate of Tax or any provision relating to levy of Tax.
4. 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-VIII). This contract shall include the general cleaning, preventive, predictive & corrective maintenance by the Contractor of the Computer System & other accessories under the purview of the Contract. The contractor shall be responsible to deploy at least one maintenance & one supportive personnel as stipulated in Annexure-XI at the AAI site. The maintenance service shall

normally be offered between 0930-1800hours on all working days of AAI, which shall normally exclude all Sundays, Saturdays and other Public Holidays for the effective implementation of this contract. However, in some special circumstances as decided by the Engineer-In-Charge maintenance staff may be called on other days also, for this extra payment will not be payable by AAI. The contractor is bound to deploy additional staff to achieve the targets defined in the Service level agreement (SLA) at Annexure-VIII. However, deployment of extra manpower to meet the SLA will not be payable by AAI. However, requirement may vary from time to time by engineer in-charge of AAI. The maintenance staff shall be deployed at Civil Airport, Jammu. The attendance of maintenance staff for reporting of duty will be maintained by the engineer in-charge AAI for the work.

The staff will maintain a daily log for all the activities carried out during the duty hours. Additional manpower shall be deputed by the contractor as and when required for the maintenance of SLA.

- 4.1 **The contractor has to arrange the AEP (Airport Entry Pass), for the maintenance staff, to enter in Airport. The applicable fee of AEP should be borne by the contractor.**
5. The contractor is liable to make the arrangement of substitute against the absentee staff. At any time if it is found that some staffs are absent and no substitute has been provided, the following amounts shall be recovered from the monthly bill of the contractor.
- |                           |                  |
|---------------------------|------------------|
| 5.1 Maintenance Engineer: | Rs.500/- per day |
| 5.2 Helper/Attendant:     | Rs.300/- per day |
- 6.1 The Engineer in-charge AAI shall monitor the performance of each CAMC engineer / employee. In case the performance of a particular AMC engineer /staff is found to be unsatisfactory, the Engineer in-charge will ask for a replacement through a written communication. The vendor will have to replace the concerned employee within 7 days failing which the penalty as above will be applicable and the concerned employee shall not be allowed entry in AAI. For the absence period of engineer/ staff, payment on pro rate basis will be deducted from the quarterly AMC payment.
- 6.2 The contractor shall provide mobile telephone in operational state to the CAMC engineers & staff for day to day co-ordination and communication purpose. Non –compliance will invite penalty @ Rs100/- per day per CAMC engineer & staff basis. Telephone no. of engineers/ staff will be made available to engineer in-charge.
7. **Addition/Inclusion or Subtraction/Deletion of Items:-**
- AAI shall have right to include additional items during concurrency of CAMC period. During the contract period, any no. of items as Computer, printer, scanner and UPS may be added or deleted from the item list covered under contract agreement. Price for the item shall be derived from the average price offered for the same item in the corresponding year by the contractor. Price for the same (added/included or subtracted/deleted extra item) shall be calculated on monthly basis.

**8. Exclusion: The obligation of Contractor under the contract excludes the following.**

8.1 Major upgrades of the machine

8.2 Major refurbishments of the machine.

8.5 Any case of damage due to intentional or un-intentional mishandling of the equipment, rat bite cases (faults due pest problems) or other faults of similar nature shall not be covered in the purview of the contract, however, such faults have to be authenticated by the engineer in-charge, AAI. Such items shall be attended by the AMC contractor against specific approvals of his estimates from the engineer in-charge AAI.

8.6 The supply and replacement of the consumables viz. Toner Kit, ink cartridges, printer cartridges (refilling, recycling, replacement etc. in part or whole) etc. The consumables shall be supplied by AAI & replacement of such parts by the Contractor shall be within the purview of the contract (i.e. the new parts once provided by AAI shall be replaced without any extra cost to AAI). However, the contractor shall undertake such replacements only after registration of complaint by AAI & following the fault registration procedures outlined in the contract.

8.7 In the event of ir-repair-ability (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 ir-repairable 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.

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 engineer 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 Contract or by giving him the items to be up-graded or replaced. The contract or shall not be entitled to any extra payment for such an up-gradation / implementation.

