

भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA



CPPP [<https://etenders.gov.in/eprocure/app>] ]

Tender ID: 2024\_AAI\_221945\_1

**Title: Engagement of Agency for providing Services of Point of Presence (PoP) for implementation of National Pension System in Airports Authority of India**

(This RFP Tender is meant for exclusive purpose of submitting the e-Bid in accordance with the terms and conditions specified herein, and this RFP shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued)

**AIRPORTS AUTHORITY of INDIA**  
Rajiv Gandhi Bhawan, Safdarjung Airport,  
New Delhi-110003

Dated: \_\_

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## **DISCLAIMER**

The information contained in this Request for Proposals document (“RFP”) or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Airports Authority of India (AAI) or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement or an offer by the AAI to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.

Information provided in this RFP to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The AAI accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The AAI, Airports Authority of India EDCP Trust or its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

The AAI also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused, arising from reliance of any Applicant upon the statements contained in this RFP.

The AAI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP. The issue of this RFP does not imply that the AAI is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the services and the reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever. The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses/costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the AAI/AAI EDCP Trust shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

<b>Important Points/Dates to Note</b>		
1	TENDER REFERENCE NO.	<b>AAI/CHQ/NPS/PoP/2024-25/1</b>
2	TENDER (RFQ) INVITED FOR	Engagement of Agency for providing Services of Point of Presence (PoP) for implementation of National Pension System in Airports Authority of India
3	VALIDITY OF THE TENDER	<b>180 days</b> from the last date of submission of bid on CPP Portal
4	PERIOD OF THE CONTRACT/TIME OF COMPLETION	The period of the contract shall be three years from the date of commencement of PoP Service. The date of commencement of PoP service will be stipulated in the Award letter.
5	PUBLISHING OF TENDER DOCUMENTS ON AAI WEBSITE (WWW.AAI.AERO)	30.12.2024 from 17:00 Hrs
6	START DATE ON CPP Portal	30.12.2024 at 17:00 Hrs
7	END DATE & TIME ON CPP PORTAL	15.01.2025 upto 15:00 Hrs.
8	Clarification Start date Clarification End date	30.12.2024 07.01.2025
9	TIME PERIOD FOR FURNISHING OF REPLY BY THE TENDERER	10.01.2025 upto 15:30Hrs
10	TIME & DATE OF OPENING OF BID	16.01.2025 at 15.30 Hrs.
11	CORRESPONDENCE DETAILS FOR TENDER	<a href="mailto:ipillai@aai.aero">ipillai@aai.aero</a> , office landline 011-24632950, extn 2147 (between 1015 to 1800 hours-Monday to Friday)
12	Bid Manager	Indu P Pillai, AGM (F&A), Office landline 011-24632950, extn 2147
13	WEBSITE ADDRESS OF AAI	<a href="http://www.aai.aero">www.aai.aero</a>

## **Chapter 1: Introduction**

- 1.1 Airports Authority of India (“Authority”), established under Airports Authority of India Act, 1994 (“Act”), is a Category-I Mini-Ratna Public Sector Enterprise. The Authority is mandated under the Act, inter-alia, to manage the airports, civil enclaves and the aeronautical communication stations efficiently (other than airports and airfields belonging to, or subject to the control of, any armed force of the Union) with an employee strength of approx 16000 serving employees.
- 1.2 As on 31.03.2024 AAI manages a total of 110 Operational Airports, which include 35 International Airports and 28 Civil Enclaves. AAI also provides Air Traffic Management Services (ATMS) over entire Indian Air Space and adjoining oceanic areas with ground installations at all Airports and 25 other locations to ensure safety of aircraft operations.
- 1.3 The Authority in its persistent efforts to provide world class infrastructure and services to its stakeholders has been endeavouring to excel its global peers by undertaking various initiatives.
- 1.4 AAI is 100% owned by the Government of India. Its Net Worth as on 31st March 2024 was INR 18917.78 crores.
- 1.5 AAI had approved Superannuation Benefit Scheme (SBS) namely AAI Employees Defined Contribution Pension Scheme (EDCPS) with due approval from Ministry of Civil Aviation, Government of India.
- 1.6 AAI is in the process of implementing NPS for providing benefits to its employees. Accordingly, it is proposed to introduce “National Pension System (NPS) — Corporate Sector Model” at AAI as an ‘Option’ in addition to the existing Defined Contribution Pension Scheme and select the Point of Presence (PoP) under the Two Bid System. However, the choice whether to continue with existing Defined Contribution Pension Scheme or switchover to NPS will rest with the beneficiaries. In other words, NPS Scheme will be voluntary in nature. The Manpower strength of the AAI is 16708 employees as on 31.03.2024 at various locations in India. However, the number of employees are subject to change every year due to new joining / separation of employees.
- 1.7 The Selection of Agency for providing Services of Point of Presence (PoP) for implementation of NPS in AAI would be for three years.
- 1.8 Presently the AAI invites Request for Proposal (hereinafter called RFP) from eligible Point of Presence (PoP) (hereinafter called Bidder), duly licensed by Pension Fund Regulatory and Development Authority (PFRDA) for empanelment as Point of Presence for AAI .
- 1.9 The RFP tender document is made available through e-procurement mode and open for downloading free of cost from AAI official website <https://www.aai.aero> and CPP

Portal during the period as mentioned in RFP. The complete RFP tender document shall be submitted online as tender offer on or before the due date and time of submission in CPP Portal. RFP Tender document through offline mode will not be entertained.

- 1.10 All the documents required to meet the eligibility criteria, along with relevant documents in the RFP Tender Document. Technical Bid shall be uploaded through CPP Portal after scanning in .pdf format. The RFP Tenderer may submit Self attested copies of the documents. The Tenderer has to produce the original documents for verification before issuing the award letter. Failure to produce the original documents will be treated as void/ non-responsive and is liable to get rejected.
- 1.14 The last date of online submission of offers will be as per the given date & time as provided in RFP unless otherwise notified. In the event of changes in the schedules, the same will be notified through <https://www.aai.aero> and CPP Portal <https://etenders.gov.in/eprocure/app>.
- 1.15 If the offers are not received according to the instructions detailed herein above, they shall be liable for rejection.

