



भारतीय विमानपत्तन प्राधिकरण/ AIRPORTS AUTHORITY OF INDIA

विशाखपट्टणम हवाईअड्डा / VISAKHAPATNAM AIRPORT

विशाखपट्टणम /VISAKHAPATNAM

ISO 9001:2015 & ISO 14001:2015 Certified



# AIRPORTS AUTHORITY OF INDIA

DEPARTMENT OF CNS  
VISAKHAPATNAM

**Name Of Work: Annual Maintenance Contract (AMC)  
PA system at Visakhapatnam airport**

## E-TENDER DOCUMENT

Tender id : 2019\_AAI\_29358\_1

TENDER NO.AAI/VZ/CNS/STORES/AMC-PA SYSTEM/2019-20/5

**Estimated Cost Rs 14, 66,667/- Excluding GST**

**COST OF TENDER : Rs.1, 120/-**

**EMD VALUE : Rs. 29,333/-**



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**NOTICE INVITING TENDER**

NO.AAI/VZ/CNS/STORES/AMC-PA SYSTEM/2019-20/5

Dt.24.07.2019

**NAME OF THE WORK: ANNUAL MAINTAINANCE CONTRACT OF PA SYSTEM FOR A PERIOD OF ONE YEAR.**

e- Tenders are invited through the NIC CPP e-tendering portal by Airport Director, Airports Authority of India, Visakhapatnam Airport, Visakhapatnam-530009, on behalf of Chairman, AAI from experienced service providers/System integrators of PA systems. The estimated cost of the work is of Rs.14, 66,667/- (Rupees Fourteen lakh Sixty Six Thousand Six Hundred and Sixty Seven only).

1. The tendering process is online at NIC CPP e-portal URL address <http://etenders.gov.in/eprocure/app>. Aspiring bidders may go through the tender document by Login CPP Portal.
2. Prospective Tenderers are advised to get themselves acquainted for e-tendering participation requirements at "Guidelines for Bidders", register themselves at NIC e-tendering portal, obtain 'User ID' & 'Password' and go through the 'Self Help files' available in the Home Page after log in to the portal <http://etenders.gov.in>. They should also obtain Class III Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days of time. The tenderer may also take guidance from AAI Help Desk Support (contact details mentioned in this tender document).
3. **Tender document cost (non-refundable) & EMD amount both shall be paid through offline in the form of Demand Draft drawn in favour of Airports Authority of India, payable at Visakhapatnam. These two DDs must be submitted to this office before opening technical bid and scanned copies of these two DDs must be uploaded as a part of documents required to qualify TECHNICAL BID.**
4. E-bid shall be submitted in two bid system as follows :-
  - (a) Technical e-bid
  - (b) Financial e-bid

**5. Critical dates:**

Publishing Date & Time	24.07.2019 1600 Hrs
Bid Document Sale Start Date & Time	24.07.2019 1800 Hrs
Bid Submission Start Date & Time	30.07.2019 1000 Hrs
Bid Submission End Date & Time	09.08.2019 1000 Hrs
Bid opening Date : Envelope – I (Tech Bid) ) - Online	20.08.2019 1000 Hrs
Bid opening Date : Envelope – II (Price Bid) ) - Online	29.08.2019 at 1100hrs



6. The e-technical bid which will be opened first, shall contain the following documents specified as below (Bidders shall upload scanned copy of following documents):
  - a. Self-attested copy of valid PAN card.
  - b. Valid proof of presence of Bosch certified engineer (BOSCH PA systems) and proof of employment to be uploaded in case the person is other than owner. Or valid proof of work experience as AMC provider for Bosch PA systems or valid proof of work experience as service provider /System integrator for Bosch PA systems.
  - c. Self-attested copy of valid GST registration.
  - d. Signed copy of tender document in all pages.
  - e. Self-attested copy of valid firm / company registration certificate;  
Self-attested copies of Memorandum and Articles of Association in case of Companies;  
Partnership Deed in case of partnership firms and  
approved by laws in case of co-operative societies.
  - f. Valid proof for successful completion of works (copies of the Work Orders and completion certificates with complete Schedule of Quantity) of similar nature of Annual Maintenance Contracts or system integrator against three separate works each for a value equal to or greater than **40% of estimated cost (Rs 5,86,667/-)** or two separate works each for a value equal to or greater than **50% of estimated cost (Rs 7,33,334/-)** or one work for a value equal to or greater than **80% of estimated cost (Rs 11,73,334/-)** during the last 7 years for Government Departments or Public Sector Undertakings or reputed Private Sectors (within India). If the experience certificates are from private firm certificate of TDS reflecting said work shall be uploaded.
  - g. Copy of signed and stamped unconditional acceptance as per Annexure-I in NIT document.