10. Any shifting of a computer System/accessories 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 premise of civil Airport, Jammu. For shifting of systems/equipment which involve

outside the premise of civil Airport, Jammu, AAI shall be responsible to provide either a transport to the Contractor or shall reimburse the transportation charges as per actual. AAI reserves the right to shift any system by its own arrangement if no response from the Contractor to the shifting complaint is received within 48 hours of lodging of such a complaint. This kind of shifting undertaken by AAI shall not violate any of the AMC clauses. However, this clause is not applicable to any shifting of the equipment required for the maintenance of the equipment, to the site of the Contractor or to any other workshop of the OEM or his authorized service providers etc. Such a shifting for maintenance/repair purpose shall be covered in the purview of the contract & no transportation / shifting charges shall be applicable for such a shifting.

- 11.1**In emergency situations AAI shall undertake the first level of maintenance under which the AAI maintenance staff shall replace the external faulty components such as mouse, keyboard, monitor, printer etc. 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, unique complaint number etc. The Contractor shall repair the component & replace the same in the original equipment & show its satisfactory functioning to the user & the engineer 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 engineer in-charge AAI.
- 11.2** The Comprehensive 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 done with the prior approval of the engineer in-charge before the maintenance is undertaken. The original specifications / characteristics / features / configurations shall not be changed without any written approval from engineer in-charge AAI. When it becomes necessary to change the system specifications/characteristics/features/configurations it should be changed upward in terms of capacity/performance. No downward modification/change shall be acceptable at any point of time.
- 12.** AAI reserves the right to shift the equipment to any location outside AAI premises (a third party location).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 except for the transportation charges as applicable under clause-10 mentioned above. However, in case of any large scale shifting at one time requiring the AMC contractor to deploy extra manpower for shifting, extra payment as

mutually agreeable and approved by AAI maintenance in-charge shall be payable to the contractor.

13. 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 engineer 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 engineer 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 engineer in-charge AAI.
14. The CAMC of the equipment under the purview of this contract is ir-respective of the usage of the system. All CAMC clauses shall be applicable even when a third party (other than AAI &CAMC Contractor) is using the system. 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.
15. The Contractor shall replace the faulty components as and when needed for the servicing of the equipment. The faulty components shall become the propriety of the Contractor and the contractor shall clear such defective components from the AAI premises through a gate pass. The replaced components shall become the propriety of AAI for all future references and suitable entry will be made in the inventory systems. In case the contractor fails to repair equipment due to non-availability of spare parts, during the validity of the contract, the contractor shall be responsible for providing an equivalent / higher or better equipment as a replacement. Such replaced system / equipment shall become the property of AAI & the unserviceable item shall become the property of the contractor for all future references. These transactions shall be duly documented.
16. All complaint calls should invariably be registered with the Complaint Registration Center either in writing or on EPABX /direct number provided for this purpose. The Contractor shall be responsible for providing a self-adhesive sticker on each equipment under the purview of this contract displaying the name, contact No. & other details of the Contractor, which may facilitate the easy registration of complaints.
17. The Contractor shall ensure that any computer system / equipment under the purview of this contract is maintained as per defined in Annexure-VIII and is not out of service beyond the timelines specified in the SLA from the time of registration of complaint with the Complaint Registration Center. The above period shall however exclude 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 AAI locations.

18. The maintenance service shall normally be offered between 0930-1800hours on all working days of AAI, which shall normally exclude all Sundays and other Public Holidays. Complaint calls registered after 1700hours on any week day will be attended to only on the next working day except when the nature of complaint is very important & engineer in-charge AAI makes necessary arrangements for the attendance of the calls after the office hours. The SLA for such calls shall start only after 0900hours of the next working day. The primary maintenance shall be done at AAI site for which a rent free space will be provided at AAI locations for establishing a workshop.
19. It shall be the responsibility of AAI to renew the AMC before the date of expiry of the contract. If not renewed on regular or temporary basis before the expiry of the contract then the Contractor shall not be responsible for provision of services during the intermediate period when no maintenance contract is applicable. If the contract is extended temporarily for a shorter duration than the pro-rata payment for actual period of extension shall only be made to the Contractor on fulfillment of other payment conditions as applicable in the contract.
20. Checking the quality of power supply & other working conditions from time to time shall be the responsibility of the Contractor. In case the Contractor observes improper power supply or working conditions, he should immediately bring the same to the notice of the engineer in-charge AAI, failing which no claims of damage on these accounts shall be entertained by AAI.
21. The payment shall be governed by the Govt. policies and any taxation applicable at source shall be deducted from the quarterly payment. In case of any such deduction, the necessary certificate in due format shall be provided by AAI.
22. The Contractor shall ensure proper data backup before undertaking the maintenance/repair of the computer systems, failing which any loss or damage to data shall be the responsibility of the Contractor.
23. **Penalty for delay in attending maintenance**  
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 replaced through other sources at the risk & cost of the AMC service provider. In such an event AAI shall deduct a fine @ Rs.300/- per day from the quarterly bill of the AMC.
23. **Exclusion of Items from contract/Termination of Part/Full Contract**  
AAI at its sole discretion may not award a 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

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

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.