## **Chapter 2-Scope of Work of RFP Tender -Empanelled Point of Presence**

### **2.1 SCOPE OF WORK**

The scope of work of duly appointed Point of Presence (PoP) is as follow:-

(a) **Registration Processing:**

- (i) Completion of the registration process with PFRDA and Central Record Keeping Agency (CRA) for AAI and allotment of Corporate Registration number for AAI under NPS. The PoP shall also facilitate changes in Trust Deed, Trust Rules, Deed of Variation (DoV) and obtain approval of Commissioner of Income Tax, etc., as & when required.
- (ii) The PoP shall provide link for initial registration of AAI employees for PRAN creation/registration and subsequent approval by regional nodal officers regarding eligibility of employees for AAI NPS scheme and MIS and also assist in preparing /circular/SoP for link/FAQs/awareness session, conduct any number of presentation to the employees/ Union & Associations of AAI and Physical Help Desk/Virtual sessions etc thereof at different Regional Offices/CHQ/ Airports/ Different Training centres/JV monitoring units/MSSR Units/Self Accounting Units and any other locations in India where there is posting of AAI officials. There may be addition of locations from time to time as per construction/operation of new Airports/new locations.
- (iii) The PoP shall assist employees in filing up NPS forms and also process applications received from AAI employees for generation of PRAN number.
- (iv) The PoP shall process request of AAI employees for merger of Individual NPS plan to Corporate NPS Plan. This should not attract any charges/levies. In case some accounts are dormant / inactive, the same needs to be activated.

(b) **Initial contribution processing at the time of registration:**

- (i) Collecting and transferring the funds after verifying the employee's details such as PRAN No., Name, Payment details, etc., to the Trustee Bank for the corresponding PRAN of the employee.
- (ii) The PoP must reach to the employees either physical mode as well as virtual mode to facilitate the employees at CHQ/Regions/ Airports/CHQ/ Different Training centres/JV monitoring units and any other locations in India where there is posting of AAI officials for early processing of PRAN for employees as and when required. The list of offices shall be provided to PoP after award of work and in case of addition of new locations, the same will also be intimated

by AAI in due course.

- (iii) The PoP is expected to complete the process of registration of all (eligible) AAI employees who are on rolls and have opted NPS, within 3 months from the date of commencement of PoP Service. AAI will start contributing to PoP as soon as all the necessary requirements related to AAI are completed. In respect of new inductions, PoP is expected to complete the process of registration within one month from the date of receipt of requisite details from AAI.

(c) Regular pension contribution:

- (i) After all due diligence, collecting and transferring the Funds to the NPS Trustee Bank for the corresponding PRAN of the subscriber.
- (ii) Upload subscriber contribution details online into the CRA system for the corresponding PRAN of the subscriber.

(d) Transfer to Superannuation Fund to NPS:

Providing assistance and processing transfer of existing corpus of AAI Employees Defined Contribution Scheme maintained with fund managers to NPS. In future also, PoP shall facilitate movement of funds from AAI to NPS in respect of beneficiaries who opt for NPS.

(e) Changes in Subscriber details:

The PoP shall also provide the following non-financial services related to NPS to employees:

- (i) Processing change request for change in employee's personal details such as address, etc.
- (ii) Processing change request of Investment Scheme / Pension Fund Manager as per the PFRDA defined guidelines.
- (iii) Processing of withdrawal request/ claim settlement.
- (iv) Attend request from employee for re-issue/regeneration of I-pin, T-pin, PRANcard.
- (v) Any other subscriber services prescribed by PFRDA/CRA from time to time.

f) Grievance handling:

- (i) The PoP shall communicate with other NPS intermediaries for resolving the grievances of the employees of AAI and ensure prompt resolution of grievances within 48 hours.
- (ii) The queries related to the NPS Corporate Model shall be resolved by the

bidder on call & e-mail, etc. The Query related numbers / e-mail, etc., of the bidder and details of Escalation Matrix of the selected PoP should be provided in the Service Level Agreement to be executed between AAI and selected bidder.

- (iii) The PoP shall address the queries/grievances of the employees within the deadlines prescribed by PFRDA.
- (g) The PoP shall complete the work assigned within the deadlines prescribed by PFRDA.
- (h) AAI will provide the following to the successful bidder:-
  - (i) Bulk data as per the format provided by PoP for mapping of individual accounts of employees to corporate NPS account of AAI.
  - (ii) One time contribution data in the prescribed format provided by PoP alongwith the funds for transfer to Trustee Bank and maintenance of records by CRA.
  - (iii) Periodical contribution data along with funds thereafter whenever approved by the AAI Management to Trustee Bank.
- (i) PoP will facilitate of settlement of Funds i.e. receipt of amount by concerned individual members on account of superannuation, etc., as per NPS guidelines prescribed by PFRDA.
- (j) In cases of such employees of AAI where disciplinary proceedings are being contemplated/ initiated/ in progress or any penalty has been imposed, as the case may be, the PoP will administer the admissibility / release of the benefits to such employees, as directed by AAI, applicable Rules of AAI and in accordance with various PFRDA guidelines.
- (k) The role of the PoP would be advisory in nature in respect of selection of Pension Fund Manager. AAI/ subscribers reserves its right to place the funds with the PFM of its choice.
- (l) The PoP shall conduct awareness programs / webinars / workshops / training sessions on the various features of NPS to AAI employees, in virtual mode as well as physical mode at AAI locations, if required. Initial training need to be provided every week till the time PRAN Account of all AAI employees who have opted for NPS is opened.
- (m) Preparation of bilingual (in Hindi and English) brochure explaining various features of the NPS Scheme to AAI employees and periodic updating of the brochure. Brochure is to be prepared in PDF format and soft copy provided to AAI for circulation. Brochure will be AAI property and AAI will be free to use it in any manner.
- (n) For prompt servicing of NPS related issues of superannuating employees of AAI,

advice for appropriate selection of annuities, refund of corpus etc. should be provided at AAI at the end of each month in which superannuation of employee takes places. PoP shall facilitate employees on the selection of Annuity Service Providers.

- (o) To provide prescribed MIS reports as specified by PFRDA/CRA/AAI from time to time.
- (p) Any other work/ service as prescribed by PFRDA / CRA / NPS Trust or any other regulatory body from time to time assigned as PoP activity.

