

# **AIRPORTS AUTHORITY OF INDIA**

**O/o. THE Dy.GENERAL MANAGER (OPS),  
CALICUT INTERNATIONAL AIRPORT  
CALICUT - 673647**

## **TENDER DOCUMENT**

### **NAME OF THE WORK**

**Job contract for providing services for operating  
Battery-operated Golf Cart by deploying drivers  
on 3-Shift Basis at CALICUT Airport.**

**E-Tender No: 2021\_AAI\_69272\_1**

**NAME OF WORK:**

Job contract for operating Battery-operated Golf Cart by deploying drivers on 3-Shift Basis at CALICUT International Airport.

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This tender documents contains a total of **32 pages** (serially numbered from 1 to 32), including the cover page and this page.

-----Sd-----  
 Asst General Manager (OPS)  
 O/o. the Dy. General Manager (OPS)  
 Calicut International Airport  
 Tel.: 04832719456

### **TENDER SCHEDULE**

Name of Work.	Job contract for providing services for operating of Battery operated GolfCart by deploying drivers on 3-Shift Basis at Calicut International Airport.
Tender Reference No.	<b>2021_AAI_69272_1</b>
Estimated Cost	Rs.20.29 lakhs per annum. (exclusive of GST, EPF/ESI & Bonus)
Tender Fee (Non-refundable)	Rs.1,180/- (inclusive of GST)
EMD	Undertaking to be submitted (AnnexureC)

### **CRITICAL DATES**

01.	Publish Date & Time	05.02.2021 @ 1800 Hrs.
02.	Document Download / Sale <b>Start</b> Date & Time	05.02.2021 @ 1800 Hrs.
03.	Document Download / Sale <b>End</b> Date & Time	10.02.2021 @ 1800 Hrs.
04.	Clarification <b>Start</b> Date & Time (Pre-bid queries, if any by Bidders)	05.02.2021 @ 1800 Hrs.
05.	Clarification <b>End</b> Date & Time (to be given by Bid Manager, AAI)	09.02.2021 @ 1800 Hrs.
06.	Bid Submission <b>Start</b> Date & Time	05.02.2021 @ 1800 Hrs.
07.	Bid Submission <b>End</b> Date & Time	11.02.2021 @ 1500 Hrs.
08.	Bid Opening Date & Time (Cover-I)	12.02.2021 @ 1530 Hrs.
09.	Bid Opening Date & Time (Cover-II) -Financial Bid	15.02.2021 @ 1200 Hrs.

**Note:-**

- a. AAI may at its discretion extend / change the schedule of any activity by intimating the bidders through a notification on the e-tendering portal <https://etenders.gov.in>.
- b. Corrigendum if any, will be uploaded only on e-tendering portal. It is the responsibility of bidders to check at the website or their registered Email ID / Mobile No.
- c. Clarification after the due date stipulated above will not be entertained and no request for extension of date on any grounds will be granted / entertained.

**SECTION : I**  
**NOTICE INVITING e-TENDER**

**NIT No. : 2021\_AAI\_69272\_1**

1.0 Tenders are invited from the reputed Firm / Agencies / Contractors through the NIC CPP e-tendering portal by the Asst General Manager (OPS) – Bid Manager, O/o Airport Director, Airports Authority of India, Calicut International Airport, Calicut-673647 on behalf of Chairman, AAI for the work **“Job contract for providing services for operating Battery-operated Golf Cart by deploying drivers on 3-Shift Basis at Calicut International Airport”** for a period of **1 (One) year** and further extendable by 6 (six) months on the same rates and Terms & Conditions, subject to satisfactory performance of the contractor and mutual consent at an annual estimated cost of **Rs.20,29,674/-** (exclusive of GST, EPF, ESI & Bonus) plus applicable GST.

1.1. The tendering process is online at CPP portal (<https://etenders.gov.in>). Aspiring bidders may go through the tender document by “Guest User” login.