The AMC can be terminated by either AAI or contractor with notice of three months. Contractor shall handover the system/equipment in fully serviceable and functional condition at the time of closure of maintenance contract. Else, the defects shall be rectified at the risk and cost of contractor.

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.

**24. List of Exclusions:**

**The list of tender clauses not applicable for the present tender is given in schedule “A” to the Tender for information of the bidders.**

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**Annexure-I**

ACCEPTANCE LETTER

(TO BE SUBMITTED IN ENVELOPE - "A") on Company's Letter head

To  
Airport Director,  
Airports Authority of India  
Civil Airport, Jammu - 180003

**Sub:** Acceptance of Terms & Conditions of Tender

**Name of Work:** -Name of the work as given in Schedule-A Sr. No. 1: “CAMC for Computers and its peripherals for three years:2018-2021 at Civil Airport, Jammu”.

**Tender No.:** - “Tender No. as given in Schedule-A Sr.No.2: No. “AAI/VIJU/IT/Computers-CAMC/2018-21.”

Dear Sir,

1. The tender document for the works mentioned above have been sold to me/us by Airports Authority of India and I / we hereby certify that I / we have read the entire terms and conditions of the tender document made available to me / us in the office of the Airport Director, Civil Airport, Jammu, AAI, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.
2. I / We hereby unconditionally accept the tender conditions of AAI's tender document in its entirety for the above works.
3. I/We hereby submit the earnest money of [INR.....] for the Tender for the above mentioned work in the form of demand draft offline before submission date.
4. It is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to put any remarks / conditions (except unconditional rebates on quoted rates if any) in the tender enclosed in envelope "A" & "B" and the same has been followed in the present case. In case any provisions of this tender are found violated after opening envelope "A" & "B". 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 full said earnest money absolutely.
5. That, I /We declare that I/we have not paid and will 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 ask for bribe /gratification, I will immediately report it to the appropriate authority of AAI.

Yours Faithfully,

(Signature of the Tenderer)

with rubber stamp

Date: \_\_\_\_\_

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

**Annexure –III**

**List of Support Staff with qualification background**

**Name of Work: - “Name of the work as given in Schedule-A Sr. No. 1”**

**Tender No.: “Tender No. As given in Schedule-A Sr.No.2”**

Sr. No.	Name of the Employee	Qualification		Experience (No. of years)	Date of Joining the Firm	Documents Attached
		Educational	Professional			
1.						
2.						
3.						
4.						

**AUTHORIZED SIGNATURE \_\_\_\_\_**

**NAME OF THE SIGNATORY \_\_\_\_\_**

**NAME & ADDRESS OF THE TENDERER**

**OFFICIAL SEAL \_\_\_\_\_**

**Date \_\_\_\_\_**

**Annexure – V**

**FORMAT FOR INTIMATION OF FORCE MAJEURE OCCURRENCE**

**To,**  
**Airport Director,**  
**Airports Authority of India**  
**Civil Airport, Jammu - 180003**

**Name of Work** : -“Name of the work as given in Schedule-A Sr. No. 1”  
**Tender No.** : -“Tender No. as given in Schedule-A Sr.No.2”

**Subject: Intimation regarding Force Majeure Case:**

Sir,

Pursuant to ClauseNo.12-FORCE MAJEURE, it is for your kind in formation that a case of force majeure has since occurred. Details are given below:

Date of occurrence	Detail of Incident	Activity affected	Likely Delay	Requested Extension

We are entitled to an extension in the date of completion as requested above. Bar Chart with revised schedule of activities is attached. Please approve the extension in the time. Evidence of the date of occurrence is also enclosed.

It is certified that performance of the Contract has been interfered with. It is also certified that the incident has not occurred due to our own action and that there has not been any lack of action by us in preventing the occurrence.