- h. Self-declaration of debarment and bribe as per Annexure-II.
- i. Self-attested valid proof of ESI and PF registration with latest statement.
- j. SCOPE OF WORKS ON AMC FOR PA SYSTEM Annexure-IV and Bank account details of the bidding agencies such as account Number, Name of the Bank and branch with IFSC code etc, Annexure-V
- k. Proof of EMD payment for Rs. 29,333.00 and proof of tender document cost for Rs.1, 120/-.

In case of exemption for EMD, valid proof must be uploaded as a NSIC/MSME Registered firm, which shall be applicable to present nature of work.

- l. Check list of documents to be uploaded.

**The tenders of the bidders who fail to upload the documents as mentioned above from a to l of SL NO.6, shall be rejected outright.**

#### 7. e- Financial Bid

The financial e-bid should be in the prescribed format available at AAI e-tendering portal as per the schedule of quantity.

8. Any changes in the date of technical bid shall be intimated through e-portal/e-mail.
9. If at any stage, any information/ documents submitted by the contractor/firm are found to be false; the agency shall be liable for debarment from tendering in AAI, apart from any other appropriate/ legal action.
10. AAI reserves the right to accept or reject any or all bids without assigning any reason. AAI reserves the right to reject the tender document of working agencies whose performance at ongoing project below par and unusually poor.

DGM (CNS)  
For Airport Director  
Visakhapatnam Airport



## **Terms & Conditions**

1. The firm shall provide one trained technician (Skilled) and one Semi-skilled who are conversant with the operation of Bosch PA system and has experience in trouble shooting common faults, to cover 24 hrs operations.
2. In case of major breakdown, additional technical personnel or the service engineer of the firm may be deputed on the site, if necessary, to assist the resident technician in rectifying the fault in the shortest possible time i.e., the breakdown time shall be kept as minimum as possible.

The Vendor shall pay the wages, PF,ESI and bonus as per prevailing minimum wages act as per Govt. of India revised from time to time to the manpower deployed at Visakhapatnam. At any time if it is found that vendor not paying wages, PF ,ESI and bonus as per Govt. of India minimum wages act, his contract is liable to be terminated.

3. In this contract of PA system in Visakhapatnam Airport, the AMC Service Provider shall carry out the maintenance of PA system and its Hardware, Software & accessories which includes their preventive maintenance, corrective/breakdown maintenance as per scope of works given in Annexure-IV of this document, during the AMC period.
4. The preventive maintenance, corrective/breakdown maintenance for 100% serviceability of PA system and its associated hardware/software including all types of cables, shall be provided by the contractor during AMC period within the awarded AMC cost to the full satisfaction of AAI, as mentioned in **scope of works** (Annexure-IV). No extra charges whatsoever, other than AMC charges, shall be paid by AAI with regard to maintenance & operation.
5. Corrective/Breakdown maintenance shall be provided, **on 24x7x365 days** basis in the specified time. Service Provider shall visit AAI premises as many times as Breakdown complaints of PA system are received and repair the PA system. During operation hour on receipt of complaints, service engineer shall report at site within half an hour time.



6. The resident technicians shall be available at the airport site. The firm shall also provide the telephone number, mobile number, fax number of their main office.
7. **In case of failure of a System, a standby system should be placed temporarily or Unserviceable module should be serviced within the turnaround time. In case the Contractor fails to rectify the problem within 6 hours, AAI at its discretion shall get the faulty items repaired through other sources at the risk & cost of the AMC service provider. In such an event AAI shall deduct a fine equal to the repair charges plus all other incidental charges on the repair from the quarterly bill of the AMC.**
8. However, preventive & predictive maintenance, may be carried out from 0930-1800 Hrs. (on any day from Monday to Saturday).

The Service Level Agreement shall be as per following schedule:

<b>SR. NO.</b>	<b>TYPE OF MAINTENANCE</b>	<b>EQUIPMENT</b>	<b>PERIODICITY (IN DAYS)</b>
1	General Cleaning	PA System rack and units.	Daily
2	Preventive	PA system rack and units	30
3	Preventive	Checking of Supply & System Earth	90
4	Predictive	Based on Pre-failure Warning	As & When
5	Repairs & Service	All Equipment	Fault Based

9. Until and unless permission from the Authority is obtained in writing, the original specifications/system characteristics shall not be changed.
10. AMC Service Provider shall maintain Preventive / Corrective/ Break down maintenance records in proper format approved by Unit-Incharge (Airport Systems) countersigned by AAI representatives every day.



