



भारतीय विमानपत्तन प्राधिकरण  
**AIRPORTS AUTHORITY OF INDIA**

Ref.: AAI/AGT/AGM(E-E)/E-NIT/O&M/WTP./2021-22

Date: 17.06.2021

**Tender Id: 2021\_AAI\_79818\_1**

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

1. Item rate e-tenders are invited through the e-tendering CPP Portal by Addl. General Manager (Engg.-Elect), MBB Airport, Agartala – 799 009, Mob no. 9051021617, (Bid Manager) on behalf of Chairman, A.A.I from the eligible contractors for the work of **“ARMO of E & M installations of NITB at Agartala Airport . SH: Operation & Minor Maintenance of Water Treatment Plant (WTP) & Bore-Wells Pumps etc. of New Integrated Terminal Building at Agartala Airport.”** at an estimated cost of **Rs. 1,05,97,123/-** (Excluding - GST) (Rupees One Crore Five Lacs Ninety Seven Thousand One Hundred and Twenty Three Only) with completion period of **36 (Thirty Six) Months.**

The tendering process is online at CPP-portal URL address <http://etenders.gov.in/eprocure/app> or [www.aai.aero](http://www.aai.aero). Prospective Tenderers may download and go through the tender document.

Prospective Tenderers are advised to get themselves register at CPP-portal, obtain 'Login ID' & 'Password' and go through the instructions available in the Home page after log in to the CPP-Portal <http://etenders.gov.in/eprocure/app> or [www.aai.aero](http://www.aai.aero). They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The tenderer may also take guidance from AAI Help Desk Support through path [aai.aero/tender/e-tender/help](http://aai.aero/tender/e-tender/help) desk support.

i. For any technical related queries please call the Helpdesk. The 24 X 7 Help Desk details are as below:-

Tel: 0120- 4200462, 0120-4001002, Mobile: 91 8826246593

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

Tenderers are requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact details.

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

- ii. 08.00 hrs to 20.00 hrs (Mon- Sat) –  
011 – 24632950, Ext-3512 (Six Lines), E-mail : [eprochelp@aai.aero](mailto:eprochelp@aai.aero)
- iii. 09.30 hrs to 18.00 hrs (Mon-Fri)  
011 - 24632950, Ext-3523, E-mail : [etendersupport@aai.aero](mailto:etendersupport@aai.aero)  
[sanjeevkumar@aai.aero](mailto:sanjeevkumar@aai.aero) and [snita@aai.aero](mailto:snita@aai.aero)
- iv. 09.30 hrs to 18.00 hrs (Mon-Fir)  
011 – 24657900, Email: [gmitcq@aai.aero](mailto:gmitcq@aai.aero)

Tender processing fee of Rs.1,180/-(i/c GST) Non-refundable will be required to be paid through online, through Payment Gateway on CPP Portal . Tender Processing fee should be paid on or before the bid submission end date and time as specified in the Critical Data Sheet of Tender Document.

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

CRITICAL DATA SHEET

Publishing Date	18.06.2021 (CPP Portal)
Bid Document Download/Sale Start Date (Next Day of Publishing Date)	19.06.2021 from 0930 Hrs.
Clarification Start Date	19.06.2021 from 0930 Hrs.
Clarification End Date	22.06.2021 up-to 1800 Hrs.
Bid submission Start Date	19.06.2021 from 0930 Hrs.
Bid Submission End Date	30.06.2021 up-to 1800 Hrs.
Bid Opening date (Envelop – I)	02.07.2021 at 11.00 Hrs.
Bid Opening date (Envelop – II)	05.07.2021 at 11.00 Hrs.
Tender Processing Fee (Non-refundable)	<b>Rs 1180/- (i/c GST) (to be paid online)</b>
Earnest Money Deposit (EMD)	<b>NIL, Bid security Declaration</b>

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

**A. Tender processing fee & EMD:**

- i. Tender fee of Rs.1,180/- (i/c GST) is required to be paid online only through payment gateway provided at the CPP portal itself.
- ii. ~~EMD value of Rs.2,11,943/- shall be accepted only through the payment gateway integrated for the purpose with CPP portal.~~
- iii) No EMD, Firm is required to submit “Bid security Declaration” as per annexure-V.