We are only claiming the extension in the date of completion of the activity(ies)and not claiming the loss incurred in the course of the incident.

Yours truly,

(Project leader)

Enclosures:

1. Revised Bar Chart.
2. Evidence of the occurrence of the Force Majeure case (..... sheets)

## Annexure-VI

### APPLICATION FOR EXTENSION OF TIME

#### Part-I

1. Name of the Contractor
2. Name of the work as given in the agreement
3. Agreement No.
4. Contract Amount
5. Date of Commencement of work as per agreement
6. Period allowed for completion of work as per agreement
7. Date of completion stipulated in agreement
8. Date of actual completion of work
9. Period for which extension is applied for.
10. Hindrances on account of which extension is applied for with dates on which hindrances occurred and the period for which these are likely to last.

Sl No	Name of Hindrance	Date of occurrence of hindrance	Date of over of hindrance	Period of hindrance	Overlapping Period	Net extension applied for	Remarks if any
1	2	3	4	5	6	7	8

Total period for which extension is now applied for on account of hindrances mentioned above.

Month

Days

11. Extension of time required for extra work.
12. Details of extra work and the amount involved:-

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Total value of extra work	Proportionate period of extension of time based on estimated amount put to tender on account of extra work.
(a)	(b)

13. Total extension of time required for 10 & 11.  
Submitted to the Project In-Charge \_\_\_\_\_.

Signature of Contractor

Dated

Part II

(For Official Use)

1. Date of receipt of application from \_\_\_\_\_ Contractor for the work of \_\_\_\_\_ in the office of the Airport Director, Jammu \_\_\_\_\_.
2. Recommendations of the project Leader as to whether the reasons given by the contractor are correct and what extension, if any, is recommended by him. If he does not recommend the extension, reasons for rejection should be given.

Dated:

Signature of the Installation In-charge

(To be filled in by the Project Leader)

1. Date of receipt in the Office:-
2. Project Leader's remarks regarding hindrances mentioned by the contractor.
  - (i) Serial No
  - (ii) Nature of hindrance

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- (iii) Date of occurrence of hindrance
- (iv) Period for which hindrance is likely to last
- (v) Extension of time applied for by the contractor
- (vi) Overlapping period, if any, giving reference to items which overlap
- (vii) Net period for which extension is recommended
- (viii) Remarks as to why the hindrance occurred and justification for extension recommended.

3. Project Leader’s Recommendations. The present progress of the work should be stated and whether the work is likely to be completed by the date up to which extension has been applied for. If extension of time is not recommended, what compensation is proposed to be levied under Clause 32 of the agreement.

Signature of Project Leader

Signature of Accepting Authority

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

**Annexure-VII**

**Name of Work:-Annual Maintenance Contract of “Name of the work as given in Schedule-A Sr. No.1”**

**Tender No.:** “Tender No. as given in Schedule-A Sr.No.2”

**Specifications for equipment proposed for Comprehensive Annual Maintenance Contract**

<b>S. NO.</b>	<b>DESCRIPTION OF ITEM</b>	<b>Make and Model</b>	<b>Total Qty</b>
<b>A. COMPUTERS</b>			
1	Desktop-Computer- (with monitor/ TFT)	HP Intel Core2Duo Windows7,Dell Optiplex 780 Core2Duo Windows 7)	09
		Core-i5 processor(Acer veriton, Dell Optiplex 9010,Hp Compaq elite 8300)	22
<b>B. PRINTERS</b>			
2	Mono Laser Printer(A4)	(HP LJ 1606Dn)	07
		(HP LJ Pro M202Dw)	07
		(HP LJ P1007)	02
3	Printer + Scanner + Fax (Black & White)	(HP LJ MFP 226Dn)	03
4	Color Laser jet Printer(A4)	(HP LJ Pro 200-M251n)	04
<b>C. SCANNERS</b>			
5	Scanners	Canon Image Formula DR-C130L	04
<b>D. UPS</b>			
6	UPS 1KVA	Uniline	03
		Paradyne	09
		BPE	13
		Venus	07

## **Annexure VIII**

### **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 of Standalone Systems–Maximum time taken for restoration from the time of call registration: - 4 Hours**

- 1.1.1 General Equipment Cleaning
- 1.1.2 Minor Software faults
- 1.1.3 Minor Virus Problem & cleaning (Affecting individual Systems not resulting in Loss of Data)
- 1.1.4 Hardware faults (Repairable) on Monitor, Keyboard, Mouse–which does not require opening of the system
- 1.1.5 Hardware faults (Repairable)–floppy drive, CD/DVD Drives, Internal Modem, Add on Cards – by replacement of Cards.
- 1.1.6 HDD Fault – Requiring Hard Disk Media de-fragmentation & Cleaning
- 1.1.7 Minor faults on UPS - such as replacement of fuse etc.
- 1.1.8 Minor faults on printers – paper stuck etc involving no expenditure.