## Chapter 3:- Eligibility and Evaluation Criteria

### 3.1 Eligibility Criteria

The bids received in CPP portal from the Bidders and fulfilling all the below-mentioned criteria are only eligible to take part in this RFP and will only be considered for evaluation:

Sl. No.	<b>Eligibility Criteria-Minimum Requirement as on 31.10.2024</b>	<b>Documents to be Submitted</b>
i)	Bidder should have PFRDA License to operate as <b>Point of Presence (PoP)</b> and to have tie up with any of the Central Record Keeping Agencies (CRAs) registered under NPS for the <b>CRA Services</b> .	Self—attested copy of valid Registration Certificate issued by PFRDA as PoP (copy of License with validity date) and letter of confirmation from the registered CRA for tie-up.
ii)	Bidder should have minimum 2 years experience as PoP as on 31.10.2024.	
iii)	The bidder should have implemented NPS under Corporate sector model for employees of atleast one CPSE successfully covering a minimum 500 of its employees as subscribers (excluding employees of own and group Companies).	Self-attested & stamped copies of Work Orders/ Letter of Award, contact details of such CPSE etc. reflecting fulfilment of this criteria.
iv)	Bidder should be presently providing PoP Service at least one CPSE with a total of minimum 500 subscribers in NPS under Corporate Model (excluding employees of own and group Companies).	Self-attested & stamped copies of Work Orders/Letter of Award, etc. reflecting fulfilment of this criteria as on 31.10.2024.
v)	Bidder should have experience of servicing atleast 100 Corporates with a total of minimum 10,000 subscribers in NPS under Corporate Model.	Certificate from CRA mentioning number of Corporates and subscribers reflecting fulfilment of this criteria as on 31.10.2024.
vi)	The bidder should have all India presence with support office in all State Capital of India and also in all Metros & Guwahati where the AAI Regional Hrqs of are available.	Self Attested list of offices in all State Capital of India and in all Metros & Guwahati citing the address.
vii)	Bidder should have valid GST Registration Certificate and PAN.	Self-attested copy of these documents.
viii)	Bidder should be a Scheduled Bank / Insurance Company / PFRDA empaneled Annuity Provider/ Pension Fund Manager/Asset Management Company or	Self-attested copy of Certificate of Incorporation of company/ RBI licence/IRDAI/PFRDA licence etc as the case may be.

	Subsidiary of any of the aforesaid type of company.	
ix)	Bidder should have online platform or web based application for servicing NPS subscribers for NPS registration.	Self-attested declaration alongwith copy of presentation and screenshot of the online portal or web based application.
x)	Bidder should neither have been suspended /banned / blacklisted / debarred by any Central/ State Government Department / agency or any other PSU / PSB nor should have litigation pending with any of the aforesaid organization/ departments/ agencies in the last 3 consecutive financial years (FY 2021-22, 2022-23 and 2023-24) and as on tender submission date.	Self-Declaration Certificate as per Annexure no.7.
xi)	The bidder should have online platform or web-based applications to facilitate real time analysis of employees pension account.	Self-attested declaration alongwith a copy of presentation and screenshot of the online portal or web based application.
xii)	Submission of Unconditional Acceptance of Financial charges, Terms and Conditions	Duly signed unconditional acceptance of Financial Terms and Conditions as per Annexure no.9.
xiii)	No deviation Certificate as per Annexure no.5	Duly signed and stamped No deviation Certificate as per Annexure no.5
xiv)	Confirmation of PFRDA/IRDAI guidelines as per Annexure no.6	Duly signed and stamped Confirmation of PFRDA/IRDAI guidelines as per Annexure no.6.
xv)	Unconditional Acceptance of Tender Conditions as per Annexure no.8	Duly signed and stamped acceptance of Tender Conditions as per Annexure no.8.
<b>(xvi) Notes:</b>		
<p>a) It shall be the sole responsibility of the bidder to inform AAI about their status regarding above Eligibility Criteria as on the closing date of submission of bid and during the course of finalization of the tender. Concealment of the facts shall tantamount to misrepresentation of facts and shall lead to action against such bidder.</p> <p>b) The bidders/Applicants should fulfil all the above-mentioned Eligibility Criteria for participating in the RFP tender. Evaluation will be done only for the bidders satisfying all the parameters of eligibility criteria.</p>		

## Chapter 4: Commercial/Financial Terms and Conditions

4.1 Commercial Terms and Conditions:- It has been decided to adopt the minimum charges prescribed by M/s PFRDA from time to time. Presently the following charges are applicable:-

Sl. No.	Service Description	Unit	Bidders Quote per Unit (in ₹ and figures)
1	Account Opening Charges (One time)	Per Registration	Rs.200/-
2	Any contribution processing charges	Per Contribution	Rs.30/-
3	Non-financial Charges	Per Transaction	Rs.30/-

Note:-

- i) All PoP charges including GST would be borne by members themselves i.e. AAI employees. The charges are to be collected upfront directly from the concerned employees' account at the awarded rate mentioned above and as per the methodology as allowed by PFRDA. AAI will not incur any financial cost implication.
- ii) The above service charges are firm and fixed by AAI and bidder should unconditionally agree towards the same for the entire tenure of the contract. Unconditional acceptance of the same should be conveyed during the bid submission in order to technically qualify for the bid.
- iii) Any increase or decrease of the above service charges (as defined by PFRDA) during the bid submission shall be liable for rejection of the bids.
- iv) The price quoted above is exclusive of GST.