1.1.1 Prospective Tenderers are advised to get themselves register at CPP-portal, obtain ‘Login ID’ & ‘password’ and go through the instructions available in the Home Page after log in to the CPP-portal <https://etenders.gov.in>. They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The bidder may also take guidance from AAI Help Desk Support as given Section-II of the tender.

a. **MSEs Bidders:** MSEs who are registered with District Industries Centres (DICs) / Khadi & Village Industries Commission (KVIC) / Khadi & Village Industries Board (KVIB) / Coir Board / NSIC / Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small & Medium Enterprises (MoMSME) are eligible for availing benefits under the Public Procurement Policy. With effect from 18/09/2015, MSEs registered under Udyog Aadhaar Memorandum (UAM) are also eligible to avail the benefits under Policy.

1.3 The following 2-Covers shall be submitted **ONLINE** by the bidders:-

1.3.1 **COVER-I:** Containing **Qualifying requirement** of Contractor / Firm.

The Bidders shall submit their application only at CPP Portal <https://etenders.gov.in>. Bidders are advised to follow the instructions provided in the tender document for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

The bidders should upload the following scanned documents **ONLINE** in support of their meeting each criteria mentioned below in “Cover-I”:-

SL. NO.	QUALIFYING REQUIREMENT	DOCUMENT(S) TO BE UPLOADED IN CPP PORTAL
(i)	Tender Fee – Rs.1,180/- payment through CPP portal (online)	Proof of tender fee paid online through CPP portal online. <b>OR</b> Scanned copy of Registration Certificate of NISC / MSME /  or any other body specified by Ministry of Micro, Small & Medium Enterprises in case of MSEs seeking

		exemption of Tender Fee.
(ii)	EMD	Annexure C (Undertaking in lieu of EMD)
(iii)	Undertaking-cum-Declaration	Scanned copy duly signed with company's seal, as per Annexure-A
(iv)	Should have GST Registration.	Scanned copy of GST Registration Certificate.
(v)	Should have Permanent Account Number (PAN).	Scanned copy of PAN Card.
(vi)	Should have registered with Employee's Provident Fund Organization (E.P.F.O).	Scanned copy of Employees Provident Fund Organization (E.P.F.O) Registration Certificate.
(vii)	Should have registered with Employees State Insurance Corporation (E.S.I.C).	Scanned copy of Employees State Insurance Corporation (ESIC) Registration Certificate.
(viii)	<p>Should have experience in providing services of deployment of manpower in Companies / Organizations during the last seven years ending on 31.12,2020 for <b>any one</b> of the following quantum of <b>completed work(s)</b>:-</p> <p>One order - 80% of estimated cost, i.e. not less than Rs.16.24 lakhs.</p> <p style="text-align: center;"><b>OR</b></p> <p>Two orders - 50% of estimated cost, i.e. not less than Rs.10.15 lakhs each order.</p> <p style="text-align: center;"><b>OR</b></p> <p>Three orders - 40% of estimated cost, not less than Rs.8.12 lakhs each order.</p>	<p>Scanned copy of <b>Work Order / Work Contract Agreement along with its satisfactory completion certificate</b> for providing services of deployment of manpower in Companies / Organizations.</p> <p>The said satisfactory completion certificate should reflect either value of work, period of contract etc. <b>OR</b> related Work Order / Work Contract Agreement Ref. No. &amp; Date in support of the above.</p> <p><b>Note:-</b></p> <p>a. The above Work / Order should have been satisfactorily completed.</p> <p>b. Initial period of contract and extension thereof if any upto 31.12.2020 shall be considered as 'completed work' and reckoned for value of order.</p> <p>c. Firms showing work experience certificate from Non-Government / Non-PSU Organizations should submit copy of Tax Deduction at Source (TDS) certificate in support of their claim for having experience of stipulated value of work.</p>

SL. NO.	QUALIFYING REQUIREMENT	DOCUMENT(S) TO BE UPLOADED IN CPP PORTAL
(ix)	Should have annualized average financial turnover of Rs.6.9 lakhs (30% of the annual estimated cost) during last three financial years ending on <b>March-2020</b> .	Scanned copy of Balance Sheets along with Profit & Loss Accounts Statement for the Financial Year – <b>2017-18, 2018-19 &amp; 2019-20</b> .
(x)	Tender document	Digitally signed complete set of tender documents.