It may be noted that we have a contract for large scale Virus control. However, the virus control on individual machines shall be in the purview of this contract.

##### **1.2 Major Repairs & Maintenance of Standalone systems–Maximum time taken for restoration from the time of call registration - 24 Hours**

- 1.2.1 Major Software faults–Virus problems (Affecting wide spectrum of Computers over the Network – May require recovery of Data).
- 1.2.2 Major Software Corruption – Requiring reloading.
- 1.2.3 Hardware faults (Non Repairable)-Monitor, Keyboard, Mouse –which does not require opening of the system
- 1.2.4 Hardware faults (Non Repairable)–Floppy Drive, CD/DVD Drives, Internal Modem, Add on Cards
- 1.2.5 HDD fault – Requiring Hard Disk Formatting.
- 1.2.6 HDD fault–Requiring HDD Replacement (Even HDD burnt or Media damage cases shall be in the purview of the contract)
- 1.2.7 Mother Board related–requiring replacement of RAM, CPU chip or complete Mother Board etc.
- 1.2.8 Major faults on UPS – requiring rectification of fault on motherboard etc.
- 1.2.9 Replacement of Batteries on UPS
- 1.2.10 Printer Faults–requiring part replacement.

## **2 Procedure to be followed for Maintenance**

The following events / procedures shall follow 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 equipments externally using the following tools: Soft cloth, Carbon Tetra Chloride, Pest Spray, Checking Termination points/joints, etc.
- 3.2 Precaution: Equipment should not be isolated without proper authorization. Each cleaning has to be recorded in the format attached as **Annexure-IX**.
- 3.3 Preventive maintenance includes the following activities.
  - 3.3.1 Periodic internal cleaning of the equipment (using vacuum cleaners).
  - 3.3.2 Updating of the Virus Protection Packages
  - 3.3.3 Regular Hard Disk de-fragmentation (at least once in two months)
  - 3.3.4 Extensive cleaning of keyboards & printers as per maintenance schedule.
  - 3.3.5 Regular checking of earth connections of the power supply (once in three months)
  - 3.3.6 Each preventive maintenance has to be recorded in the format attached as **Annexure-IX**.
- 3.4 Predictive maintenance includes the following scope:
  - 3.4.1 Observe pre-failure warning on the system and take necessary steps.
  - 3.4.2 Observe Error codes from time to time & take action as per error messages. Also make a history of error messages & the corrective action taken.
  - 3.4.3 Observe frequent software failures / system crashes and take necessary restoration measures to recover from such faults.

## **3.5 Scope of Repairs & Maintenance**

- 3.5.1 The scope of each maintenance shall depend on the nature / category of faults.
- 3.5.2 The table below indicates the various maintenance activities& their periodicity.

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

SR. NO.	TYPE OF MAINTENANCE	EQUIPMENT	PERIODICITY (IN DAYS)
3.5.2.1	General Cleaning	Computers / Workstations	07(Weekly)
3.5.2.2	General Cleaning	Printers / Keyboard / Mouse / MM Kit	07(Weekly)
3.5.2.3	Preventive	UPS (Random check on batteries for load) /Computers/ Workstations	30
3.5.2.4	Preventive	Printers / Keyboard / Mouse / MM Kit	90
3.5.2.5	Preventive	Virus Scanning & Cleaning (Servers / Clients)	30 or (when required)
3.5.2.6	Preventive	Virus Update (Servers / Clients)	30 or (when required)
3.5.2.7	Preventive	Checking of Supply & System Earth	90
3.5.2.8	Predictive	Based on Pre-failure Warning	As &When required.
3.5.2.9	Predictive	UPS Batteries or in situations where the batteries don't take load of the system for more than 5 Minutes	As per Battery Life
3.5.2.10	Predictive	System Batteries	As per Battery Life
3.5.2.11	Predictive	Virus Protection Virus Update (Servers / Clients)	Based on Threat
3.5.2.12	Repairs & Service	All Equipment	Fault Based
3.5.2.13	Virus Cleaning	Virus Update (Servers / Clients)	Infection Based

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

**Annexure-IX**

**PREVENTIVE MAINTENANCE / GENERAL CLEANING REPORT**

Employee Name \_\_\_\_\_

Employee No. \_\_\_\_\_

Designation \_\_\_\_\_

Department \_\_\_\_\_

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.						