**Chapter 5: Terms and Conditions for appointment of Point of Presence (PoP) for implementation of National Pension System in Airports Authority of India**

**5.1 General Terms and Conditions**

<b>i)</b>	<b>SUBMISSION OF RFP</b>
	The information submitted should be completed in all respects.
	Proposals on company's letterhead with required details and documents should be either typed or written legibly in English. Alterations / overwriting, if any, in the profile / proposal should be authenticated by the person signing the profile / proposal.
<b>ii)</b>	<b>INCOMPLETE RFP</b>
	Incomplete RFP, which do not contain all the information called for with supporting documents and/or any addition/deletion in the RFP document/ Annexures not authenticated are liable to be rejected.
<b>iii)</b>	<b>VALIDITY</b>
	PoP identified through this methodology will be appointed for a period for a term of three years from the date of commencement of PoP Service.
<b>iv)</b>	<b>CONFIDENTIALITY</b>
	The PoP shall keep confidential and shall not, without the written consent of AAI , divulge to any third party any document, data or other information furnished directly or indirectly by AAI or EDCP Trust hereto in connection with the RFP. The bidder shall not use such documents, data and other information received from AAI for any purpose other than purpose mentioned in the RFP.
	<b>CANCELLATION/REJECTION OF THE RFP</b>
<b>v)</b>	AAI reserves the right to cancel / scrap the RFP without assigning any reason whatsoever.
<b>vi)</b>	Bidder evincing interest shall not contact AAI on any matter relating to the RFP after opening of the same. Any effort to influence AAI in evaluation / Comparison or award decision may result in rejection.
<b>vii)</b>	Merely submitting the RFP shall not entitle the Bidder to be considered for Award of this work. It shall not confer any right on him either to be necessarily considered for award of services. AAI has sole discretion to accept or reject any or all the proposals at any stage of the process and/ or modify the process without assigning any reason whatsoever. AAI may appoint any other fund manager/Annuity service provider as it deem fit at any point of time.
<b>viii)</b>	Failure to comply with the requirements spelt out above shall make the Proposal liable to be rejected.
<b>ix)</b>	If an individual Key Personnel makes a false averment regarding his qualification, experience or other particulars, he shall be liable to be debarred for any future assignment

	of the AAI for a period of 3 (three) years. The award of this empanelment to the Bidder may also be liable to cancellation in such an event.
x)	<b><u>Bid Validity:-</u></b> Bid shall be valid till 180 days from the opening date of Bid.
xi)	<b><u>Period of Appointment:-</u></b> AAI will appoint the M/s PFRDA approved/licenced “Point of Presence” for implementation of NPS and managing the same for a period of three years from the date of commencement of PoP Services. The date of commencement of PoP service will be stipulated in the Award letter. However AAI reserves the right to terminate the contract or go for fresh empanelment at any time before the expiry of the above-mentioned period of (3) three years. Also AAI reserves the right to appoint additional PoP as may be decided from time to time.
xii)	<b><u>Bid Evaluation Criteria:-</u></b> The Bid shall be examined in two phases namely:- a) Technical Evaluation:- Initially the bidder’s technical eligibility will be examined based on the minimum eligibility criteria mentioned in sl.no. 3.1. The Technical evaluation shall be based on submission of documents as per the eligibility criteria of this RFP.  b) Evaluations matrix as stipulated in Annexure no. 10 will thereafter be examined only in respect of technically qualified bidders fulfilling all the conditions mentioned as minimum eligibility criteria vide sl.no. (a) above. Successful bidder will be decided based on the highest overall marks of the bidder as per evaluation matrix. In case of tie (in overall marks), PoP (Point of Presence ) with maximum number of corporate NPS subscribers as on 31.10.2024 will be appointed as PoP.
xiii)	<b><u>Jurisdiction and Applicable Laws:</u></b>  The Courts of Delhi only shall have jurisdiction to deal with and decide any legal matter whatsoever arising out of the resultant Rate Contract/ purchase order. The resultant contract shall be governed by and subject to and interpreted and construed in accordance with the Laws of Republic of India, which are in force from time to time.
xiv)	AAI reserves the right to verify/seek additional information/confirmation of all original documentary evidence submitted by Bidders in support of the eligibility criteria. In case of any information furnished by the bidder is found to be false/incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.
xv)	<b><u>Signing of Agreement:</u></b> The successful Bidder on acceptance of its tender by the Accepting Authority, shall within 30 days from the date of award shall sign the agreement together with the tender documents referred in the RFP.

## **Chapter 6:-Instructions for Bidders**

- 6.1.1 The bidders shall go through the RFP and shall comply with each and every clause of the RFP.
- 6.1.2 Online bids through CPP portal are invited by Airports Authority of India for **“Engagement of Agency for providing Services of Point of Presence (PoP) for implementation of National Pension System in M/s Airports Authority of India”**
- 6.1.3 The bidders are required to submit soft copies of their bids electronically on the CPP portal, using valid digital signature certificates. The instructions given below are meant to assist the bidders in registering on the CPP portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP portal. More information useful for submitting online bids on the CPP portal may be obtained at <https://etenders.gov.in/e procure/app>.
- 6.1.4 Not more than one Bid shall be submitted by a bidder or by a firm of bidders. No two or more concerns in which an individual is interested, as Managing Director/Partner shall bid for the execution of the same works. If they do so, all such Bids shall be liable to be rejected.
- 6.1.5** The RFP document consists of two volumes –Volume-I Technical Bid (all Technical documents including unconditional acceptance of the offer) and Volume-II – Evaluation Matrix Bid.
- 6.1.6 The offer (both Technical & Evaluation Matrix bid) must be valid for a minimum period of 180 days from the opening date of Bid.
- 6.1.7 Bidding is open to all eligible bidders meeting the eligibility criteria as defined in Chapter 3 and accordingly bidders are advised to submit requisite documents in support of eligibility criteria.
- 6.1.8 All the documents required to meet the eligibility criteria, as per the RFP Document i.e., Technical Bid shall be uploaded through CPP procurement portal after scanning in .pdf format. The tenderer may submit either Notarized or Self attested copies of the documents.
- 6.1.9 The successful bidder has to produce the original documents for verification before issuance of letter of award.
- 6.1.10** Self-declaration needs to be signed by the signatory(s) authorized by the bidder Company to sign the document.

- 6.1.11** After downloading / getting the RFP tender schedules, the Bidder should go through them carefully and then submit the documents as per the RFP tender document, otherwise, the bid will be rejected.
- 6.1.12.** Bidder should take into account of the corrigendum published before submitting the bids online.
- 6.1.13** Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS formats. If there is more than one document, they can be clubbed together.
- 6.1.14** The bidder should read the terms and conditions and accept the same to proceed further to submit the bids.
- 6.1.15** The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
- 6.1.16** The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.