## **Financial bids**

All rates shall be quoted in the format provided in CPP portal and no other format is acceptable. The Financial Bid has been given as a standard **BOQ format** with the tender document and the same is to be downloaded and filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the Bidder, the Bid will be rejected.

### **1.4 BIDS OPENING PROCESS**

The bid opening process will be as below:-

**1.4.1 Cover-I:** Containing Qualifying requirement of Contractor / Firm (uploaded by the Bidders) shall be opened as per the Tender Schedule. The intimation regarding acceptance / rejection of their Bids will be intimated to the Bidders through CPP Portal.

If any clarification is needed from the Bidder about the deficiency in the uploaded documents in Cover-I, the same shall be asked to be provided through Shortfall document folder in CPP portal. The Bidder shall upload the requisite clarifications / documents within date & time specified by AAI, failing which tender will be liable for rejection.

**1.4.4 Cover-II:** Financial Bid of those bidders who are found meeting all the requirements of "Cover-I" shall only be opened. Depending on Technical Bid evaluation, the date shall be intimated through CPP portal.

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

1.6 The firm / bidder who are blacklisted / debarred by the CBI / CVC / BCAS / AAI or any other Department of Govt. of India or State Government shall not participate in the tender. A declaration to that effect shall be submitted by the parties as per prescribed form (Annexure-A).

1.7 AAI reserves the right to disallow the issue of tender documents to working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain / Temporary / Permanent debar by any Department of AAI, AAI reserve the right to verify the credentials submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect / false or have some discrepancy which disqualifies the firm, then AAI shall take the following action:

- (a) Execute the undertaking – Annexure C.
- (b) The agency shall be liable for debarment for 3 (three) years from tendering in AAI, apart from any other appropriate contractual / legal action.

1.8 If the entity participating in any of the tenders is a private or public limited company, Partnership firm or proprietary firm and any of the Directors / Partners / Proprietor of such company is also a director of any other company or partner of a concern or a sole proprietor having established business with AAI and has outstanding dues payable to the authority, then the said entity shall not be allowed to participate in AAI tenders.

## **SECTION : II**

### **E-TENDERING GUIDELINES TO BIDDERS**

#### **1.0 Requirement of E-Tendering Participation**

Tenderers are advised to get themselves acquainted for e-tendering participation requirements at "Guidelines for Bidders" and go through the 'Self Help files' available in the Home Page after logging-in to the portal <https://etenders.gov.in>. Vendors are required to carry out the following activities:

#### **1.1 Registration**

Registration shall be on CPP e-Procurement Portal free of cost, at <https://etenders.gov.in>.

#### **1.2 Login ID:**

Bidder shall click '**Apply for Access Authentication**' and fill in the required details as reflected on screen. After saving the details, a password for the registered bidder will be generated by the system and the password will be sent to the **e-mail id** provided by the bidder during registration. On receipt of email, the login id is ready with the bidder to proceed further.

#### **1.3 General guidelines for bidders:**

Guidelines to proceed further in the tender process are available in the CPP e-Procurement portal under Self Help Files Tab. Bidders are advised to go through these guidelines before submitting their bids, on-line.

#### **1.4 Digital Certificate:**

Bidder shall have a legally valid **class III digital certificate** as per Indian IT Act, 2000, from the licensed Certifying Authorities, operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India (Please visit : [www.cca.gov.in](http://www.cca.gov.in)). Licenced CA's in India are:

- (a) Safescrypt, (b) NIC, (c) IDRBT, (d) TCS,

(e) MtnTrustline, (f) GNFC, (g) E-MudhraCA.

#### 1.5. **Online Tendering:**

For all AAI tenders hosted on CPP e-Procurement portal, the Cover-I & II shall be submitted On-line only.

Upload the tender in multiple files (by breaking the same into multiples files), each file should not be of more than **10 MB**. However, documents which have to be submitted in originals like Tender Fee, EMD or any other such documents mentioned in the tender documents will have to be physically submitted as advised in this tender document.