Note: ~~EMD in the form of cash/Demand Draft or any other form shall not be accepted. Vendors shall also note that they are not required to contact any AAI employee or submit any documentary evidence of submission of EMD via Bank Transfer during the process of tender. In no scenario the vendors are required to submit / contact any AAI employees for physical submission of any documents before opening of the bids.~~

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

- i. Scanned copy of Unconditional Acceptance of AAI's Tender Conditions. **(as per Annexure – I)**
- ii. Scanned copy of Permanent Account Number (PAN), GST registration number, EPF and ESI registration number.
- iii. Scanned copy of ‘Undertaking’ regarding Blacklisting / Debarment on Company's Letter Head. **(as per Annexure – III)**
- iv. Scanned copy of Earnest money declaration (as per **Annexure-V**)
- v. Tenderer should deploy sufficient plant and machinery as per the requirement of work in consultation with the Engineer-in-charge (EIC) to achieve the milestones / targets and overall completion within the time period. Tenderer shall submit scanned copy of ‘Undertaking’ on Company's Letter Head **(as per Annexure – II)**



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- vi. Companies other than propriety firm shall submit, scanned copy of Authorization Letter / Power of Attorney along with copy of Certificate of Incorporation of the Company Under Companies Act showing CIN / LLPIN / Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney. Proprietary firm shall submit scanned copy of Authorization Letter / Power of Attorney only if the tender is processed by a person other than proprietor.
- vii. PQ Proforma duly filled.

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

- i. Should have satisfactorily completed (# Phase / Part completion of the scope of work in a contract shall not be considered, **however pre-determined phasing of the work will be accepted**) **three works, each of Rs 42.39 Lakh or two works, each of Rs 52.99 Lakh or one work of Rs 84.78 Lakh** in single contract of similar nature of work (i.e. **SITC of Water Treatment plant or Operation, Annual Maintenance, CMC Contract of Water Treatment Plant and Bore well pump etc. in single work order as per amount mentioned above** ) during last seven years ending on 31.05.2021.

**“The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to the last date of submission of bid i.e. up-to 30.06.2021”.**

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

- ii. Should have annualized average **financial turnover of Rs. 31.80 Lakh** against works executed during last three years ending on 31<sup>st</sup> March of the previous financial year. As a proof, copy of Abridged Balance Sheet along with Profit and Loss Account Statement of the tenderer should be submitted along with the application. Tenderers showing continuous losses during the last three years in the balance sheet shall be summarily rejected.
- iii. **The tenderer should have a minimum net worth of Rs 15.90 Lakh issued by certified Chartered Accountants. (as per Annexure – IV).**

Scanned copy of all the Documents of Envelope-I mentioned above shall be submitted on the CPP Portal. Tender processing fee and ~~EMD~~ is required to be paid through online, through Payment Gateway on CPP portal on or before the bid submission end date & time mentioned in CRITICAL DATA SHEET. The tenderer, whose Tender processing fee or ~~EMD~~ are not paid through online by the bid submission end date & time mentioned in critical data sheet, then their tenders will be liable to be rejected.

~~EMD of Value of Rs. 2,11,943 shall be deposited only through online, through Payment Gateway through CPP portal.~~

**Refund of EMD**

~~The refund of EMD to tenderes who fail to qualify in the eligibility/technical criteria shall be refunded to their source account after submission of technical evaluation report on the CPP~~



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~~portal. For all tenderers who qualify and their financial bids are opened, the refund of EMD of all such tenderers except L-1 shall be processed after opening of financial bid on the CPP portal. Refund of EMD of L-1 bidder, to their source account shall be processed after AOC completion on the CPP portal or deduction of Security deposit from their Bills whichever is later.~~

### **Envelope – II: - The financial e-Bid through CPP Portal.**

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

#### **3. Bid Submission: -**

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

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

4. Not more than one tender shall be submitted by one tenderer or tenderers having business relationship. Under no circumstance will father and his son (s) or other close relations who have business relationship with one another (i.e. when one or more partner(s) / director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

5. Tenderer who has downloaded the tender from Central Public Procurement Portal (CPPP) website <http://etenders.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AAI.