Users Signature

Maintenance In-charge Signature

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

**Annexure-X**

**AIRPORTSAUTHORITYOFINDIA**  
Information Technology Division

**Quarterly Certificate of Satisfactory Service**

It is certified that the Annual Maintenance Services of Computers &Accessories by M/s \_\_\_\_\_ had been satisfactory as per the provisions of the Contract laid down in the Contract Document \_\_\_\_\_ dated\_\_during the quarterly period \_\_\_\_\_ to \_\_\_\_\_.

(Maintenance In-charge)  
Civil Airport, Jammu  
Airports Authority of India

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

### Annexure-XI

#### Minimum Manpower Deployment Matrix for the CAMC of Computers & Accessories

Maintenance Site is mentioned below:-.

1. Civil Airport, Jammu

Sr. No.	Item:	Deployment	Minimum No of resources proposed
1.	<u>Computer-Maintenance N/W Engineer</u>	One	01
2.	<u>Helpers/Attendants</u>	One	01

.....

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

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“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

**Annexure-XIII**

**(Undertaking for maintaining computers and accessories as per specification given in Annexure -VII)**

**To,  
Airport Director,  
Airports Authority of India  
Civil Airport, Jammu - 180003**

**Name of Work: -“Name of the work as given in Schedule-A Sr. No. 1”**

**Tender No. : - “Tender No. as given in Schedule-A Sr. No. 2”**

Dear Sir,

We hereby confirm& accept that we will be able to maintain and provide support/ services of the items mentioned as per details specification in Annexure-VII.

Yours Faithfully,

(Signature of the Tenderer)

with rubber stamp

Date: \_\_\_\_\_

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

**Schedule-A**

**Name of Work:** - “Name of the work as given in Schedule-A Sr. No. 1:“CAMC for Computers and its peripherals for three years:2018-2021 at Civil Airport, Jammu”.

**Tender No.** : - “Tender No. as given in Schedule-A Sr.No.2: No.AAI/VIJU/IT/Computers-CAMC 2018-21”

**Note:** To be read in conjunction with the Terms & conditions (Section-I, Section-II, Section-III & Section-IV) of the Tender against the sections referred below.

Sr. No.	Section	Para No.	Sub-Para	Text to be read as
1	II	6, 11	6.1.1, 6.1.2,	“CAMC for Computers and its peripherals for three years:2018-2021 at Civil Airport, Jammu”.
	III	1	1.1	
	Annexures	I,III,V,VII,X III		
2.	Annexures	I,III,V,VII, XIII		“AAI/VIJU/IT/Computers-CAMC/2018-21.”
3	III	5	5, 5.1	a) 43,540/-
				b) Rs. Forty three thousand and five hundred forty only
Clauses Not Applicable for the present Tender				
4	Annexure-IV			Not Applicable
5	III	8	8.1.1	Factory Inspection Not applicable

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

**SCHEDULE – B (PRICE BID)**

**Name of Work: - “Name of the work as given in Schedule-A Sr. No. 1”**

**Tender No.: - “Tender No. as given in Schedule-ASr.No.2**

**Price Bid: As per attached item rate BoQ sheet.**

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## **Salient points Regarding Financial Bid**

- In the price Bid, lowest Bid shall be considered based on Grand Total.
- The bidder shall quote the rates in English language and international numerals. The rates shall be in whole numbers.
- **The rates shall be written in both figures as well as in words (in Rupees). In the event of any discrepancy, the price quoted in words will be taken as the correct basis.**
- In case of any ambiguity, all calculations will be carried out taking unit rate as the base, whereas the unit price shall be considered written in words (in Rupees).