1.6 On-line training & technical assistance for interested bidders shall be available as follows:

#### 1.7 **Bidder's training support system:**

Detailed information in this regard, have been provided to the bidders at CPP e-Procurement Portal i.e. <https://etenders.gov.in> under the Self Help Tab. However, training support system is given inside the portal and are **visible to the registered bidders only**.

#### 1.8 **Help Desk Services:**

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

(a) For any technical related queries please call the Help desk. The 24x7 Help Desk Number 0120-4200462, 0120-4001002.

**Note** – Bidders are requested to kindly mention the **URL of the Portal** and **Tender Id** on the subject while emailing any issue along with the Contract 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 8826246593

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

(b) For any Policy related matter / Clarifications, please contact Dept. of Expenditure, Ministry of Finance.

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

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

(i) 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 <https://etenders.gov.in>. The help desk services shall be available on all working days (Except Sunday and Gazetted Holiday) between 0800-2000 hours and shall assist users on issues related to the use of Central Public Procurement Portal (CPPP).

(ii) 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**".

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

Sl. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1.	Help Desk Team	Instant Support	<a href="mailto:e-sap1@aai.aero">e-sap1@aai.aero</a>	011-24632950, Ext-3512	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>	011-24632950, Ext-3505	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>	011-24632950, Ext-3523	0930-1730 Hrs. (MON-FRI)
4.	Mr. Y.K. Kaushik Jt. General Manager(IT)	After 24 Hours	<a href="mailto:ykkaushik@aai.aero">ykkaushik@aai.aero</a>	011-24651507	0930-1730 Hrs. (MON-FRI)
5.	General Manager(IT)	After 03 Days	<a href="mailto:gmitchq@aai.aero">gmitchq@aai.aero</a>	011-24657900	0930-1730 Hrs. (MON-FRI)

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

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

\* \* \*

**SECTION-III**  
**DEFINITIONS**

1.0 "AAI" means the "Airports Authority of India".

1.1 The Chairman means the "Chairman", Airports Authority of India or his successors.

1.2 "Bidder / Tenderer" means the individual or firm who participates in this tender and submit their bid.

1.3 "Bid Manager" 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 Contractor" means the person/firm or company with whom the order for the stores is placed and shall be deemed to include the contractor's successors (approved by the purchaser) representatives , executors and administrators as the case may be , unless executed by the terms and the contract.

1.5 "Acceptance of Tender" means the letter of memorandum communicating to the contractor regarding acceptance of his tender. This includes an advance acceptance of his tender.

1.6 "The Purchaser" means the "chairman, Airports Authority of India, New Delhi - 110003 or his representative.

1.7 Stores to be supplied at: - As per name of consignee mentioned in tender document/supply order.

1.8 "The Inspecting Officer" means the persons, firm or department authorized by the purchaser to inspect the stores on his behalf. This includes representatives of the inspecting officers so nominated.

1.9 "Specifications" means a specification accepted or approved by the purchaser for compliance by the contractor.

1.10 "Day" means a day starting from 0000 hrs. to 2400 hrs.

1.11 "Month" means a calendar month or a cycle month depending on the date of commencement of the contract. For all prorata calculation, the number of days considered in a month will be 30.

1.12 "The Award Letter / Work Order" means the order placed on contractor/firm for execution of works.

1.13 "The Contract" means the agreement signed between the AAI and the Contractor as per the terms and conditions contained in the tender.

1.14 "The Contract Price" means the price payable to the Contractor under the Purchase Order for the full and proper performance of its contractual obligations.

1.15 "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 incomplete bids or intentional errors have been committed in the Bid.