#### **6.2.1 REGISTRATION**

- a) Bidders are required to enrol in the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) 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.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate
- e) Only one valid DSC should be registered by a bidder. Please note that bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse.
- f) The bidder shall then log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### 6.3.1 SEARCHING FOR TENDER DOCUMENTS

- a) There are various search options built-in in the CPP Portal, to facilitate bidders' search for active Bids using several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for Bids, 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.
- b) Once the bidders have selected the Bids they are interested in, they may download the required documents / tender schedules. These Bids can be moved to the respective 'My Tenders / My Bids' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case of any corrigendum issued to the tender document.
- c) The bidder should make a note of unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### 6.4.1 PREPARATION OF BIDS

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through 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.
- c) 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.
- d) 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.

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

### 6.5.1 SUBMISSION OF BIDS

- a) The bidder should log into the site well in advance for bid submission so that they can **upload** the bid on time i.e. at or before the bid submission time. Bidder will be responsible for any delay due to other reasons.
- b) The bidder may upload their queries, if any, on e-tendering Portal **<https://etenders.gov.in/eprocure/app>** before the last date of receiving queries as specified in the RFP. No other mode of raising queries shall be accepted. AAI shall endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive bidding process, however, no queries received after prescribed date shall be entertained.
- c) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d) 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.
- e) 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 asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded RFP documents become readable only after the tender is opened by the authorized bid openers.
- f) The uploaded tender documents become readable only after the RFP is opened by the authorized bid openers.
- g) 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 and all other relevant details.
- h) 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.

### 6.6.1 ASSISTANCE TO BIDDERS

- a) Any queries relating to the RFP document and the terms and conditions contained therein should be addressed to the BID Inviting Authority for the RFP or the relevant contact person indicated in the RFP document.

- b) 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.
- C) For any Technical queries related to Operation of the Central Public Procurement Portal Contact:

0120-4001 062  
 0120-4001 002  
 0120-4001 005  
 0120-6277 787

**EMail Support:** For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority

Technical - support-eproc(at)nic(dot)in

Policy Related - cPPP-doe(at)nic(dot)in

**Technical Help Desk Team Instant Support:- [eprochelp@aai.aero](mailto:eprochelp@aai.aero), 011-24632950, Ext-3512, 0800-2000 Hrs. (MON - SAT)**

**Escalation:- After 4 Hrs. of Issue etendersupport@aai.aero 011-24632950 Ext. 3523, 0930-1800 Hrs. (MON-FRI)**

6.7.1 AAI will not entertain and will not accept any reasons of

- a. Bidders for Net Connection Failure / Electric Current Failure.
- b. Any issues during online filling / updating of bids.
- c. Bidders should be aware of all these facts and shall take all due care to upload his bid documents on portal well in advance.
- d. AAI will not take any liabilities and claims for failure of Network and problem arising during submission of online bid.

6.8.1 SCHEDULE OF SELECTION PROCESS

Sl. No.	Event Description	Date	Time in IST
1.	Issuance /downloading of the RFP	30.12.2024	1700 hrs.
2.	Bid Submission Start Date	30.12.2024	1700 hrs.
3.	Last date and time of submission of bids	15.01.2025	1500 hrs.
4.	Opening of Bid	16.01.2025	1530 hrs.

## **6.9.1 SUBMISSION OF PROPOSAL**

- 6.9.2 All Bidders shall submit their Proposals on NIC CPP portal only (<http://etenders.gov.in/eprocure/app>) and follow the guidelines of NIC CPP Portal.** Any Bid which is not qualified or not submitted as per this RFP shall be summarily rejected. Merely submitting the R F P shall not entitle the Bidder to be considered for Award of this work. It shall not confer any right on him either to be necessarily considered for award of services. AAI has sole discretion to accept or reject any or all the proposals at any stage of the process and/ or modify the process without assigning any reason whatsoever.
- 6.9.3 Failure to comply with the requirements spelt out above shall make the Proposal liable to be rejected.
- 6.9.4 If an individual Key Personnel makes a false averment regarding his qualification, experience or other particulars, he shall be liable to be debarred for any future assignment of the Authority for a period of 3 (three) years. The award of this Consultancy to the Bidder may also be liable to cancellation in such an event.
- 6.9.5 All the documents submitted should be duly attested by the authorised representative of the Bidder.
- 6.9.6 The Proposals will be opened online by the Tender Opening Committee on 02.01.2025 at 1530 hours at Airports Authority of India, Rajiv Gandhi Bhawan, New Delhi.**
- 6.9.7 Copies of all the relevant documents duly certified by Authorized signatory to be uploaded in CPP portal as part of Technical Bid.
- 6.10 Bid Validity**  
Bid shall be valid till 180 days from the opening date of Bid.

**Annexure – 1: COVERING LETTER OF SUBMISSION (To be uploaded online on the letter head of the Bidder)**

Date:

To

The General Manager (Fin.-EDCP),  
Airports Authority of India,  
2<sup>nd</sup> Floor, A Block,  
Rajiv Gandhi Bhawan,  
NewDelhi-110003

**Sub: E-Tender for Engagement of Agency for providing Services of Point of Presence (PoP) for implementation of National Pension System in Airports Authority of India**

Sir,

Being duly authorized to represent and act on behalf of .....  
(Hereinafter referred to as “the Bidder”) and having reviewed and fully understood all of the requirements of the bid document and information provided, the undersigned hereby apply for the project referred above.

We are submitting our Bid enclosing the following, with the details as per the requirements of the Bid Document, for your evaluation.