11. During the contract period, the firm's technician will carry out preventive maintenance of the system at regular intervals as mentioned in the schedule as below. He shall also attend to any breakdown complaint as and when required.
12. AMC Service Provider shall maintain sufficient inventory related hardware components & cables of PA system to ensure that preventive and breakdown maintenance can be carried out efficiently with minimum down time. The following is the minimum list of spares to be made available at the site.
  - a) Network Controller Unit Qty-1
  - b) PA Amplifier Qty-1
  - c) Line Matching Transformers- Qty 3 for each type of speakers
  - d) Cat-6 cable- 100metres
  - e) Speaker Cables-100 meters
  - f) MIC Console-Qty-1
  - g) Interface Module- Qty-1
  - h) OFC patch cord for MIC Console-Qty-1
13. The Following Tools and Test Equipments must be maintained by contractor at site.
  - a. Multi Meter.
  - b. Screw Driver Set.
  - c. Sleeve cutter.
  - d. Ladder of sufficient Height.
  - e. Cleaning liquids and cloths
  - f. Apron jackets (Radium jackets) for workmen
14. In case of any breakdown of the equipment beyond the office hours, the AMC Service Provider personal shall report at site on lodging of complaint within half an hour.
15. AMC Service Provider and AAI shall follow the complaint lodging & monitoring mechanism, as mentioned below, for serviceability of PA system and its accessories":-  
Complaint shall be lodged through telephone/mail as and when unserviceability noticed/found. Complaints shall be lodged by AAI representatives indicating details of unserviceability i.e. sl. no. of equipment,



nature of fault observed etc. The complaint shall be acknowledged by firm's representative by giving complaint/docket no. Any change in Address, Telephone no. shall be intimated in advance.

16. The AMC can be terminated by either AAI or contractor with notice of three months. Contractor shall handover the system/equipment in fully serviceable and functional condition at the time of closure of maintenance contract. Else, the defects shall be rectified at the risk and cost of contractor.
17. If at any stage the contractor fails to provide satisfactory service, AAI shall terminate the contract by giving one month's notice and security deposit shall be forfeited. Any damage to the equipment and its accessories shall be rectified by AAI on the contractor's risk and cost.
18. Subcontracting of AMC work to other vendor in any form/manner is strictly prohibited. At any point of time, if it is observed that contract is subcontracted, the contract shall be liable to be terminated and performance bank guarantee shall be forfeited.
19. Contractor is responsible to get the Airport Entry Pass (AEP) for maintenance staff deputed to execute this contract. If any expense occurs related to AEP, contractor shall be liable to pay. It is the responsibility of the contractor that the maintenance staff does not involve in any other matters of AAI or other agencies in Airport and their duties are strictly restricted to maintenance of system under the purview of this contract. The successful bidder need to register and upload the company details in Govt. e-sahaj portal for BCAS Security Clearance for applying AEP .
20. The AMC will be valid for a period of one year with effect from the date of award of work.
21. The AMC charges are inclusive of the cost of all spares / components used for repair.
22. The PA system equipment to be maintained under this AMC as listed at Annexure-IV have to be maintained by the firm in serviceable condition at all times.
23. Analyzing, identifying and rectifying all faults in the system LAN network and networking equipment including CAT6 Cables, fiber optic cables and patch



ords are covered in the scope of this contract.

24. In any case no extra/ additional charges paid for successful completion of AMC (e.g. for consumables, replacement of faulty parts, stationery etc.). The quoted rate will be final and paid on quarterly basis subject to tender conditions.
25. Test equipment, tools, ladders, boom lift, cleaning material etc. shall be the responsibility of the contractor.
26. In case programming or reloading of system software is required, the same shall be done by the contractor at his own cost.  
In case of corruption or damage to the Program/Data due to any reason, the replacement and reprogramming shall be the responsibility of the contractor and is covered under the scope of this contract.
27. If any defective equipment covered under this AMC is taken out of Airport premises for servicing, the to and fro transport charges will be the responsibility of the contractor and the cost to this effect shall be borne by the contractor.

28. **Payment:**

AMC charges shall be paid by AAI quarterly, after the completion of each quarter for the work done in previous quarter on production of bill along with Salary Statement, bank statement of salary account, Workmen Compensation Insurance Policy, PF, and ESI statement of the deployed manpower, submission of service reports duly signed by AAI representative and satisfactory performance certificate, for that quarter. Applicable prevailing rates of minimum wages should be paid to skilled and semi-skilled workmen employed as per the order of Chief Labour Commissioner, New Delhi.

All the necessary penalty/recoveries for which firm has made themselves liable for, shall be deducted from the bills before releasing the payment. Either the report of carrying out the Preventive Maintenance signed by the AAI officials or the status report, showing that the maintenance has been carried out in the quarter, generated from the particular PA system shall be construed & considered as the proof of carrying out the Preventive Maintenance of the said PA system.

- a. Submission of valid BG for 10% of contract value towards SD. In case BG is not submitted, entire SD amount will be deducted from the bill.
- b. Authenticity & Validity of the BG submitted by the successful bidder shall



be endorsed by the Bank which has issued the BG and its Zonal office. Payment action shall be initiated only after the BG confirmation received from the Bank and also from Zonal office.

Note: Bidders are advised to evaluate all the probable expenditures borne by them towards manpower deployment and maintaining CCTV systems before participating in bidding process.