\* \* \*

## **SECTION : IV**

### **INSTRUCTIONS TO BIDDERS**

#### 1.0 **Tender document: 2021\_AAI\_69272\_1**

1.1 The tender document consists of six sections. The bidder shall go through all these sections:

<b>Section – I</b>	<b>: Notice Inviting e-Tender.</b>
<b>Section – II</b>	<b>: E-Tendering Guidelines Bidders</b>
<b>Section – III</b>	<b>: Definitions.</b>
<b>Section – IV</b>	<b>: Instructions to Tenderers.</b>
<b>Section – V</b>	<b>: General Conditions of Contract.</b>
<b>Section – VI</b>	<b>: Special Terms &amp; Conditions of Contract.</b>

Bidders shall comply with each clause of all the above six sections.

1.1.1 Bidders willing to participate may download the digitally signed tender document on-line from CPP e-Procurement portal at <https://etenders.gov.in> and submit digitally counter-signed tender document on-line at the same portal.

1.1.2 The instructions in the tender document are binding on the bidder and submission of the tender shall imply unconditional acceptance of all the terms and conditions by the bidder.

1.1.3. Bidder shall upload tender on CPPP E-Portal well in advance i.e. 24 Hrs. before the scheduled closing time of bid submission to avoid last minute hassles.

**AAI shall not entertain any queries on such subject after last date of downloading tender document.**

1.2 **Transfer of Tender document:** Tender documents are not transferable.

1.3 **Amendment to Tender document:**

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

1.4 **Clarifications of Bid Documents:**

Bidder, requiring any clarification of the tender documents may submit their queries, if any, only through provision of CPP e-Procurement Portal at <https://etenders.gov.in> and AAI shall not respond to any queries sent through by any other means.

- 1.4.1 Request for clarifications received from bidders shall be responded by AAI till the scheduled date and time as indicated in the Tender Schedule or as extended thereto by AAI.
- 1.4.2 Replies to Clarifications by AAI will be uploaded through CPP e-Procurement Portal. The bidders are advised to visit the same at <https://etenders.gov.in> regularly.
- 1.4.3 Clarifications and other documents, if and when issued by AAI, shall be in relation to the tender and hence shall be treated as their extension.
- 1.4.4 AAI makes no representation or guarantee as to the completeness or accuracy of any response, nor does AAI undertake to answer all the queries that have been posted by the Bidders.
- 1.4.5 In order to provide reasonable time to bidders to take the amendments made by AAI into account for preparing their bids, AAI may, at its discretion, extend the deadline for the submission of bids suitably.
- 1.5 AAI shall summarily reject a bid as non-responsive if found valid for a shorter period than specified in the Tender documents. Only in exceptional circumstances, AAI may request the bidder's consent for an extension to the period of bid validity. The request and the responses thereto shall be made in writing.
- 1.6 **Post Tender Qualification for Technical Evaluation:**

Apart from the eligibility conditions as specified in the tender, the following shall also be considered for the evaluation:

  - 1.6.1 **If any document submitted in Cover-I is found to be false or fabricated, the EMD shall be forfeited, besides black listing of the bidder.**
  - 1.6.2 Airports Authority of India reserves the right to reject any or all tenders, without assigning any reasons thereof, and to call for any other details or information from any of the bidder.
- 1.7 **Composition of Bids and General Guidelines for bid process:**
  - 1.7.1 Bidders shall submit their bids as per the scheduled date & time through CPP e-Procurement portal at <https://etenders.gov.in> only.
  - 1.7.2 Bidders shall submit the tender before the deadline as specified in the Tender Schedule of this tender document. **e-tender CPP Portal shall**

**not allow bidders to submit their tender after the scheduled date & time.**

1.7.3 The Cover-I, II & III will be opened online by AAI at the time and date as given in the Tender schedule. All the statements, documents, certificates etc., uploaded by the bidders shall be downloaded and verified for evaluation.

1.7.4 **The clarifications, particulars, if any, required from the bidders, will be obtained through query provision available in CPP e-Procurement portal.**

**1.8 On-line E-Tendering General Guidelines:**

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

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

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

1.8.4 Bidders may submit their response to AAI queries through provision of CPP e-procurement Portal Only.

1.8.5 No post bid clarification / confirmation of compliance at the initiative of the bidder, shall be entertained.

1.9 **Preparation / Submission of Bids:** Bids shall be prepared and submitted in three parts: the first, second and third part shall comprise of the Qualifying Requirement and Technical Bid (Cover-I) and the Financial Bid (Cover-II) specifying the price offer respectively and the relevant documents, as specified in Section-I, be uploaded in CPP e-procurement portal.