#### **6. Bids Opening Process is as below:**

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

Envelope-I containing documents as per Para 2 (A), (B) and (C) (uploaded by the tenderers) shall be opened on date & time mentioned in CRITICAL DATA SHEET.

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

If any clarification is needed from the tenderer about the deficiency in his uploaded documents in Envelope – I, he will be asked to provide it through CPP portal or email if required. The tenderer shall upload the requisite clarification / documents within time specified by AAI,



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failing which it shall be presumed that bidder does not have anything to submit and bid shall be evaluated accordingly.

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

**Envelope – II (Financial Bid)**

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

7. AAI reserves the right to accept or reject any or all applications without assigning any reasons. AAI also reserves the right to call off tender process at any stage without assigning any reason.

8. AAI reserve the right to disallow the working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/Temporary or Permanent debarment/black listing by any department of AAI or Central / State Govt. Depts. / PSUs / World Bank / ADB etc. **AAI reserves the right to verify the credential submitted by the Tenderer at any stage (before or after the award of work). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualified the tenderer then AAI shall take the following action:**

a) ~~Forfeit the entire amount of EMD submitted by the tenderer.~~

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

9. Consortium / JV companies shall not be permitted.

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

Dy. General Manager (Engg. -Elect), AAI,  
MBB Airport, Agartala – 799 009.



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**PQ Proforma**

**(To be uploaded by applicants along with Envelope-I)**

**Name of work:** “ARMO of E & M installations of NITB at Agartala Airport . SH: Operation & Minor Maintenance of Water Treatment Plant (WTP) & Bore-Wells Pumps etc. of New Integrated Terminal Building at Agartala Airport”

1	2	3	4
Ref. No.	Qualifying Criteria	Details	Enclosure check list
1	Scanned copy of following documents to be submitted.		
2	Name and address of the firm / contractor, Telephone, Fax, E-mail.		
3	Tender processing fee.		Paid through online, through Payment Gateway on CPP portal YES/NO
4	<del>EMD.</del> Bid security Declaration		YES/NO
5	Unconditional Acceptance of AAI's Tender Condition as per Annexure-I.		
6	Permanent Document Number (PAN)		
7	GST, EPF and ESI registration number.		
8	Undertaking regarding deployment of sufficient plant & machinery on company's letter head as per Annexure-II.		
9	Undertaking regarding Black listing / Debarment on company's letter head as per Annexure-III.		
10	Authorization letter / Power of Attorney.		

11	<p><u>Experience Details</u> Certificate from clients of having satisfactorily completed</p> <p>(i) Three works, each of value 40% of estimated cost i.e. Rs. <b>42.39</b> Lakh.</p> <p style="text-align: center;"><b>OR</b></p> <p>(ii) Two works, each of value 50% of estimated cost i.e. Rs. <b>52.99</b> Lakh.</p> <p style="text-align: center;"><b>OR</b></p> <p>(iii) One work of value 80% of estimated cost i.e. Rs. <b>84.78</b> Lakh in single contract of similar nature of work (<b>i.e. SITC of Water Treatment plant or Operation, Annual Maintenance, CMC Contract of Water Treatment Plant and Bore well pump etc. in single work order as per amount mentioned above</b>) during last seven years ending on 31.05.2021</p>	<p>Details of the Three/Two/One work(s) as applicable</p> <p>Client:</p> <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Name of Work:</p> <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Order No. &amp; Date</p> <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Cost :</p> <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Date of completion</p> <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>	Copy of certificate enclosed: YES/NO
12	Whether TDS certificate along with certificate issued by registered Chartered Accountant.	Govt. Organization / Private Clients. (Tick whichever is applicable.)	YES/NO
13	<p><b>TURNOVER:</b> Annualized average financial turnover equivalent to Indian Rs. <b>31.80</b> Lakh during last three financial years ending on 31.03.2021.</p>	<p>Financial Year INR (in Lakh) 2018-19 : 2019-20 : 2021-21 :  Average:</p>	Proof of turn over enclosed (Abridged balance sheet & profit & loss a/c) YES/NO
14	Minimum net worth of Rs. <b>15.90</b> Lakhs certified by Chartered		YES/NO