29. **Security deposit:** The contractor is required to furnish Security Deposit (SD), within 15 days after the award of work. The SD shall be submitted in the form of cash/DD/ irrevocable bank guarantee to the extent of **10% (Ten percent)** of the entire contract amount as per Proforma at Annexure “IV” from Nationalized/Scheduled Bank (as per RBI schedule) having office in India. The bank Guarantee shall remain valid for a period of three months after expiry of the contract.
30. The rates quoted in the tender shall remain valid for a period of 90 days from the date of opening financial bid. If any tenderer withdraws during this period of validity, his EMD shall be forfeited.
31. The rates once approved shall be final and no escalation, deviation shall be accepted under any circumstances. Any upgradation of both software and hardware if carried out to the existing system shall be deemed to be part and parcel of the AMC. The contractor shall not claim for compensation for the inclusion of those additional.
32. In case the successful tenderer does not accept the award letter, his EMD will be forfeited without any notice. The party will also be debarred for future participation in the tenders for a period of three years. EMD of the unsuccessful agencies will be returned to them at the earliest.
33. The successful tenderer must give acceptance of contract through e-mail/letter within 07 days from the receipt of work order.
34. **Penalty:**
  - Penalty shall be levied for the delay, beyond the prescribed time limit, in setting right the equipment. In case of partial/complete failure of the equipment, on expiry of prescribed time limit, recovery shall be made @ Rs. 4018/- per day However, if a suitable fully functional replacement is provided in place of faulty equipment within prescribed time, no penalty shall be



levied. The original equipment has to be reinstated at site after the repairs at the earliest.

- The total penalty within the scope of this contract shall not exceed 10% of the total contract value.
- The contractor is required to carry out the preventive maintenance at least once in a month (quarterly). In case the Preventive Maintenance is not carried out in the said quarter by the firm, the AMC charges for that quarter towards the said PA system will be deducted from the quarterly bill.

1	Complete system failure for more than 2 hrs.	10% of the per day AMC cost, for the number of days of un-serviceability shall be deducted from the running bill of each quarter
2	For partial failure of the system i.e. MIC not Working,/some Zonal speakers not working, noise in amplifier/speakers serviceability in system and stand-by equipment not provided, etc.	0.5% of the AMC cost per day  3 days shall be deducted from the running bill of each quarter
3	If preventive maintenance not carried out as mentioned above	Rs.10,000/-will be deducted from the running bill of each quarter
4	Non availability Trained technicians /helper at site	Rs. 645.00/551.00 per day for the period of absence will be deducted from the running bill of each quarter
5	Non attending expert Engineer from OEM/integrator/authorized dealer/distributor for checking /repairing of the complete system for minimum period of one day during quarterly maintenance	Rs. 15000/- shall be deducted for the particular quarter

**35. PAYING AUTHORITY:**

**Airport Director, Visakhapatnam Airport, Visakhapatnam.**



36. Test equipment, tools, ladder, cleaning material, spare parts etc. shall be the responsibility of the contractor. However AAI will provide suitable place to keep tools & ladder.
37. In case of corruption or damage to the software Program /Data of the equipment due to any reason, the replacement and reprogramming shall be the responsibility of the contractor.
38. The contractor shall maintain the equipment for 100% serviceability throughout the contract period. However, the time taken for preventive maintenance will not be considered as down time.
39. The repairs/maintenance of equipment is to be carried out at site. In case of a defect in equipment/its accessories, necessitating major repairs at the service center of the contractor, the same may be taken to service center under intimation to the Airport Systems in charge of the respective airport. In such cases, all expenditure and arrangement to dispatch, repair and return of the equipment/sub-assembly shall be borne/ carried out by the contractor. Penalty shall be levied for delay beyond the prescribed time in setting right the equipment within the prescribed time. The original equipment has to be reinstated at site after the repairs have been carried out at service center at the earliest.
40. **Contractor must take all safety precautions while the worker executing the maintenance job at heights and provide adequate insurance for the workers engaged. AAI shall not be responsible for occurrence of any untoward incidents.**
41. Component level/card level maintenance shall have to be carried out by the contractor. It is therefore necessary that sufficient stock of spares/modules is kept with the maintenance engineer of the contractor, so that un-serviceability can be attended by the method of replacement in order to have minimum down time.  
The equipment and its accessories shall be handed over to AAI in fully serviceable condition on expiry/termination of the contract.



**42. Inability to perform contract:**

In the opinion of AAI, if the works are going slow or unable to complete the work or any portion thereof as agreed upon, or not abiding to conditions agreed upon, then the contractor shall be held responsible for the loss.

43. Obtaining of entry pass to the Airport premises for contractor and his staff shall be the responsibility of AAI as well as the contractor. Any fees/expenditure, applicable for issue of passes, should be borne by the contractor and in case police verification etc., required for its staff, shall be the responsibility of contractor. AAI shall provide assistance such as necessary documentation & attestation of forms etc. for issue of entry passes. The successful bidder need to register and upload the company details in Govt. e-sahaj portal for BCAS Security Clearance for applying AEP.