**1.10 Language and Currency:**

The bidder shall quote the rates in English language and in 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 case of disparity in figures & words, the rate in words will be considered. 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.

- 1.11 It shall be clearly understood and noted that Financial Bid of the tender document is for pricing alone. No condition, whatsoever, shall be stipulated in this part.
- 1.12 Tenders, in which any of the particulars and prescribed information are missing or are incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non-responsive Bid and are liable to be rejected. If the bidder gives wrong information in his/her tender, **AAI reserves the right to reject such tender at any stage or to cancel the Contract, if awarded and execute Annexure C / forfeit the Security Deposit.**
- 1.13 AAI reserves the right to reject any or all tenders without assigning any reason. The Financial bids of the bidders who do not qualify in Technical bid evaluation shall not be opened. AAI also reserves the right at its sole discretion not to award any order for which the tender is called. AAI shall not pay any cost incurred in the preparation and submission of any tender or any cost incidental to it. The documentation submitted by tenderers shall not be returned.
- AAI shall evaluate the Bids to determine whether they are complete, the documents have been properly signed and the bids are in order.
- 1.15 AAI will determine the substantial responsiveness of each bid to the Bid documents. For the purposes of these clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the Bid Documents without material deviations. AAI's determination of bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. A bid determined as substantially non-responsive will be rejected by AAI.
- 1.16 No correspondences / representations shall be entertained from the bidders after opening of Financial Bid of the Tender during the tendering process.
- 1.17 Date of submission and opening of tender can be extended at the sole discretion of the Competent Authority.
- 1.18 **Award of Contract:**
- 1.18.1 The acceptance of the tender shall be intimated to the successful bidder by AAI through Fax / Letter/ Telephone / e-mail etc.
- 1.18.2 AAI shall be the sole judge in the matter of award of contract and the decision of AAI shall be final and binding.

\* \* \*

**Standard Operating Procedure**  
**for**  
**Online payment, refund and settlement of EMD and Tender Fee through CPP Portal**

e-Tendering brings in economy, efficiency and transparency in the procurement of goods, works and services. CVC are inclined to force implementation of e-Tendering in all Govt. departments & PSUs. Online payment gateway for payment, refund and settlement of EMD and Tender Fee is part of the implementation of e-Tendering system i.e. CPPP <https://etenders.gov.in> .

**Stakeholders:**

1. **Tender Floating Department:** Airports Authority of India (AAI)
2. **The Technical Service Providers (TSP)** - NIC to facilitate CPP Portal with entire back end process and providing technical support to the Government Dept.
3. **Bank** - AAI has authorized State Bank of India as nodal bank provides payment gateway services and receives Tender fees and Earnest Money Deposits (EMDs) from various bidders participating in e- Tendering/ e-procurement process, holds the amount in Current/Savings Bank account till the time of finalization of tendering process. Bank will settle the Tender Fee of all bidders, Bank will refund EMD to unsuccessful bidders and the EMD of L 1 bidder will remain in the pooling account and after AOC completion on the portal, the L 1 bidders EMD amount will be refunded to their source account. This will be happened as per instruction received from TIA through online portal. Customized MIS will be provided to the Tender Floating Department i.e. AAI.
4. **The Bidders** - The bidders are organizations/corporate/individuals who apply for the tender floated by the tender floating department and participate in the tendering process.  
Bidders are directly involved in making the use of this e-System for making payments and getting refunds into their accounts.