<b>S. No</b>	<b>Particulars</b>	<b>Page No. of Scanned Documents</b>
1	Copy of Certificate of Incorporation of bidder Company	
2	Letter of confirmation from the registered CRA for tie up with bidder	
3	PFRDA Licence/Certificate of Registration with date of Renewal and validity date	
4	Self-attested list and stamped copies of Work orders/Letter of Award, contact details of CPSE where bidder has implemented NPS under Corporate sector model for employees of atleast one CPSE successfully covering 500 of its employees as subscribers. Also contact email id and mobile number of such CPSE.	
5	Certificate from CRA mentioning the following information in respect of bidder as on 31.10.2024:-	

	i) Number of CPSE Accounts handled as on 31.10.2024 ii) Number of CPSE Subscribers being managed as on 31.10.2024 iii) Number of total corporate accounts being handled (including CPSEs & private Companies) as on 31.10.2024 iv) Number of total corporate subscribers being managed (including CPSEs & private Companies) as on 31.10.2024 (excluding employees of own and group Companies) v) Number of years experience in NPS as PoP. vi) Number of CPSEs where NPS has been implemented	
6	Self-Attested list of offices of Bidder citing office address in all State Capital of India and in all Metros & Guwahati	
7	Self-attested Copy of valid PAN Card and GST Registration	
8	Proof that the bidder is Bank or Insurance Company/PFRDA empanelled Annuity Service provider/Pension fund Manager or subsidiary of any of the aforesaid Company. (For this purpose any of the following self attested document namely Certificate of Incorporation of Company/RBI Licence/IRDAI/PFRDA license as the case may be submitted as proof of eligibility)	
9	Self-attested declaration along with brief write-up alongwith screenshots of online portal or web-based application for servicing NPS subscribers for NPS registration.	
10	Self-attested declaration along with brief write-up alongwith screenshot of online portal or web-based application to facilitate real time analysis of employees pension account.	
11	Duly signed and stamped No-Deviation Certificate as per <b>Annexure 5</b>	
12	Duly signed and stamped confirmation of PFRDA and IRDAI guidelines and other allied statutory guidelines as per <b>Annexure 6</b>	
13	Duly signed and stamped Certificate confirming that the Insurance Company has not been blacklisted by any other CPSE and / or Central Government Organisation as per <b>Annexure 7</b>	
14	Duly signed and stamped Unconditional Acceptance of Financial Charges, terms and conditions as per Annexure 9	

15	Duly signed and stamped Unconditional Acceptance of Tender Conditions as per Annexure No.8	
16	Duly signed and stamped Submission of Details of PoP (Annexure no. 2) and Submission of Technical Eligibility (Annexure no. 4).	
17	Duly signed and stamped Certificate of Authorized Representative of the Bidder as per Annexure no.3.	
18	Certificate from Practicing Chartered Accountant or Copy of Annual Reports citing Net Worth, Working Capital for FY21-22, 22-23 and 23-24	

All the pages of the RFP are stamped and signed by the authorized representative

We hereby agree to fully comply with, abide by and accept without variation, deviation or reservation all technical and other conditions whatsoever of the RFP Document and Amendment/ Addendum to the RFP Document, if any, for subject RFP Tender.

We understand that any deviation/exception in any form may result in rejection of Bid. We, therefore, certify that we have not taken any exceptions/deviations anywhere in the Bid and we agree that if any deviation/exception is mentioned or noticed, our Bid may be rejected.

We hereby further confirm that any deviation/exception with reference to instructions and terms and conditions if mentioned in our Bid, shall not be recognized and shall be treated as null and void.

In case the above information is found false, I/We are fully aware that the tender / contract / RFP offer will be rejected / cancelled by the AAI and the Bidder will automatically cease to be a Point of Presence of AAI. I/We also undertake that I/we will make good all the losses/expenses if any incurred by AAI due to any action/omission/commission of AAI. It is further understood that the Point of Presence shall be liable for suitable action in line with the AAI Policy. However the NPS members will not get affected.

We hereby declare that we have not been black listed/ debarred by any Government department/agency.

For and on behalf of Bidder Company  
(Authorized Signatory)

Name of the bidder : \_\_\_\_\_

Company Seal : \_\_\_\_\_

**Details of PoP**

S1. No.	Description	Bidder/Response		
1	Name of the Bidder-PoP			
2	Ownership Details (Private / PSU - Central or State)			
3	Registered / Corporate Office Address			
4	Communication Address			
5	Phone No.			
6	Fax No.			
7	Name of the authorized representative and Designation			
8	Mobile No. of authorized representative			
9	E-Mail ID			
10	Company's Registration No.			
11	Date of establishment of Firm			
12	GST Registration			
13	Permanent A/c No.			
14	PoP Registration No. & Date			
15	No. of years' experience as PoP			
16	Working Capital and Net Worth for the last 3 Financial Years (Certificate from Practicing Chartered Accountant or Copy of Annual Reports citing Net Worth, Working Capital for FY21-22, 22-23 and 23-24 enclosed)	FY	Working Capital	Net Worth
		21-22		
		22-23		
		23-24		

17	List of cities in which PoP's NPS Services Offices are located. <b>The list of offices in all State Capital of India and Metros and Guwahati may be specified separately.</b>			

I hereby certify that all information provided above is correct to the best of my knowledge.

Dated:

For and on behalf of

Signature with date:

Name:

Designation:

Company deal

Certificate of Authorized Representative of the Bidder

Date:

To

The General Manager (Fin.-EDCP),  
Airports Authority of India,  
2<sup>nd</sup> Floor, A Block,  
Rajiv Gandhi Bhawan,  
NewDelhi-110003

Dear sir,

Sub: Engagement of Agency for providing Services of Point of Presence (PoP) for implementation of National Pension System (NPS) in Airports Authority of India

I ..... (Name of authorized representative) on behalf of M/ s ..... (Name of PoP) do hereby submit bids in response to your RFP No. \_\_\_ dated \_\_\_ on the above subject. I certify that I am the duly authorized representative of the subject Tenderer and a valid power of attorney / Board Resolution followed by linking successive Power of Attorney(ies), to this effect is also enclosed.

2. It is certified that all the information and data furnished are true and complete to the best of my knowledge and I have read and understood all the Terms & Conditions in the Tender document.