44. Airports being a sensitive area, rules & regulation governing for the entry and work are notified by security agencies from time to time. It is the responsibility of the firm to ensure that all rules are strictly complied with.

45. The contractor shall maintain all the system to the entire satisfaction of the Unit-In-Charge Airport Systems, AAI. Since on completion of the contract period (expiry of contract/termination of contract), the equipment is to be handed over to AAI in fully serviceable condition, it will be tested for its 100% serviceability by AAI representative and contractor's representative at site. In case any spares are required to be replaced or any rectification is required to be carried out for satisfactory performance of the System/equipment, the contractor at their cost shall carry out the same.

46. In case any of the personnel deputed by the contractor is found indulging in theft/pilferage or any other misdeed or any other undesirable activities, the contractor shall ensure that the services of the concerned staff are dispensed with immediate effect under intimation to the Authority. This will be without Prejudice to any other liability to AAI, arising out of court directions/claims etc. on account of such misdeeds.

47. The contractor will not be liable for any damages arising out of War, riots and natural calamity such as fire, storm, earthquake etc.

**48. Force Majeure clause:**

Force majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts



of states, the direct and indirect consequences of wars (declared or un declared), hostilities, national emergencies, civil commotions and strikes (only those which exceed a duration of ten continuous days) at contractor's factory. The contractor's right to an extension of the prescribed time limit for completion of the work in above mentioned cases is subject to the following procedures:

That within prescribed time limit after the occurrence of a case of force Majeure, the contractor informs the AAI Unit-in-charge in writing that the contractor considers himself entitled to an extension of the time limit.

That the contractor produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities. That the contractor proves that the said conditions have actually been interfered with the carrying out of the contract. That the contractor proves that the delay occurred is not due to his own action or lack of action. Apart from the extension of the time limit, force majeure does not entitle the contractor to any relaxation nor to any compensation of damage or loss suffered.

#### **49.DEFECTS LIABILITY PERIOD:**

On completion of the contract period (expiry of contract/termination of contract), the PA system and its accessories , shall be handed over to AAI in the same condition as taken over, it shall be duty of the contractor to repair the PA system(& its accessories)for any defects, observed during handing over and make them fully serviceable. The rectification/ repairing of the PA system or its accessories shall be carried out by the contractor within maximum of 30 days of receipt of such notice from the Unit In-Charge, Airport Systems, AAI. The payment of last quarter will be done after the completion of repair work. AAI reserves the right to get the repair work executed at the risk and cost of contractor. The Contractor shall not be entitled for any extra payment whatsoever on account of above conditions of contract.

50.It is the responsibility of the contractor to provide adequate insurance cover against any loss / damage to persons or property due to the commission or omission of any act by him / them or any person(s) deployed by him / them. AAI will not, in any manner, be responsible for any loss / damage that might be caused due to the negligence of the deployed manpower.

#### **51.SERVICES TO BE PROVIDED BY AAI:**



AAI will provide space for the workman to perform maintenance duties free of cost. Free electricity for AMC (Annual maintenance contract) related works and water shall be provided. The contractor shall provide all necessary connections, cable, fittings etc. from the main switch onwards, in order to ensure a proper and suitable supply of electricity for the execution of work. The Authority does not guarantee continuity of supply and no compensation whatsoever shall be allowed for supply becoming intermittent or for breakdown in the system.

## **52. DISPUTE RESOLUTION , ARBITRATION & JURISDICTION:**

If any dispute of any kind whatsoever arises between the authority (AAI) and contractor in connection with or arising out of contract or the execution of works, whether during execution of works or after their completion and whether before or after the repudiation or termination of contract , including any disagreement by either party with any action, opinion, instruction determination, certificate or Valuation of engineer; the matter in dispute shall in first place, be referred to the Dispute Resolution committee (DRC) appointed by Chairman, AAI. DRC thus constituted may act as ‘conciliator’ and will be guided by principles of ‘conciliation’ as included in part III of Arbitration & conciliation Act 1996. DRC should take into consideration, rights and obligations of parties, usage to trade concerned and circumstances surrounding the dispute(s), including any previous business practices between parties. Efforts of DRC should be to come to an amicable settlement of outstanding disputes. If parties agree a written settlement. will be drawn up and signed by the parties. DRC will authenticate the settlement agreement and furnish a copy to each party. DRC will give its report within 45 days of its constitution. If the dispute between the parties is not resolved by the DRC, then matter shall be referred to a sole arbitrator to be appointed by the Chairman, Airports Authority of India in accordance to the provisions of The Arbitration and Conciliation Act, 1996 of India. The governing law will be Indian Law and the award of the arbitrator shall be final and binding on the parties. The venue of the arbitration shall be at New Delhi. All questions, disputes or difference arising under and out of, in connection with the contract if concluded shall if required to be referred to any court of law, be referred to the courts in India at New Delhi and the said court shall have jurisdiction and decide matters according to the laws of India.