**Eligibility (Prerequisite for e-Tendering)**

1. Tender Inviting Authorities (TIA) & the bidders should enroll on CPP Portal <https://etenders.gov.in> to carry out the procurement activities.
2. Portal login will be through two factor authentication i.e. User id & password followed by the login through DSC.
  - TIA must have Digital Signature Certificate (DSC) with Signing and Encipherment feature
  - Bidders must have DSC with Signing feature

**Bank Account Details**

- a. Common Pooling A/C for EMD and Tender Fee Collection
- b. Tender Fee Settlement A/c for Settlement of Non-refundable Tender Fee amounts
- c. Forfeited EMD Settlement A/c for Settlement of forfeited EMD amounts

**Payment gateway for End to End Procedures:**

1. **Collection Process:**
  - a. **Online collection of EMD and Tender Fee:** As per current provision in the portal, TIA will allow the option of **Online Mode** for collection of EMD and Tender Fee while publishing

tender, so that the bidders can deposit these fees through **Net Banking** (SBI and Other Banks) and **NEFT/RTGS**.

- b. **Collection of EMD through Bank Guarantee(BG):** During the tender creation TIA will allow the option of “**EMD through BG or EMD Exemption**” so that bidders will be able to upload the copy of BG or Exemption certificate as per tender terms and condition.

*Note: Keeping in the view of running tender status, the portal currently has both online and offline payment options for next few days, after which the offline mode will be disabled.*

2. During the collection process the amount will be debited from the bidder account and credited to the collection pooling account of the AAI.
3. Till the tender opening all the collected amount will be residing in the collection pooling account of AAI.
4. **Refund and Settlement process:**
  - a. **Step-I:** After opening the tender, bid submitted successfully along with the online payment, the tender fee settled to 'Tender Fee Settlement Account' and EMD amount will remain in 'Pooling Account'.
  - b. **Step-II: On Technical Evaluation:** After submission of technical evaluation report on the CPP portal, the 'EMD of Technically Qualified bidders will remain in the pooling account' and EMD amount of rejected bidders will be refunded to their source account.
  - c. **Step-III: On Financial Evaluation:** After submission of financial evaluation report on the CPP portal, the 'EMD of L1 bidder will remain in the pooling account' and EMD amount of rejected bidders will be refunded to their source account.
  - d. **Step-IV: EMD Refund of L1:** After AOC completion on the portal, the L1 bidders EMD amount will be refunded to their source account and for this Bid managers are advised to complete the AOC process:
    - Only after receiving the PBG and its confirmation from the bank.
    - or**
    - Adjustment of Security Deposit (SD) as per NIT Condition.
5. **In the case of "Cancellation of tender" before opening and "Re-Tender":**
  - All the submitted amount will be refunded to the bidders.
6. **In the case of "Cancellation of tender" after opening and "Re-Tender":**
  - The tender fee has already settled to the AAI's tender fee settlement account at the EoD of tender opening.
  - Now only EMD residing in the collection pooling account, the EMD will be refunded to the bidders.
7. **In case of 'Withdraw of bid' by the vendor:**
  - Procurement system allows the bidder to withdraw till the bid submission closing date, assume that the bidder has paid the amount and withdrawn the bid, eProcurement system will initiate the refund of EMD on the day of tender opening.

8. **In case of Revocation Corrigendum:**

- If TIA publishes revocation corrigendum to accept the rejected bidder than TIA must ask EMD again via offline mode before publishing the revocation corrigendum because EMD amount has already been refunded or refund initiated to the rejected bidders A/c.

9. **Procedure for Forfeiture of EMD through CPP Portal:**

Forfeiture activity can be performed at the time of rejection of the bidder.

**Step I:** Rejected the bidder during the Technical or Financial Evaluation process.

**Step II:** On the same day, use the menu “Forfeiture Menu” to Forfeit the EMD.

**Step III:** Select the tender and then the bidder to forfeit the EMD

**Step IV:** At the end of the day System will settle the Forfeited EMD to “Forfeited EMD Settlement A/c”

**Note:** *Forfeiture of EMD will have to be claimed on same day of rejection otherwise it will not be available in the system because at the end of the day CPPP will initiate refund to the rejected bidders.*

10. **Following procedures are attached on subsequent pages:**

- a. Procedure to allow the online **Payment Option** in CPP Portal by TIA
- b. Procedure for checking the **Payment Status** by TIA
- c. Procedure for **Online Collection** of EMD and Tender Fee from Bidders