Dated:

For and on behalf of

Signature with date:

Name:

Designation:

Company Seal

Technical Bid-Submission of Technical Eligibility

Sl.No.	Eligibility Criteria-Minimum Requirement as on 31.10.2024	Documents to be Submitted	Compliance on Eligibility criteria (Yes/No) and Numbers wherever applicable	Enclosure Page no. ref.
i)	Bidder should have PFRDA <b>License to operate as Point of Presence (PoP)</b> and to have tie up with any of the Central Record Keeping Agencies (CRAs) registered under NPS for the <b>CRA Services.</b>	Self—attested copy of valid Registration Certificate issued by PFRDA as PoP (copy of License with validity date) and letter of confirmation from the registered CRA for tie-up.		
ii)	Bidder should have minimum <b>2 years experience as PoP</b> as on 31.10.2024.			
iii)	The bidder should have <b>implemented NPS under Corporate sector model</b> for employees of <b>at least one CPSE</b> successfully covering a minimum 500 of its employees as subscribers (excluding employees of own and group Companies).	Self-attested & stamped copies of Work Orders / Letter of Award, contact details of such CPSE etc. reflecting fulfilment of this criteria.		
iv)	Bidder should be <b>presently providing PoP Service at least one CPSE</b> with a total of minimum 500 subscribers in NPS under Corporate Model (excluding employees of own and group Companies).	Self-attested & stamped copies of Work Orders /Letter of Award, etc. reflecting fulfilment of this criteria as on 31.10.2024.		
v)	Bidder should have <b>experience of servicing at least 100 Corporates with a total of minimum 10,000 subscribers in NPS under Corporate Model.</b>	Certificate from CRA mentioning number of Corporates and subscribers reflecting fulfilment of this criteria as on 31.10.2024.		
vi)	The bidder should have <b>all India presence</b> with support office in all State Capital of India and Metros & Guwahati.	Self Attested list of offices citing address in all State Capital of India and Metros & Guwahati.		
vii)	Bidder should have <b>valid GST Registration Certificate</b>	Self-attested copy of these documents.		

	and PAN.			
viii)	Bidder should be a Scheduled Bank / Insurance Company / PFRDA empaneled Annuity Provider/ Pension Fund Manager/Asset Management Company or Subsidiary of any of the aforesaid type of company.	Self-attested copy of Certificate of Incorporation of company/ RBI licence/IRDAI/PFRDA licence etc as the case may be.		
ix)	Bidder should have <b>online platform</b> or web based application for servicing NPS subscribers for NPS registration.	Self-attested declaration alongwith copy of presentation and screenshot of the online portal or web based application.		
x)	Bidder should :- - neither have been suspended /banned / blacklisted / debarred by any Central/ State Government Department / agency or any other PSU / PSB - nor should have litigation pending with any of the aforesaid organization/ departments/ agencies in the last 3 consecutive financial years (FY 2021-22, 2022-23 and 2023-24) and as on tender submission date.	Self-Declaration Certificate as per Annexure no.7.		
xi)	The bidder should have online platform or web-based applications to facilitate real time analysis of employees pension account.	Self-attested declaration alongwith a copy of presentation and screenshot of the online portal or web based application.		
xii)	Submission of Unconditional Acceptance of Commercial/Financial charges, Terms and Conditions	Duly signed unconditional acceptance of Commercial/Financial Terms and Conditions as per Annexure no.9.		
xiii)	No deviation Certificate as per Annexure no.5	Duly signed and stamped No deviation Certificate as per Annexure no.5		
xiv)	Confirmation of PFRDA/IRDAI guidelines as per Annexure no.6	Duly signed and stamped Confirmation of PFRDA/IRDAI guidelines as per Annexure no.6.		

xv)	Unconditional Acceptance of Tender Conditions as per Annexure no.8	Duly signed and stamped acceptance of Tender Conditions as per Annexure no.8.		

xvi) Details of Experience as PoP in CPSEs (under Corporate Model):

Sl.No.	Name of the CPSE	Total No. of CPSE Subscribers handled	Whether NPS-Corporate Scheme was implemented by PoP in CPSE (Yes/No)	Total Period of Contract
1				
2				
3				

Dated:

For and on behalf of Signature with

Name:

Designation:

Company Seal

Annexure -5

Technical Bid:- **NO DEVIATION CERTIFICATE**

Notwithstanding anything mentioned in our RFP, we hereby accept all the terms and conditions of AAI 's RFP document and we do not have any deviation to this RFP document. We hereby undertake and confirm that we have understood the scope of work and all the terms & conditions properly and shall carry out the work as mentioned in this RFP document.

It is also confirmed that any deviation mentioned at any place other than this certificate shall not be considered and be treated as null and void.

For and on behalf of Bidder Company  
(Authorized Signatory)

Date :

Place

**Annexure 6**

**Technical Bid:-CONFIRMATION TO PFRDA /Any other Statutory Act/ Guidelines**

I, \_\_\_\_\_

hereby certify on behalf of ..... that our RFP/ Proposal no ..... dated ..... against AAI 's RFP document fully confirms to the PFRDA Guidelines and all other applicable statutory Act/Govt. guidelines. We further confirm that in the event of disclosure at a later stage that the same is in breach and AAI is put to any disadvantage or face cancellation of the Contract or any claim becomes substandard / untenable, the whole liabilities arising out of this shall lie wholly on us and we will bear all consequences thereof.

It is further certified that I am the duly authorized representative of the Bidder Company.

For and on behalf of Bidder Company  
(Authorized Signatory)

Date :

Place :

**Annexure 7 (Technical Bid)**

**DECLARATION REGARDING BLACKLISTING / NON BLACKLISTING  
FROM TAKING PART IN RFP /TENDER BY ANY OTHER CPSE AND / OR  
CENTRAL GOVT. DEPTT/AGENCY/ ORGANIZATION**

I / We M/s .....(name and address), solemnly declare and affirm that we are neither debarred, blacklisted nor prosecuted by Central Government/State Government or any other PSUs, Private Sector Units for breach of any contract.

There are no pending litigations against us either from Government of India, State Government within the Union of India or any other Private Sector Units.

We have no arrears of taxes or any other statutory dues to any Government Body.

In case the above information found false I/We are fully aware that the tender / contract / RFP offer / will be rejected / cancelled by the AAI and the Bidder will automatically cease to be Point of Presence and make good any losses/expenses incurred by AAI/employees. It is further, understood that the Bidder shall be liable for suitable action in line with the AAI 's Policy. However, the NPS PRAN/Annuities etc issued to beneficiaries will not get affected.

For and on behalf of Bidder Company  
(Authorized Signatory)

Date :

Place :

**Annexure 8 (Technical Bid)**

**UNCONDITIONAL ACCEPTANCE LETTER TO BE SUBMITTED BY BIDDER**

To,  
The General Manager (Fin.-EDCP),  
Airports Authority of India,  
2<sup>nd</sup> Floor, A Block,  
Rajiv Gandhi Bhawan,  
New Delhi-110003

**Subject :-ACCEPTANCE OF AAI E-RFP TENDER CONDITIONS**

Sir,

---

1. E-tender documents have been downloaded by me. I/we hereby certify that I/we have inspected and read the entire terms and conditions of the e-RFP tender documents made available to me/us 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 e-tender conditions in its entirety for the above services.
3. The contents E-Tender Documents has been noted wherein it is clarified that AAI reserves the right to reject the e-tenders without assigning any reason thereto.
4. 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 asks for bribe/gratification, I/We will immediately report it to the appropriate authority in AAI .