### **53.AGREEMENT:**

Contractor or his authorised representative, within 15 days of award of work, shall contact the DGM (CNS), AAI, Vizag Airport & sign agreement on non- judicial stamp paper of appropriate amount. These terms & conditions shall form part of the agreement. DGM (CNS), AAI, Vizag Airport shall sign agreement on behalf of AAI.

### **GENERAL GUIDELINES:**

1. Tender Document is not transferable.
2. No party will be sold more than one tender form under any circumstances.
3. Any tenderer giving tenders in different names or in the names of its sister concern or groups Firms will be disqualified and his tender will be rejected.
4. The rates quotes in the offer (as per Schedule-A) shall be valid for the period of one year plus extension period (if any) and no increase in the rates will be permissible.
5. AAI may extend the contract on mutual consent with the same rates, terms & conditions as per AAI rules.
6. The acceptance of the tender will rest with the competent authority i.e The Airport Director, AAI, Visakhapatnam Airport who does not bind himself to accept any tender and reserves the rights to return all or any of the tenders received or part thereof without assigning any reason thereof.
8. No condition/deviation shall be recorded. In case of correction while quoting rates/amount the same shall be authenticated with the initials of the tenderer. Once the quoting is finalizes, all rates shall be sealed with cellophane tape to avoid tampering with the quote.
9. Exclusion of items from contract/Termination of Part/Full contract:  
AAI at its sole discretion may not award a AMC for all the items included in the NIT and may exclude some of the items which may have become obsolete over the period of time or may have been replaced/upgraded by AAI. AAI may also at its sole discretion terminate the contract for some of the items, which have become obsolete or have been replaced/upgraded by AAI during the tenure of the contract. The contract value of such items shall not be paid in the subsequent bills.



ANNEXURE – I

UNCONDITIONAL ACCEPTANCE LETTER

To  
The Airport Director,  
Airports authority of India,  
Visakhapatnam Airport,  
Visakhapatnam-530009.

(To be submitted in Technical bid)

Subject: Acceptance of Terms and Conditions of Tender

Name of the work: Annual maintenance contract for maintenance of PA system at Visakhapatnam airport.

Sir,

The tender document for the above mentioned work have been sold to me by AAI and I hereby certify that I have read the entire terms and conditions of the tender made available to me in the office of the Airport Director, AAI, Visakhapatnam which shall form part of the contract agreement and I shall abide by the conditions/clauses contained therein.

I hereby unconditionally accept the tender conditions of AAI's tender document in its entirety for the above works.

It is certified that after unconditionally accepting the tender document in its entirety, it is not permissible to put any remarks/conditions in the tender uploaded to e-portal and the same has been followed in the present case. In case any provisions of the tender are found violated after opening tenders, I agree that the tender shall be rejected and AAI shall without prejudice to any other right or remedy be at liberty to forfeit the full said earnest money absolutely.

I have not paid /will not pay any bribe to any official of AAI for awarding this contract at any stage during the execution or at the time of payment of bills and further if any official asks for any bribe/gratification, I will report it to the appropriate authority in AAI.

Date:

Yours faithfully,

(Signature with stamp)



**Annexure -II**

**“Undertaking for Not Black-Listed”**

**“To be submitted with e-Envelope I –Technical Bid”**

To,  
Airport Director,  
Airports Authority of India,  
Visakhapatnam Airport,  
Visakhapatnam-AP - 530009.

**Annual maintenance contract for maintenance of PA system at  
Visakhapatnam airport.**

1. It is certified that I/We have not been Debarred/black listed by CBI or AAI or any Public-Sector Undertaking/Departments like Railways, Defense or any other department of Govt. of India or State Govt.
2. It is also certified that neither I/ We nor our firm or its partner or its Directors have been black listed or any case is pending or any complaint regarding irregularities is pending, in India or abroad, by any global international body like World Bank/International Monetary Fund/World Health Organization etc. or any Indian State/Central Government Departments or Public-Sector undertaking.

Signature of Bidder with seal



Annexure- III

**PROFORMA FOR BANK GUARANTEE – (FOR SECURITY DEPOSIT)**

(On Non-judicial stamp paper of Rs.100.00)

To  
The Chairman,  
Airports Authority of India (AAI),  
CHQ, Rajiv Gandhi Bhavan,  
Safdarjung Airport,  
New Delhi – 110 003,  
INDIA

Dear Sir,

In consideration of the Chairman, AAI (hereinafter called “AAI”) having offered to accept the terms and conditions of the proposed agreement between AAI and .....(hereinafter called the said Contractor(s)) for the work “ Annual Maintenance Contract of PA system ” (hereafter called ‘the said agreement’) having agreed to production of irrevocable Bank Guarantee for Rs.\_\_\_\_\_ (Rupees\_\_\_\_\_ ) .....amount of 10% (Ten percent) of entire contract amount..... as a security / guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement. We .....(indicate the name of the Bank) (hereinafter referred to as ‘the Bank’) hereby undertake to pay to the Chairman, AAI an amount not exceeding .....amount..... on demand by AAI.