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	Accountant as per Annexure-IV.		
15	Digitally signed tender document.		YES/NO

DECLARATION

I (.....) hereby declare that the documents submitted/ enclosed are true and correct. In case any document at any stage is found fake/ incorrect, my Earnest Money Deposit (EMD) with AAI shall be forfeited and I may be debarred from tendering in AAI.

Date:

Signature with stamp

Authorized signatory of the Agency

.....

Note: This proforma is to be filled up by applicant and shall be uploaded as a digitally signed scanned documents for e-tender.





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## GUIDELINES TO BIDDERS

### First Important Step to Bidder for e-tender:

(CPP e-Procurement portal reference: <https://etenders.gov.in/eprocure/app>)

Bidders have to read the instructions to the bidders given in the e-tender portal of CPP and take immediate steps for:

- (a) Register for bid to participate in e-tendering.
- (b) Obtain digital signature well in advance which takes minimum 24 to 30 hours.
- (c) Make sure availability of all required software in your PC as instructed under bidders' instruction head of e-procurement portal of CPP.

### Correspondence on tender documents:

1. **Tender Document:** The prospective bidder shall download the tender documents on-line from CPP's e-Procurement portal and upload digitally signed entire tender document on CPP e-tender portal. Besides, whenever tenderer signatures are earmarked in the tender documents shall put his signature and upload scan copies of the same.
2. **Amendment to Tender Document:** At any time, prior to scheduled date of submission of bids, AAI if it deems appropriate to revise any part of this tender or to issue additional date to clarify the interpretation of provisions of this tender, it may issue addendum/corrigendum to this tender. Any such Addendum/ Corrigendum shall be deemed to be incorporated by this reference into this tender and binding on the bidders. Addendum/Corrigendum will be notified through CPP's Website/Portal only.
3. **Clarifications of Tender Document:** Bidder, requiring any clarifications of the tender document, may submit their queries, if any, through provision of CPP's Website/Portal on or before submission of E-Bids/as mentioned in NIT. Request for clarifications received from bidders shall be responded by AAI suitably. Replies to queries by AAI will be uploaded through CPP's e-Procurement Portal. The bidders are advised to visit CPP's Website/Portal regularly.
4. No correspondence shall be entertained from the tenderer/bidders after opening of tenders, other than asked by AAI for any clarifications, if required.



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### **Instructions for Online Bid Submission**

1. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
2. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://etenders.gov.in/eprocure/app>.

#### **Registration**

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

#### **Searching for Tender Documents**

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

#### **Preparation of Bids**

1. Bidder should consider any corrigendum published on the tender document before submitting their bids.
2. Bidders are required to go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note

the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR /DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **Submission of Bids**

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3. Bidder has to select the payment option as “online” to pay the tender fee / EMD as applicable and enter details of the instrument.

4. Bidder should paid the EMD through online, through Payment Gateway on CPP portal on or before the bid submission end date as specified in the Critical Data Sheet of Tender Document. Otherwise the uploaded bid will be rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the Blue coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online duly digitally signed, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to



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asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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

9. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

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

For any technical related queries/constraint may please be called 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.

Telephone : 0120-4200462, 0120-4001002.

Mobile No. : +918826246593

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

For any Policy related matter / Clarifications, Please contact Dept of Expenditure, Ministry of Finance. E-Mail: [CPP-doe@nic.in](mailto:CPP-doe@nic.in).

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

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

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



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

<b>Support Persons</b>	<b>Escalation Matrix</b>	<b>E-Mail Address</b>	<b>Contact Numbers</b>	<b>Timings</b>
Help Desk Team	Instant Support	epochelp@aii.aero	011- 24632950, Ext-3512 (Six Lines)	0900-1800Hrs. (MON - FRI)

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

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