Yours faithfully,  
Date: \_\_\_\_\_  
(Signature of the e-tenderer)

**Annexure 9 (Technical Bid)-**

Unconditional Acceptance of Commercial/Financial Charges, terms and conditions by Bidder

To,  
The General Manager (Fin.-EDCP),  
Airports Authority of India,  
2<sup>nd</sup> Floor, A Block,  
Rajiv Gandhi Bhawan,  
New Delhi-110003

**Subject :-ACCEPTANCE OF Commercial/Financial Charges, terms and conditions-AAI E-RFP TENDER CONDITIONS**

Sir,

I/We hereby unconditionally accept the minimum charges as prescribed by M/s PFRDA from time to time. Presently the following minimum charges are applicable and hereby unconditionally accepted by the bidders:-

Sl. No.	Service Description	Unit	Bidders Quote per Unit (in ₹ and figures)
1	Account Opening Charges (One time)	Per Registration	Rs.200/-
2	Any contribution processing charges	Per Contribution	Rs.30/-
3	Non-financial Charges	Per Transaction	Rs.30/-

The price quoted above is exclusive of GST. It is certified that the Bid has been submitted for all the items in the Tender Schedule.

PoP charges including GST would be borne by members that is AAI employees. The charges are to be collected upfront directly from the concerned employees' account at the awarded rate mentioned above and as per the methodology as allowed by PFRDA. AAI will not incur any financial cost implication.

Any increase or decrease of the above service charges (as defined by PFRDA) during the bid submission shall be liable for rejection of the bids.

The above service charges are firm and fixed by AAI and bidder unconditionally agree towards the same for the entire tenure of the contract.

Yours faithfully,  
Date: \_\_\_\_\_  
(Signature of the e-tenderer)

**Annexure No.10**

**EVALUATION MATRIX-Bidder Self-Assessment on Technical Parameters and Presentation**

SI No. (A)	Parameters (B)	Documents to be Submitted (D)	Criteria wise Marks (C)			Bidder Response (D)	Marks on self-assessment by the bidder (E)
(a)	Numbers of CPSE accounts being handled by the bidder as on 31.10.2024	Certificate from CRA	1-3 CPSEs	4 - 8 CPSEs	9 & more CPSEs		
			12 marks	15 marks	18 marks		
(b)	Number of Corporate CPSE subscribers being managed by bidder as on 31.10.2024.	Certificate from CRA	500 — 10,000	10,001 - 25,000	Above 25,000		
			12 marks	15 marks	18 marks		
(c)	Number of total corporate accounts being handled (including CPSEs & Private Companies) by the bidder as on 31.10.2024	Certificate from CRA	100 — 600 corporates	601 -1000 corporates	Above 1000 corporates		
			12 marks	15 marks	18 marks		
(d)	Number of corporate subscribers (including CPSEs & Private Companies) being managed by the bidder as on 31.10.2024 (excluding employees of Own & Group Companies).	Certificate from CRA	10,000 — 50,000	50,001 — 1,00,000	Above 1,00,000		
			12 marks	15 marks	18 marks		
(e)	Number of years' experience in NPS as POP.	Certificate from CRA	2 — 3 years	More than 3 years & less than 4 years	More than 4 years		
			12 marks	15 marks	18 marks		
<b>Sub-total(as per “a” to “e” above)</b>							
(f)	<p><b><u>Business Presentation on Roadmap and Methodology for Scope of Work (Maximum 10 Marks)</u></b></p> <p>The bidder shall give Business Presentation (virtually not more than 30 minutes) to a nominated Committee of Officers of AAI. The link for presentation will be shared accordingly by AAI.</p> <p>The presentation should be made by proposed team who shall be working on this assignment with AAI.</p> <p>A signed copy of the presentation needs to be emailed to designated email (designated email id will be shared later on ) by the bidder before commencement of the Webmeeting for evaluation purpose by the Evaluation Committee.</p>		<p>Maximum 10 Marks-AAI Committee will award marks based on virtual Presentation for this criteria</p>				

	<p>The presentation will encompass the entire scope of work of the present tender including proposed Roadmap for NPS implementation in AAI citing details including timelines for completion of work, assistance in Deed of Variation/EDCP Rules, dedicated Core team to handle the assignment, Liasoning plan with all AAI locations , Training/awareness/Training material/ circulars, Roadshows/Webinars, Website content/app, Plans for onboarding/initial contribution, regular pension contribution, transfer of funds to NPS, changes in subscriber details,, grievance handling, TAT for Queries, Account handling, , retirement planning, Notification &amp; updates Via SMS, Mail, Apps etc as the case may be.</p> <p>The marks awarded by the AAI Committee shall be final and no representation shall be entertained by AAI at any point of time.</p>	
g)	Total Marks (a to f)	

**Note:**

- 1) Bidder should submit the Self-Assessment on Technical Parameters in column no. D and E. The copies of the Certificates in respect of Sl. Nos. (a) to (e) above from the CRA should be submitted tallying with bidder response.
  - 2) The Technically Qualified bidders as per Eligibility Criteria-3.1 and Annexure-4 will be intimated through e-mail for a virtual Presentation (not more than 30 mins) before the Committee (Refer to Sl. No.(f) of this Annexure). Marks will be awarded by the AAI Committee.
  - 3) The technically qualified bidder scoring highest total marks (ref. column g above being sum total of marks awarded from sl.no. (a) to (f) above) will be considered for award.
- In case of a tie with two or more bidders with the highest total marks scored (including Presentation) in Evaluation matrix , the determination of successful bidder will be considering the bidder with Highest number of Corporate CPSE Subscribers being managed by them as on 31.10.2024{Ref. Para-3.1(Eligibility Criteria) (iv)}

Dated:

Signature a with date:

Name:  
Designation:  
Company Seal