2. We .....(indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from AAI stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding .....amount.....

3. We, the said bank further undertake to pay to the Chairman, AAI any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal.



The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment.

We.....(indicate the name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of AAI under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Engineer-In-Charge on behalf of AAI certified that the terms and conditions of the contractor(s) and accordingly discharges this guarantee.

4. We .....(indicate the name of the bank) further agree with AAI that AAI shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by AAI against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of AAI or any indulgence by the AAI to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5. This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s). We ..... (Indicate the name of the bank) lastly undertake not to revoke this guarantee except with the previous consent of AAI in writing. This guarantee shall be valid up to ..... unless extended on demand by AAI. Notwithstanding anything mentioned above, our liability against this guarantee is restricted Rs..... (Rupees.....) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the \_\_\_\_ day of \_\_\_\_ for \_\_\_\_\_ (indicate the name of bank).

Very truly yours,

\_\_\_\_\_  
(Authorized Signatory of the Bank)



## Annexure-IV

### **SCOPE OF WORKS ON AMC FOR PA SYSTEM**

The following works to needs to be carried out by proposed AMC for PA system includes the items as mentioned below at Vizag airport.

- The AMC provider shall provide one skilled technician and one semi-skilled technician at Visakhapatnam Airport to attend routine maintenance and break maintenance on day to day basis at site. The deployed manpower shall be covered with minimum wages as per Govt. of India, Workmen Compensation Insurance EPF, ESI and other statutory requirements as per labor act.
- The AMC provider shall do daily, weekly, and monthly based preventive maintenance as per provided schedules by AAI.
- The AMC provider should have authorized service center or its representative at Visakhapatnam.
- In case of any complaint in the system, it has to be attended within 30 minutes and must be rectified to full satisfaction of AAI.
- In case of any complaint in the system related to hardware or software, or due to cable, if it is gone bad, it must be repaired within reasonable time basis.
- All the necessary tools including Screwdriver set, Multi-meter, Safety ropes, Helmets, ladders etc. shall be arranged by AMC contractor only. However, AAI will provide space for keeping tools and ladder.
- A senior technical supervisor/Engineer shall visit the office of Asst. GM (Airport Systems) on any working day of the month in order to address the problems if any faced by this office.

**Details of PA system at Visakhapatnam Airport.**

S.no	Item Description	Make /Model	Qty
1.	Network Control unit	BOSCH Praesideo /PRS-NCO-B	01
2.	Praesideo Amplifiers	BOSCH/ LBB4422/00	16
3.	Mic Consoles with key pad (RJ-45 connector type).	BOSCH/PRS-CSR 4BB4438+LBB4432	05
4.	Mic consoles with Key pad (Fiber Optic connector).	Bosh LBB 4430+LBB 4432	02
5.	Car Calling Stations.	BOSCH/LBB4439+housing LBD8930	02
6.	Remote call station Interface units.	BOSCH/ PRS-CSI/ LBB4437	07
7.	Ceiling Speakers 6W.	BOSCH LBD0606	44
8.	Ceiling Speakers 12W.	BOSCH LBC 3099	186
9.	Column Speakers 60 Watts speaker	BOSCH 3210	07
10.	Horn Speakers 15 Watts	LBC 3470	15
11.	Wall mount Speakers 60 watt.	EVID-28	20
12.	5CD changer DVD player with USB drive.	Denon	01
13.	User Interface system and its components-01(Monitor, Key Board, CPU and software).	HP SYSTEM WITH WINDOWS OS with Bosh user interface application	01
14.	Power panel and its connection and cabling.	-----	01
15.	Speaker cabling in the entire airport.		
16.	Volume controls.	Bosh	06
17.	Equipment Rack for housing Central controller, Amplifier and Music sources.	Custom built	01



SCHEDULE-A

SAMPLE FINANCIAL BID(BOQ)1467

Name of work: Annual Maintenance contract for Maintenance of PA system at Visakhapatnam Airport.

SI No.	Description of work	QTY	HSN/SAC CODE	GST RATE	Amount (in figures) Quoted exclusive of GST	Amount in words
1	AMC of PA system and all its associated accessories and related works to ensure serviceability of the system as per scope of works (Annexure-V)	12 Months			Not to be quoted as this is a sample BOQ	Not to be quoted as this is a sample BOQ

(Total Rupees )

**NOTE : SAMPLE ONLY . DO NOT FILL IN TECHNICAL BID. ONLY FILL BOQ IN FINANCIAL BID**

Signature of the contractor  
with seal and date.