**Authorized Signature** \_\_\_\_\_

**Name of Signatory** \_\_\_\_\_

**Name & Address of the tenderer** \_\_\_\_\_

**Official Seal** \_\_\_\_\_ **Date** \_\_\_\_\_

## GST (Goods and Services Tax) Details

Details of applicable GST (only in percentage (%) terms) for the items mentioned below shall be filled by the bidder. The details of applicable GST for the items should not be filled in actual value (value in respect of actual rate of the item). If the details given in actual value, the bid shall be out rightly rejected.

In case of change in rate of Tax or any provision relating to levy of Tax resulting in increase in burden of Tax on the Contractor, the contractor shall be entitled to receive any compensation for such increase in quantum of Tax payable by the contractor. Similarly recovery shall be made from the contractor on account of decrease of rate of Tax or any provision relating to levy of Tax.

GST shall be considered as including all types of GST as CGST, SGST and IGST.

S.No.	Category of Manpower	Unit	Qty. of month	Required Manpower	GST as applicable (only in percentage (%) terms).
1.	Computer Maintenance N/W Engineer	Month	12	01	
2.	Helper	Month	12	01	
S. NO.	DESCRIPTION OF ITEM	Unit	Qty. of month(A)	Total Qty of items (C)	GST as applicable (only in percentage (%) terms).
<b>A. COMPUTERS</b>					
1	Desktop-Computer-Intel (with TFT) (HP make Intel Core2Duo Windows7,Dell Optiplex 780 Core2Duo Windows 7)	Month	12	09	
	Core-i5 processor (Acer veriton, Dell Optiplex 9010, Hp Compaq elite 8300)	Month	12	22	
<b>B. PRINTERS</b>					
2	Mono Laser Printer(A4) (HP LJ 1606Dn)	Month	12	07	
	(HP LJ Pro M202Dw)	Month	12	07	
	(HP LJ P1007)	Month	12	02	
3	Printer + Scanner + Fax (Black&white) (HP LJ MFP 226Dn)	Month	12	03	
4	Color Laser jet Printer(A4) (HP LJ Pro 200 M251n)	Month	12	04	
<b>C. SCANNERS</b>					
5	Scanners (Canon-DR-C130L)	Month	12	04	
<b>D. UPS</b>					
6	UPS 1KVA				
	Uniline	Month	12	03	
	Paradyne	Month	12	09	
	BPE	Month	12	13	
	Venus	Month	12	07	

**Annexure-XV**

Sl.No.	Details of the Vendor Firm/ Company				
1	Name of the Company:				
2	Name of the Directors as per MoA:				
3	Name of the Authorized signatory:				
4	Email Address:				
5	Phone/Fax:				
6	Email Address for correspondence:				
7	Detail of EMD	Name of the Bank	Amount	Date of issue ,	Date of validity
8	Turn Over of the company for last three years	FY-20XX	FY-20XX	FY-20XX	Annualized
9	TIN and PAN(Both)				
10	GST (Goods and Services Tax)				
11	Date of Incorporation of the Company as per MoA ( Copy Attached /Uploaded)				
12	<b>Proof of Execution of works</b>	Name of the work	Po ref. with date	PO Amt.	Remarks
12.1	Similar Work Experience 1				
12.2	Similar Work Experience 2				
12.3	Similar Work Experience 3				
13	<b>Date of completion of Certificates of the above said works</b>	Name & Desig. of Signatory	Address	Contact number	Email Address
13.1	Similar Work Experience 1				
13.2	Similar Work Experience 2				

“CAMC for computers and its peripherals for three years:2018-2021 at civil Airport, Jammu).”

13.3	Similar Work Experience 3				
14	<b>Tender Specific Authorization letters from OEM's as per tender requirement</b>	Product	OEM with Address	Name of Signatory	Contact Number with Email Address
14.1					
15	<b>Power of Attorney ( Stamp Paper of Rs 100/-) in favor of signatory ( attached)</b>	Yes or No			
16	<b>Acceptance letter as per Annexure-I (Attached/Uploaded)</b>	Yes or No			
17	<b>List of Client references Attached /Uploaded</b>	Yes or No			

**Declaration- By The Contractor/ Tenderer:**

I/We hereby declare –

- i) I/We are registered under GST and compliant of GST provision.
- ii) In case of non- compliance of GST provisions and blockage of any input credit, I/we shall be responsible to indemnify AAI.
- iii) That all input credits have been passed on to AAI by us (bidder).

Signature of Tenderer: \_\_\_\_\_

Name : \_\_\_\_\_

Date : \_\_\_\_\_

Seal :

E-mail address :