**ANNEXURE-V**

**BANK DETAILS**

S. No	Particulars	Information Required
1	Name of the Account Holder i.e. Bidder	
2	Mobile / land line number of the Bidder	
3	e-mail of the vendor	
4	PAN / TAN No. of the Party i.e. Bidder	
5	Name of the Bank	
6	Address of the Bank	
7	Bank Account No.	
8	Bank MICR Code	
9	IFSC Code of the Bank	
10	Type of the Bank Account	
11	e-mail of the Bank	
12	Contact Number of the Bank	
13	e-mail of the Zonal office	
14	Contact Number of the Zonal office	

**Note: In addition of the above scanned copy of cancelled cheque may please be provided.**

**(Beneficiary's i.e. Bidder's Name & Address)**

Place:

Date:

**Annexure-VI****Check list for Documents to be uploaded**

<b>Sl. No.</b>	<b>Name of the Documents</b>	<b>Envelope</b>	<b>Uploaded</b>
01.	Self-attested copy of valid PAN card.	Technical	Yes / No
02.	Self-attested copy of valid GST registration.	Technical	Yes / No
03.	Self-attested copy of valid firm / company registration certificate; Self-attested copies of Memorandum and Articles of Association in case of Companies; Partnership Deed in case of partnership firms or Approved by laws in case of co-operative societies.	Technical	Yes / No
04.	Work Experience Certificate	Technical	Yes / No
06	Work Completion Certificate	Technical	Yes/No
07.	Proof of certified engineer of BOSCH Praesideo PA systems Or Work experience as AMC/Service provider/System integrator for Bosch PA systems	Technical	Yes/No
08.	Signed and stamped unconditional acceptance as per Annexure-I in NIT document	Technical	Yes / No
09.	Self-attested valid proof of ESI and PF registration	Technical	Yes/No
10.	Self-declaration of debarment and bribe as per Annexure-II.	Technical	Yes / No
11	Scope of works on AMC for PA SYSTEM Annexure-IV	Technical	Yes / No
12	Bank account details of the bidding agencies such as account Number, Name of the Bank and branch with IFSC code etc. as per Annexure-V.		
13.	Proof of EMD payment. In case of exemption for EMD, or valid proof must be uploaded as a NSIC/MSME Registered firm, which shall be applicable	Technical	Yes / No
14	Signed tender document.	Technical	Yes / No
15	Valid proof of financial turnover	Technical	Yes / No
16	Check list for Documents to be uploaded	Technical	YES/No

**Sign of the Bidder  
Stamp**



## **Annexure - VII**

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

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: <http://etenders.gov.in/eprocure/app>.

### **REGISTRATION**

- i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- ii) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- iii) 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.
- iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC s to others which may lead to misuse.
- vi) Bidder then can log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.



## SEARCHING FOR TENDER DOCUMENTS

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

## PREPARATION OF BIDS

- i) **Bidder should take into account any corrigendum published on the tender document before submitting their bids.**
- ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- iii) 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.



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

## **SUBMISSION OF BIDS**

- i) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii) Bidder has to select the payment option as “offline” to pay the tender fee & EMD as applicable and enter details of the instrument.**
- iv) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- v) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the

**BOQ file, open it and complete the colored (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 filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.**



vi) The server time (which is displayed on the bidder's 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.

vii) 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 tender documents become readable only after the tender opening by the authorized bid openers.

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

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

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

#### **ASSISTANCE TO BIDDERS:**

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

(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.



## **ANNEXURE- VIII**

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

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

0120-4200462, 0120-4001002 *Note-* Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the

Contact details. For any issues/ clarifications relating to the tender(s) published kindly contact the respective Tender Inviting Authority. **Tel: 0120-4200462, 0120-4001002.**

**Mobile: 91826246593 E-Mail: [support-eproc@nic.in](mailto:support-eproc@nic.in)**

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

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

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

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

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



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

SL NO.	Support Persons	Escalation Matrix	E-mail Address	Contract Numbers	Timings*
1	Help Desk Team	Instant Support	<a href="mailto:eprochelp@aai.aero">eprochelp@aai.aero</a>	011-24632950, Ext-3512 (Six Lines)	0800-2000 Hrs. (MON - SAT)
2	Manager.(IT)	After 4 Hours of Issue	<a href="mailto:sanjeevkumar@aai.aero">sanjeevkumar@aai.aero</a>	011-24632950, Ext-3505	0930-1800 Hrs. (MON-FRI)
3	AGM(IT)	After 12 hours		011-24632950, Ext-3523	0930-1800 Hrs. (MON-FRI)
4	General Manager(IT)	After 03 Days	<a href="mailto:gmitchq@aai.aero">gmitchq@aai.aero</a>	011-24657900	0930-1800 Hrs. (MON-FRI)